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System Instruction

1、Login the System

URL:  https://rma.h3c.com （Overseas）,  http://spms.h3c.com （China）
We suggest to use Chrome to log in to the system, please choose 【Inter Login】 and log with your account and password.

2、Function Menu

The page displays as follows after logging in the system, menu bar is on the left and content display area is on the right.

Introduction for the function menu:

a) Info. Management – Address List:
   Check and maintain your commonly used consignee information.

b) Demand Acceptance – Need query:
   Control all the previous case, you can check the details information of the RMA order.

c) Inventory Manage – Actual Inventory:
   Check the actual spare parts inventory of the local warehouse.
d) Customer Manage – Material Code Price
Query the spare parts number based on the device model.

Customer Manage – Area Application Enquiry
Query all spare parts applications in the region to which the representative office belongs Info.

e) RMA – H3C Engineer RMA Application: Apply a new RMA.
RMA – Apply Drafts: Check status of your drafts and un-submitted RMA list.
RMA – Engineer Borrow
Apply to borrow spare parts for on-site rental, temporary maintenance requirements.
RMA – Personal Application: Check your RMA application records.
RMA – Unreturned Info.: Check your unreturned parts information.

**Operation Instruction**

1、Address List

You can add or maintain the consignee information in this page. The consignee information will be used in the RMA applying step.

![Image of Address List]

2、Need Query

You can query the RMA order information by the RMA number, the applicant company, the final customer, etc.
Fuzzy search is supported.
3、Actual Inventory

Check the real-time inventory of the warehouse in your belonged territory.

4、Material Code Price

Check the list price, Part description by part number or device model.

5、Area Application Enquiry

Check all RMA applications where the client address belongs to your territory.
6. H3C Engineer RMA Application

Input the information of the faulty equipment, including the company name, SN, detail failure symptom and so on. The blanks marked with red * must be filled in.

1) Filling guidance:

End User:
The actual end user’s name of the faulty equipment. It needs to be filled in accurately to facilitate the verification.
Application SN:
The serial number of the defective device, SN shall be 20 digits beginning with 21.

Part No.:
Spare parts number (BOM) that is required, 8-digits combination of numbers and letters;

Special Service Type:
Item order number or service contract number corresponding to the defective device.

Detail Failure Symptom:
Describe the failure symptom of the defective device as much detail as possible, including the specific damaged parts.

Work Order No.:
Fill in the work order number created during the failure diagnosis with the hotline or H3C designated engineer.

2) Click the 【Submit】to submit the RMA order after filling all the information.
If you have more than one RMA order and the corresponding consignee information are the same, you can click 【Add To List】to add the RMA order. When all the orders are finished, you can submit them together.

The RMA order will be saved into 【Drafts of RMA Application】 if you don’t submit after added to list, you can still edit and resubmit it in the drafts.

3) You will see the consignee page after you submitted the RMA application, the consignee information of the address list will be auto displayed, you can just choose the consignee or create a new one instead.

Send Text Messages: System will send message to the person you choose. However, this function is not applicable outside China Mainland.

7、Apply Drafts

View the drafts that have been saved but not submitted here, you can modify the information and submit the RMA again, or delete it directly.
8. Engineer Borrow

For the on-site spare parts rental service delivery, and for the on-site spare parts support requirements of important customers or important event, engineer can borrow the part to support such requirements.

Click 【+Add】 to fill all the information, the blanks marked with red * must be filled in.

Click 【add line】 to add the part number and the Qty you need.

Click 【Submit】 to submit your request, you can select 【Save as Draft】 if you don’t want to submit for the time being, the information will be saved in the system, and you can edit and submit or delete it later.
9. **Personal Application**

Check the information and status of your all RMA application.

→ **Good part status**
  
  ✔️ **DRAFT:**
  Already saved but not submitted RMA order, you can change or delete it.
  
  ✔️ **SUBMIT:**
  Already submitted to H3C team for confirmation, you can change or delete it.
  
  ✔️ **VERIFIED:**
  Order already approved, wait to be shipped by local warehouse. The request is not editable any more.
  
  ✔️ **CLOSED:**
  Order already completed delivery. The request is not editable any more.
  
  ✔️ **CANCEL:**
  RMA application cancelled. The request is not editable any more.

→ **Delivery Info.**

  ✔️ Check relevant information for the RMA, including the SN, delivery waybill number, the carrier and the delivery time.
10、 Unreturned Info.

Check the information of the parts which need to be returned, including the parts you borrowed and the parts belongs to RMA. Please pay attention that these parts should be returned before the deadline. And you can also print the approval notice in this page.

Spare Parts Center,
NEW H3C Group
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