H3C Spare Parts Management System
RMA Application Instruction

-Partner Version

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System Instruction

1、Log in the System

We suggest to use Chrome Explorer to log in the system. The web site is: https://rma.h3c.com. Please chose 【Exter Login】 and log with your account.

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 to the function menu:

a) Info. Management—Change Personal Information:
   Change Organization Information, Contact Person, Address and so on.
   Info. Management—Address List:
   Check and maintain your commonly used consignee information.
   Info. Management—Change Password

b) RMA—Agent/Customer RMA Application: Apply a new RMA.
   RMA—Apply Drafts: Check status of your drafts and un-submitted RMA list.
   RMA—Check Spare Parts Contract
   Check the contract information when you pay on one time base.
   RMA—Personal Application: Check your RMA application records.
   RMA—Unreturned info.: Check your unreturned parts information.

Operation Instruction

1. Change Personal Information

The gray field can’t be modified, which including organization name, customer account, region, company legal name and status. The others are editable.

   ![Change Personal Information](image)

2. Address List

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

Input the original and new password, then save. Please remember the password for future usage.

4、Agent/Customer 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 will be 20 digits beginning with 21.
  - 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.
  - Part No: Spare parts number (BOM) that is required, you can refer to the filling instructions on the webpage.

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 again.
   - Send Text Messages: System will send message to the person you choose. However, this function is not applicable outside China Mainland.
5、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.

6、Check Spare Parts Single Contract

If you need to pay for this RMA order, you can input payment information and confirm the spare parts contract after the payment is done.

7、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 Information
  ✓ Check relevant information for the RMA, including the SN, delivery waybill number, the carrier and the delivery time.
8. 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.