

# ATL RMA System - User Guide

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## Section 1 - Logging On

- To login to the RMA system please go to [www.atlagri.com/returns](http://www.atlagri.com/returns) page.

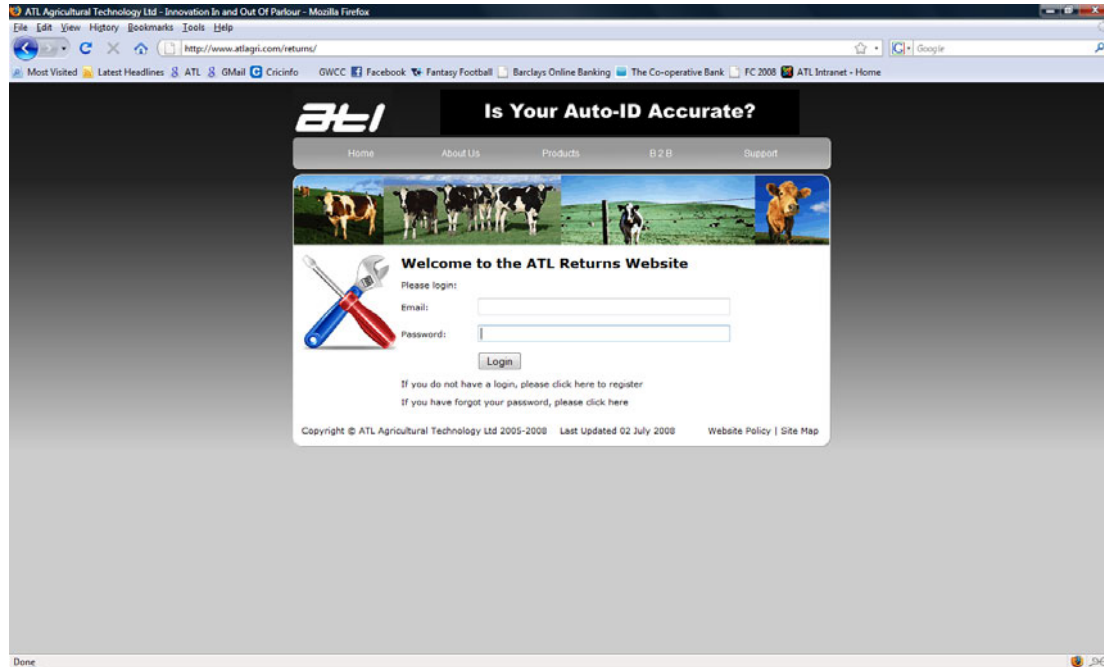


Illustration 1: The Login Screen

- Prior to your first use, you need to register to get your username and password. To do this, click on 'If you do not have a login, please click here to register'.
- If you are already registered, please login using your username and password.
- If you have forgotten your password, please click on 'If you have forgotten your password, please click here', and this will email your password to you.

## Section 2 - Your Account

- Once you have logged in, your returns account is displayed.

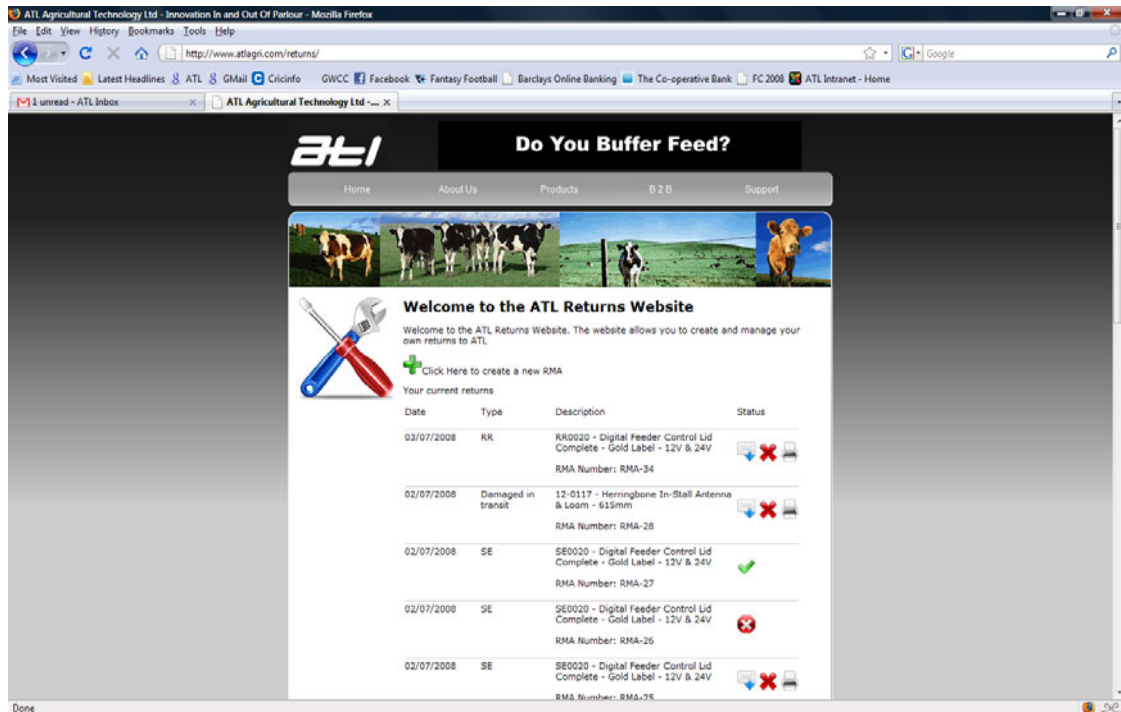









Illustration 2: Your Account Screen.

- Your account displays all the returns on the web RMA system. From left to right the following information is displayed:
  - Date - The date the RMA was entered;
  - Type - The type of return:
    - SE - Service Exchange;
    - RR - Repair & Return;
    - Ordered in Error;
    - Warranty SE - Warranty Service Exchange;
    - Warranty RR - Warranty Repair & Return;
    - Damaged in Transit;
  - Description - The part number and description of the part returned.
  - Status - The status of the return:
    -  - ATL awaiting item return;
    -  - Cancel RMA - click this button to cancel RMA;
    -  - Print label - click this button to print packing label;

-  - ATL received returned item and its being processed;
-  - RMA cancelled;
-  - RMA completed.

## Section 3 - Creating a New RMA

- To create a new RMA, click:

 Click here to create a new RMA

- This opens a new screen into which you enter information pertaining to each return.
- Each RMA number should have no more than 1 item (i.e. if you are sending back 2 items, there should be a different RMA number associated with each items).

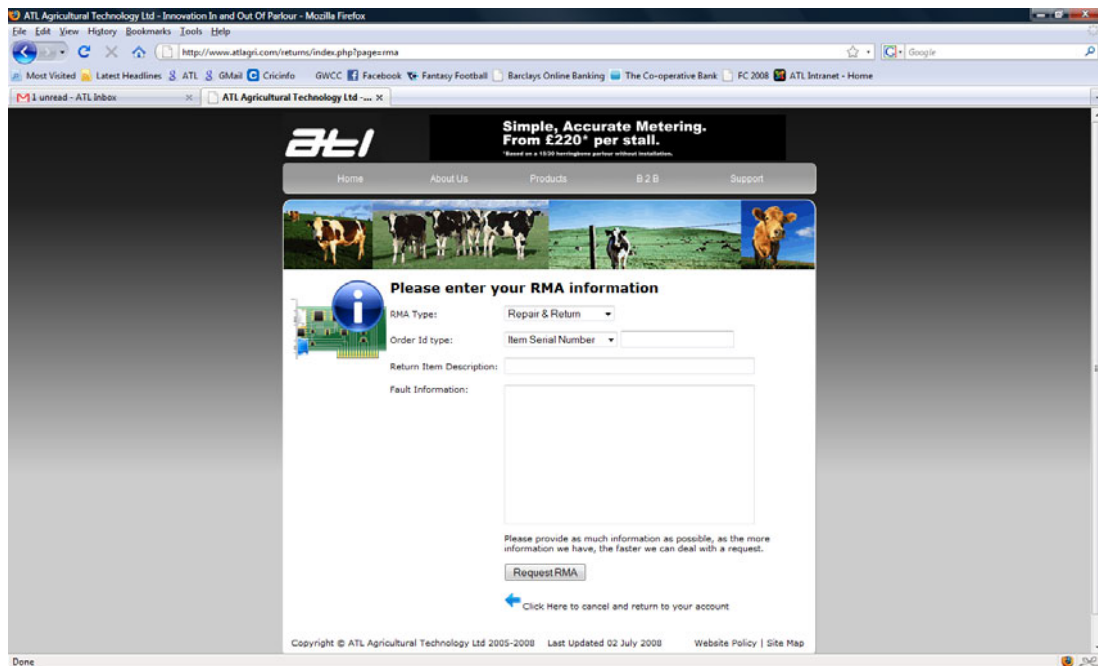


Illustration 3: New RMA Entry Screen

- The RMA system allows you to create 5 types of RMA. These are:
  - Repair & Return;
  - Service Exchange;
  - Ordered in Error;
  - Warranty Failure;
  - Damaged in Transit;
- Creating a new RMA for each of these is explained in the following sections.

## Section 3.1 - Creating a Repair & Return RMA

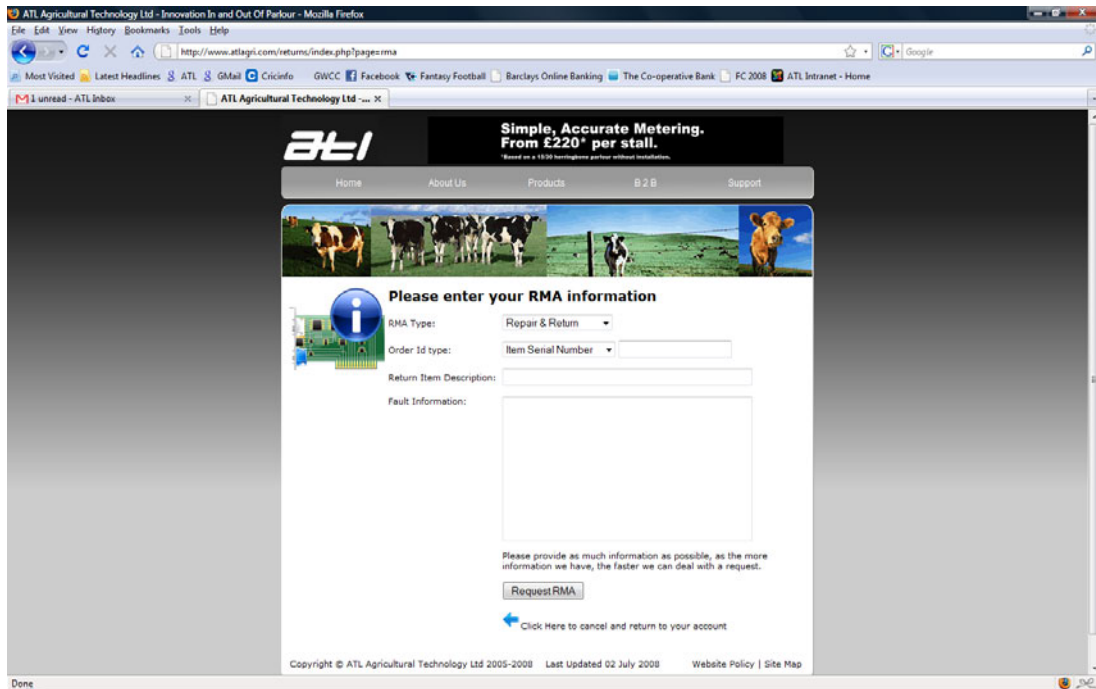


Illustration 4: Entering a Repair & Return RMA

- To create a Repair & Return RMA, choose 'Repair & Return' from the drop down box.
- If you are returning more than 1 item for repair, each item has to have a separate RMA number.
- Enter either the item's serial number, the ATL order number, or the ATL invoice number, which corresponds to the item.
- Enter the item's description - if you enter the first 3 letters of what you think the item is, a drop down box will appear with a list of items to choose from, as well as providing the items part number.
- Enter a description of the fault. Please note that the more thorough the fault description, the quicker the request can be dealt with.
- Once all sections have been filled in, click the 'Request RMA' button at the bottom of the screen.

## Section 3.2 - Creating a Service Exchange RMA

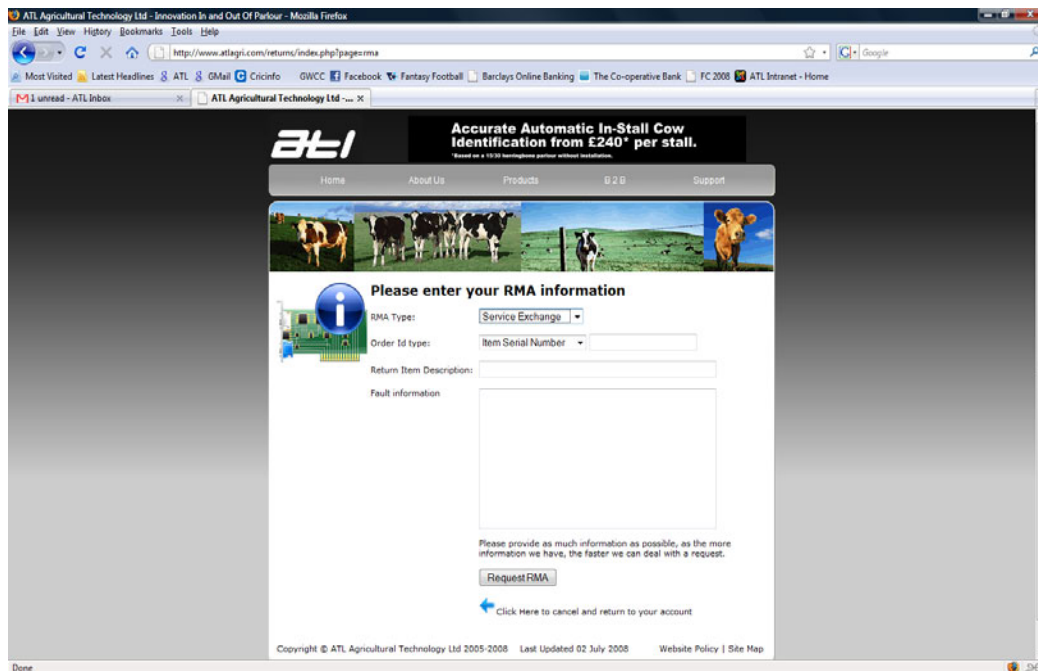


Illustration 5: Entering a Service Exchange RMA

- To create a Service Exchange RMA, choose 'Service Exchange' from the drop down box.
- If you are returning more than 1 service exchange item, each item has to have a separate RMA number.
- Enter either the item's serial number, the ATL order number, or the ATL invoice number, which corresponds to the item.
- Enter the item's description - if you enter the first 3 letters of what you think the item is, a drop down box will appear with a list of items to choose from, as well as providing the item's part number.
- Enter a description of the fault with the item. Please note that the more thorough the fault description, the quicker the request can be dealt with.
- Once all sections have been filled in, click the 'Request RMA' button at the bottom of the screen.



## Section 3.3 - Creating a Ordered in Error RMA

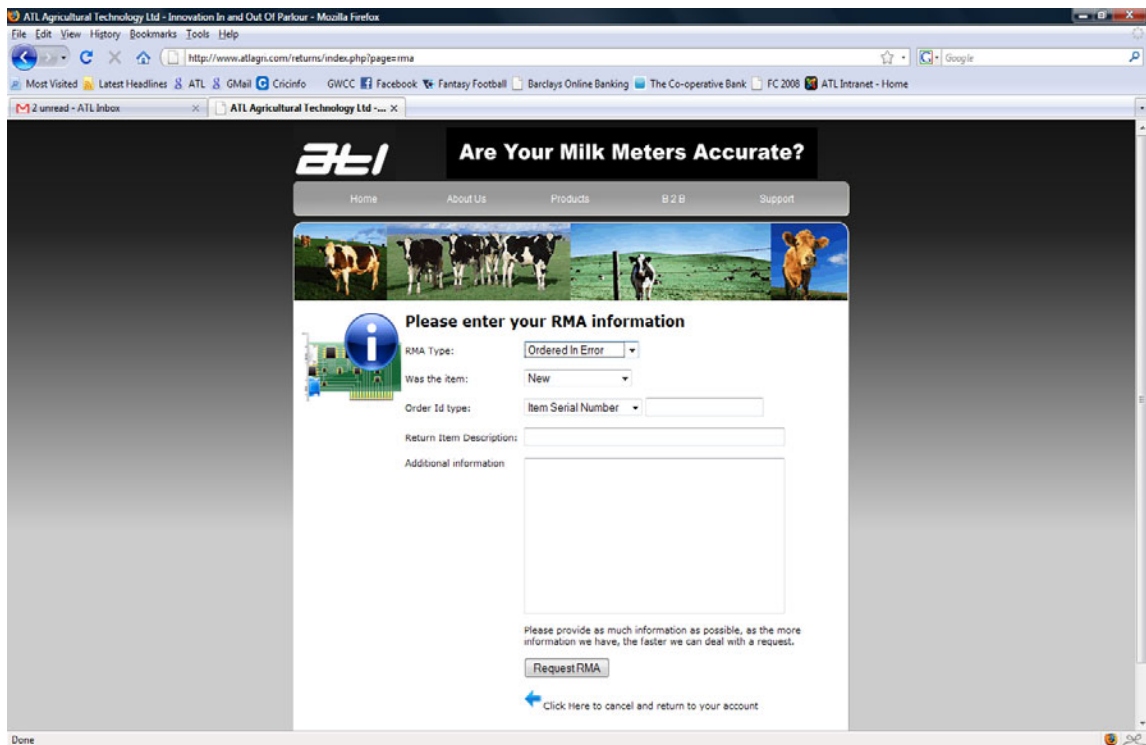
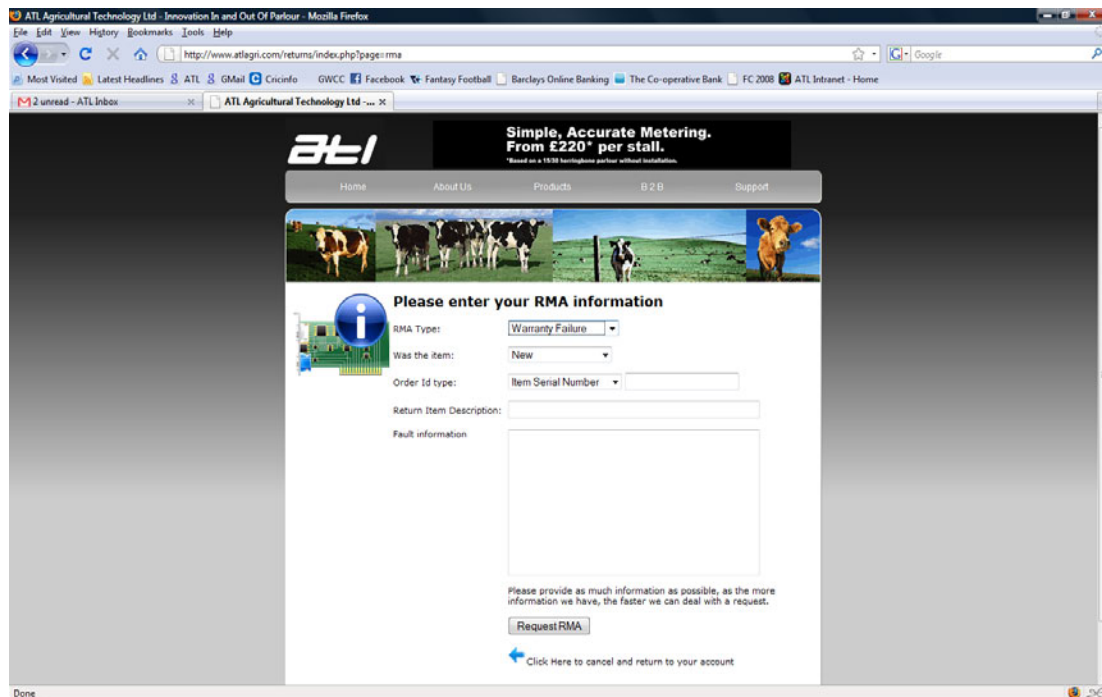


Illustration 6: Entering a Ordered in Error RMA

- To create a Ordered in Error RMA, choose 'Ordered in Error' from the drop down box.
- If you are returning more than 1 item, each item has to have a separate RMA number.
- Enter whether the item is 'New', 'Service Exchange' or 'Repair & Return'.
- Enter either the item's serial number, or the ATL order number, or the ATL invoice number, which corresponds to the item.
- Enter the item's description - if you enter the first 3 letters of what you think the item is, a drop down box will appear with a list of items to choose from, as well as providing the item's part number.
- Enter any additional information. Please note the more information you provide, the quicker the request can be dealt with.
- Once all sections have been filled in, click the 'Request RMA' button at the bottom of the screen.

## Section 3.4 - Creating a Warranty Failure RMA



The screenshot shows a web browser window displaying the ATL Agricultural Technology Ltd website. The page title is "ATL Agricultural Technology Ltd - Innovation In and Out Of Parlour - Mozilla Firefox". The URL is "http://www.atlagri.com/returns/index.php?page:rma". The page features a navigation menu with links for Home, About Us, Products, B2B, and Support. Below the navigation menu is a banner image of cows in a field. The main content area is titled "Please enter your RMA information" and contains the following form fields:

- RMA Type:
- Was the item:
- Order Id type:
- Return Item Description:
- Fault information:

At the bottom of the form, there is a "Request RMA" button and a link that says "Click Here to cancel and return to your account".

Illustration 7: Entering a Warranty Failure RMA

- To create a Warranty Failure RMA, choose 'Warranty Failure' from the drop down box.
- If you are returning more than 1 item, each item has to have a separate RMA number.
- Enter whether the item is 'New', 'Service Exchange' or 'Repair & Return'.
- Enter either the item's serial number, or the ATL order number, or the ATL invoice number, which corresponds to the item.
- Enter the item's description - if you enter the first 3 letters of what you think the item is, a drop down box will appear with a list of items to choose from, as well as providing the item's part number.
- Enter a description of the fault with the item. Please note the more information you provide, the quicker the request can be dealt with.
- Once all sections have been filled in, click the 'Request RMA' button at the bottom of the screen.

## Section 3.5 - Creating a Damaged in Transit RMA

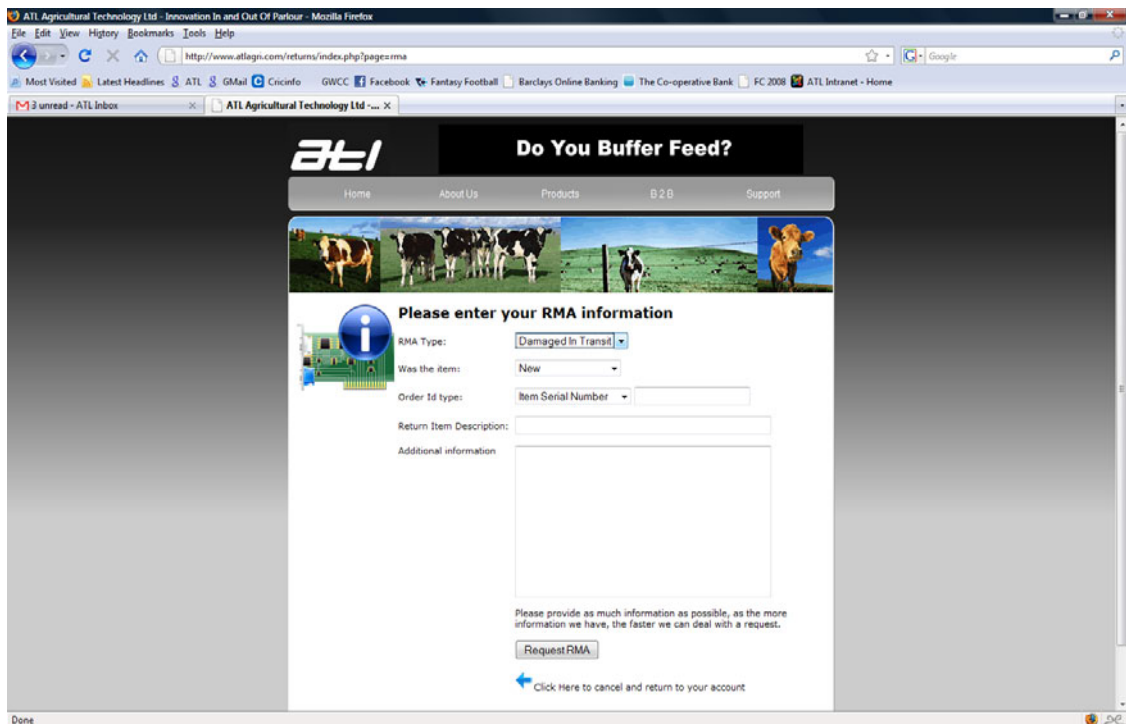


Illustration 8: Entering a Damaged in Transit RMA

- To create a Damaged in Transit RMA, choose 'Damaged in Transit' from the drop down box.
- If you are returning more than 1 item, each item has to have a separate RMA number.
- Enter whether the item is 'New', 'Service Exchange' or 'Repair & Return'.
- Enter either the item's serial number, or the ATL order number, or the ATL invoice number, which corresponds to the item.
- Enter the item's description - if you enter the first 3 letters of what you think the item is, a drop down box will appear with a list of items to choose from, as well as providing the items part number.
- Enter any additional information. Please note the more information you provide, the quicker the request can be dealt with.
- Once all sections have been filled in, click the 'Request RMA' button at the bottom of the screen.

## Section 4 - RMA Number

- Once you have created your RMA and clicked on the 'Request RMA' button, you will be taken to the following screen.

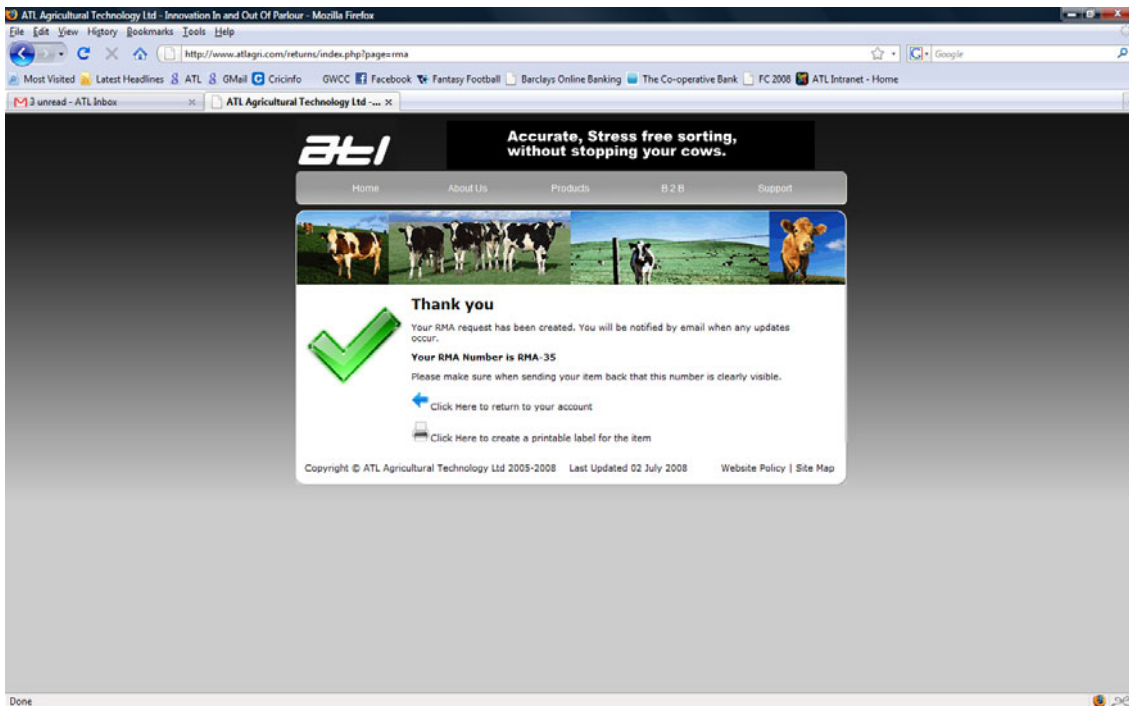


Illustration 9: The RMA Number Screen

- The screen shows you have completed the RMA number generation and displays the RMA number.
- From this screen you can either return to your account screen or create a printable label for your item.



'Click here to return to your account' to return to your account screen.



'Click Here to create a printable label for your item' (section 5).

## Section 5 - Printable Labels

- The RMA system can produce printable labels to go with your item. Sections 2 and 4 describe how you can create these.
- The following illustration shows the printable label that is produced.

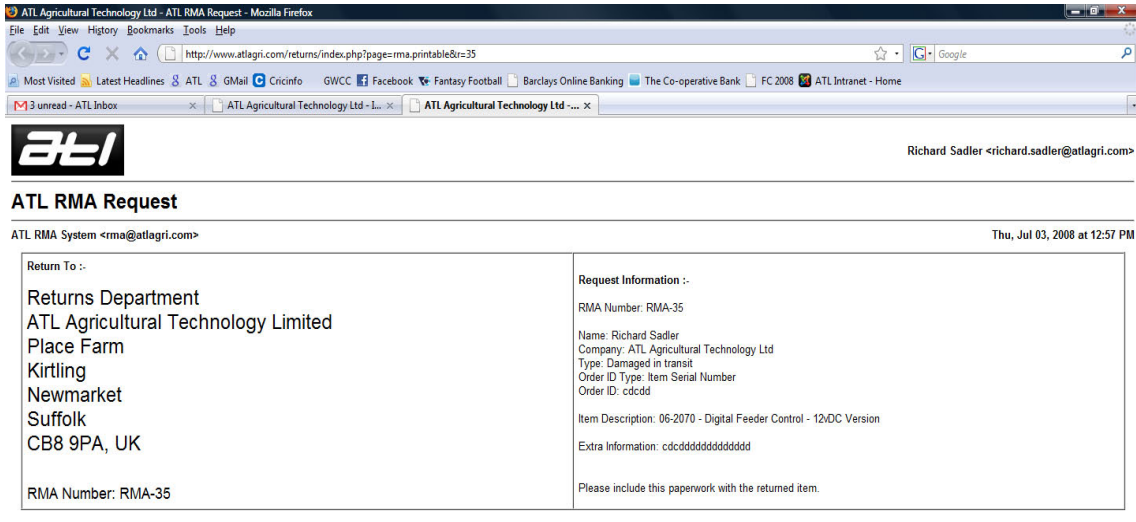


Illustration 10: The printable label/paperwork that should accompany each item.

- This contains our returns department address and your RMA information.
- Please send the label/paperwork with the item being returned.

## **Section 6 - Logging Off**

- Please close your browser to log-off/exit the ATL RMA system.