



New feature: Order a new device to replace your repair by using the RMA System

The goal of this feature is to order a new device as replacement for a repair which you decline.

My processes

Search for names, numbers, companies, data etc....

Creation date

Search

	RMA-Number	Position	Account	Creation date	Responsible person	Order status	
+	RMA468295	1	Rehau AG & Co Werk 11	2018-07-17 11:51	Herr Gerd Wezel	Created	...
+	RMA468299	1	Rehau AG & Co Werk 11	2018-07-17 11:51	Herr Gerd Wezel	Created	...
+	RMA468281	1	Fa. Mustermann ACD	2018-07-17 09:53	Herr Ralf Zängerling	Created	...
+	RMA468255	1	Rehau AG & Co Werk 11	2018-07-17 06:52	Herr Gerd Wezel	In progress	...
+	RMA467158	1	Rehau AG & Co Werk 11	2018-07-09 15:21	Herr Gerd Wezel	In progress	...
-	RMA467129	1	Rehau AG & Co Werk 11	2018-07-09 11:51	Herr Gerd Wezel	Cost estimation	...
	Article	Quantity	Reason for return	Status	Order status	Attachment	
			Lost in transit	Defect	Cost estimation	1 attachment	
+	RMA467131	1	Rehau AG & Co Werk 11	2018-07-09 11:51		In progress	...
+	RMA467127	1	Rehau AG & Co Werk 11	2018-07-09 11:51		scrapped by ACD	...
+	RMA467125	1	Rehau AG & Co Werk 11	2018-07-09 11:51		Return unrepai...	...
+	RMA467122	1	Rehau AG & Co Werk 11	2018-07-09 11:51		ed	...

< 1 2 3 4 5 6 7 ... +10 115 > | Items per page 10

You can choose this new possibility when you receive a cost estimate. In “my processes” or “process details” you will find a new option called “Reorder”. Choose this option and tell us what we should do with the repair: scrap or return unrepai...



Item #1

Serial number	3894460000000003527
Article number (ACD)	12110042
Error description	Tastatur - Taste(n) defekt Kontakte - verbogen / verschmutzt Motor - ruckelt
Order status	Cost estimation
Status	Defect
Reason for return	Upgrade/Modification
Memo	
Loan device	
Warranty type	Charge
Creation date	2018-07-06 10:21
Updated at	2018-07-06 14:00
Cost estimate	e_costestimate_sk010695_20180706.pdf
Attach cost estimate	Drag files here
Attach files	Drag files here
Cost approval	Please select...

Update

- Open cost estimate
 - Reorder
 - Set status: Repair
 - Set status: scrapped by ACD
 - Set status: Return unrepared
- scrapped by ACD
 - Return unrepared
- Gruppe. All rights reserved. | [Imprint](#)