



ACD RMA Portal

Short User Guide

Version: 1.20



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Contents

| | |
|--|----|
| List of Figures | 3 |
| 1 ACD RMA Portal | 4 |
| 2 Step by step guide to accessing the RMA portal | 4 |
| 2.1 Accessing the rma.acd-gruppe.de page | 4 |
| 4 | |
| Figure 1: RMA portal landing page | 4 |
| 2.2 Registration | 5 |
| 3 ACD RMA Portal dashboard | 6 |
| 3.1 General information | 6 |
| 3.1.1 Navigation bar | 6 |
| 3.1.2 Dashboard | 7 |
| 3.2 New job | 7 |
| 3.2.1 Job information | 8 |
| 3.2.1.1 User illustration | 8 |
| 3.2.1.2 Target location | 8 |
| 3.2.1.3 Item type | 8 |
| 3.2.2 Recording articles | 8 |
| 3.2.2.1 Fault descriptions | 8 |
| 3.2.2.2 Fault templates | 8 |
| 3.2.2.3 Editing/deleting faults in the RMA job | 8 |
| 3.2.2.4 Editing or adding fault templates | 9 |
| 3.2.2.5 Creating an RMA position from a fault template | 9 |
| 3.2.2.6 Attachments | 9 |
| 3.3 My jobs: | 10 |
| 3.3.1 Cost estimate release: | 10 |
| 3.3.1.1 Release from the job overview | 10 |
| 3.3.1.2 Release from the job details | 10 |
| 3.4 User administration (admin rights required) | 11 |
| 3.4.1 User details | 11 |
| 3.4.2 User status: | 11 |
| 3.4.3 User Names tab | 11 |
| 3.4.3.1 My Data | 12 |



List of Figures

| | |
|---|----|
| Figure 1: RMA portal landing page | 4 |
| Figure 2: Customer registration | 5 |
| Figure 3: Dashboard | 6 |
| Figure 4: Job creation | 7 |
| Figure 5: Fault description in the job | 8 |
| Figure 6: Editing a fault template | 9 |
| Figure 7: Creating a job position from a fault template | 9 |
| Figure 8: Cost estimate release from the job overview | 10 |
| Figure 9: Cost estimate release from the job details | 11 |
| Figure 10: User administration | 11 |
| Figure 11: Drop down menu for RMA users | 12 |



1 ACD RMA Portal

You can send your returns to the ACD Group with the aid of this portal. In order to do so, you can directly create your service jobs with the associated fault description in the RMA web interface.

Your advantages at a glance

- All repairs at a glance
- Always informed of the repair status
- Accompanying documents or photographs can be attached
- Cost estimates can be released via the portal with a single click
- Simple return process thanks to pre-configured shipping label

2 Step by step guide to accessing the RMA portal

2.1 Accessing the rma.acd-gruppe.de page

The screenshot shows the ACD RMA Portal landing page. At the top left is the ACD RMA Portal logo. At the top right is a language selector 'EN'. The main content is a 'SIGN IN' form with the following elements:

- SIGN IN** (header)
- User name** (input field)
- Password** (input field)
- [Forgot your password?](#) (link)
- [Register](#) (link)
- Sign in** (button)

At the bottom of the page, there is a copyright notice: © 2018 ACD Gruppe. All rights reserved. | [Imprint](#)

Figure 1: RMA portal landing page

If you are already registered as a user, you can directly log-on to the system on the homepage using your user name (not e-mail) and password.

If you are not registered, you can register as a user by completing a form after clicking on “Register”.



2.2 Registration

Click on the “Register” button in order to open a pop-up window. In order to successfully complete your registration, all fields marked with an * (mandatory fields) incl. the specific customer number and the repair location must be provided (see Figure 2). Once all mandatory fields have been filled, the registration process is completed via the “Register” field. You will receive an e-mail once the account has been approved by ACD Elektronik GmbH. This e-mail contains a link that you can use to complete the registration process by entering a password.

REGISTER [X]

User name *

Title
Please select... [v]

E-mail *

First name

Surname *

Company *

Street

Zip code

City

Country *
Germany [v]

Phone

Language
English [v]

Additional email addresses for notifications

Comment

Account number

ACD Elektronik
 Default

ACD USA
 Default

If you do not know your customer number, please do not hesitate to call +49 7392 708-499.

I have read and accept the privacy policy. *

Fields marked with * are mandatory and must be filled in!

[Cancel] [Register]




Figure 2: Customer registration



3 ACD RMA Portal dashboard

Following the log-in process, you will always be directed to the dashboard tab (see Figure 3). You can find the most important information at a glance here.

3.1 General information

The following applies for the entire portal: The ,  and  symbols contain functions or context menus that are not always explicitly explained. RMA numbers are usually linked and take the user directly to the respective job.

NEWS

Welcome to the new RMA portal. Please help us to improve our service by filling in the error descriptions of the returns as accurately as possible.

Thank you!

Your ACD Service Team

Your summary:

| | |
|-------------------------------|----|
| Current RMA-Processes: | 10 |
| Open Cost Estimates: | 0 |

News for the customer?!


CURRENT PROCESSES

| | RMA-Number | Creation date | Order status | |
|---|------------|------------------|--------------|-----|
| ✓ | RMA443598 | 29.01.2018 12:24 | Completed | ... |
| 🔄 | RMA443595 | 29.01.2018 12:24 | In progress | ... |
| ✓ | RMA442887 | 24.01.2018 14:51 | Completed | ... |
| 🔄 | RMA442883 | 24.01.2018 14:21 | Created | ... |
| 🔄 | RMA442102 | 19.01.2018 09:51 | In progress | ... |
| 🔄 | RMA442104 | 19.01.2018 09:51 | Created | ... |
| 🔄 | RMA440853 | 11.01.2018 09:51 | Created | ... |
| 🔄 | RMA440857 | 11.01.2018 09:51 | Created | ... |
| 🔄 | RMA440861 | 11.01.2018 09:51 | Created | ... |
| 🔄 | RMA440865 | 11.01.2018 09:51 | Created | ... |

UPS-TRACKING

| RMA-Number | Shipment Type | Tracking No. | Status |
|------------|---------------|--------------------|-------------|
| RMA443598 | Return | 1ZE9391V9195093445 | |
| RMA443595 | Return | 1ZE9391V9192125719 | |
| RMA109447 | Return | 1ZE9391V9190823067 | PICKUP SCAN |
| RMA109441 | Return | 1ZE9391V9194242624 | PICKUP SCAN |
| RMA229158 | Return | 1ZE9391V9195088040 | PICKUP SCAN |
| RMA420426 | To customer | Testsendung | PICKUP SCAN |
| RMA110181 | Return | 1ZE9391V9192610800 | PICKUP SCAN |
| RMA229895 | Return | 1ZE9391V9190408097 | PICKUP SCAN |
| RMA99190 | Return | 1ZE9391V9197089447 | PICKUP SCAN |
| RMA223522 | Return | 1ZE9391V9191415005 | PICKUP SCAN |

SUPPORT & KONTAKT



Haben Sie technische Fragen?

Figure 3: Dashboard

3.1.1 Navigation bar

The term “navigation bar” refers to the menu bar located on the upper edge of the screen. Here you can “Add Process”, check “My Processes” or “User Administration” by clicking on the respective tab. By clicking on the name, you can edit personal profile settings or log out. You can set the language by clicking on the country code (DE in Figure 3). The current tab is highlighted orange.



3.1.2 Dashboard

The tiles provide you with all portal innovations, your currently open jobs, UPS tracking and contact to ACD Elektronik GmbH at a glance. It is also possible to jump directly into a specific order by clicking on the RMA number.

Alternatively, you can move to the job details or the shipping label by clicking on the point on the “My Jobs” tile.

The current status is displayed at a glance via icons.

Status overview:

✓ = Completed, ↻ = In progress, 🔔 = Customer must act (cost estimate), cancelled = X

3.2 New job

Figure 4: Job creation



3.2.1 Job information

3.2.1.1 User illustration

Certain fields will already be completed based on the information that you have already provided when a new job is created.

3.2.1.2 Target location

This field is pre-filled; the default selection for the target location is provided here. This field must be modified if a different target location is required.

3.2.1.3 Item type

The end device is pre-allocated. The selection must be modified in the event of a different device. If the article type is changed, a different input screen will appear depending on the selection.

When **End Devices** is selected: Preferentially provision of the serial number or, alternatively, a customer-specific designation

When **Printer Circuit Board** or **Accessories** is selected: Preferentially provision of the article number or customer article number and quantity

3.2.2 Recording articles

Essentially, the recording of an RMA position always starts with the entry of the device data, i.e. serial number (or customer-specific designation) or article number/customer article number complete with quantity information. The reason for return must then be provided.

3.2.2.1 Fault descriptions

A description of the faults can easily be provided via the “Add Faults“ button. Clicking on the button opens a window with pre-defined fault descriptions that you can easily select. You can also describe the fault in your own words in the free test fields.

3.2.2.2 Fault templates

If you wish to save a fault pattern, you can activate the “Save Fault as a Template“ check box and provide a name for the template. The fault template is then saved directly in the fault templates menu. The fault templates can then be immediately used in further positions and jobs by simply moving the respective fault template to the “Add Fault“ button by means of Drag&Drop.

3.2.2.3 Editing/deleting faults in the RMA job

You can easily edit a fault in the job by clicking on the pencil in the respective fault description. If the fault originates from a fault template, it will not be impacted as a result which means that you can edit your fault template based on the job. You can also delete a fault directly in the job. This also has no impact on the fault template

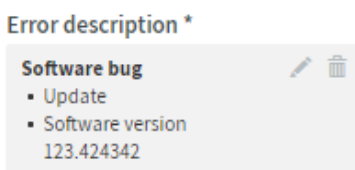


Figure 5: Fault description in the job



3.2.2.4 Editing or adding fault templates

Clicking on the points in a fault template opens a context menu which can be used to select the “Edit Fault Template”, “Rename” or “Delete” options.

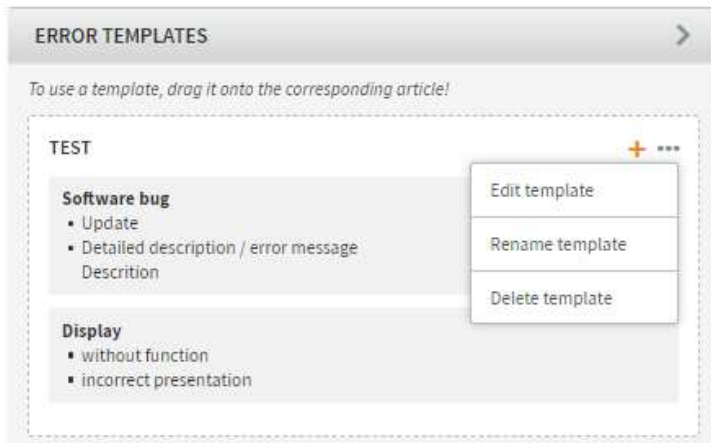


Figure 6: Editing a fault template

3.2.2.5 Creating an RMA position from a fault template

A new RMA position can be added to the job by clicking on “ + ” in a fault template. This job then contains the highlighted fault pattern from the fault template.



Figure 7: Creating a job position from a fault template

3.2.2.6 Attachments

If you also wish to add attachments to a job, you can drag them to the job from Explorer via Drag&Drop. Alternatively, you can click on the “Drag Files Here” field in order to open an Explorer window in which the files can be selected.

Once the device has been fully created, a further position can be added by clicking on the “Add Device” field. The recording of the RMA job is concluded by clicking on the “Create Job” field. The data is then sent directly to the respective repair location.

Once the order has been completed, you can create a shipping label and an accompanying document directly. It is essential that the accompanying document is enclosed with the package. The accompanying document can be retrieved at any time via “My Jobs” in the respective RMA in the context menu “ --- ”.



3.3 My jobs:

You can find an overview of your RMA jobs here. You can display or hide the respective RMA job by clicking on the field **+** or **-**. You can select the “Job Details” or “Create Shipping Label” by clicking on the **...** button. The job details provides you with an overview of all details concerning a certain RMA job. You can also view the cost estimate and, where necessary, confirm it here. The current status is displayed at a glance via respective icons (See 3.1.2 Tiles).

3.3.1 Cost estimate release:

A cost estimate can either be released via the job overview or job details. The available release options are “Repair”, “Scrap via ACD”, “Return Unrepaired” or “Reorder”..

When you choose „Reorder“ you also have to tell us what we shall do with the repair: scrapped by ACD or send back unrepaired.

3.3.1.1 Release from the job overview

The job positions are displayed by clicking on **+**. Here, you can see the positions for which a cost estimate is available. You can select the template and release the cost estimate in the “Cost Estimate” drop-down field. If you wish to view the cost estimate, you can also do so via this menu by clicking on “Display Cost Estimate”.

The screenshot shows the ACD RMA Portal interface. The top navigation bar includes 'DASHBOARD', 'ADD PROCESS', 'MY PROCESSES' (highlighted), 'USER ADMINISTRATION', and 'HELP'. The user 'Gerd Wezel' is logged in. Below the navigation bar, there is a search bar for 'My processes' and a date range selector. A 'Search' button is located below the search bar. The main content area displays a table of RMA jobs with columns for RMA-Number, Position, Account, Creation date, Responsible person, Order status, and Attachment. The table contains three rows of data, with the first row expanded to show details for RMA447054.

| | RMA-Number | Position | Account | Creation date | Responsible person | Order status | |
|---|----------------|-----------------|--------------------------|------------------|---------------------|-------------------|-----|
| - | RMA447054 | 1 | Beispiel GmbH | 21.02.2018 16:54 | Mr. Gerd Wezel | Cost estimation | ... |
| | Article | Quantity | Reason for return | Status | Order status | Attachment | |
| | 1323 | | Complaint | Defect | Cost estimation | No attachments | |
| + | RMA447052 | 1 | Beispiel GmbH | 21.02.2018 16:53 | Herr Gerd Wezel | Created | ... |
| + | RMA447019 | 1 | Beispiel GmbH | 21.02.2018 11:55 | Herr Gerd Wezel | Created | ... |

Figure 8: Cost estimate release from the job overview

3.3.1.2 Release from the job details

You can access the order details by opening the RMA job. This can either be done from the job overview or via the dashboard. A cost estimate column can be found here in the job positions. You can select the template and release the cost estimate in the “Cost Release” column. If you wish to view the cost estimate, you can do this directly by clicking on the attachment link.



Item #1

| | |
|-------------------|------------------|
| Error description | Felher |
| Order status | Cost estimation |
| Status | Defect |
| Reason for return | Complaint |
| Creation date | 23.09.2016 05:58 |
| Cost approval | Please select... |

Update

Figure 9: Cost estimate release from the job details

3.4 User administration (admin rights required)

Depending on your user rights, you can also perform administration for other users in addition to yourself. A distinction is made here between primary users and sub-users. A primary user is always created as a user in the highest hierarchy level. In contrast, a sub-user can be created in an already-existing user structure.

3.4.1 User details

The user details are displayed on the right hand side by clicking or highlighting the respective user. If you wish to edit the user details, you can open a respective window by clicking on . Here you have the opportunity to edit the user, reset the password or block the user.

There is also an option to search for users. Once the respective user has been found, the complete hierarchy of the sought-after user is displayed.

Figure 10: User administration

3.4.2 User status:

Three different user statuses are possible. They are “Active”, “Not Confirmed” and “Inactive”.

Active : A user is released and can use the portal in accordance with their rights

Not Confirmed : The customer has registered but has not yet confirmed their account

Inactive : The user has been blocked from using the portal.

3.4.3 User Names tab

You can selected the “My Data” or “Log Off” options here.



Dashboard

Figure 11: Drop down menu for RMA users

3.4.3.1 My Data

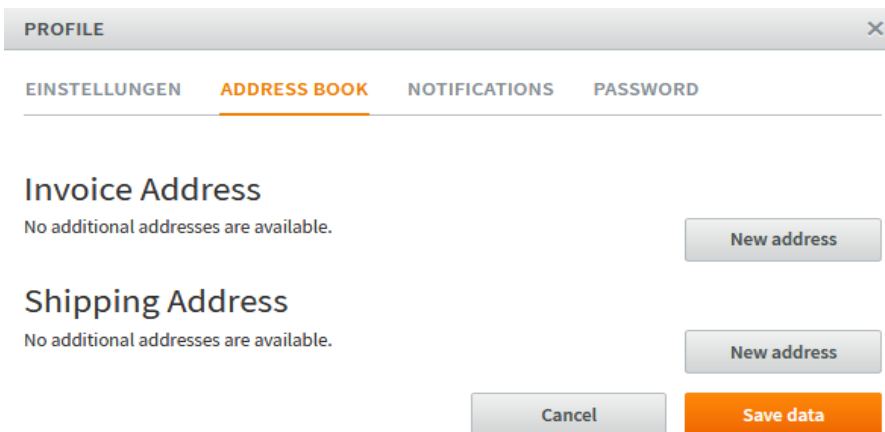
Selecting the option opens a pop-up window that is divided into four tabs.

Settings:

The user data, the customer number information as well as the default location selection can be adjusted here.

Add different addresses for shipping and invoices:

You can add several addresses for shipping and invoices.



All the addresses you added here can be chosen when you create a new process.

Password:

A new password can be filed here.