
RMA Procedure

Document Number: OP-00027

Revision History:

<u>Rev.</u>	<u>Description</u>	<u>Author</u>	<u>Eff. Date</u>	<u>Eng.</u>	<u>Fin.</u>	<u>Mfg.</u>	<u>Mktg.</u>	<u>Sales</u>	<u>QA</u>
1	Release			. 07/18/95	N/A	N.B.	B.W.	E.K.	
E.K.	G.T.								
2	Update QA027 (RMA) Form		12/15/95	N/A	N.B.	B.W.	E.K.	E.K.	G.T.
3	Update OP-00027								

1.0 PURPOSE

To define the process for Returning Material back to “your company” for specific action as defined by the Customers. This procedure will specify the tracking and necessary updating of the equipment to allow it to be returned to the customer or an inventory account. It is important that this process be followed and managed correctly as this is a critical customer interface.

2.0 SCOPE

This covers all material returned to “your company”’s manufacturing facility.

3.0 ASSOCIATED DOCUMENTS

- 3.1 OP-00001 Control Of Operating Procedures
- 3.2 OP-00024 Evaluation & Demo Process
- 3.3 QA027 RMA Form
- 3.4 RMA Log
- 3.5 ANSI/ASQC Q9001-1994: Quality Systems - Model for Quality Assurance in Design, Development, Production, Installation, and Service.

4.0 DEFINITIONS

- 4.1 RMA Return Material Authorization

Operating Procedure

- 4.2 RMA log Excel spreadsheet located on network for tracking and status of RMA's issued. Data elements include RMA #, Customer, Receive Date, Quantity, Product, Ship Date and Action Taken.
- 4.3 Credit Memo Document generated by Finance representing a monetary credit issued to an account.
- 4.4 MINX Software used by "your company" for business management

5.0 RESPONSIBILITIES

- 5.1 Manufacturing: Will receive product(s), update/repair, update RMA Log and ship returns
- 5.2 Finance: Will generate credit memo(s) and invoice if applicable
- 5.3 Sales/Mkt.: Will Issue RMA #(s), initiate paperwork, update log, contact customer if required

6.0 PROCEDURE INSTRUCTIONS (see Flow Chart ... RMA Process)

6.1 RMA Number Generation

Upon written or verbal request, the Sales Administrator or their designee will generate and provide RMA number(s) to customer(s). The customer will be informed that standard repair service has a turn-around of less than 30 days, refurbishment turn-around is based on the nature of service requested. Turn-around will be monitored via the RMA Log by the RMA Technician. The Sales Admin. will inquire where product(s) were purchased if necessary. The customer will be asked to label the outside of their return with the RMA number. RMA numbers are generated in a sequential order starting with an "R" followed by a number indicating the year (example R6-XXX). The Administrator will complete the RMA Form utilizing "RMA type codes. Table 1" and update the RMA Log with the appropriate information.

6.2 Replacement Products

If a replacement product needs to be sent in advance of the return, the Administrator will obtain a purchase order number or a written commitment (on letter-head) stating that the customer is liable for returning the original equipment on the RMA. The customer will be invoiced, the sales order and invoice number will have a "W" prefix, invoice will be held until RMA is received or 30 days.

6.3 Warranty Returns

A credit memo will be issued via MINX transaction (AR, TR, 3) (which also updates the inventory), for warranty returns purchased directly from "your company". The credit memo will reference the RMA number issued. The amount of credit will reflect the original purchase price less any price adjustments if applicable. Products will be transferred to location RMA.

- 6.3.1** Warranty returns not purchased directly from "your company" will not receive a credit memo. Their return status and history will be tracked via the RMA Log. A manual packing slip will accompany the return shipment to the customer.

6.4 Out of Warranty Returns

Returns will be issued an RMA number with an “OW” suffix and will require a PO number prior to return shipment to customer. The Sales Administrator will create and process a “Non-Stock” sales order for invoicing at the time of return shipment.

6.4.1 Out of warranty returns not purchase directly from “your company” will be added to the MINX database. Preferred method of payment will be credit card or COD. The Sales Admin. will create and process a “Non-Stock” sales order for product at the time of return shipment. Finance will be notified prior to each order closure.

6.5 “your company” Europe Returns

RMA numbers will be generated as in 6.1 above. Warranty Products will be received into inventory and a credit memo will be generated . Out of warranty credits or billing will be handled on a case by case basis. Products will be processed as in steps 6.6.1 through 6.6.5 below.

6.6 Evaluation and Demo Equipment Returns

6.6.1 An RMA number is issued by the Sales Administrator when a customer decides to return, or is asked to return outstanding equipment. Clear reasons for return vs. purchase will be collected on the RMA form.

Upon return, products will be transferred to location RMA. Finance will perform Credit Memo MINX transaction (AR, TR, 3). After testing, products will be sent to stock location or Demo location.

6.7 In-Process

6.7.1 Receipt of the products

The material is received by the shipping and receiving group when delivered by the freight carrier. The unit must have a valid RMA number when received. Any units not having the RMA number will be held in the RMA area for Sales disposition.

The units with packaging will be delivered to the RMA holding area for the next action.

6.7.2 Inspection and data input

The RMA Technician shall unpackage in a manner to insure that no information contained within the package is lost and poor packaging that may have damaged the units is not overlooked. All items received should be noted on the RMA form. At this point the RMA log should be updated with the DATE RETURNED field.

6.7.3 Minx transaction

The transaction into MINX is governed by the RMA form and the reason code listed in Table 1.0. All units that are transacted on MINX will be put in warehouse 0001 , location RMA. Returns that are given a credit are transacted using AR,TR,3

6.7.4 Repair/ Inspect

Based on the instructions written in the RMA form, the units will be re-tested and made equivalent to new by doing cosmetic, updating to the latest ECO and repair work. New packaging and manuals should be added (see flow chart RMA...Make like new). The re-test and repair must be done in a way to preserve any information that will give clues as to why the unit has failed. The unit now should be transacted on the Minx system to move it to the correct location.

6.7.5 Data input

The final step is for the RMA Technician to add the last two columns on the RMA log for the action taken and date shipped field. The action taken should be one of the Fault Codes per Table 2

6.8 “your company” Return Shipment to Customer

6.8 Complete RMA Form

6.8.1 The Technician servicing the return will complete the RMA form to include failure analysis, received condition, service date and technician responsible.

6.9 WARRANTY RETURNS

6.9.1 For returns that have been issued a credit memo, the customer will be re-invoiced for the amount of the credit memo and any refurbishment or service charges if applicable. Product will be drawn from location RMA.

6.9.2 Returns that have not been issued a credit memo will only be billed for refurbishment or service charges if applicable. If no invoice, a packing slip will be included.

7.0 OUT OF WARRANTY

7.1 Customers will be invoiced for shipping, refurbishment and/or service charges as applicable. Sales Admin. will create and process a “No-Stock” sales order.

8.0 AUDIT STATEMENT

8.1 This procedure will be reviewed at least annually for any necessary updates.

8.2 This procedure will be reviewed at least annually for proper implementation.

9.0 REFERENCE FORMS

9.1 QA-027 RMA Form

DISPLAY OF ALL RMA TYPE CODES

RMA TYPE	DESCRIPTION
DEMO	DEMO RETURN
EVAL	EVALUATION RETURNED
FAILURE	UNIT DOES NOT FUNCTION
ORD/ERROR	ORDER IN ERROR
OTHER	TRADE SHOW,CANCELED,
REFUB	REFURBISHMENT OF UNIT
SHIPERROR	SHIPMENT ERROR BY "your company"
STOCKROT	STOCK ROTATION
OUT	OUT OF WARRANTY

TABLE 1.0
RMA Type Codes

DISPLAY OF ALL FAULT CODES

FAULT CODE	DESCRIPTION
ASS'YDEF.	MANUF. ASSEMBLY PROBLEM
COMP	COMPONENT FAILURE
CONNECT	CONNECTOR FAILURE
COS	COSMETIC FAILURE
MANUF.DEF	OTHER TYPE OF MANUF. DEFECT
N.P.F.	NO PROBLEM FOUND
PWR	COMPONENT POWER SUPPLY FAILURE
SET-UP	CUSTOMER SET UP/ CONFIGURATION
SFTWR	SOFTWARE BUG
SHIPDAMAGE	SHIPMENT DAMAGE PRIOR TO CUST.
SHT/OPEN	MANUF. DEFECT SOLDER SHORT/OPE
SOFT.CONF	SOFTWARE CONFIG. SET WRONG
RESTOCK	RE-TEST AND INSPECTION

TABLE 2.0
RMA Fault Codes