

# Rma Tracker



Online RMA Application

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7.4.2011

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WIRELESS DATA SOLUTIONS

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## RMA TRACKER

### *What is RMA?*

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Return Merchandise Authorization (RMA) is a transaction whereby the buyer of a product arranges to return the product to the supplier to have it repaired or replaced or in some cases to request a refund. The RMA process applies as well to the products within the warranty period as to those already outside warranty; in the latter case the service costs are covered by the buyer.

The usual RMA procedure includes first acquiring a RMA number for the product. By releasing a RMA number for a product the manufacturer's customer service has confirmed that the product is approved to be returned for repair. The package containing the product is then to be clearly marked with the RMA number and sent to the manufacturer. After shipping the RMA number allows for easy tracking of the product.

The shipping costs can be covered by the manufacturer or the product buyer, depending on the warranty and other applicable policies. Without the RMA number the shipping costs will invariably fall on the buyer.

The RMA online application makes the return for repair process easier for both sides as it automates the returns process and is accessible from anywhere at any time. Also, with the RMA application buyers as well as manufacturers have a complete archive for all products bought and serviced.

### *RmaTracker*

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The RmaTracker application, accessible via the <http://rma.bluetraker.com/>, is intended for distributors to help them when returning a product for repair. It enables 24/7 on-line following of distributor's claim status and repair progress. For detailed guide to using the RmaTracker please see the step by step guide on the following page.

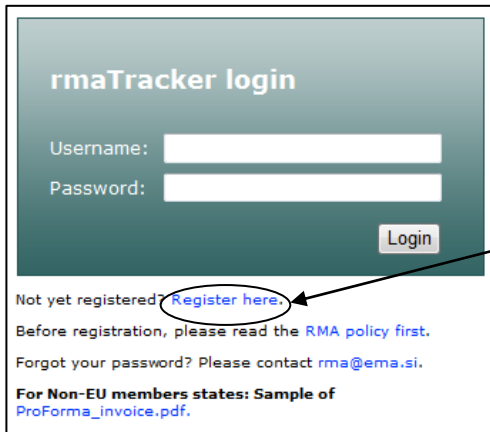
### *Important!*

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- All products to be returned for repair must have a RMA number, which must be obtained before shipping the product.
- A complete serial number is essential for the RMA process. If the serial number is unreadable please contact us at [rma@ema.si](mailto:rma@ema.si) before requesting the RMA number
- Each product type must have its own RMA number
- The RMA service is available to our distributors only. End customers should contact their distributor or reseller.

## STEP BY STEP GUIDE TO THE RMA PROCESS

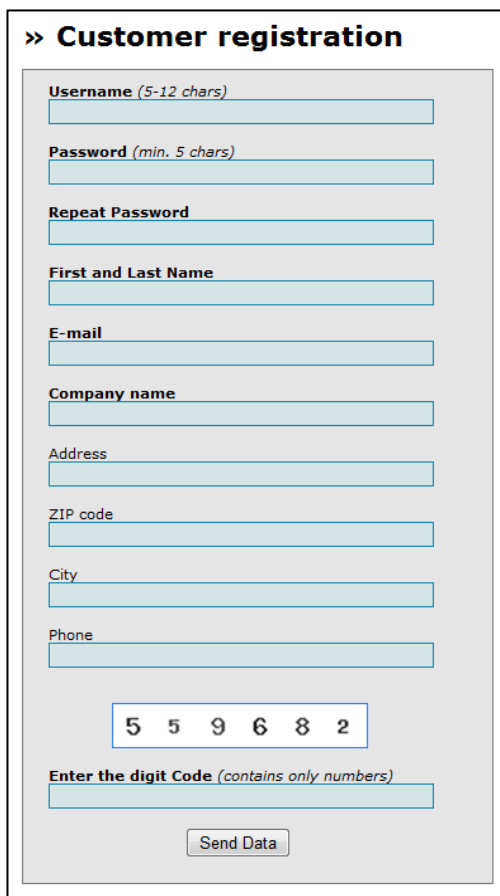
### 1) Complete registration form / Request username and password



The image shows the 'rmaTracker login' interface. It features a dark green background with white text. At the top, it says 'rmaTracker login'. Below this are two input fields: 'Username:' and 'Password:'. To the right of the password field is a 'Login' button. Below the input fields, there is a link 'Not yet registered? Register here.' which is circled in red. Below this link, there are three lines of text: 'Before registration, please read the RMA policy first.', 'Forgot your password? Please contact rma@ema.si.', and 'For Non-EU members states: Sample of ProForma\_invoice.pdf.'

Before using the rmaTracker application for the first time it is necessary to register. You can find the registration form at <http://rma.bluetraker.com/>

Before registering please read the RMA policy.



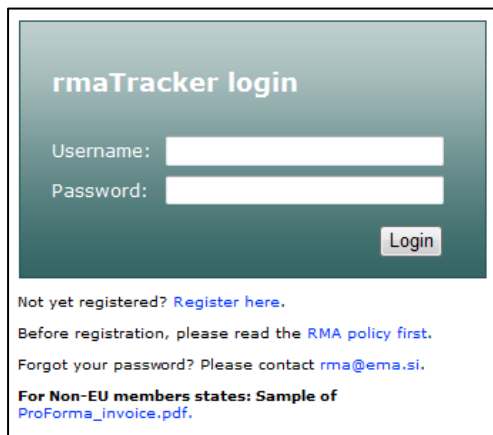
The image shows a 'Customer registration' form. It has a light grey background and a white border. At the top, it says '» Customer registration'. Below this are several input fields with labels: 'Username (5-12 chars)', 'Password (min. 5 chars)', 'Repeat Password', 'First and Last Name', 'E-mail', 'Company name', 'Address', 'ZIP code', 'City', and 'Phone'. Below these fields is a 'digit Code' field containing the numbers '5 5 9 6 8 2'. Below the digit code field is a label 'Enter the digit Code (contains only numbers)' and an empty input field. At the bottom of the form is a 'Send Data' button.

Once you complete the registration form our RMA team will check your status and assign you a username and password, if eligible. If approved, account details will be sent to you via email in usually no more than 48 hours.

You will also be notified if your registration request was denied.

As the RMA service is available only to our distributors, end customers should make all their return and repair claims through their distributors or resellers.

## 2) Sign in online



**rmaTracker login**

Username:

Password:

Not yet registered? [Register here.](#)

Before registration, please read the [RMA policy first.](#)

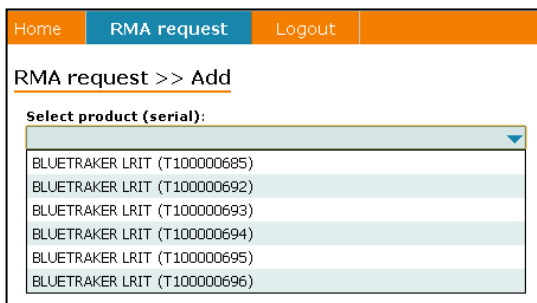
Forgot your password? Please contact [rma@ema.si](mailto:rma@ema.si).

**For Non-EU members states: [Sample of ProForma\\_invoice.pdf.](#)**

If you wish to request a RMA number or review ongoing or previous repairs, please register online at <http://rma.bluetraker.com/>. You can also find the link from our support page of the [www.bluetraker.com](http://www.bluetraker.com) site.

To sign in enter your assigned username and password. If you forgot your password please contact [rma@ema.si](mailto:rma@ema.si).

## 3) Request the RMA number



Home RMA request Logout

RMA request >> Add

Select product (serial):

- BLUETRAKER LRIT (T100000685)
- BLUETRAKER LRIT (T100000692)
- BLUETRAKER LRIT (T100000693)
- BLUETRAKER LRIT (T100000694)
- BLUETRAKER LRIT (T100000695)
- BLUETRAKER LRIT (T100000696)

Select RMA request-> New RMA request -> Select the serial number of the product

All customers need to obtain an RMA number before shipping /returning a product.

To request a RMA number for a product you need to find the serial number of that product on the displayed drop down list that contains all your bought products.

Product details will be displayed automatically.

Before you continue, please check if the displayed product information is correct.



Home RMA request Logout

RMA request >> Add

Select product (serial):  
BLUETRAKER LRIT (T100000692)

**Product:**  
BLUETRAKER LRIT

**Serial:**  
T100000692

**Warranty:**  
Valid until 07.12.2011

**RMA request >> Add**

Accessories:

Fault Description:

Dispatch (if Address different than Customer Address):

Once you have selected the product you are returning please fill in the details about accompanying accessories, fault description and dispatch information, if different from your company address.

After submitting your request, please halt shipment until your RMA request is confirmed. It will usually take not more than 24 hours. You will be informed by e-mail whether your request has been accepted or refused. If the request is confirmed the Repair Form including the RMA number and the shipping information will be attached.

#### ***4) Return the product (if RMA request confirmed)***

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If possible please use the original packaging when preparing an item for shipment. When returning more than one product, please note that each product, that should have its own RMA number, should be packaged separately. The RMA number should be present on at least two outside surfaces of the package.

Do not forget to enclose the Repair form and the Pro forma invoice if necessary.

Send the package to the address on the Repair Form.

## 5) Monitor the status of your repair

id	rma no.	serial	product	prod. code	created	change	status
6		T100000695	BLUETRAKER LRIT	8567	17.02.2011	21.02.2011 ob 09:04	deleted
11	RMA052113517	T100000693	BLUETRAKER LRIT	8567	21.02.2011	21.02.2011 ob 08:56	closed
4	RMA048112501	T100000693	BLUETRAKER LRIT	8567	17.02.2011	18.02.2011 ob 12:53	closed

Showing data 1 to 3 from 3

Legend : Rejected Deleted

You can easily monitor the status of your repair by logging in with your username and password and selecting the returned product. It is also possible to review details of past returns.

1.RMA DATA	2.CLAIM APPROVAL	3.DELIVERY	4.REPAIR	5.END OF REPAIR	6.DISPATCH	7.FINISH
<p>'RMA request &gt;&gt; Detailed' [id=13] - RMA056113641</p> <p>Created: 25.02.2011 ob 10:35 State: closed</p> <p><b>Request data</b>            ID: 13            RMA No.: RMA056113641</p> <p><b>Product Details</b>  <b>KARTICA SIM NEXT M2M</b>            Accessories: antena            Serial: 89314404000            Warranty: YES            Fault Description: broken            Dispatch to: EMA mariborska1 3000 Celje            Delivery Number: DA110007-11 Date of Delivery number: 07.01.2012</p>						

## 6) Complete the RMA process

Once the product return has been resolved you will be notified. The repaired or replaced product will be sent to the specified address. If the product is outside of warranty you will also receive an invoice for the repair services.

You will be able to review your past product returns on the RmaTracker application.

If you have any further questions regarding rmaTracker please contact us at [rma@ema.si](mailto:rma@ema.si) or [support@ema.si](mailto:support@ema.si).