

MANUAL

RMA Service System ETS Logistics Customer Support

1. Register/Login		
1	Go to http://customersupport.etslogistics.nl	
2a	Login with your email and password	Go to 6
2b	If you are not registered yet click ' New Account '	
3	Complete the Register form . All fields are required.	Email: After registration this email address will be used for all Service/RMA communication VAT nr: Fill a valid VAT nr that corresponds with the Company name. Any mismatch will be rejected.
4	Click ' Register '	A verification email will be sent to the given address
5	Check your email inbox and click on the verification link in the received email	
6	You are now logged in your RMA service dashboard where you can see your RMA(s) overview	
2. RMA case procedure		
1	Click ' New RMA ' on the RMA Overview Page	
2	Fill the form with all the required fields	Supplier: Choose the company that supplied you the product Brand: Choose the brand of the product Product: Type the exact name of the product (i.e. 'Meteor Mic') Problem/malfunction: Describe thoroughly what is wrong with the product Warranty: Click here if the product is still under warranty (a copy of the endusers invoice is required) Comments: Mention all important extra info and requests here Upload pictures: Upload as many pictures as needed to illustrate the problem and the status of the product Your Reference: Type any reference to your own customer or administration system here Your name: Type your name or that of the person responsible for this case
3	Click ' Request RMA '	A confirmation email will be sent that includes the assigned RMA nr , a copy of the RMA form and the Return address
4	You are now redirected to the Shipping instruction page	
3. Shipping instructions		
1	Pack your RMA product properly for transport, preferably use the original packaging in which you received it	
2	Print the RMA form via the link in the confirmation email, or on the current page	
3	Fold the RMA form twice along the lines keeping the Barcode visible	
4	Attach the folded RMA form to the package with the Barcode visible	
5	Ship the package to the address mentioned on the RMA form	If a RMA does not arrive at ETS within 30 days after creation you will receive an email for update request. After 60 days the RMA cased will be closed
6	Click Back to the RMA Overview page	

4. RMA Overview Page

1	Click ' New RMA ' to create a new RMA Case. See Chapter 2 for the procedure		
2	At Current RMA's click on any RMA case to overview its course	<p>Print RMA form: The created RMA Form belonging to this case can always be printed again here</p> <p>Status:</p> <ul style="list-style-type: none"> • Waiting for inbound: ETS is waiting for the RMA to arrive • In Progress: ETS has received the RMA and is working on the case • Awaiting supplier: ETS is in communication with a supplier to support this case. During this the progress is on hold • Awaiting your response: ETS sent you a message or a quote that requires your reaction Until you respond the progress is on hold <p>Serial number: at Inbound ETS registers the product's serial for tracking and sourcing</p> <p>Your Pictures: Here are your uploaded pictures</p> <p>Pictures ETS Customer Support: At inbound ETS take pictures of the packaging and products of all incoming RMA cases</p> <p>Tracking: Here you see the time table of Status changes and communications</p> <p>Quotation: If a product is out of warranty ETS will on request send a quotation of the expected repair costs. A Quotation field will then become visible. Until ETS receives a reaction the progress is on hold</p> <p>Yes, I agree with this price: Once you click this button you agree to the quotation and the repair process will start</p> <p>Click 'Send a message' if you need to send ETS a message or reaction . Your name is required to add. If no previous messaging has taken place a Communication field will then become visible</p> <p>Communication: If ETS sends you a message this will become visible in the communication field. If this message requires your reaction a line 'your reaction is needed' is visible in red in the Communication field.</p>	<p>The status of all RMA cases is also visible on the Overview page. For any status change you will receive an email notification.</p> <p>If after 14 days no activity has taken place ETS will be reminded about this case</p> <p>All prices are mentioned in Euros. VAT and shipping costs are excluded. You will receive an email notification once a quotation has been sent. The Status of the case will become 'Awaiting your response'. If after 2 days no reaction you will repeatedly be reminded about this until the case expires</p> <p>ETS receives an email notification once you agree. The Status of the case will become 'In progress' again.</p> <p>ETS receives an email notification about your message.</p> <p>You will receive an email notification about the message. If your reaction is needed the status of the RMA case will become 'Awaiting your response'. If after 2 days no reaction you will repeatedly be reminded about this until the case expires</p>
3	At Latest finished RMA's click on any of the last five completed RMA cases to review conclusions	<p>Status: Completed. ETS finished the RMA case and it will be handled according to the Conclusion</p> <p>Tracking: Here is finally mentioned the date of the status change to 'Completed', the Conclusion of the case and its further actions and consequences, and the closing of the case</p>	
4	Click ' View archived RMA's to look back into older finished RMA cases		