

EASEOFCARE: User's Guide to On-Line RMAs

Introduction

This User's Guide is intended to instruct you in the process of submitting an online RMA (Return Material Authorization) and tracking current RMA listings. Specifically, you will be shown how to:

Create a 'Online RMA' Web Account

- New users will be shown how to register for an On line RMA account
- Log on to your 'Online RMA' web account

Submit an RMA

- Logging on to submit an RMA for repair
- Check product entitlement
- Receive an RMA for product repairs
- Produce shipping labels to ensure correct shipment

Track RMA Listings

- Tracking returns throughout the repair process
- View repair information (reason for return, diagnostic and repair description)
- Track any shipments being returned to you

This guide will provide all of the information necessary for you to submit and track RMAs on-line for product repairs.



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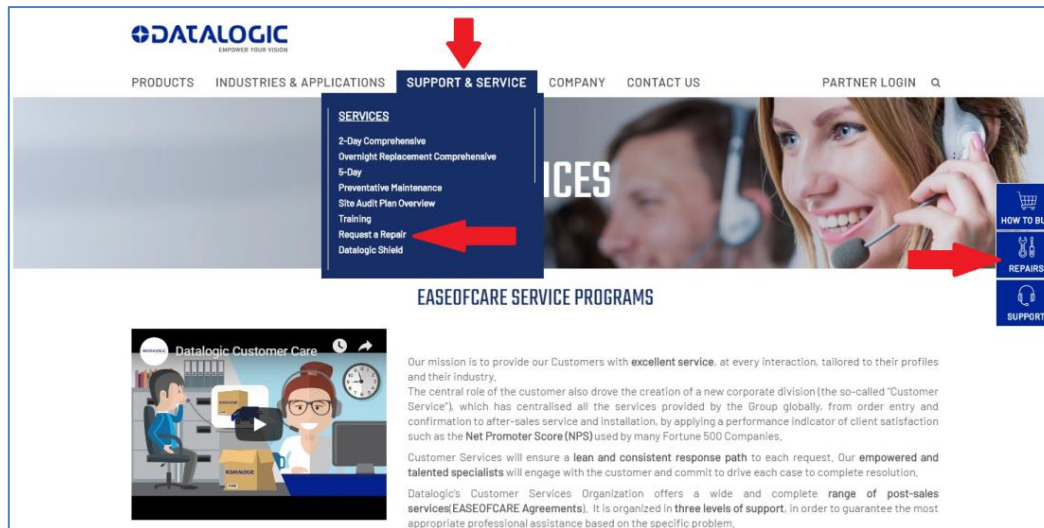


Fig. 1 Support access page

Select your Mainland, Country, the Product Group and the Product you need to send for repair.
Then enter with **LOG IN** button.

Note: only if the product is eligible for online RMA 'CREATE AN ON-LINE RMA' section is displayed.

Getting Started

Please go to: <http://www.datalogic.com>

From the 'SUPPORT & SERVICE' menu select **Request a Repair**
Alternatively you can use the direct link always available on right position.

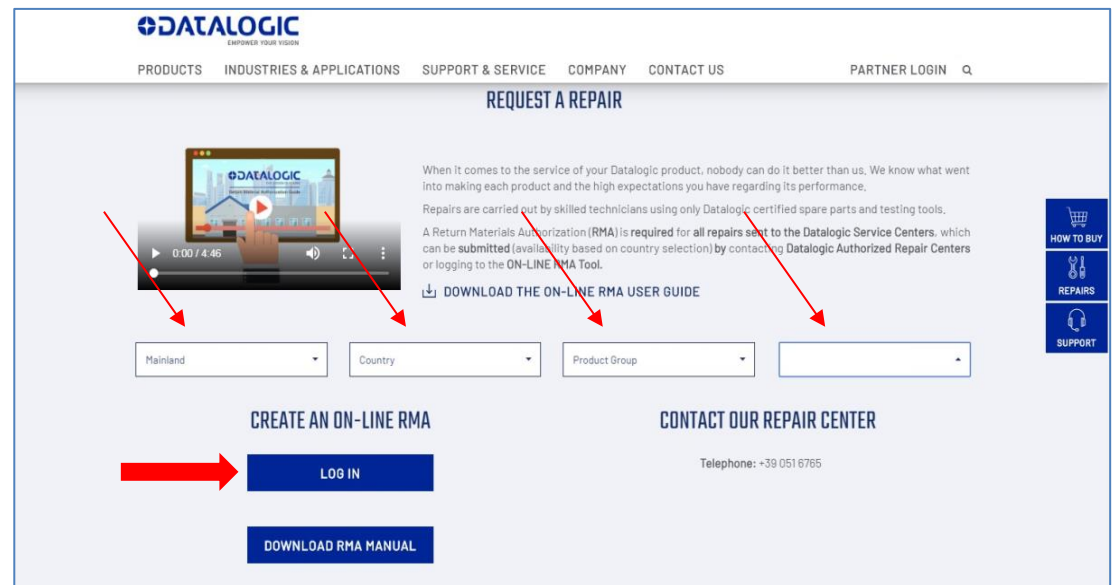


Fig. 2 Repair Program

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New Users

Select the 'REQUEST ACCESS' icon and then complete the registration form (see Fig. 4).

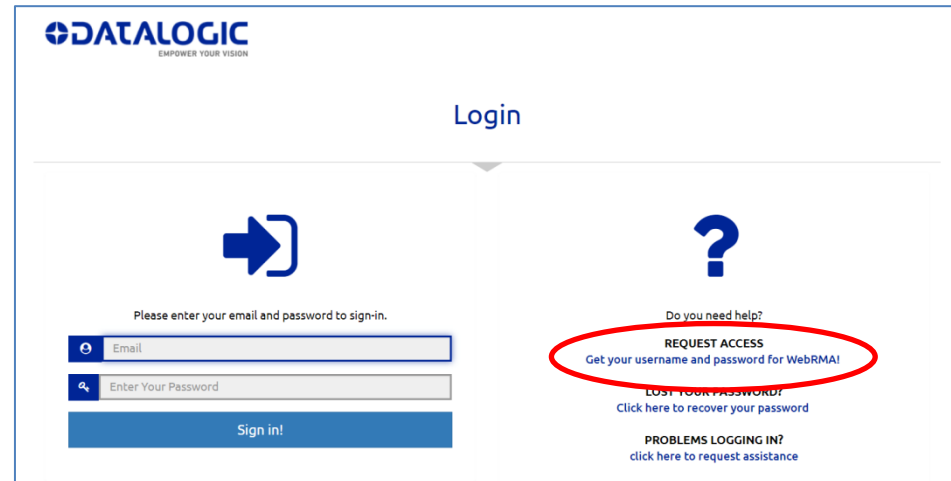


Fig. 3 Personal RMA Account Log In

Fig. 4 Online RMA Registration Form

Note: To complete a successful registration, please have this information on hand before starting:

- A valid email address
- Your Company 'Bill To' exact details¹
- Your Company 'Bill To' associated VAT number (Mandatory for EU)²
- A Datalogic unit Serial Number³

¹ Prior to submitting registration, please ensure that the Street Address, City and Zip/Postal Code entered match with your Company 'Bill To' details and VAT Number.

If the Shipping information related to your account is different from the 'Bill To', please notify Datalogic at the time an RMA is created.

² A VAT number can be entered either with or without a country code prefix, but must be in one character string without any separator (dots, dashes, etc.) or a blank space.

³ A Serial Number can be from any of your Datalogic products and is required as a 'confirmation step' against web automated registrations.

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DATALOGIC
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Login

Please enter your email and password to sign-in.

Email

Enter Your Password

Sign in!

Do you need help?

REQUEST ACCESS
Get your username and password for WebRMA!

LOST YOUR PASSWORD?
Click here to recover your password

PROBLEMS LOGGING IN?
click here to request assistance


Fig. 5 Recover Password

Recover Password

If you already have an 'On line RMA' account and forgot your password you can retrieve it at any time.

At the Login screen click the '**Lost your password?**' link, enter the account email address, and then click the '**Reset Password**' (see Fig. 5 and Fig. 5A)

You will receive an email including your user name (the email address you registered with) and your password.

 Remember to look in your spam folder where automated messages sometimes filter.

Forgot Password

Please enter your account email address below to receive a link allowing you to reset your password.

user@xxx.yyy

Reset Password

Fig. 5A Recover Password details

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Registered Users / Returning Users

Go to the Datalogic web site at: <http://www.datalogic.com>

From the 'SUPPORT & SERVICE' menu select **Request a Repair**

Alternatively you can use the direct link always available on right position.

Select your Mainland, Country, the Product Group and the Product you need to send for repair.

Then enter with **LOG IN** button. (see Fig. 1 and 2)

At the Login screen (Fig. 6), enter your Email address and Password, and then click the 'Sign in!' button.

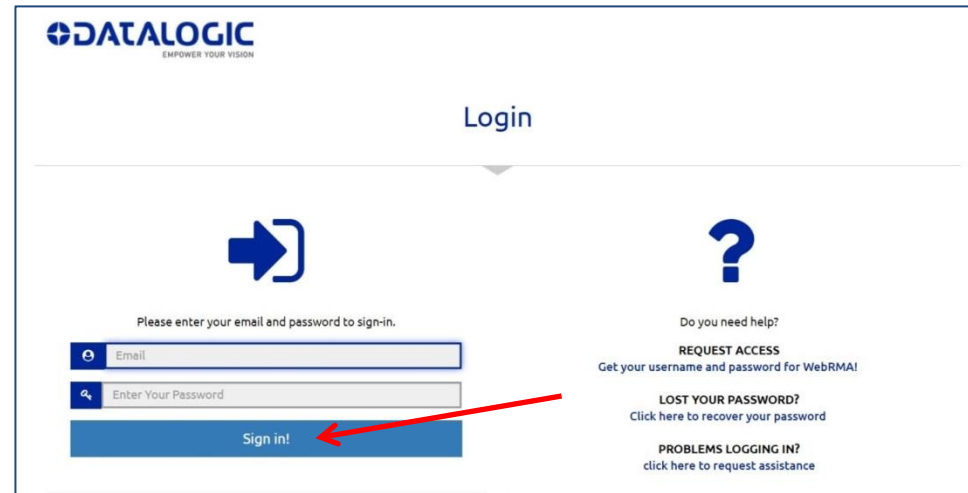


Fig. 6 Login to Online RMA

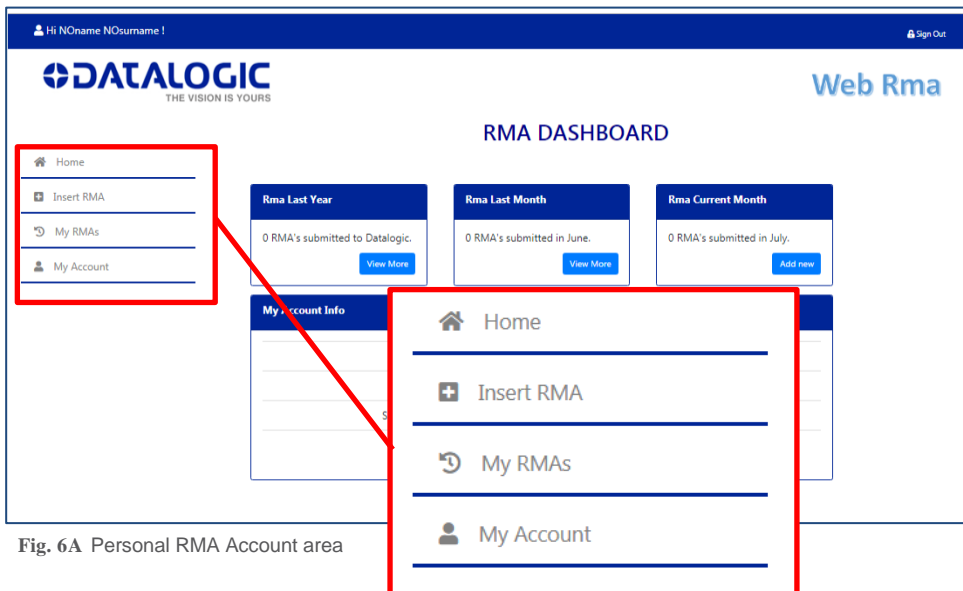


Fig. 6A Personal RMA Account area

After the Login you are in your Personal RMA Account area.

On left side you find the summary menu. (see Fig. 6A).

Home

You find your Datalogic account number and an overview of submitted RMAs.

Insert RMA

This is the direct access to submit an on-line RMA

My RMAs

You can track and find information of your RMAs

My Account

You find the list of your already registered Ship-to addresses and you can create new ones

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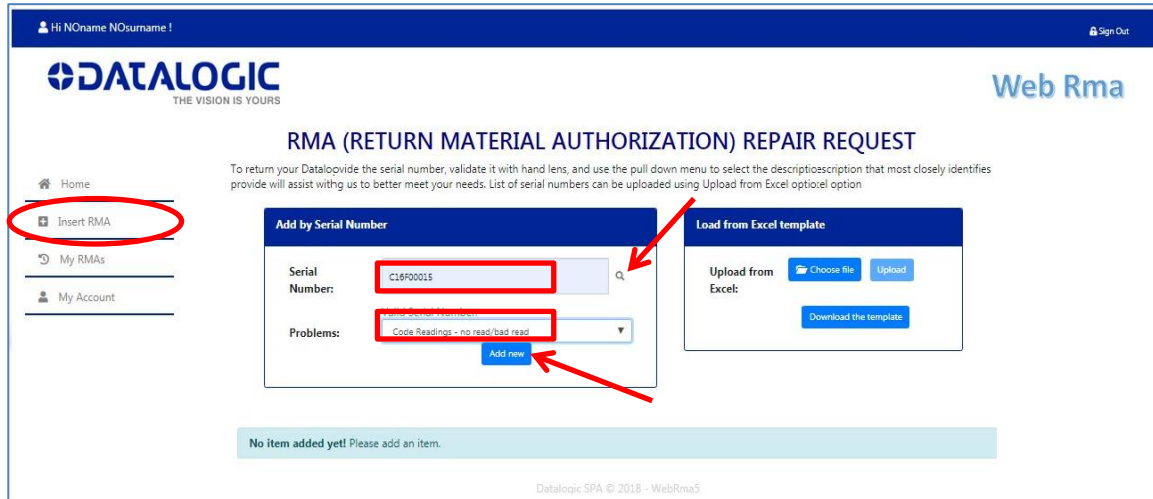


Fig. 7 Enter Product Information

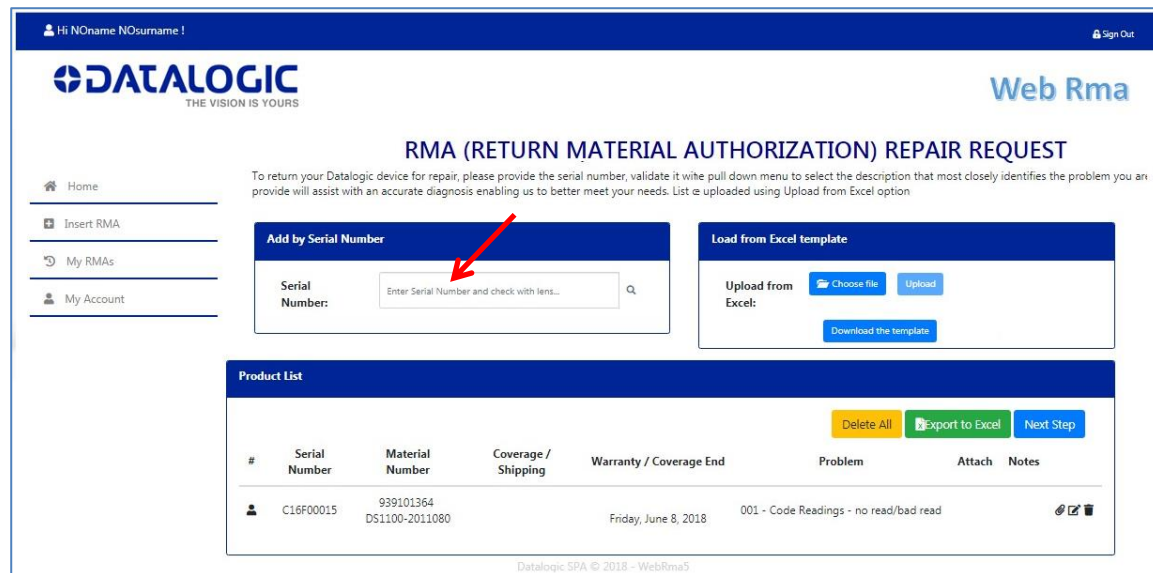


Fig. 7A Enter Product Information

Starting an RMA Request

A serial number of the product being submitted is required. In most cases, the serial number can be found on the actual unit. Please have this number ready before beginning the process.

Step 1 - Enter Product Information

Single product entry

Start to request a new RMA by clicking on **Insert RMA** menu in your Personal RMA Account Area

Enter the Serial Number in the appropriate box and verify the correctness with the **lens** icon

In the drop-down box, select the reason for returning the product.

Click on **Add new** button to confirm the selection (see Fig. 7)

At your choosing if you have additional products to return, continue to add the Serial Numbers and the reason for the return (see Fig. 7A)

Note: You don't have to worry about differences in entitlements when several products are submitted at the same time. System will automatically generate multiple RMAs splitting by different locations and EASEOFCARE coverage

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Step 1 - Enter Product Information

Multiple products entry

In any time you can add multiple products entry coming from a list.

Note: only a list generated with the dedicate template will be accepted.

- Download the dedicate Excel file by **Download the template** button clicking (see Fig. 8)
- Fill in the requested data (see Fig 9):
 - Serial Number
 - Problem / Failure selected by the available drop-down list
 - Additional Notes (Optional)
- Save the Excel file in your repository for the next steps.
- Recall the saved Excel file by clicking on **Choose file** button (see Fig. 8)
- By **Upload** button pressing the product list will be transferred to the system.
- A different icon (Document instead than Person) identifies the entry typology.

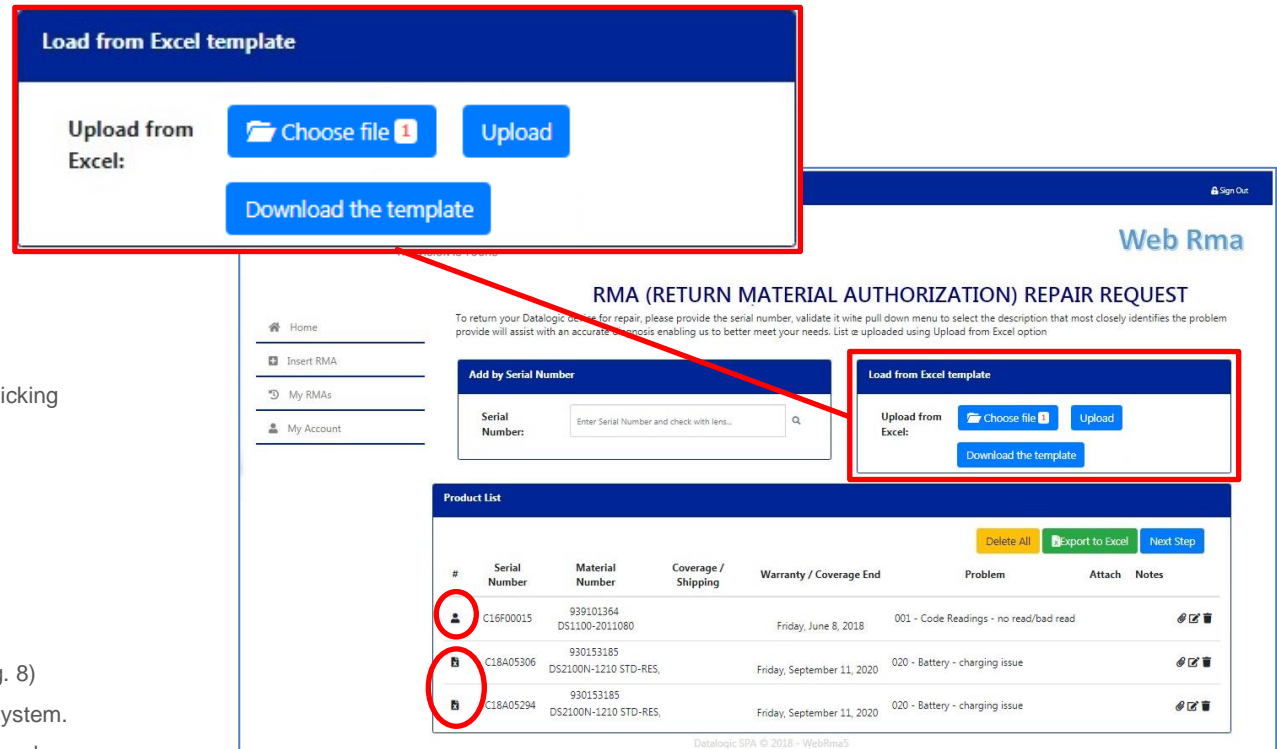


Fig. 8 Multiple Products Entry

Serial Number	Problem / Failure	Notes (up to 40 characters)
G18A12356	Keyboard - not functioning	1 and 3 keys
C15F12345	Mechanical - window	
	Mechanical - window	
	Motor - noisy / does not turn / damaged	
	Scale - not functioning	
	Software - no boot/reset/other	
	Speaker/Beeper - no sound emitted	
	Touchscreen - not functioning	
	Wired Data Communication KO	
	Wireless Voice - KO	




Fig. 9 Products and Details from Excel Template

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Step 1 - Enter Product Information

Additional Notes and Attachments

To enter related product technical information and/or to attach a document relevant to the repair of your device, click the related icon (see Fig. 10).

-  Add Attachment(s)
-  Add Notes
-  Delete the single item from the list



Product List						
#	Serial Number	Material Number	Warranty / Coverage End	Problem	Attach	Notes
	C16F00015	939101364 DS1100-2011080	Friday, June 8, 2018	240 - Other - detailed description required		

Fig. 10 Additional Notes and Attachments



Fig. 10A Adding Attachment(s)

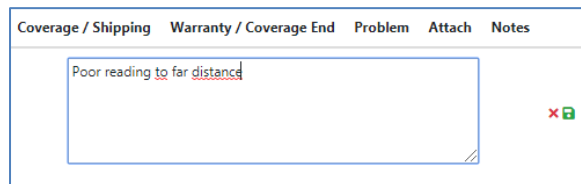


Fig. 10B Adding Additional Notes

"Attachment(s)" cannot exceed 5MB per item (see Fig. 10A)

"Additional Note" will accommodate up to 40 characters (see Fig. 10B)

Information in both of these features can be edited and/or deleted at any time (see Fig. 10C).

If you have finished entering products for return, click on 'Next Step' icon (see Fig. 10C).

Note: You can at any time discard a product from the list if you don't want to return it by clicking the 'Waste basket' icon



Product List						
#	Serial Number	Material Number	Warranty / Coverage End	Problem	Attach	Notes
	C16F00015	939101364 DS1100-2011080	Friday, June 8, 2018	240 - Other - detailed description required	Detailed failure.txt	Poor reading to far distance

Fig. 10C Editing Information

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Step 1 - Enter Product Information

Confirm Entitlement

The system verifies the Product Information and Entitlement. A red cross check means that more information is required.

By clicking on related lens you can add the missing details; the mains are:

- **Accept Estimate**, in which case the product is repaired without any further notification, or **Request Quote**, in which case the product is not repaired until you accept the quote
- More information is required about the failure
- The same product has been entered twice (see Fig. 11).

Note: Entitlement doesn't have to be confirmed when product is under coverage of an EASEOFCARE service program or under Factory Warranty.

If you dispute the Entitlement, please provide as much relevant information as possible in the Step 3 'Additional Note' box, such as date of purchase, contract number, etc.

If needed, a Datalogic representative may contact you for additional information and details regarding the RMA Request.

Hi NOname NOsurname ! Sign Out

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Web Rma

RMA (RETURN MATERIAL AUTHORIZATION) REPAIR REQUEST

Entitlement to warranty or EASEOFCARE repairs are verified using completed and if your payment information is on file you will be above the Maximum repair charge without our having provided a repair. We will need your approval and billing information before

Home
Insert RMA
My RMAs
My Account

#	Serial Number	Material Number
1	C16F00015	93910133 DS1100-201
2	C18F00015	9375012 MATHY 210N 235 DPRIN 18ET

Item information

- No Entitlement.
If you click on Accept Estimate the repair will be completed and if your payment information is on file you will be billed with no additional interaction. You will only be charged the amount related to the actual repair.
If you click on Request Quote we will contact you with a quote for the estimated repair charges prior to performing a repair.
- Note is mandatory with this problem selected

Material Description : DS1100-2011080

Serial Number	Material Number
C16F00015	939101364

• DS1100 REPAIR CHARGE 304.0 EUR

Quote Accepted

Request Quote

Notes:

E008

Problem:
Other - detailed description required

Remove serial Save Close

Fig. 11 Confirm Entitlement

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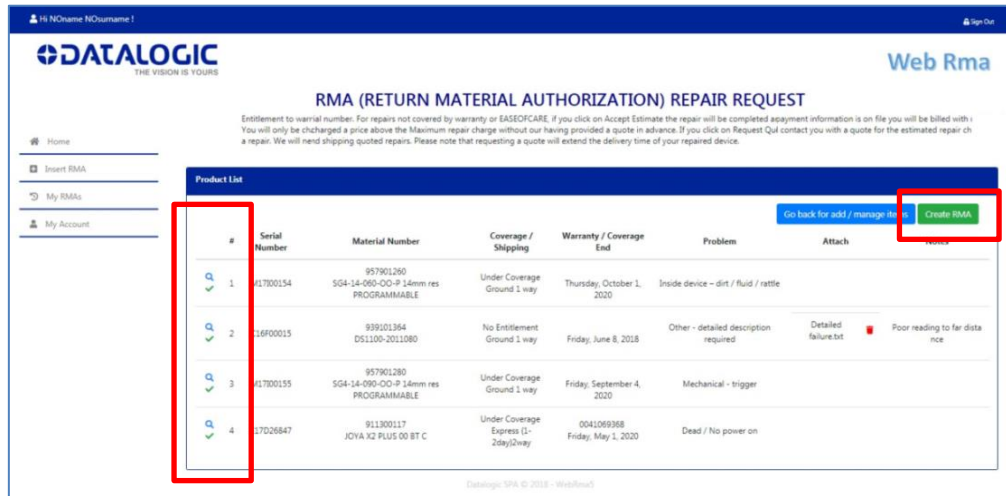


Fig. 12 Create RMA

Step 2 – Create RMA

Only if all items have the green pass check the system enable the **Create RMA** icon (see Fig. 12)

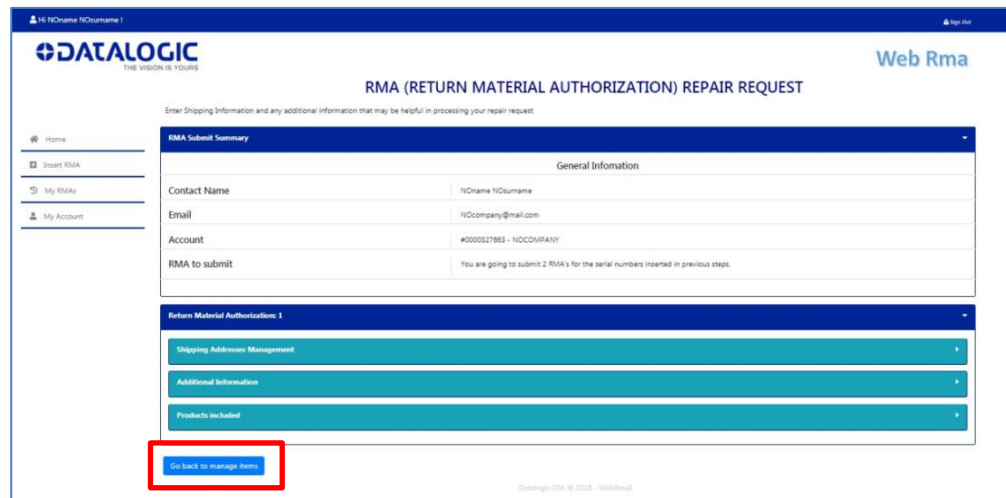


Fig. 13 Next step overview

Note: You can at any time go back to previous steps to make correction about the list of pending items by clicking the 'Go back to manage items' icon (see Fig. 13)

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Step 3 - Enter Shipping Information

Ship To Address Management

There are three options:

1) Select the same address as Bill To address from the drop down list, then manually add the Contact Name and Phone Number

2) Select the desired 'Customer #' from the drop down list associated to your account, then manually add the Contact Name and Phone Number

3) Click on '+Add an Address' and manually fill in the fields.

The new address just created will be associated to your account for the next entries

All products submitted on this RMA will be shipped to the address that is entered here when the repair process is complete.

Fields identified with a red cross (x) are required fields.

The screenshot displays the 'Web Rma' interface for 'RMA (RETURN MATERIAL AUTHORIZATION) REPAIR REQUEST'. The 'RMA Submit Summary' section shows 'General Information' with fields for Contact Name, Email, Account, and RMA to submit. The 'Return Material Authorization: 1' section includes 'Shipping Addresses Management' with a 'Ship To Address' dropdown menu. The dropdown menu is open, showing options like 'Select an option...', 'Same As Bill To', and several customer addresses. A 'New Address' modal is also visible, with fields for Company Name, Address, City, Postal Code, Country, Region, Phone, and Fax. Red boxes highlight the dropdown menu, the '+Add an address' button, and the 'New Address' modal.

Fig. 14 Shipping Address

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Step 3a - Enter Pick Up Information

Pick Up Address Management

Note: This step only shows up if the product is associated a 2-Way shipping condition. In this case you will be given the option to specify a Pick Up address which is different than the 'Ship To' address.

There are three options:

- 1) Leave unchanged the drop down selection if the Pick Up address is the same than the invoice address
- 2) Select the desired 'Customer #' from the drop down list associated to your account, then manually add the Contact Name and Phone Number

- 3) Click on **'+Add an Address'** and manually fill in the fields.

The new address just created will be associated to your account for the next entries

All products covered by a 2-Way shipping condition submitted on this RMA will be collected at the Pick Up address if it is included.

Fields identified with a red cross (x) are required fields.

The screenshot shows the 'Web Rma' interface for 'RMA (RETURN MATERIAL AUTHORIZATION) REPAIR REQUEST'. The 'Shipping Addresses Management' section is active, showing 'Ship To Address' and 'Pick From' fields. The 'Pick From' dropdown is open, showing a list of addresses. A 'New Address' modal is open, showing fields for 'CompanyName', 'Address', 'City', 'Postal Code', 'Country', 'Region', 'Phone', and 'Fax'. Red boxes highlight the dropdown menu and the 'New Address' modal.

Fig. 15 Pick Up Address

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Hi N0name N0urname ! Sign Out

DATALOGIC THE VISION IS YOURS Web Rma

RMA (RETURN MATERIAL AUTHORIZATION) REPAIR REQUEST

Enter Shipping Information and any additional information that may be helpful in processing your repair request

RMA Submit Summary

General Information

Contact Name	N0name N0urname
Email	N0company@mail.com
Account	#0000327663 - NOCOMPANY
RMA to submit	You are going to submit 1 RMA's for the serial numbers inserted in previous steps.

Return Material Authorization: 1

Shipping Addresses Management

Ship To Address ✖ +Add an address

Additional Information

Purchase Order Number

Send Rma info also to (E-Mail)

Additional Notes:

Products included

#	Serial Number	Material Number	Description	Issue
1	C16F00015	939101364	DS1100-2011080	Other - detailed description required

[Go back to manage items](#) [Submit all RMA's](#)

Datalogic SPA © 2018 - WebRma5

Fig. 16 Additional Information and Final Submitting

Step 3b - Enter Additional Information

Additional Information Section

You may enter a PO number for your reference.

This field is mandatory requested for some Countries.

Add the email addresses of recipients that have to be informed for submitted RMA.

More than one email address had to be separated by semicolon (;) character.

If you would like to provide any additional information or details, please provide those notes in the space provided.

Up to 40 characters are available.

Step 4 - Submit RMA's

Only if all required information is complete the system enables the button for the next step.

Click on the '**Submit all RMA's**' button to submit the request.

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Step 4b - Complete

You will receive at the indicated address one or several emails with the RMA document and a pre-paid shipping label as it is relevant for the submitted product(s).

You can alternatively download the same documents from Datalogic website by clicking on RMA# link.

Please contact your Datalogic Repair Center if you don't be able to the download and don't receive any mailings. Please remember to first check your spam folder where automated messages sometimes filter.

Note: Carefully read the Shipping Instructions on each received or downloaded RMA form and follow the directions.

As it is needed, an On-Line RMA will generate multiple RMAs based on product associated service level and shipping type. You are now authorized to return the listed product(s) to the address shown in the upper left corner of the received RMA form(s). This will reflect the Repair Center (Ref. A on Fig. 17) or Consolidation Point (Ref. B on Fig. 17) address which is closest to your country/area of the world.

Pack the product according to the number of different RMAs received. Please use the original shipping container if possible or another suitable shipping package, in case you would like to save the original shipping container for resale of the unit.

The screenshot displays the Datalogic Web RMA interface. At the top, the user is logged in as 'Hi Claudio Zuppiroli'. The main heading is 'RMA (RETURN MATERIAL AUTHORIZATION) REPAIR REQUEST'. A sidebar on the left contains navigation links: Home, Insert RMA, My RMAs, My Account, and Manage Contacts. The main content area shows the 'RMA Submit Summary' with a table of general information:

General Information	
Contact Name	Clamay Zupping
Contact Email	information@d.com
Account	#0010001800 - S.A.S.
RMA to submit	You are going to submit 2 RMAs

Below the summary, there are two 'Return Material Authorization' sections:

- Return Material Authorization: 1**
Submitted RMA with number : R00000783807
You can download the packing list for this RMA by clicking on this link :
[Download packing list for RMA R00000783807](#)
- Return Material Authorization: 2**
Submitted RMA with number : R00000783806
You can download the packing list for this RMA by clicking on this link :
[Download packing list for RMA R00000783806](#)
Shipping Label generated for this RMA
You can download the label for this RMA by clicking on this link :
[Download Label for RMA R00000783806](#)

Two detailed RMA forms are shown, each with a red box and a label:

- Ref. A:** DATALOGIC SLOVAKIA s.r.o., Datalogic Repair Center, Prilohy 588/47, 919 26 ZAVAR - TRNAVA SLOVAKIA, Phone: +421 248 275 150. Requestor's Name: Zuppiame, Email: clau@quest.com, Phone: 0478668646. RMA number: R00000783806, Created on: 07/11/2019, Customer PO Number: WebRMA_WP.
- Ref. B:** DATALOGIC TNT - STORAPART, c/o Datalogic Repair Center, Via Garbagnate, 59 I-20020 LAINATE MI, Phone: +39 02937609230. Requestor's Name: Spiame, Email: fab_samelli@elli.com, Phone: -0039. RMA number: R00000783809, Created on: 05.07.2019, Customer PO Number: WebRMA_FLT.

At the bottom, there is a 'New RMA' button and a download icon for 'Datalogic Rma R00...zip 6.8/6.8 KB'.

Fig. 17 Complete

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Tracking Your RMA

Once your RMA has been submitted, you may want to check if the product has been received and/or returned.

Once the product has returned, you may want additional information about the diagnosed defect and repair.

You can track and get information of your RMA from your Personal RMA Account Area.

To track your RMA, click on the 'My RMAs' link on left side (see Fig. 18).

My RMA List

You can either click the calendar icons to select a date range to see all returns submitted within a defined time frame or search by a specific RMA number / Serial number to see a targeted return.

Check box 'Include RMAs that have not been received by Datalogic' if you want to see them all.

The supplied list is RMA# based; expand the detail by clicking on related plus (+) icon.

A tracking number is made available for products which have been shipped. Clicking on desired 'Tracking Number' link will provide you with the shipping details and the progress of your shipment

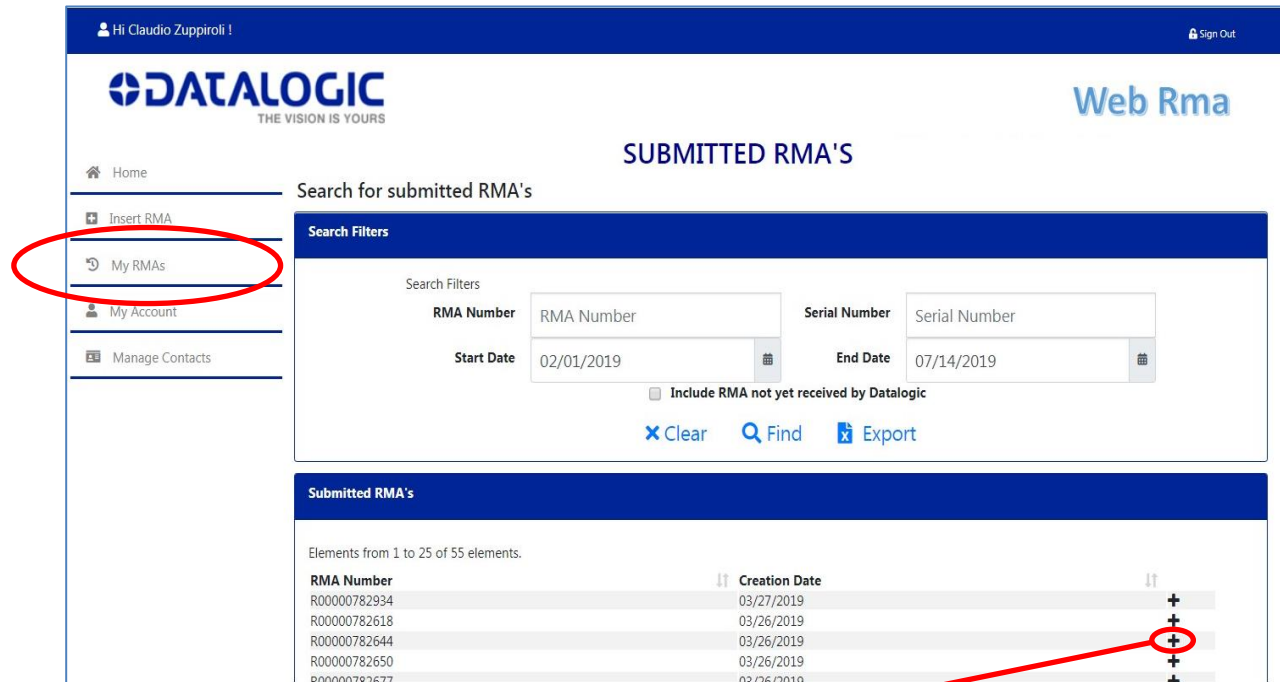


Fig. 18 Tracking Your RMAs

Submitted RMA's								
Elements from 1 to 25 of 55 elements.								
RMA Number							Creation Date	
R00000782934							03/27/2019	+
R00000782618							03/26/2019	+
R00000782644							03/26/2019	-
Enter Serial Number and check with lens	Material Number	Material Description	Problem Code	Tracking Number	Receive Date	Ship Date	Status	
E16H04442	911300153	JOYA X2 PLUS 01 R2U PA ADP SH4918	KEY PAD	1542215710	03/27/2019	03/28/2019	Completed	
E17N49762	911300153	JOYA X2 PLUS 01 R2U PA ADP SH4918	KEY PAD	1542215710	03/27/2019	03/28/2019	Completed	
E17N49739	911300153	JOYA X2 PLUS 01 R2U PA ADP SH4918	KEY PAD	1542215710	03/27/2019	03/28/2019	Completed	
R00000782650							03/26/2019	+
R00000782677							03/26/2019	+

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My RMA List (Details)

You can view the RMA details by clicking the 'Export' button from My RMAs page (see Fig. 19). This will provide you with a snapshot of all information linked to the listed RMA(s).

Each RMA/Serial Number combination will provide (and not limited to) the following information (see Fig. 20):

Ship To Name: The company name where the repaired unit will be or has been shipped to

Ship To Address: The location where the repaired unit will be or has been shipped to

Repair Type: Unit coverage type

Customer Reported Issue: The reason for the return entered by the RMA requestor

Failure: Problem found (only applies to Shipped RMA units)

Repair Description: Affected component (only applies to Shipped RMA units)

Receive Date: The date in which the defective unit reached the Datalogic Service Repair Center

Ship Date: The date the repaired unit was (or will be) shipped

Tracking Number: The repaired units' consignment tracking number

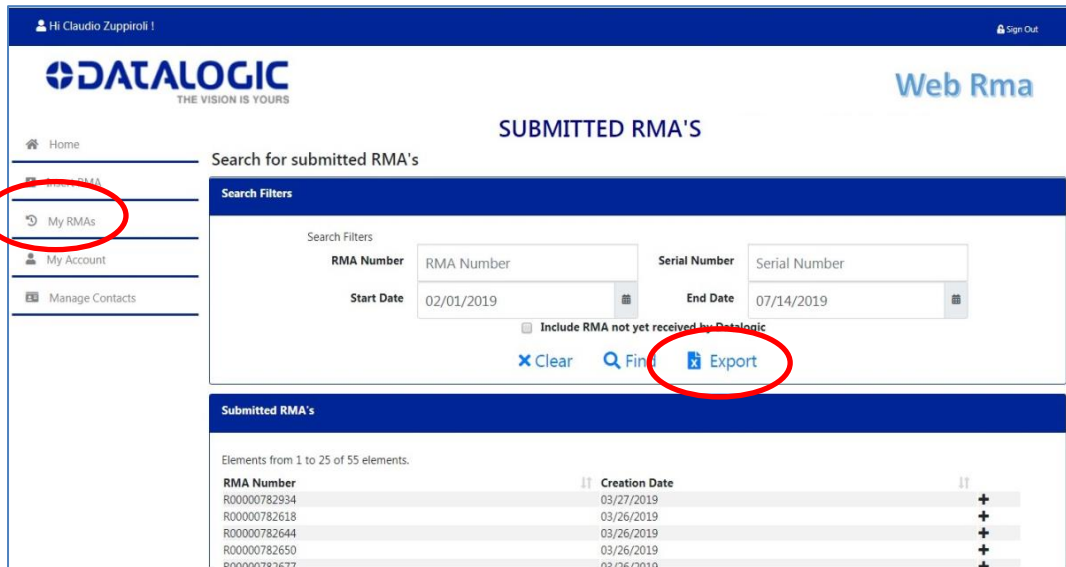


Fig. 19 My RMA Details

	A	B	C	D	E	F	G	H	I	
	Rma Number	Po Number	Serial Number	Model Number	Model Description	Ship To Name	Ship To Address	Tracking Number	Customer Failure Description	Work C
1	R00000771335	69033572	G11N01278	944301013	ELF 00A0WI-1N1-MENO SB4319	DATA Sas	1 Delivery, Country, IT-1234	06585000876450	Touchscreen - not functioning	Flat Rat
2	R00000771378	69033572	G11N01259	944301013	ELF 00A0WI-1N1-MENO SB4319	LOGIC Spa	2 Delivery, Country, IT-1234	06585000876451	Speaker/Beeper - no sound emitted	Flat Rat
3	R00000771638	69033572	D10N09533	944301013	ELF 00A0WI-1N1-MENO SB4319	VERSI Sas	3 Delivery, Country, IT-1234	06585000876452	Display/Indicators - not functioning	Flat Rat
4	R00000771733	69033586	G15NH7317	942400004	SKORPIOX3 00A0LS-350-CEU1	MOBILITY Sas	4 Delivery, Country, IT-1234	06585000876518	Keyboard - not functioning	Flat Rat
5	R00000771738	69033588	G15M96833	942400004	SKORPIOX3 00A0LS-350-CEU1	HUB DATA	5 Delivery, Country, IT-1234	06585000876527	Mechanical - case/enclosures	Flat Rat

Fig. 20 "Export" to Excel Result