

Repair/Return Material Endorsement Request Tool

Return Material Authorization RMA

Automated Request & Process

Current Practice

1. Customer's contacts Vendor market units and provide them with a list of their hardware that needs to be repaired or replaced.
2. Market Units (MU) access an internal application/web page on an internal server document and fill a programmed form that is connected to product component database.
3. On completion of the form the server responds to the MU rep with a confirmation page with his/her requested hardware list containing an invalid ID.
4. System processes the information and sends an email to the MU rep with a valid RMA number.
5. Number is passed on to the customer that will send their hardware to Vendor using this RMA number.

Our RMA Removes the Labor work

Replacing MU manual activity with automated system that provides customers with facilities to obtain RMA numbers directly. This results in removal of many steps from the current procedure.

1. Customer accesses a web page on Vendor External web server and fills a programmed form that has hardware list (obtained from component database). On completion of the form, an imbedded program confirms the customer list that was submitted (all of this activity within one form)
2. System after process sends an email to the customer with actual RMA number.

System requirement

This system has to exist on the both sides of Vendor firewall. Customer access will be on an external server that requires access to internal servers to obtain data.

When customer form is submitted the internal server process the request by accessing database system to create the case and RMA number.

External server transfer of form-information is done by using, server ability to send email to an internal system. This will not jeopardize Vendor security in any way, as there is no need to have an open internal port.

Using standard IT department external web servers could be risky as their structure and setup may change and can interrupt the tool. These types of changes don't effect normal web pages but could effect pages that require server activities. Thus it is best to use dedicated servers that are made for such functions. This is achievable by one of the following methods:

- Vendor E server
- Extranet server
- Client program