

## EMAC Authorized Customer RMA System

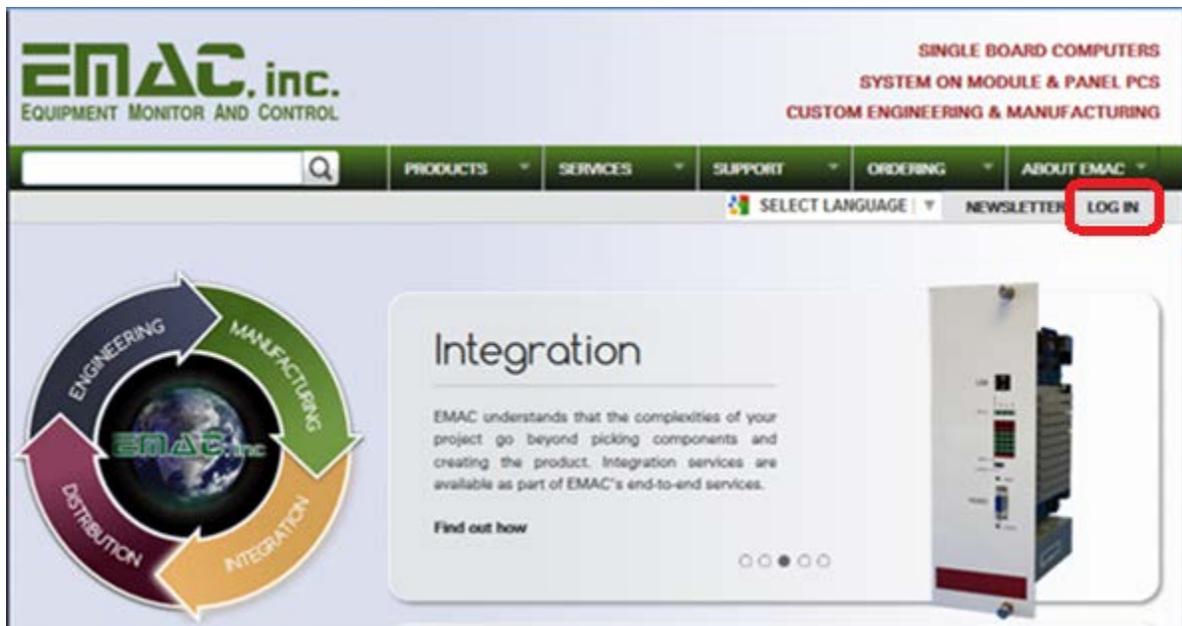
### Overview

EMAC provides an automated Customer RMA System for pre-authorized customers. This allows certain customers to be allowed to automatically initiate RMAs without going through the usual support process. To access this, the customer must have a user ID and password set up by EMAC. This document provides details on the usage and features of this system.

### Details

To access the Customer RMA System, first you must obtain an ID and password from EMAC Support.

Once you have obtained your credentials, navigate to [www.emacinc.com](http://www.emacinc.com) and click on the LOG IN tab.



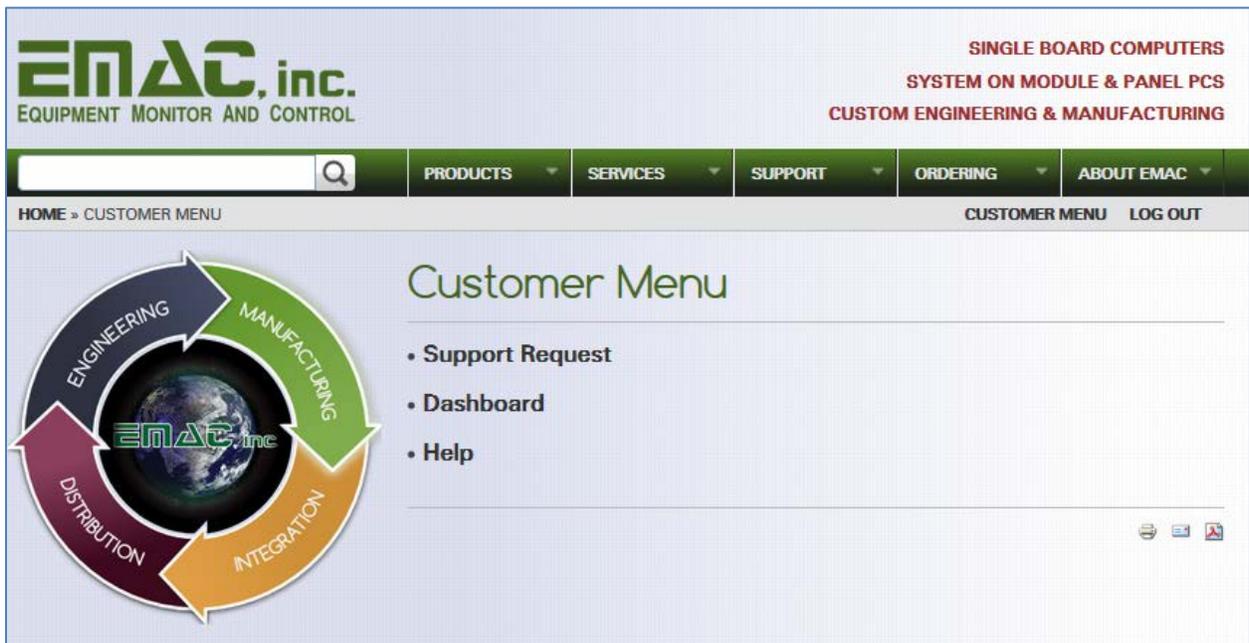
Fill in the Username and Password fields and click Log in.



The Customer Menu will display.

### Initiating an RMA

To initiate an RMA, click on Support Request from the Customer Menu.



Fill in the fields on the Authorized Support Request screen until you reach the Batch Entry field.

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PRODUCTS SERVICES SUPPORT ORDERING ABOUT EMAC

HOME SUPPORT CUSTOMER MENU LOG OUT

### TEST Authorized Support Request

Contact Name \*  
Joe Smith

E-Mail \*  
jsmith@emacinc.com

Telephone \*  
618-555-1212

Message \*  
All issues below

You can either fill in the table below and add new rows as needed or right-click in the table and delete the table, then copy and paste a two column list from a spreadsheet. The format to use is serial numbers in the first column and support issues in the second column. To add rows, you can right-click inside a table cell and select the appropriate option to add rows, or click in the table last cell in the second column and press Tab.

Batch entry \*


Submit Form

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EMAC, Inc. will be exhibiting at the Sensors Midwest Expo & Conference on September 27-28, 2016 at the Donald E.

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#10416

MADE IN

*The Batch entry field is a special field that allows you to submit as many serial numbers (first column in the table) and problem descriptions (second column in the table) as you wish.*

There are two ways to enter data into the Batch entry field.

The first way is to click into the first box (table cell) of each line and enter a serial number (can be scanned or hand entered) and click into the second box of each line and enter a problem description. To add a new row to the table, click inside the last box in the table (second table cell on the last row) at the end of the entered problem description and press the Tab key. This will give you a new row with two entries.

HOME - SUPPORT CUSTOMER MENU LOG OUT



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#18116



## TEST Authorized Support Request

**Contact Name \***  
Joe Smith

**E-Mail \***  
dstover@emacinc.com

**Telephone \***  
818-555-1212

**Message \***  
All issues below

You can either fill in the table below and add new rows as needed or right-click in the table and delete the table, then copy and paste a two column list from a spreadsheet. The format to use is serial numbers in the first column and support issues in the second column. To add rows, you can right-click inside a table cell and select the appropriate option to add rows, or click in the table last cell in the second column and press Tab.

**Batch entry \***

C179004064	test1
0245100044	test2

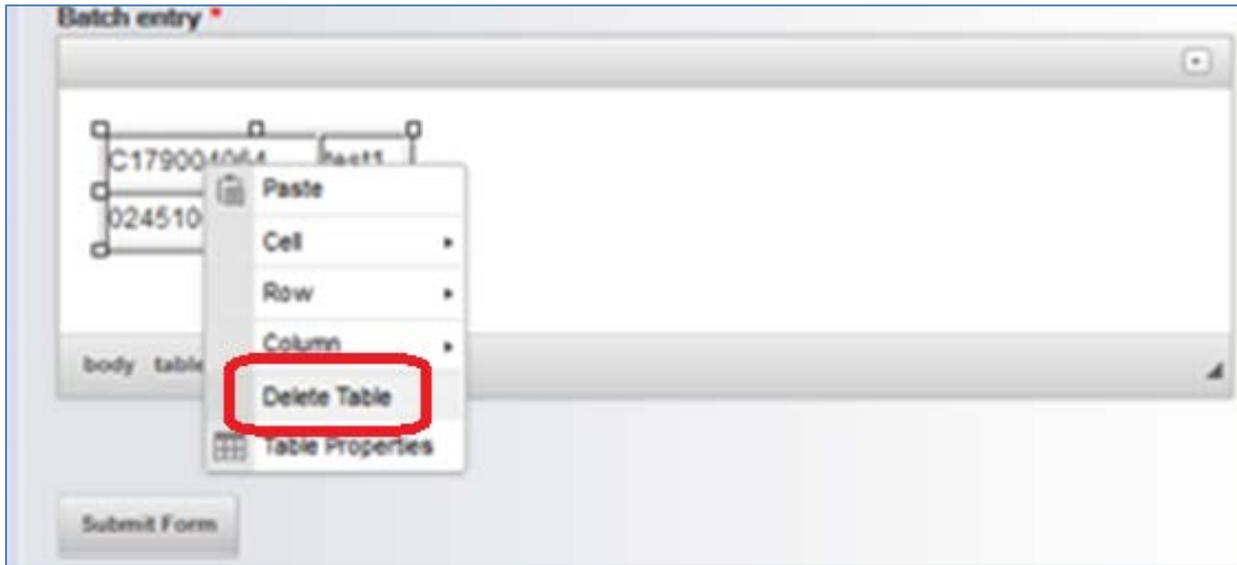
body table tbody tr td

The second way to enter data into the Batch entry field is as follows:

Enter all the data into a spreadsheet (first column is serial number, second column is problem description).

	A	B	C	D	E
1	C179004064	test 1			
2	0245100044	test 2			
3					
4					

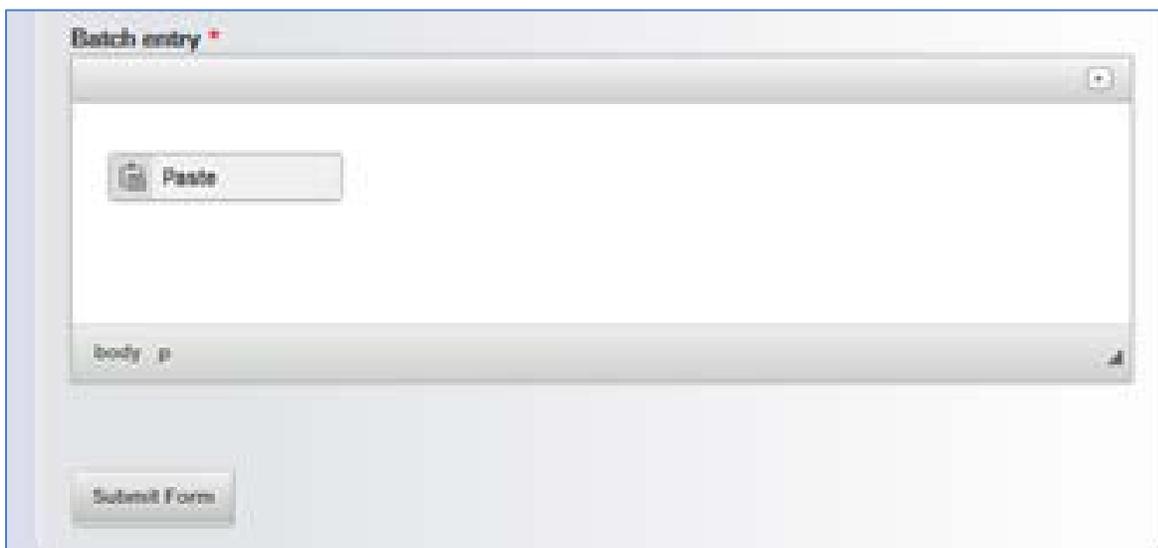
Delete the initial table in the Batch entry field by right clicking on the table and clicking Delete Table.



Select the two columns of data and as many rows as needed in your spreadsheet..

	A	B	C	D	E
1	C179004064	test 1			
2	0245100044	test 2			
3					
4					

Right-click inside the Batch entry field and click Paste.

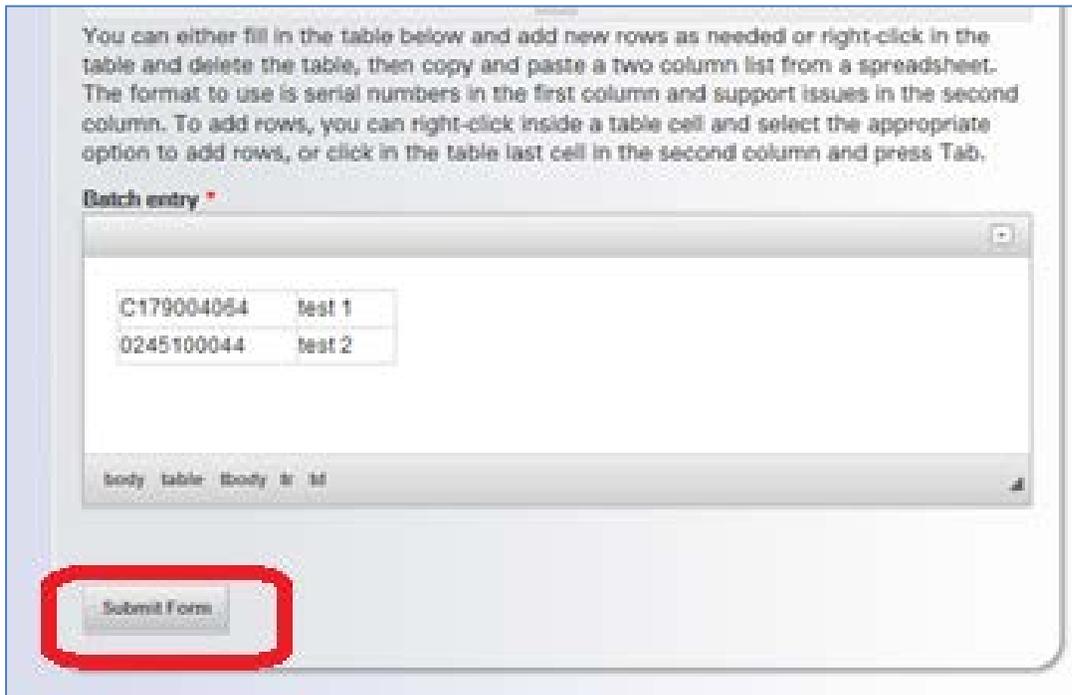


Paste the columns and rows from your spreadsheet into the resultant box (Ctrl-v in Windows) and click OK.



Your data will appear in the Batch entry area.

If everything looks good, click Submit Form to submit your RMA.



The following screen will display, which shows what was submitted.

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HOME CUSTOMER MENU LOG OUT

Your issue has been logged. You will receive a response to your issue by the next business day.

Thank you,  
EMAC Technical Support Team

Submitted by CTS on Fri, 07/15/2016 - 14:38

**Contact Name:**  
Joe Smith  
**E-Mail:**  
jsmith@emacinc.com  
**Telephone:**  
618-555-1212

**Message:**  
All issues below

**Batch entry:**

C179004064	test 1
0245100044	test 2

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Recent News

An email is sent to the email address entered on the Authorized Support Request screen, similar to the following:

From: www-data@emacinc.com Sent: Fri 10/07/2016 10:03  
To: jsmith@emacinc.com  
Cc:  
Subject: EMAC RMA from TEST Company received and given identifier A0024



EMAC has received an RMA with RMA identifier A0024 from your company (TEST Campany). If all information below is correct, please return using below RMA#.

The information received was as follows:

Contact Name: Joe Smith  
Email: [jsmith@emacinc.com](mailto:jsmith@emacinc.com)  
Telephone: 618-555-1212

Serial Numbers	Issues
C179004064	test 1
0245100044	test 2

All issues below

RMA Number & Shipping Information  
RMA# A0024

Return Shipping address:  
EMAC, Inc.  
Attn: RMA A0024  
2390 EMAC Way  
Carbondale, IL 62902

Return Material Authorization Terms of Service

Please write the Return Material Authorization "RMA" number referenced at the end of this document on the outside of the box and package all returned boards in their original packaging or similar anti-static shielded packing. Make sure to provide adequate packaging, such that any returned products are packaged securely enough to prevent physical damage during return shipping transit. Please use an insured and tracked package handling company. EMAC is not responsible for loss or damage of parts during their return transit to our

## Dashboard Usage

To check your company Dashboard, click the Customer Menu tab.

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HOME CUSTOMER MENU LOG OUT

Your issue has been logged. You will receive a response to your issue by the next business day.

Thank you,  
EMAC Technical Support Team

Submitted by CTS on Fri, 07/15/2016 - 14:38  
**Contact Name:** Joe Smith  
**E-Mail:** jsmith@emacinc.com  
**Telephone:** 618-555-1212  
**Message:** All issues below  
**Batch entry:**

C179004064	test 1
0245100044	test 2

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On the Customer Menu, click Dashboard.

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HOME > CUSTOMER MENU CUSTOMER MENU LOG OUT

## Customer Menu

- Support Request
- Dashboard

*The dashboard of your company will display.*

The dashboard for your company has some interesting features. The ability to “drill-down” for more information about your RMAs is there, as well as the ability to send correspondence emails to EMAC that are tracked within the dashboard.

The initial dashboard looks similar to the following:

The screenshot shows the EMAC Customer Dashboard. At the top left is the EMAC, inc. logo with the tagline 'EQUIPMENT MONITOR AND CONTROL'. At the top right, it lists services: 'SINGLE BOARD COMPUTERS', 'SYSTEM ON MODULE & PANEL PCS', and 'CUSTOM ENGINEERING & MANUFACTURING'. Below the logo is a search bar and a navigation menu with 'PRODUCTS', 'SERVICES', 'SUPPORT', 'ORDERING', and 'ABOUT EMAC'. The main content area is titled 'TEST Customer Dashboard' and contains a table with the following data:

ADD NOTE	DETAILS	RMA #	STATUS	PRODUCT	CUSTOMER NOTES	SUBMITTED DATE
Note	+	A0013	Open	C01090-14-10-10	test message	08-02-2016
Note	+	A0014	Open	C01090-14-10-10	test message	08-02-2016
Note	+	A0015	Open	C01090-14-10-10	test message	08-02-2016

Each row in the initial screen represents an RMA with information about it.

To send tracked correspondence to EMAC regarding an RMA, click the Note button on the RMA line.

This screenshot is identical to the previous one, but the 'Note' button in the first row of the table is highlighted with a red square, indicating the action to be taken.

An email screen similar to the following will display.

Send Email Communication

## Send RMA Communication to EMAC for RMA# A0013

Email CC:

Subject:

Source

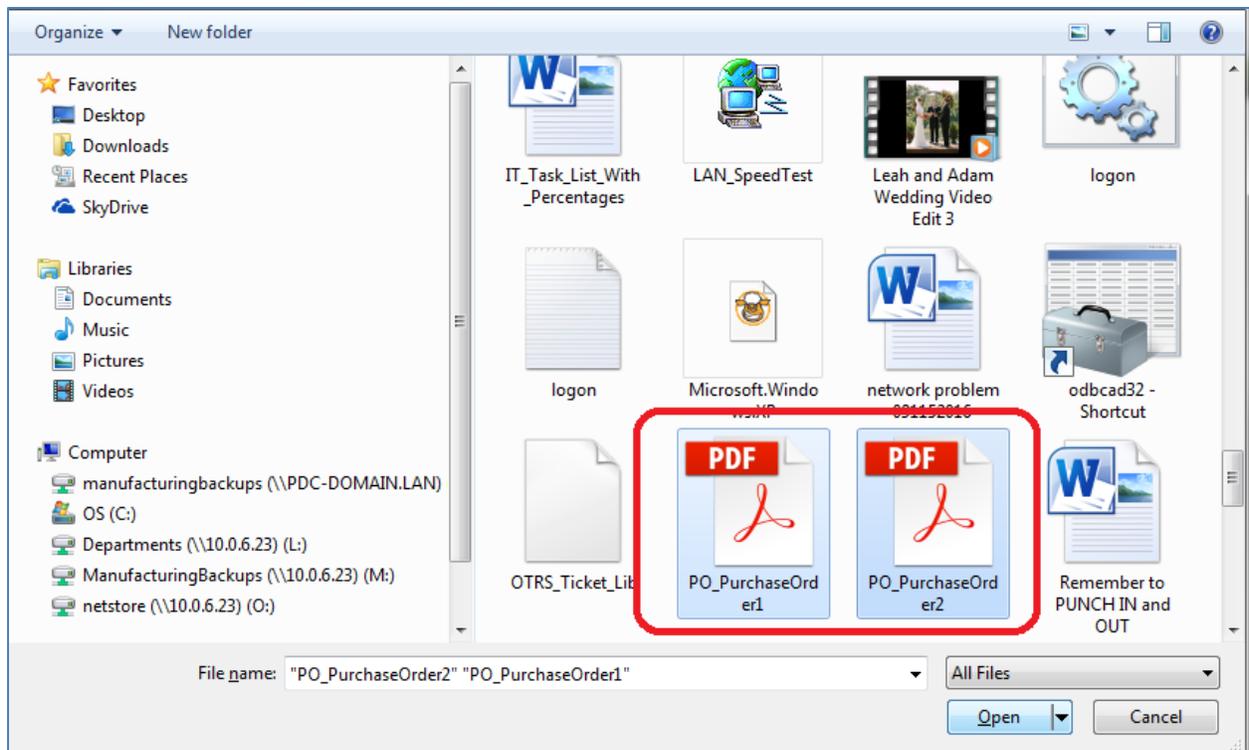
**B** **I** **S** **U**       Styles -    Format -    ?

Attach files:  No files selected.

Fill in the Email CC field if you want a copy sent to someone (or yourself).

Fill in the Subject line and body contents.

To attach files, click on Browse. When the Explorer window opens, pick all the files you wish to attach by pressing Ctrl and clicking the mouse button while pointing to each file with the cursor.



When you have selected all the files you wish to attach, click Open.

*The email form will look similar to the following:*



ADD NOTE	DETAILS	RMA #	STATUS	PRODUCT	CUSTOMER NOTES	SUBMITTED DATE
Note		A0013	Open	C01090-14-10-10	test message	08-02-2016

NOTE CONTENT	DATE	SUBJECT	NOTE CONTENT SUMMARY
	08-03-2016 09:58:02	test 3	test 3...
	08-03-2016 11:59:03	test 4	test with attachments...
	08-03-2016 12:10:03	test 5	test 5 with attachments...
	10-10-2016 09:18:03	Test	Test...

To see the contents of the email, click on the plus sign (+) button (which will be changed to a minus (-) sign).

*This will display the contents of the email as well as any attachments.*

	10-10-2016 09:18:03	Test	Test...
---	---------------------	------	---------

NOTE CONTENT
Test

ATTACHMENTS
PO_PurchaseOrder1.pdf
PO_PurchaseOrder2.pdf

To “drill-down” to look at serial number related information, click on the plus (+) sign button next to the Note button.

### TEST Customer Dashboard

ADD NOTE	DETAILS	RMA #	STATUS	PRODUCT	CUSTOMER NOTES	SUBMITTED DATE
Note	-	A0013	Open	C01090-14-10-10	test message	06-02-2016

ADD NOTE	DETAILS	SERIAL #	STATUS	RECEIVED	PRODUCT	PRODUCT DESCRIPTION	PROBLEM DESCRIPTION	INVOICE DATE	WARRANTY
Note	+	C179004064	Open		C01090-14-10-10	C28 CARRIER BOARD, no SRAM	test 1	2016-05-27	ONE YEAR
Note	+	0245100044	Open		PER-LCD-00075-R	4.3" LCD Panel w/ LED BL	test 2	2016-05-27	ONE YEAR

The plus sign button will change to a minus (-) sign when the RMA information is expanded to include serial number information.

To see internal EMAC information about a given serial number, you can again click the plus sign to “drill-down” into the details.

If the board has is not currently in EMAC’s internal board tracking system, there will be a “No information available at this time” message, as follows:

ADD NOTE	DETAILS	SERIAL #	STATUS	RECEIVED	PRODUCT	PRODUCT DESCRIPTION	PROBLEM DESCRIPTION	INVOICE DATE	WARRANTY
Note	-	C179004064	Open		C01090-14-10-10	C28 CARRIER BOARD, no SRAM	test 1	2016-05-27	ONE YEAR

Serial# C179004064 Details	Serial# C179004064 Emails
No information available at this time.	

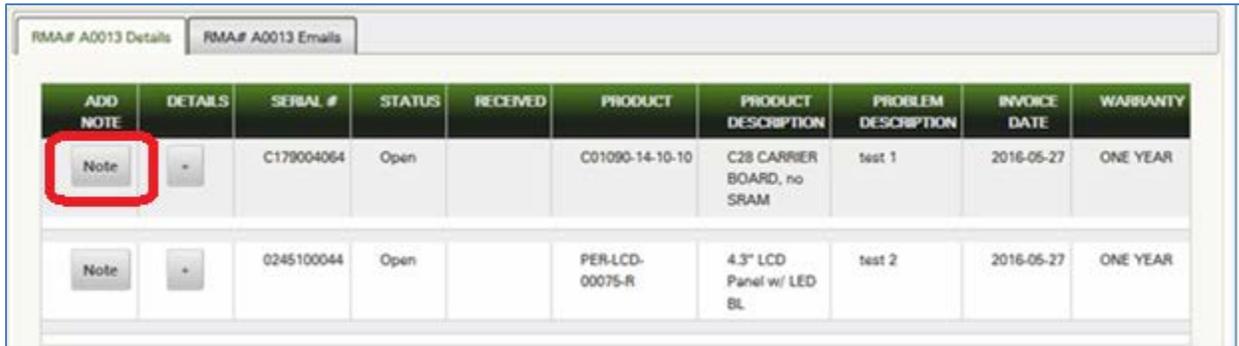
If the board has been input into EMAC’s internal board tracking system, information from the board tracking system will be displayed, similar to the following:

ADD NOTE	DETAILS	SERIAL #	STATUS	RECEIVED	PRODUCT	PRODUCT DESCRIPTION	PROBLEM DESCRIPTION	INVOICE DATE	WARRANTY
Note	-	C193000334	In process	07-26-2016	C01090-11-10-60	I28 GEODE CONTROLLER UNIT	reboot issue	2015-07-01	ONE YEAR

Serial# C193000334 Details	Serial# C193000334 Emails										
<table border="1"> <thead> <tr> <th>RESOLUTION</th> <th>SERVICE</th> <th>CUSTOMER PO</th> <th>REPAIR CHARGE</th> <th>NOTES</th> </tr> </thead> <tbody> <tr> <td>open</td> <td></td> <td></td> <td>0.00</td> <td></td> </tr> </tbody> </table>		RESOLUTION	SERVICE	CUSTOMER PO	REPAIR CHARGE	NOTES	open			0.00	
RESOLUTION	SERVICE	CUSTOMER PO	REPAIR CHARGE	NOTES							
open			0.00								

To send a tracked email regarding a given serial number, click on the Note button on the line of the appropriate serial number.



The screenshot shows a web interface for RMA# A0013. At the top, there are two tabs: "RMA# A0013 Details" and "RMA# A0013 Emails". Below the tabs is a table with the following columns: ADD NOTE, DETAILS, SERIAL #, STATUS, RECEIVED, PRODUCT, PRODUCT DESCRIPTION, PROBLEM DESCRIPTION, INVOICE DATE, and WARRANTY. The first row of data has a "Note" button highlighted with a red box. The second row of data also has a "Note" button.

ADD NOTE	DETAILS	SERIAL #	STATUS	RECEIVED	PRODUCT	PRODUCT DESCRIPTION	PROBLEM DESCRIPTION	INVOICE DATE	WARRANTY
Note	-	C179004064	Open		C01090-14-10-10	C28 CARRIER BOARD, no SRAM	test 1	2016-05-27	ONE YEAR
Note	-	0245100044	Open		PER-LCD-00075-R	4.3" LCD Panel w/ LED BL	test 2	2016-05-27	ONE YEAR

The following email form will be displayed:



The screenshot shows a web form titled "Send Email Communication". The main heading is "Send RMA Communication to EMAC for RMA# A0013 and Serial# C179004064". Below the heading are two input fields: "Email CC:" and "Subject:". In the center of the form is a rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, text color, background color, and a help icon. Below the rich text editor is an "Attach file:" section with a "Browse..." button and the text "No files selected.". At the bottom of the form is a "Submit" button.

Fill in the form as previously mentioned and attach any relevant files, then click Submit to send the email to EMAC.

Send Email Communication

Send RMA Communication to EMAC for RMA# A0013 and Serial# C179004064

Email CC:  
j.smith@emacinc.com

Subject:  
test

Test

Attach file:  2 files selected.  
Files attached:  
PO\_PurchaseOrder1.pdf  
PO\_PurchaseOrder2.pdf

*The following message will display:*

Message for RMA# A0013 with serial number C179004064 referenced was sent successfully. Press the Back arrow to return to the dashboard.

After about a minute or so, the serial number email information will be displayed in the Dashboard.

To “drill-down” to that information, click the plus sign (+) under Details on the RMA line.

On the resultant RMA Details tab, click the plus sign button under the Details heading .

Click the Serial # Emails tab to see any tracked emails that are stored for this serial number.

The displayed screen will be similar to the following:

ADD NOTE	DETAILS	RMA #	STATUS	PRODUCT	CUSTOMER NOTES	SUBMITTED DATE			
Note		A0013	Open	C01090-14-10-10	test message	08-02-2016			
RMA# A0013 Details		RMA# A0013 Emails							
ADD NOTE	DETAILS	SERIAL #	STATUS	RECEIVED	PRODUCT	PRODUCT DESCRIPTION	PROBLEM DESCRIPTION	INVOICE DATE	WARRANTY
Note		C179004064	Open		C01090-14-10-10	C28 CARRIER BOARD, no SRAM	test 1	2016-05-27	ONE YEAR
Serial# C179004064 Details		Serial# C179004064 Emails							
NOTE CONTENT	DATE	SUBJECT	NOTE CONTENT SUMMARY						
	10-07-2016 08:39:03	test	Test...						

To see the contents of the serial number email, click on the plus sign under “Note Content”.

An expanded view similar to the following will display:

	09-20-2016 13:55:03	test	test...
NOTE CONTENT			
test			
ATTACHMENTS			
PO_PurchaseOrder1.pdf			
PO_PurchaseOrder2.pdf			

If you have any questions, please contact EMAC Support at [support@emacinc.com](mailto:support@emacinc.com).