



WebRA-Production

<http://rma.boschsecurity.com>

After logging in with User name and password , here are the steps you need to do for new RMA request :-

Step 1 -- click on Request form below

(→ for on behalf function also click on the create RMA)

The screenshot shows the web application interface for 'Bosch Security Systems - RMA Request & Tracking Tool'. The navigation menu on the left includes options like '> Customer Details', '> Create RMA' (highlighted with a red circle), '> Open Requests', '> Deliver Address', '> Pickup Address', and '> Lookup Model'. The main content area displays a table with the following data:

Company	Address 1	Address 2	ZIP	City	State	Country	Contact	Telephone	Fac
Craig Smith	7 Hereford Court		3934	MOUNT MARTHA	VIC	AUSTRALIA	Craig		



Step 2 -- click on the Add button : to create RMA header.

RMA Request tool ▾ Tracking tool ▾ Repair Service contacts ▾ Terms and Conditions ▾ Credit return ▾ Imprint ▾ Change Password Logout

Bosch Security Systems - RMA Request & Tracking Tool

View: Create RMA header     

No records found
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RMA Request tool ▾ Tracking tool ▾ Repair Service contacts ▾ Terms and Conditions ▾ Credit return ▾ Imprint ▾ C

Bosch Security Systems - RMA Request & Tracking Tool

Add to View: Create RMA header [?](#)

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Customer PO	<input type="text"/>
Deliver address *	Please Select ▾
Pickup address *	Please Select ▾
Agree with Terms and Conditions *	<input type="radio"/> Yes

Add

Step 3 -- in RMA header :
ensure all the * field are being filled-in.

- 1) Enter Customer ref PO # (if any)
- 2) Select the * field to be filled in.

After all entry click on the Add button below.



Bosch Security Systems - RMA Request & Tracking Tool

View: Create RMA header     

 Added Record Successfully

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[Add](#) [Delete Selected Records](#)

<input type="checkbox"/>	WEB RMA	webreqdate	Customer PO	Deliver address	Pickup address	Agree with Terms and Conditions
<input type="checkbox"/>	RMA details 1291	2013-05-07	test	600970, Plains Phones & Security	600970, Plains Phones & Security	Yes

Step 4 -- in RMA :

1) Click on Add to add new jobs under the created RMA header.

If you wish to view past created jobs can go to > RMA details as above.



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Add to View: RMA details

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WEB RMA	1291
Customer reference	PO#1234
Comment	
Multi request	<input checked="" type="radio"/> No <input type="radio"/> Yes
Multi quantity	1
Model *	RF1100E
Serial number *	NA
Reason for Return or Repair *	no detection
Production date (YYWW)	
Attachment	<input checked="" type="radio"/> No <input type="radio"/> Yes
Purchase date	<input type="text"/>
Proof of purchase attachment	<input type="text"/> <input type="button" value="Browse..."/>
Software license	<input checked="" type="radio"/> No <input type="radio"/> Yes
MAC-address	
Return my product (same serial number)	<input checked="" type="radio"/> No <input type="radio"/> Yes

Step 5 -- ensure all the * field are being filled-in.

1)Multi Request , Multi Qty are use when you have **more than 1 request under the same model nos.**

After all entry click on the Add button below.



Step 6 – click on Ok button below

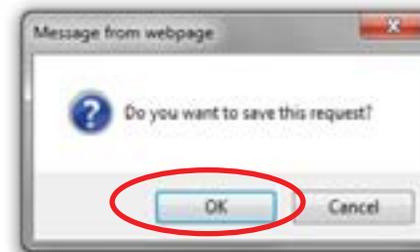
RMA Request tool ▾ Tracking tool ▾ Repair Service contacts ▾ Terms and Conditions ▾ Credit return ▾ Imprint ▾ Change Password Logout

Bosch Security Systems - RMA Request & Tracking Tool

Add to View: RMA details ⓘ

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WEB RMA	1291
Customer reference	PO#1234
Comment	
Multi request	<input checked="" type="radio"/> No <input type="radio"/> Yes
Multi quantity	1
Model	RF1100E
Serial number	NA
Reason for Return or Repair	no detection
Production date (YYYY)	
Attachment	<input checked="" type="radio"/> No <input type="radio"/> Yes
Purchase date	
Proof of purchase attachment	<input type="text"/> <input type="button" value="Browse"/>
Software license	<input checked="" type="radio"/> No <input type="radio"/> Yes
MAC-address	
Return my product (same serial number)	<input checked="" type="radio"/> No <input type="radio"/> Yes





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Step 7 – System will provide you a WebRUR nos as below and job is being added successfully.



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Add to View: RMA details ⓘ

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The WebRUR number assigned is : 1254
eCBS Record
The WebRUR has been created (eCBS)

Added Record Successfully

WEB RMA	1291
Customer reference	<input type="text"/>
Comment	<input type="text"/>
Multi request	<input checked="" type="radio"/> No <input type="radio"/> Yes
Multi quantity	<input type="text" value="1"/>
Model *	<input type="text"/>
Serial number *	<input type="text"/>
Reason for Return or Repair *	<input type="text"/>
Production date (YYWW)	<input type="text"/>
Attachment	<input checked="" type="radio"/> No <input type="radio"/> Yes
Purchase date	<input type="text"/>
Proof of purchase attachment	<input type="text"/> <input type="button" value="Browse"/>
Software license	<input checked="" type="radio"/> No <input type="radio"/> Yes
MAC-address	<input type="text"/>
Return my product (same serial number)	<input checked="" type="radio"/> No <input type="radio"/> Yes



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Report for Tracking

Check created request (jobs that are created in WebRA) > Open Request (APR)

Navigation menu items: > Customer Details, > Create RMA, **> Open Requests**, > Deliver Address, > Pickup Address, > Lookup Model

Search: Search [] Show All

Search filters: Exact phrase All words Any word

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Ship to Company	Ship to Address 1	Ship to Address 2	Ship to ZIP	Ship to City	Ship to State	Ship to Country	Company (*)	WEB RMA (*)	WEB R/R (*)	WEB request date	Customer PO	Customer reference	Comment	Model
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1154	1153	2013-03-26				LTC 0630/11
Robert Bosch (SEA) Pte Ltd	11 Elohian St 21,	Level 5, ST-ASA	573943	Singapore		Singapore	Plains Phones & Security	1162	1162	2013-03-27				DS1101H
Silicon Heaven	Baulkham Hills		2153	Sidney		Australia	Plains Phones & Security	1217	1191	2013-03-15				LE91025/10
							Plains Phones & Security	1221	1193	2013-03-19		church	very important	P.21U 800 323
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1241	1196	2013-03-22				LTC 0630/11
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1241	1191	2013-03-22				LTC 0440/59C
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1249	1204	2013-04-03	DIANE TEST	DIANE TEST	REPLACED	VOM-341W3-1
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1250	1205	2013-04-03	Gerard_test	Gerard_test		LTC 0630/11
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1259	1212	2013-04-09	112	Testing by SA3		VG5-623-ECS
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1259	1213	2013-04-09	112			W6M-498-11P
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plains Phones & Security	1251	1214	2013-04-10	po123	test 123		W6M-498-11P
Robert Bosch (SEA) Pte Ltd	11 Elohian St 21,	Level 5, ST-ASA	573943	Singapore		Singapore	Plains Phones & Security	1253	1215	2013-04-11	PO#123	test 123		RF1100E
Silicon Heaven	Baulkham Hills		2153	Sidney		Australia	Plains Phones & Security	1254	1216	2013-04-11	test by jdy			IC-100
Robert Bosch (SEA) Pte Ltd	11 Elohian St 21,	Level 5, ST-ASA	573943	Singapore		Singapore	Plains Phones & Security	1254	1217	2013-04-11	test by jdy			D5837H
Silicon Heaven	Baulkham Hills		2153	Sidney		Australia	Plains Phones & Security	1257	1220	2013-04-17	12345678			PRS-FB/NA



Report for Tracking

You are able to view Rejected WebRA request under the below flow.

The screenshot shows a web application interface with a navigation bar at the top. The navigation bar contains several menu items: "RMA Request tool", "Tracking tool", "Repair Service contacts", "Terms and Conditions", "Credit return", "Imprint", "Change Password", and "Logout". The "Tracking tool" menu is expanded, showing a list of options. The option "> Rejected WEB Requests" is highlighted with a red oval. Other options in the "Tracking tool" menu include "> Return Unit Requests From Last 12 Months", "> Closed Return Unit Requests", "> Cancelled Return Unit Requests", "> Service In Progress", "> Waiting For Out of Warranty Approval", "> Waiting For Your Product To Start Repairs", "> Waiting For Defective Advanced Exchange Returns", "> Waiting For Defective Advanced Exchange Returns Older Than 2 Weeks", and "> WEB Requests For Local For Local Repairs".

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View: Rejected WE

Search

Exact phrase

No records found