

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

 $(\rightarrow$ for on behalf function also click on the create RMA)





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

Bosch Security Systems - RMA Request & Tracking Tool /iew: Create RMA header 🛛 🗐 🥶 ங 🔂	and request tool • Hack	King tool • Repair Service con	tacts Terms and Conditions	Credit return *	Imprint *	Change Password	Logout
View: Create RMA header 🛛 🗐 🖻 ங	osch Security System	ms - RMA Request & Tra	cking Tool				
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RMA Request tool • Tr	racking tool •	Repair Service contacts •	Terms and Conditions •	Credit return •	Imprint •	C
Bosch Security Sys	tems - RMA	Request & Tracking	Tool			
Add to View: Create I	RMA header	0				
Go Back						
			Step	3 in R	MA hea	ader :
Customer PO			ensu	re all the *	field a	re being filled-ir
Deliver address	Ple	ase Select	•			
Pickup address	Ple	ase Select	🗾 1) En	ter Custor	ner ref	PO # (if any)
Agree with Terms and Co	onditions [®] Ca	íes -	2) Se	lect the *	field to	be filled in.
Add			∆ ftor	all antry a	liek on	the Add butter
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Bosch Security Systems - RMA Request & Tracking Tool

View: Create RMA header 🛛 🛛 🕙 💽

Added Record Successfully



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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RMA Request tool -	Tracking tool -	Repair Service contacts -	Terms and Conditions •	Credit return -

Bosch Security Systems - RMA Request & Tracking Tool

Add to View: RMA details 0

Go Back

Add

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

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 - Ri Add to View: RMA details Go.Back	MA Request & Tracking	Tool				
WEB RMA	1291					
Customer reference	P0#1234					
Comment						
Multi request			Tur			X
Multi quantity	1			and a norm we	chale	-
Model®	RF1100E			O four	usuant to case this record	
Serial number	NA				on manie in state mus ledou	ER I
Reason for Return or Repair	no detection					-
Production date (YYWW)					OK Ca	ncel
Attachment	G No C Yes			_		_
Purchase date						
Proof of purchase attachment		Browse				
Software license	@ No C Yes					
MAC-address						



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

RMA Request tool -	Tracking tool +	Repair Service contacts *	Terms and Conditions *	Credit return +	Imprint *	
Bosch Security Sy	stems - RMA	Request & Tracking	Tool			
Add to View: RMA d	letails 💿					
Go Back						
The WebRUR number a eCBS Record The WebRUR has been	ssigned is : 125- created (eCBS)					
Added Record Succ	essfully					
WEB RMA		1291				
Customer reference						
Comment						
Multi request		@ No C Yes				
Multi quantity		1				
Model *						
Serial number *						
Reason for Return or Re	epair					
Production date (YYW)	M)					
Attachment						
Purchase date			(iii)			
and the second se	hment	1	Browse			
Proof of purchase attac						
Proof of purchase attac Software license						

Add



Report for Tracking

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

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RNA Request tosi + Tracking to	di • Repair Senice caso	acts + Terms and	Conditions	· Credit r	tun• le	print + Chang	e Password Lignat							
> Customer Details > Create RNA														
> Oper Raquests	KIIIA Nequest & Trac	king lool												
> Delver Address 0	123													
> Lookup Model Sam	an Small													
Page Hill Hards CAlwards C	Any word Records 1 to 15 of 23 Pa	ge Sce 15 •											_	
Ship to Concerny	Ship to Address 1	Ship to Address 2	Ship to ZP	Ship to City	Stip to Sta	ta Ship ta Court	ty Corpory (*)	NEB RIA	WEERLAN	WEB request dat	s Cutomer PC	Costamer reference	e Comment	Model
P Tilest View Electronics Phy Lt	Unit 1/7 Packard Avenue		2/54	Casta Hill	NSIV	Australia	Plains Phones & Security	1154	1953	2013-02-25				UTC 06307
P Robert Beach (SEA) Pie LM	11 Elshan St 21,	Lord 5, STASA)	573943	Singapore		Singapore	Plains Phones & Security	1152	1952	2910-02-27				DS1101
P Silcon Heaven	Baukham Hills		2153	Sidney		Australia	Plans Phones & Security	1217	1191	2013-03-15				LEB*1925/1
P							Plains Phones & Security	1221	1190	2013-03-19		church.	very important	F 01U 000
P West View Electronics Pty Lts	Unit 1/7 Packard Avenue	1	2154	Casda Hill	K\$W	Australia	Plains Phones & Security	1241	1195	2013-03-22				LTC 06301
P West View Electronics Phy Ltd	Unit 1/7 Packard Avenue		2/54	Caste Hill	NSIV	Actualia	Plans Phones & Security	1241	1197	2013-03-22				LTC 04455
P West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		2154	Castle Hill	NSW	Australia	Plans Photes & Security	1249	1204	2013-04403	DAVE TEST	DIANE TEST	REPLACED	VOI+241M
P West View Electronics Pty Ltd	Unit 1/7 Packard Avenue		264	Castle Hit	NSIV	Australia	Plans Phones & Security	1250	1205	2013-04483	Gead_test	Gerard_best		LTC 06303
P West View Electronics Phy Ltd	Unit 1/7 Packard Avenue		2154	Castle HI	NSIV	Asstala	Plains Phones & Security	1259	1212	2913-04-09	112	Testing by SA3		V356238
P Viest View Electronics Phy Ltd	Unit 1/7 Packard Avenue		2154	Caste Hit	K\$IV	Australia	Plains Phones & Security	1299	1213	2013-04-09	112			NB1-495-1
P West View Electronics Pty Ltd	Unit 1/7 Packard Avenue	4 9	2154	Caste HI	NSW	Austalia	Plains Phones & Security	1291	1214	2013-04-10	po123	Nest 123		NB11498-1
P Robert Bosch (SEA) Pie Ltd	11 Bahan St 21;	(Level 5, ST-ASA)	573943	Segipore		Singapore	Plans Phones & Security	1213	1215	2013-04-11	PO#123	test 123		RF1100E
P Slicon Heaven	Baulkham Hills		2153	Sidney		Australia	Plains Phones & Security	1254	投传	2013-04-11	test by judy			IC-100
P Robert Beach (SEA) Pie Ltd	11 Eishan St 21,	Level 5, ST-ASA)	573943	Singapore		Singapore	Plans Phones & Security	1254	1217	2013-04-11	test by judy			D\$937V
D Sárce Heave	Eaukham Hills		2163	Sidney		Austalia	Plans Phones & Security	1257	1220	2913-04-17	12345679			PRS-FININ



Report for Tracking

For jobs that are Approved by Singapore side > - Tracking tool > Return unit request from last 12 Months.

You can also view our RUR nos and trancking nos to customer as below.

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RMA Request tool +	Tracking tool •	Repair Service cantacts •	Terres and Conditions *	Credit return • Imprint •	Change Password	Logent				
Bosch Security S View: Return Unit F # Beach	Rejected Wit Return Unit II Closed Refu Closed Refu Cancelled R Servce In P Waiting For Waiting For Waiting For	Requests EB Requests Requests From Last 12 Mo m Unit Requests etam Unit Requests ognoss Out of Waranty Approval Your Product To Start Repa	the set		Compression	Logist				
Page HUE1 Consury (1)	> Waiting For > Waiting For > WEB Denver	Defective Advanced Exchan Defective Advanced Exchan	ige Returns Ige Returns Older Than 2 We wire	eeks Customer PO(n)	Outomir Reference (n Model (*)	Betal sumber	Requiral Data	Confirmation Date: Ship D	Date Receive Date Warranty
D Plans Phones & Comp. 1977				05950	044000130100010001	2013-03-05	2013-03-05	in watarcy		
P Paris Profes a	Decurry 1973	40 1/27 94 30/2/0/	,			05950	044000130100010001	2010-00-00	2012/02/02	in warranty
O Pains Phones &	Decumy 1975	45,42794 302299	*	123465	241241	00,000,000,000,000	0024544200000000000	2013-03-09	2012-01-20	bi waranty
D Pares Encres &	Shruley 1904	4512791 302040		123468	741741	50-604-W120	092154420609830000	2013-01-18	2013-01-23	In warranty
D Pains Phones &	Canada +905	4517791 303043	5	123455	741741	ISC EDI 2 MITO	00215442060092003	2013-01-15	2013-01-22	in wanted.
D Pains Property	Security 1905	4512791 302050	1	123455	741741	ISC.EDI 2 W125	052154420409930000	2013-21-14	2013-01-23	h watarty
Plans Phones &	Sacusty 1906	100000 000000		12366	741741	ISC EDL2 W12G	052164420609900000	2013-01-16	2013-01-21	in warranty
Plains Phones &	Security 1905	4512791 302250	2	123455	741741	EC-EDL2-W120	052154420609930000	2013-01-15	2013-01-23	in watarty
Plans Phones &	Sacurity 1106	4512791 302050	1	123456	/41/41	ISC-EDL2 W12G	092154420609930000	2013-01-15	2013-01-23	in warranty
Plains Phones &	Security 1103	4512787 302048	7	GEK-20130115-1437	GBK-20100115-1438	DS1108	No serial	2013-01-15		Out of warrant
Plaine Phones &	Security 1903	4512767 302348	6	GBK-20130115-1437	GBK-20130195-1438	051108	No perial	2013-01-15		Out of warrant
Plains Phones &	Decurity 1903	4512707 302340	5	GBK-29130115-1437	OBK-20130115-1438	DG1100K	No serial	2013-01-15		Out of warrant
D Plains Encres &	Security 1102	4512786 302348	4	G8K-20130115-1418	08K-20130115-1419	RF1100	No serial	2013-01-15		Out of warrant
The second second as a							the state of the s	A COLUMN TWO IS NOT THE OWNER.		

Warranty	Out of Warranty Repair Price	Service Level	Cancel Date	Cancel Reas	Tracking Number to Booch	Tracking Number to Customer Swap mode	Swap Serial number Last Update
In warranty	0.00	Advanced Exchange New					2013-03-05
In warranty	0.00	Advanced Exchange New					2013-03-05
In warranty	0.00	Advanced Exchange New			dsfsfdsf	didsfs	2013-03-05
in warrantu	0.00	Advanced Exchange New					2012.01.22



Report for Tracking

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

MA Request tool +	Tracking tool •	Repair Service contacts *	Terms and Conditions •	Credit return *	Imprint •	Change Password	Logout
<	> Rejected Wi	EB Requests					
osch Security S	> Return Unit I	Requests From Last 12 Mont	hs				
	> Closed Retu	rn Unit Requests					
ew: Rejected Wit	> Cancelled R	eturn Unit Requests					
Search	> Service In Pr	rogress					
	> Waiting For	Out of Warranty Approval					
Exact phrase C	> Waiting For	Your Product To Start Repair	\$				
o records found	> Waiting For	Defective Advanced Exchang	e Returns				
	> Waiting For	Defective Advanced Exchang	e Returns Older Than 2 We	eks			
	> WEB Reque	este For Local For Local Rens	aire				