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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 Bosch Security Systems - RMA Request & Tracking Tool web application. The 'RMA Request tool' dropdown menu is open, showing options: > Customer Details, > Create RMA (highlighted with a red circle), > Open Requests, > Deliver Address, > Pickup Address, and > Lookup Model. The main content area shows a table with one record for Craig Smith.

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



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**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  
[Add](#)

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### Bosch Security Systems - RMA Request & Tracking Tool

Add to View: Create RMA header ?

[Go Back](#)

Customer PO	<input type="text"/>
Deliver address *	<input type="text" value="Please Select"/>
Pickup address *	<input type="text" value="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.

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### Bosch Security Systems - RMA Request & Tracking Tool

View: Create RMA header     Added Record Successfully

Page 1 of 1 Records 1 to 1 of 1 Page Size 15

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

		WEB RMA	webregdate	Customer PO	Deliver address	Pickup address	Agree with Terms and Conditions
   <a href="#">RMA details</a>	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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### Bosch Security Systems - RMA Request & Tracking Tool

Add to View: RMA details ?

[Go Back](#)

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	
Proof of purchase attachment	<input type="text"/> 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

Add

**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

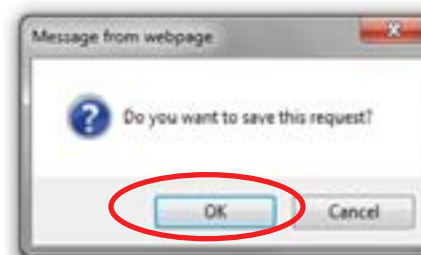
RMA Request tool ▾ Tracking tool ▾ Repair Service contacts ▾ Terms and Conditions ▾ Credit return ▾ Imprint ▾ Change Password Logout

**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 (YYWW)	
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.

RMA Request tool ▾ Tracking tool ▾ Repair Service contacts ▾ Terms and Conditions ▾ Credit return ▾ Imprint ▾ Chan

### Bosch Security Systems - RMA Request & Tracking Tool

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)

RMA Request tool • Tracking tool • Repair Service contacts • Terms and Conditions • Credit return • Inprint • Change Password • Logout

> Customer Details  
> Create RMA  
**> Open Request**  
> Deliver Address  
> Pickup Address  
> Lookup Model

Search [ ] Show All

☒ 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 Elishan 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					LEB91025/10
						Plains Phones & Security	1221	1193	2013-03-19		church		very important	F.21U 800 323
West View Electronics Pty Ltd	Unit 1/7 Packard Avenue	2154	Castle Hill	NSW	Australia	Plains Phones & Security	1241	1195	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	1197	2013-03-22					LTC 0440/19C
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-340V03-1
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			V05-623-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				NBN-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			NBN-498-11P
Robert Bosch (SEA) Pte Ltd	11 Elishan 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 Elishan St 21,	(Level 5, ST-ASA) 573943	Singapore		Singapore	Plains Phones & Security	1254	1217	2013-04-11	test by jdy				DS837H
Silicon Heaven	Baulkham Hills	2153	Sidney		Australia	Plains Phones & Security	1257	1220	2013-04-17	12345678				PRS-FBNA



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## 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.

RMA Request tool • Tracking tool • Repair Service contacts • Terms and Conditions • Credit return • Inprint • Change Password • Logout									
<div> <div> <div>Bosch Security</div> <div>Vigil: Return Unit Request</div> <div>Search</div> <div>Exact phrase</div> <div>Page 1</div> <div>Company (*)</div> <div>Plains Phones &amp; Security</div> <div>Plains Phones &amp; Security 1173</div> <div>Plains Phones &amp; Security 1173</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1105</div> <div>Plains Phones &amp; Security 1103</div> <div>Plains Phones &amp; Security 1103</div> <div>Plains Phones &amp; Security 1103</div> <div>Plains Phones &amp; Security 1103</div> <div>Plains Phones &amp; Security 1099</div> </div> <div> <div>&gt; Rejected WEB Requests</div> <div>&gt; Return Unit Requests From Last 12 Months</div> <div>&gt; Closed Return Unit Requests</div> <div>&gt; Cancelled Return Unit Requests</div> <div>&gt; Service In Progress</div> <div>&gt; Waiting For Out of Warranty Approval</div> <div>&gt; Waiting For Your Product To Start Repair</div> <div>&gt; Waiting For Defective Advanced Exchange Returns</div> <div>&gt; Waiting For Defective Advanced Exchange Returns Older Than 2 Weeks</div> <div>&gt; WEB Requests For Local For Local Repairs</div> </div> </div>									
Customer PO (*)	Customer Reference (*)	Model (*)	Serial number	Request Date	Confirmation Date	Ship Date	Receive Date	Warranty	
		D5950	044000130100010001	2013-03-05	2013-03-05			In warranty	
		D5950	044000130100010001	2013-03-05	2013-03-05			In warranty	
		D5950	044000130100010001	2013-03-05	2013-03-05			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
123456	741741	ISC-EDL2-W12G	052154420609930000	2013-01-15	2013-01-23			In warranty	
GBK-20130115-1437	GBK-20130115-1438	D51100	No serial	2013-01-15				Out of warranty	
GBK-20130115-1437	GBK-20130115-1438	D51100	No serial	2013-01-15				Out of warranty	
GBK-20130115-1437	GBK-20130115-1438	D51100	No serial	2013-01-15				Out of warranty	
GBK-20130115-1419	GBK-20130115-1419	R51100	No serial	2013-01-15				Out of warranty	
GBK-20130115-1320	GBK-20130115-1321	D5950	123456114012345678	2013-01-15				Out of warranty	

Warranty	Out of Warranty Repair Price	Service Level	Cancel Date	Cancel Reason	Tracking Number to Bosch	Tracking Number to Customer	Swap model	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			dsfsdfs	dsfsfs			2013-03-05
In warranty	0.00	Advanced Exchange New							2013-03-05



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## Report for Tracking

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

