## RMA On-Line User Guide

V4.0

## Signature Control Systems Inc.

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## RMA Description

The "Return Merchandise Authorization" herby referred to as "RMA", starts with the customer. As product is sent out to the field, we here at SCS, strive to send the very best product. But in the event of a product having error, or a manufacturing warranty issue or damage, or a part just plain not working, we need to issue a RMA for the product, and determine a RMA procedure, to rectify the specific situation. For specific terms and conditions on warranty please refer to the Terms and conditions pages in the price list.

This user manual will help you log in and use the RMA On-Line Tracking system

## Are you a Member?

You must have an active account to use this service. If you are not a member, or you have not signed up for this service please do so before continuing. If you are a Signature Control Systems user and not currently registered you can **sign up** for free at www.signaturecontrolsystems.com and click on "Sign In" and click on the "Sign Up" link.

## Basic Information needed for your RMA

We will need to know the following information before you proceed on submitting your RMA. This information is needed to identify the warranty situation of the part.

- Correct accurate Part Number of the part you are returning.
- 6-Digit Serial Number, if applicable.
    - o Please Note: Rotors and other Hose End material do not have serial numbers. In these cases please enter the 4 digit date code (i.e. "04/10")
- Your original Purchase Order Number
    - o This is your order given to SCS to process the original order.
- End Customer Information
    - o This helps identify and track any past issues with an end user / customer and may help in shipping detail after repairs.
- Description of any and all issues on part.
    - o Please be specific in the problem with the part in question. The more information you give, the more efficient we can be in troubleshooting the product issue.

## How to submit a Request

To request and submit an RMA, you must first log into your account at www.signaturecontrolsystems.com. To the right of the screen choose the "RMA Tracker" option under the Support Options menu.

To request a new RMA Return for a part, Click on the "Request New RMA" Button as shown below.



Please Note: The system already has identified you and logged your name and company information for the RMA

## End User Information

This section is used to track the end user information for documentation purposes on the account. It is also used when you request Signature Control Systems to ship the RMA items back to your end user. If you do not have a end user or you will want the items ship directly back to you, please enter your own distributor information here.

**End User Information**

| | |
|---|---|
| Company Name:* | |
| First Name:* | |
| Last Name:* | |
| Address Line1:* | |
| Address Line2: | |
| City:* | |
| Zip Code:* | |
| State:* | |
| Country:* | |
| Phone Number:* | |
| Fax Number: | |
| Email: | |

## Entering Parts into the RMA

*It's vital that you put in the correct part number*. Please refer to your original order, or price list for the proper part number. If you don't know the proper Part Number please refer to your original order or the Packing Slip for the information.

Please Note: If you're returning a Rotor or Rotor part you will not see a serial number. In this case you will need to put in a 4 digit date code (i.e. 07/10)

Please Note: Only one serial number is required for the return of controllers, controller parts, and electronic material.

In the RMA items box please choose one of the following criteria you will use for the part to be entered:

- Serial #
    - This will be a controller or electronic part and you have a serial number to submit.
- Date Code
    - This part will be a date coder part such as a rotor, or sprinkler or other hose end product that has a date code stamped to the product.
- PO Number
    - You have the original Purchase order for the product.

In the field next to the "Pick One" enter your criteria. Either the serial number, date code or PO number.

Enter the part number. This field is a required field.

Please fill out a brief description of the Reason for Return.

- Any missing or incomplete information may cause delay in the RMA Process, and possible rejection of the RMA.
- In the description of problem, please be specific to the problem or concern of the part.

**RMA Item(s)**

| Pick One* | | Part No.* | Qty | Reason For Return* |
|-----------|---|-----------|-----|--------------------|
| Serial # | ▼ | | 1 | |

**Add Item**    **Remove Item**

If you have more than one part, you can click the "Add Item" button and add up to 12 parts per RMA. Please remember to fill out for each part a serial number, part number and description of problem.

Please Note: If you add a line, and do not fill the line in, the system when submitting will give you a error. In these cases you need to "remove" the line that is empty before continueing.

**RMA Item(s)**

| Serial No. | PO No.* | Part No.* | Qty | Description of Problem* |
|-----------|---------|-----------|-----|-------------------------|
| | | | 1 | |
| | | | 1 | |
| | | | 1 | |
| | | | 1 | |

**Add Item**    **Remove Item**    ** Only one serial number is required for CPU/PSU

# RMA Attachments

You can use the attachment area to attached pictures, or documents that help explain the issues. This document will be transmitted to SCS technical and warranty support for review. Simply browse to the location of the file on your computer and select the file to be uploaded.

Please Note: Attachements can only be 200KB per file

**RMA Attachment(s)**

Upload limit is 200KB per file.

| File: | [                    ] | Browse... |
| File: | [                    ] | Browse... |

# Additional Notes

You can add any additional notes such as:

- Special instructions
- Shipping Notes
- Comments on Part RMA.

Please Note: This is an open text file for communication of the overall RMA submission

**Additional Notes**

# Shipping Method

The shipping method is the method that you the customer would like to receive the parts back when the RMA is fixed, repaired or replaced. Under the shipping method, you can choose how the RMA item or items are sent back to you.

| Shipping Method: | Default ▾ |
|---|---|
| Ship To: | ⊙ Distributor    ○ End User |

- Default – The parts will be shipped back using standard UPS Ground.
  - This is the automatic setting, not changing this will default you to UPS Ground.
- UPS Ground – The parts will be shipped back using standard UPS Ground.
- Second Day Shipping (UPS Blue) – The parts will be shipped back using standard UPS Second Day Air.
- Next Day Shipping (UPS Red) – The parts will be shipped back using standard UPS Red Next Day Air.

# Ship To

The ship to "Radial Button" will inform us of the shipping instructions back to either the distributor, or the end user.

| Ship To: | ⊙ Distributor    ○ End User |
|---|---|

- Choosing the Distributor (default) – Parts will automatically is sent to the account in which the RMA was setup as. (I.E. if your AAA Company, parts will be sent to the system set default of you; the AAA company)
- End User – Parts will be sent back to the specified "End User" using the end user information provided by the person entering the RMA. If you want to the parts to go directly back to the end user, please check this radial button.

# Estimate Needed For Repairs

If an estimate is necessary and requested (usually for non-warranty items) please click the "Estimate Requested" box.

- Estimates are only required for material that is out of warranty.

Please Note: Non warranty product is subject to repair charges, and by sending in non warranty product you authorize Signature Control Systems to do the repairs as necessary and if needed charge the account accordingly. Estimates on repairs can be done over the phone prior to the material shipping. Please contact our staff at 949-580-3640 for estimates on repairs, such as labor fees and repair cost.

# Send Request

When completed click the "Send Request" button.

When completed, you will get a confirmation note. Within a few hours you will receive a PDF copy of the authorized RMA in your email.

Please Note:  If you receive a Error messages on the web site when submitting, please send a screen shot of the error to info@scsmail.com for  technical support and IT support to review.

# Tracking Your RMA Request

When completed you will be taken back to the RMA Tracking page where you will see your newly requested RMA Requested, and pending approval. At this time the RMA has notified SCS that a new RMA is pending approval.

| RMA # | Status | Issued | Arrived | Repaired | Closed | Shipped | Tracking # |
|---|---|---|---|---|---|---|---|
| 660835 | Closed | 10/22/08 | 10/22/08 | 10/22/08 | 10/22/08 | 10/22/08 | 56333535345345 |
| 660570 | Closed | 07/16/08 | 07/16/08 | 07/16/08 | 07/16/08 | 07/16/08 | stherhdrhye5hy |
| | Part # | Serial # | Qty | Work Completed | | | View Return Ticket |
| | AGPAC530P | 024776 | 1 | /zlsjgrlksmgf/kjakl/vgrjg | | | |
| 660279 | Closed | 03/20/08 | 03/20/08 | 03/20/08 | 03/20/08 | 03/20/08 | 1ZA167F111111111 |
| | Part # | Serial # | Qty | Work Completed | | | View Return Ticket |
| | AGPAC530P | 12345 | 1 | FIXED | | | |
| 660202 | Closed | 12/06/07 | 12/11/07 | 12/12/07 | 12/14/07 | 12/13/07 | 1za167f12426445 |
| | Part # | Serial # | Qty | Work Completed | | | View Return Ticket |
| | DI5525 | 0707 | 1 | Rotor was water tested. Replaced Drive Assem, and fixed problem. Please return repaired part back to customer. | | | |

When reviewed and approved you will receive an email with an attachment of your PDF file of your RMA, and the RMA Manager under your account will be updated. An email with the PDF copy of the RMA will also be sent to you. Please allow up to 24 hours for approval.

Please Note: You can review, ending, open and closed RMAs from the SCS web site after logging in.

| RMA # | Status | Issued | Arrived | Repaired | Closed | Shipped | Tracking # |
|---|---|---|---|---|---|---|---|
| 660835 | Closed | 10/22/08 | 10/22/08 | 10/22/08 | 10/22/08 | 10/22/08 | 56333535345345 |
| 660570 | Closed | 07/16/08 | 07/16/08 | 07/16/08 | 07/16/08 | 07/16/08 | stherhdrhye5hy |
| 660279 | Closed | 03/20/08 | 03/20/08 | 03/20/08 | 03/20/08 | 03/20/08 | 1ZA167F111111111 |
| 660202 | Closed | 12/06/07 | 12/11/07 | 12/12/07 | 12/14/07 | 12/13/07 | 1za167f12426445 |

You can click on the RMA Number (On the far left) to open a quick look and receive basic real time information on your RMA.

| 660202 | Closed | | 12/06/07 | 12/11/07 | 12/12/07 | 12/14/07 | 12/13/07 | 1za167f12426445 |
|---|---|---|---|---|---|---|---|---|
| | Part # | Serial # | Qty | Work Completed | | | | View Return Ticket |
| | DI5525 | 0707 | 1 | Rotor was water tested. Replaced Drive Assem, and fixed problem. Please return repaired part back to customer. | | | | |

From here you can view the following information:

- RMA Number – The number issued for the RMA
- Status – There are several status from Open, Expecting Parts, Closed, Declined, In Progress Ect. This is updated and viewable real time when the status is updated as it moves thru the RMA system.
- Issues Date – The date the RMA was issued.
- Arrived date – The date the RMA arrived in for repair from the customer
- Repaired Date – Date the Part or Parts were repaired by the Quality Control Office.
- Closed – Date the RMA was closed.
- Shipped – The date the parts were shipped back to the customer.
- Tracking Number – The tracking number provided when the shipment has shipped back to the customer.

- View Return Ticket (Only available when the sub menu is opened) – You can view and download a copy of the RMA at any time.

When logged into your account, you will, over time, see when product was received, Repaired, Closed, Shipped and shipping tracking information of your RMA. Every time there is an update to your RMA you will also get an Email PDF status copy of your RMA showing any updates and status of your RMA to help you keep informed.

# Submitting Tracking Numbers

This section is used to submit the RMA requesters tracking information, and notifying SCS that you have sent the package in. This way SCS and you the customer can both monitor the incoming shipment.

After submitting and the RMA is approved, you can submit you're tracking number to SCS with the tracking information. This area is for the customer to submit tracking info back to SCS, for tracing and tracking purposes.



For each RMA, for tracking, click on the "Edit Tracking Number" button next to the corresponding RMA, and submit the tracking information. Your RMA will be updated immediately.

# Basic RMA Policy Terms

At Signature Control Systems we try to do whatever it takes to insure your complete satisfaction with your purchase. We want to be your main source for irrigation parts and equipment, and we know that the key to that success is complete customer satisfaction. Signature abides by a 30-Day No Questions Asked, Return Policy. In the event that you are not satisfied with your purchase, you may return your item(s) to us within 30 days from the date of purchase for a full refund, exchange or credit. Refunds will be applied to the original account that originally ordered the product(s). Items paid will be issued a refund on the account within 10-15 days of receipt of returned merchandise. Exchanges will be handled charging the customer for the new part, and crediting the return. Customer will be credited upon receiving the items using the RMA process. In the unlikely event that the product is defective, or has issues you can send the product in for repair or replacement depending on its warranty status. No refunds, repairs, replacements, credits or exchanges will be issued without an approved RMA number. RMA Numbers are available on line under the "RMA Tracker" system on the SCS web site and is available to all distributors. All customers will be contacted by email with the approved RMA number, including the address to ship to and a listing of the product. Other product received that was not logged onto the RMA will be documented and the customer will be contacted. In some cases the extra product maybe returned to the customer and noted on the RMA. SCS will not warranty product failure caused by power surge or failure, static electricity, and natural calamities or act of God. Receiving a RMA Number from SCS in no way is validation that SCS approves parts as a warranty or non warranty issue, this is purely a tracking component to our business to track parts and the issues as they are claimed by the customer, or end user.

RMA Numbers are valid for 30 days of inception. Please return your parts within the 30 days of the RMA being issued. All RMA numbers that are older than 30 days are automatically closed. Do not send part in under a closed RMA number. Credit Returned items must be received in a new / unused condition. Items returned will be inspected by a member of our staff for signs of usage, tampering, exchanged parts, scratches, dirt/debris, alterations or other signs of use. Item(s) returned which show signs of use or modifications in any way, will be shipped back to customer. Product that is a return for credit must be returned within 30 days of the customer receiving the product to be considered for a credit. Product older than 30 Days to 119 Days will be charged a 15% Restock fee on returned parts. Product older than 120 days after receipt will not be issued a credit. Please return all products 100% complete, including all original manufacturer boxes and packing materials, all manuals, blank warranty cards, accessories and any other documentation included with the original shipment. RMA approval is contingent upon, among other things, the products being 100% complete. No refunds, credits or exchanges will be honored if the returned item(s) does not meet "ALL" of the above criteria. Item(s) returned to our office which do not meet the above, will be shipped back to customer.

Any item(s) which may become defective during the manufacturer's warranty period may be returned to our office for inspection by that products manufacturer. It is the manufacturer's option and Signature Control Systems Inc Option to either repair or replace or credit the defective product at their discretion. Signature Control Systems Inc. or any of its subsidiaries shall not be held liable for product warranties other than those provided by the individual product manufacturer, nor shall Signature Control Systems Inc or any of its subsidiaries be held responsible for loss of wages, damages whether direct or indirect, shipping cost or other expenses that may have been incurred from the loss of the warranty product or the replacement time incurred by the manufacturer.

A "Return Merchandise Authorization" must be submitted prior to returning ANY item to our office for repair or replacement. Please allow up to 5 working days for repair or replacement of ANY warranty claims to be returned back to you. Product that is covered under warranty will be repaired or replaced at the discretion of Signature Control Systems Inc. Any abuse, misuse, modification, improper packaging or attempted modification of product/s (except with prior authorization from SCS) will void any and all warranty. Products serial numbers that have been defaced or altered or removed are not covered under warranty. Rotor repairs have been date coded. Warranty dates start the day the shipment has been shipped. If the customer does not open or install the product over any period of time, Signature Control Systems will not be held liable for warranty length or if warranty has passed or if warranty time has passed since the shipping date. Non warranty product is subject to repair charges, and by sending in non warranty product you authorize Signature Control Systems to do the repairs as necessary and if needed charge the account accordingly. Estimates on repairs can be done over the phone prior to the material shipping. Please contact our staff at 949-580-3640 for estimates on repairs, such as labor fees and repair cost.

For more information on RMA terms and policy or general question on product returns please contact info@scsmail.com or call 949-580-3640 and ask for the warranty department.