

# DEVICE RETURN MATERIALS AUTHORIZATION PROCESS

1

DEVICE  
ISSUE

- Issue Reported
- Remote Support Initiated
- Remote Support Unsuccessful
- RMA Started

- Packing List Sent to Customer
- Device Packed for Shipment
- Shipping Label Provided
- Device Scheduled for Pickup

RETURN  
DEVICE

2

3

SHIPPING

- Device Tracked throughout shipping
- Locate Lost Items

- Receive Device
- Verify Issue
- Repair
- Add to Returns Inventory

UNIT  
REPAIR

4

5

REPLACEMENT  
UNIT

- Pull Device from Inventory
- Test/Update Device
- Verify Shipping Information
- Device Scheduled for Pickup

- Device Tracked throughout Shipping
- Locate Lost Items

SHIPPING

6

7

SETUP NEW  
DEVICE

- Device Received
- Remote Support Contacted for Setup
- Customer Guided through Setup/Install
- Device Remotely Contacted and Setup Finalized