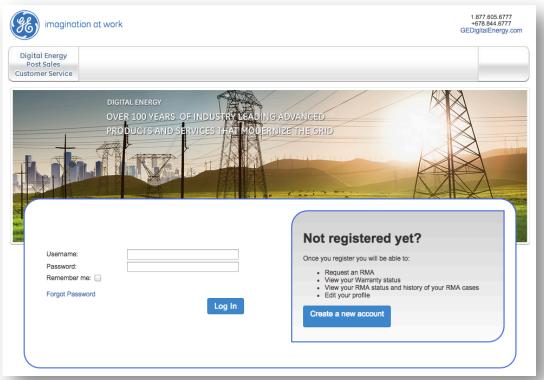
GE Industrial Communications

eRMA User Training Guide





Agenda

Item 1 – eRMA Registration & Login

Item 2 – Warranty Status Check

Item 3 – RMA Request

Item 4 - RMA Status Check

Item 5 - Help Videos & Customer Feedback

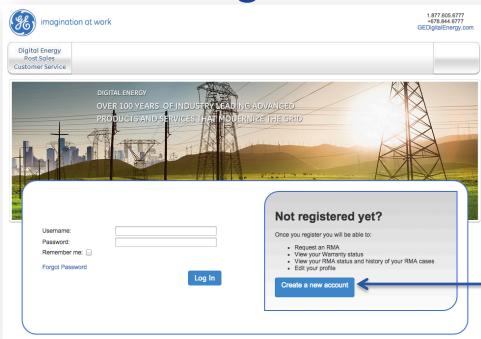
Item 6 – Questions & Help



eRMA Registration & Login



eRMA Registration



2. If you have an Online Store Login, then select "YES".

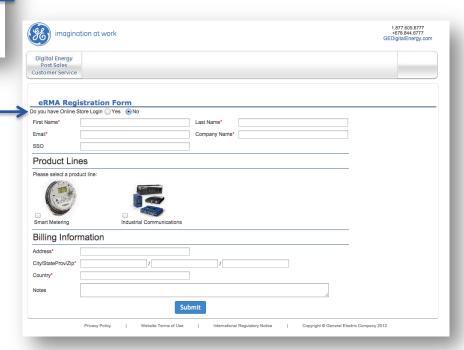
If you don't have an Online Store Login, then select "NO" and fill out the required fields. In the PRODUCT LINES section, select "Industrial Communications".



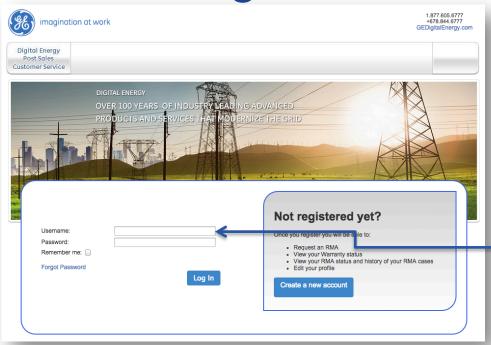
Web Address for eRMA Registration

https://store.gedigitalenergy.com/PSSPortal/ Registration/Register.aspx

1. Click on the "Create a new account" to register for an eRMA account. A window will pop-up to complete the registration form.



eRMA Login



After you have registered for an eRMA account, your User Name and Password will be e-mailed to you. You may then access the eRMA portal using the Web Address below. If you have any login issues then please use the "Forgot Password" option or contact us via email

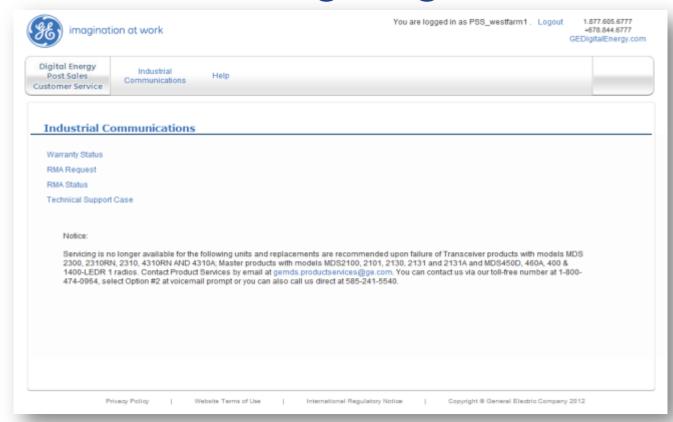
<u>gemds.productservices@ge.com</u>

Web Address for eRMA login

https://store.gedigitalenergy.com/PSSPortal/logon.aspx?ReturnUrl=%2fPSSPortal%2fdefault.aspx



eRMA Landing Page



This is the landing page for eRMA. You can click on any of these features to get started.

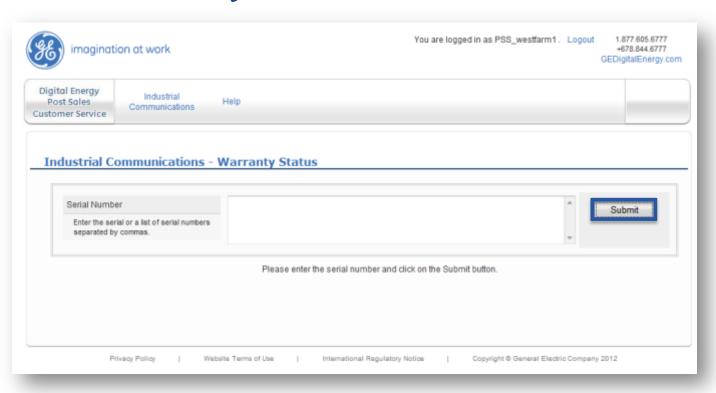
If you get stuck you can always click on the "Industrial Communications" link at the top menu bar to return to this screen.



Warranty Status



Warranty Status



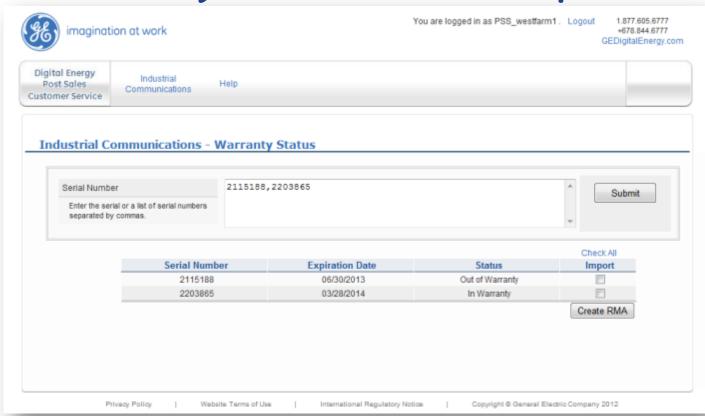
This feature will search the eRMA database for the GE MDS serial number(s) entered.

If entering multiple GE MDS serial numbers at once, they must be separated by a comma ",".

Once you are ready to query, click on the "Submit" button.



Warranty Status - example



eRMA will report back the following:

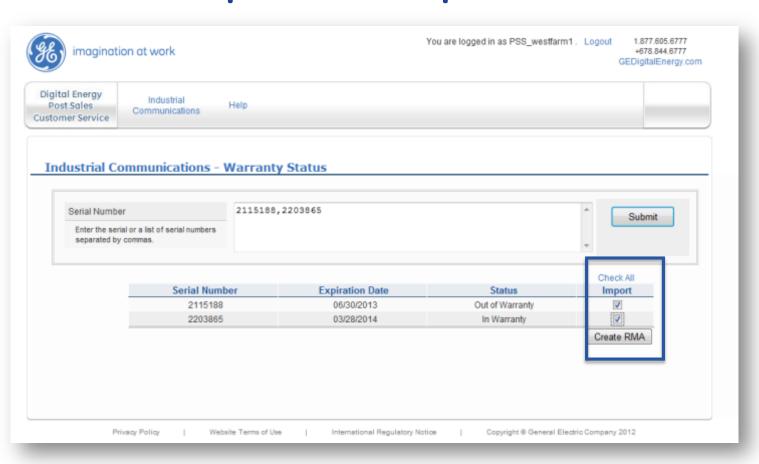
- Serial Number
- Warranty Expiration Date
- Warranty Status



RMA Request



RMA Request - Import

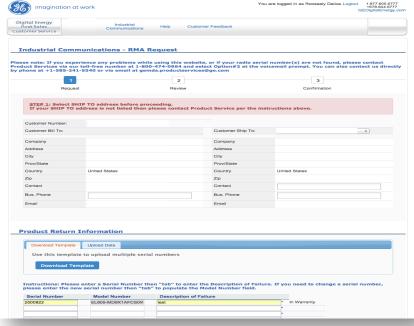


If you used the warranty status feature and need to submit the same serial numbers that you searched for on RMA, you can import them.

Simply "check" the box next to the applicable serial number and then click "Create RMA."



RMA Request - Import



All Returned prod	uct mu	ust be packaged in appropriate packaging.	any Pr	inted Circuit B	oards must be in a	Stati	c Shielded Packagin	g or war	ranty may be voided	•
order to expedi	te you	r service request, the following information	is req	uired: **						
yment Metho	d:									
Credit Card										
Purchase Or	der									
Problem Fo	und U	Inits:								
Always conta	act me	when a unit is deemed a NPF (No Problem	n Eour	ud)						
No call need				,						
repairable ur										
repairable ui	iics:									
		when a unit is deemed Unrepairable								
		urn unrepairable unit								
		cement for unrepairable								
No replacem										
		rap unrepairable unit at MDS								
Always return		pairable unit as is								
Call to advise	e of un	repairable unit, always scrap at MDS, no n	eplace	ment wanted						
		repairable unit, always scrap at MDS, no n	eplace	ment wanted						
w Customers	Only	repairable unit, always scrap at MDS, no n	eplace	ment wanted Water/Waste	o Water		Financial		Military	
w Customers	o Only	repairable unit, always scrap at MDS, no n			o Water	0.0	Financial GPS		Military Public Safety	
w Customers	o Only	repairable unit, always scrap at MDS, no n y: FSP (FS Distributor) Market:		Water/Waste	o Water					
w Customers	Only	repairable unit, always scrap at MDS, no n Y: FSP (FS Distributor) Market: End User	00	Water/Waste	o Water		GPS		Public Safety	
w Customers	Only	repairable unit, always scrap at MDS, no n y: Market: End User VAR		Water/Waste Oil & Gas Electric	o Water	0 0	GPS Government		Public Safety Railroad	
w Customers	Only	repairable unit, always scrap at MDS, no n y: Market: End User VAR	0000	Water/Waste Oii & Gas Electric Auto	o Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
w Customers	Only	repairable unit, always scrap at MDS, no n y: Market: End User VAR		Water/Waste Oil & Gas Electric Auto Commercial	o Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
w Customers	Only	repairable unit, always scrap at MDS, no n y: Market: End User VAR		Water/Waste Oil & Gas Electric Auto Commercial Other	9 Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n V: FSP (FS Distributor) Market: End User VAR OEM		Water/Waste Oil & Gas Electric Auto Commercial Other	water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n y: Market: End User VAR		Water/Waste Oil & Gas Electric Auto Commercial Other	o Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n V: FSP (FS Distributor) Market: End User VAR OEM		Water/Waste Oil & Gas Electric Auto Commercial Other	» Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n V: FSP (FS Distributor) Market: End User VAR OEM		Water/Waste Oil & Gas Electric Auto Commercial Other	e Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n V: FSP (FS Distributor) Market: End User VAR OEM		Water/Waste Oil & Gas Electric Auto Commercial Other	e Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n V: FSP (FS Distributor) Market: End User VAR OEM		Water/Waste Oil & Gas Electric Auto Commercial Other	s Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	
ew Customers	Only	repairable unit, always scrap at MDS, no n V: FSP (FS Distributor) Market: End User VAR OEM		Water/Waste Oil & Gas Electric Auto Commercial Other	o Water	0 0 0	GPS Government ISP		Public Safety Railroad Telco	

This is the RMA Entry form.

Most of the customer information will be automatically populated or be easily selectable from drop down menus.

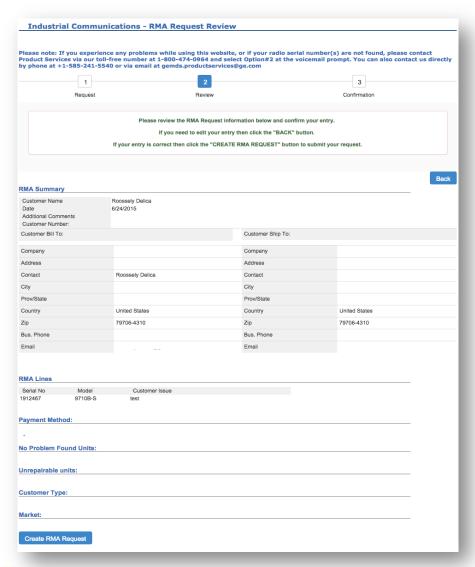
All Sections must be completed.

It is imperative that a "Description of Failure" is entered or you will not be able to go forward.

Payment Methods can be completed using a credit card or Purchase Order. If you choose Purchase Order then a Box will appear were you can enter the PO #. Please click on the appropriate action for No Problem Found (NPF) and Un-Repairable (UNR) Units.

After all fields are populated, click on "SUBMIT" button to to go the confirmation page.

RMA Request - Final Review



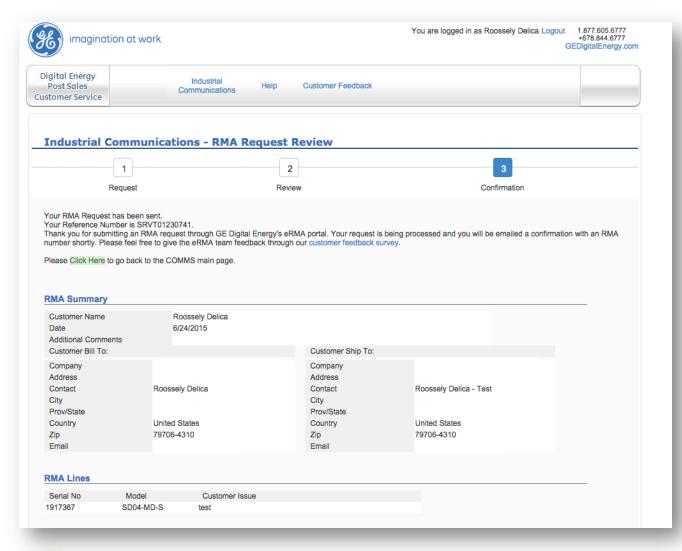
Final Review before Submission
On the RMA Request review
screen, review all field's for
accuracy before clicking "Create
RMA Request".

If everything looks correct, click on "Create RMA Request."

This will send the request to GE.



RMA Request - Confirmation



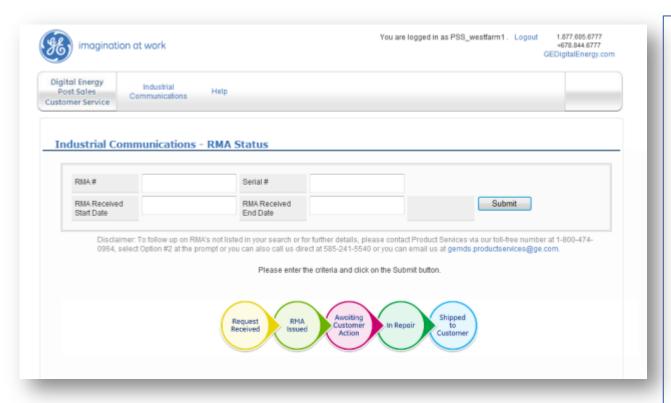
Confirmation
Once the form is submitted you will get a confirmation screen like the example shown. In addition, you will receive emails with instructions for next steps.



RMA Status



RMA Status - example



RMA Status

This feature will allow you to search for the status of an RMA at GE.

You can search by the following parameters:

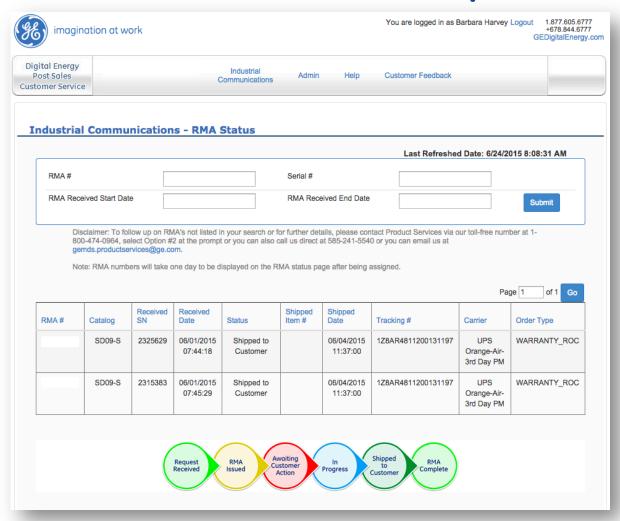
- RMA #
- Reference #
- Window of Time

Once you enter (1) of the parameters you will click on "Submit."

To view all open RMAs, do not enter any values in the fields and just click the "Submit" button.



RMA Status - example



RMA Status-example The RMA Status data will be returned with the following data:

- RMA #
- Catalog Number
- Received Serial# (SN)
- Received Date
- Status of RMA
- Shipped Item #
- Shipped Date
- Carrier Tracking #
- Carrier
- Order type

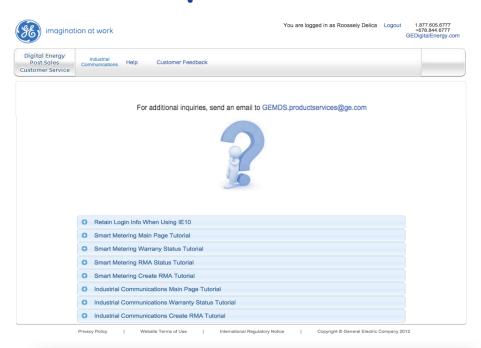
You can also sort the results by clicking on one of the columns.



Help Videos & Customer Feedback



eRMA Help Videos & Customer Feedback



		the eRM	•	e 1= V ?	ery Un	nkery,	10 = V	ery Li	cely.
1	2	○3	4	5	6	7	8	9	<u>10</u>
Ease o	f using t	he eRM/	Portal	(Warrant	y Status	, RMA R	Request,	and RM	A Status)?
1	2	○3	4	5	6	7	○8	9	○10
Overall	satisfac	tion with	the eRi	MA porta	l?				
1	2	○3	4	5	6	7	○8	9	○10
How lik	ely are y	ou to re	commer	d GE Di	gital Ene	ergy eRN	//A Porta	l to a frie	end or colleague?
1	2	○3	4	5	6	7	8	9	○10
Do you	have ar	ny comm	ents tha	t you wo	uld like t	o share	related t	o the eR	tMA Portal?

RMA Help Videos

By clicking "Help" on the menu bar you will have a several help video options to assist you with using eRMA.

For GE MDS products please choose "Industrial Communications" Videos

Customer Feedback

By clicking "Customer Feedback" on the menu bar an eRMA Survey/Feedback window will pop-up so that you can provide your candid feedback regarding eRMA.

We take your feedback seriously and will be using it to improve our services.

Questions and Help



Questions and Help

If you need help using the eRMA tool, you can send an email to the following email address:

GEMDS.productservices@ge.com

OR

Call: +1-585-241-5540

