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## 1. Returns Management Screen

1.1 Log in to IM-Online using your reseller Username and Password.

Please f	fill out the fields below in order to access your account.
Username	
Password	
	1
	Log In



1.3 Select Returns Management.





From the Returns Management screen, you can access the following:

- i. Start a new return
- ii. Search for existing returns
- iii. RMA collection Request (once RMA is issued)
- iv. View vendor warranties
- v. View Stock Rotation Terms
- vi. View IM Terms and conditions
- vii. Refer to ERMA Frequently Asked Questions

#### 2. Requesting a Return

#### 2.1 Selecting the invoice

i. Select Start a new Return from the Returns Management Screen.



ii. Select the invoice range to be viewed in this screen by selecting from the drop-down menu – click APPLY.

Latest 10 invoices	~	APPLY
Latest 10 invoices		
Last 30 days		
Last 3 months		
Last 1 Year		
Custom Date		

- iii. To find the specific invoice, select the search option from the Search drop down menu:
  - input the search value
  - click SEARCH

Customer PO	eg:- test	SEARCH
Customer PO		
Order #		
SKU	-	
VPN		
UPC		
Serial #		

Select the Items per page to view using the selections at the bottom of the page.

	Showing 1 - 10 of 12,845 results	Items per page: 10 🗸	A Page 1 out of 1285 > >>
--	----------------------------------	----------------------	---------------------------

iv. From the displayed list open the relevant invoice and select items for return request by clicking on the open arrow.

Item Descriptio	n			Price	Quantity Ordered	Quantity Shipped	
$\overline{}$	Invoice #: 24-88110-11	Date: 19/02/2021	PO Number: SHARO	N TEST 5			
~	Invoice #: 24-88109-11	Delle: 19/02/2021	PO Number: SHARO	N TEST 4			
~	Invoice #: 24-88105-11	Date: 19/02/2021	PO Number: SHARO	N TEST 3			
~	Invoice #: 24-88104-11	Date: 19/02/2021	PO Number: SHARO	N TEST 2			
~	Invoice #: 24-88103-11	Date: 19/02/2021	PO Number: SHARO	N TEST.1			

#### 2.2 Selecting products for return

i. Select the relevant item for return in the opened line by clicking **RETURN** 

^	Invoice #: 24-88109-11 Date: 19/02/2021	PO Number: SHA	RON TEST 4			
Image Coming Soon	SM BLUE RJ45 UTP CAT 6 STRANDEDCABLE 24AWG LSOH SKU: 3A01112   VPN: 31-00508	LUSH MOULDED	\$ 2.41 USD	2	2	Return
Image Coming Soon	0.5M US82 A TO B CABLE - M/M CABL. SKU: V931739   VPN: US82HAB50CM		\$ 1.36 USD	2	2	Return
Image Coming Soon	5M PURPLE RJ45 UTP CAT 6 ACCSSTRAND SKU: 3A01253   VPN: 31-0050P	D FLUSH MOULDED	\$ 2.41 USD	2	2	Return
Image Converg Soon	1M C7 LAPTOP POWER CORD - UK CABLPLI POWER CORD SKU: V933258   VPN: PXTNB2SUK1M	JG TO IEC320 C7	\$ 2.84 USD	2	2	Return

## ii. Click Return button for each product requiring RMA and this will then be added to the return Cart.

							Proceed to Return Detail 💦
Item Descriptio	n			Price	Quantity Ordered	Quantity Shipped	
~	Invoice #: 24-88110-11	Date: 19/02/2021	PO Number: SHARO	ON TEST 5			
^	Invoice #: 24-88109-11	Date: 19/02/2021	PO Number: SHAR	ON TEST 4			
Image Corring Soon	SM BLUE RJ45 UTP CAT 24AWG LS0H SKU: 3A01112   VPN: 31	6 STRANDEDCABLFLU	SH MOULDED	\$ 2.41 USD	2	2	Return
image Coming Soon	0.5M USB2 A TO B CABL SKU: V931739   VPN: US	E - MM CABL. SB2HAB50CM		\$ 1.36 USD	2	2	Return Added
Image Corong Soon	SM PURPLE RJ45 UTP C SKU: SA01253   VPN: 31	CAT 6 ACCSSTRANDED 1 -0050P	FLUSH MOULDED	\$ 2.41 USD	2	2	Return Added

 PLEASE NOTE: Each line item added changes the total in the cart showing in the Proceed to Return Detail button.

Proceed to Return Detail 📌

iii. Click **Proceed to Return Detail** to open the screen to enter return details.

#### 2.3 Selecting return reason code

nter Return Details					
	Add More Ite	ems		Review	Delete
Item Description	Price	Qty Ordered	Order Shipped	Quantity To Return	Reason for Return
Invoice #: 24-88109-11 Date: 19/02/2021 PO Number:	SHARON TEST 4				<u>^</u> ^
Image Coming Soon         5M BLUE RJ45 UTP CAT 6 STRANDEDCABLFLUSH MOULDED 24AWG LSOH SKU:3A01112  UPC:   VPN: 31-0050B	\$ 2.41 USD	2	2		SELECT REASON CODE
Coming     Soon     Soon	\$ 1.36 USD	2	2		SELECT REASON CODE
MOULDED Soon Soon Soon Soon Soon Soon Soon Soo	SH \$ 2.41 USD	2	2		SELECT REASON CODE
					Review

- Enter the quantity to be returned for each line selected.
   When you enter the quantity, the SELECT REASON CODE drop-down menu becomes active.
- ii. Click on SELECT REASON CODE to open drop down menu for selection
- iii. Click on the drop down menu for a list of all Reason codes available to request return for this item.

Enter Return Details				Return Item	×
	Add More It	ems		HP Officejet 6950 Wireless Inkjet Multifunction Printer - Colour - Copier/Fax/Printer/Scanner - 29 ppm Mono/24 ppm Color Print - 4800	
Item Description	Price	Qty Ordered	Ord Shit	x 1200 dpi Print - Automatic Duplex Print - Upto 15000 Pages Monthly - 225 sheets Input - Colour Scanner - 1200 dpi Optical Scan - Colour Fax - Wireless LAN - USB - For Plain Pager Print SKU:2M3CS39  UPC: 0190781147954   VPN: P4C85A#BHC	
Invoice #: 20-WVK6Y-11 Date: 04/05/2021 PO Number: T04671	2			Reason for Return	
HP Officejet 6950 Wireless Inkjet Multifunction Printer - Colour - Copier/Fax/Printer/Scanner - 29 ppm Mono/24 ppm Color Print - 4800 x 1200 dpi Print - Automatic Duplex Print - Upto 15000 Pages Monthly - 225 sheets Input - Colour Scanner - 1200 dpi Optical Scan - Colour Fax - Wireless LAN - USB - For Plain Paper Print SKU:2M3CS39] UPC: 0190781147954   VPN: P4C85A#BHC	£89.24 GBP	1		~	

Return Ite	m
5M Blue RJ45 UTP Cable 24AWG LS0F SKU:3A01112  UPC	CAT 6 Stranded Flush Moulded Snagless Network H C 5035624018679   <b>VPN:</b> 31-0050B
Reason for Return	í
	~
DEFECTIVE UNIT	
DAMAGED IN TR	ANSIT CLAIM (DM)
DUPLICATED OR	DER/LINE (DS) IM ERROR
PRODUCT/COMF	ONENT INCOMPLETE (IN)
OTOOK DOTATIO	
STOCK ROTATIO	N (SB) - CLOSED BOX )ER ERROR (SC) - CLOSED BOX
STOCK ROTATIO CUSTOMER ORE IM WAREHOUSE	IN (SB) - CLOSED BOX DER ERROR (SC) - CLOSED BOX SHORT SHIPMENT (SS)
STOCK ROTATIO CUSTOMER ORE IM WAREHOUSE IM SALES ERRO	IN (SB) - CLOSED BOX DER ERROR (SC) - CLOSED BOX SHORT SHIPMENT (SS) R (WS)
STOCK ROTATIO CUSTOMER ORE IM WAREHOUSE IM SALES ERROI WAREHOUSE MI	IN (SB) - CLOSED BOX DER ERROR (SC) - CLOSED BOX SHORT SHIPMENT (SS) R (WS) SPICK (WW) - IM ERROR
STOCK ROTATIO CUSTOMER ORE IM WAREHOUSE IM SALES ERROI WAREHOUSE MI CARRIER LOST S	IN (SB) - CLOSED BOX DER ERROR (SC) - CLOSED BOX SHORT SHIPMENT (SS) R (WS) SPICK (WW) - IM ERROR SHIPMENT (LS) D (RE) - FAILED DELIVERY

<u>PLEASE NOTE</u>: by hovering your cursor over the reason code in this list you will see additional details relating to that return reason code.

iv. Select the required Return Reason code from the drop-down menu.

PLEASE NOTE:

- Each reason code will open fields to be completed specifically for that return reason.
- Mandatory fields are indicated with an asterisk '\*' and if these fields are not populated you will not be able to save your return request for submitting later.
- Documents can be uploaded to support your return request.

Drag and Drop file here
OR
Choose File

• Comments can be added to support your return request. These comments will be visible on your credit note.

Comment :	
	l)

• Replacement product can be requested at this point if required.



• Vendor authorization code can be entered if required for return.

Vendor Authorization :	

• Product condition can be selected from drop down menu.

* Product Condition :	
	~

- v. When all fields are completed press SAVE.
- vi. In Enter Returns Details screen press REVIEW when all lines are completed.

#### 2.4 Review and adding reseller reference

Return Review Details		€ Back
Item Description	Your Product Return Details	Quantity To Return Serial Number
SM Blue RJ45 UTP CAT 6 Stranded Flush Moulded Snagless Network Cable 24AWG LS0H SKU 3A61112   UPC .5035624018679   VPN :31-0060B Invoice Number:24-88109-11   PO Number:SHARON TEST 4	Replacement Product : Yes	2
Return Reason : DEFECTIVE UNIT (DF) ORIG.PACKAGING		Reference Number
StarTech.com 0.5m USB 2.0 A to B Cable - MM - USB0.5m - 1 Pack - 1 x Type A Male USB - 1 x Type B Male USB - Black SKU .V331739   UPC :0065030845602   VPN .USB2HAB50CM Involce Number:24-88109-11   PO Number:SHARON TEST 4	Refund Requested	2
Return Reason : STOCK ROTATION (SB) - CLOSED BOX		Reference Number
		I have read and accepted Ingram Micro's Terms & Condition of Returns Submit

- i. review the details entered are correct and finalise.
- ii. Enter your reference in Reference Number field if required.
  - Your reference will be displayed on your RMA request and credit note.
  - If you do not enter a reference in this field, your PO number for the relevant order will be displayed in this field for your RMA and credit note.
  - NOTE: if you are mixing multiple orders/PO and do not populate the reference this will automatically use the first PO number as the reference.

i. Review Terms & Conditions then tick the box to verify that you agree to Ts & Cs.

□ I have read and accepted Ingram Micro's Terms & Condition of Returns

ii. Press SUBMIT to complete your return request.

⊘ Your RMA request has been successfully submitted. Please see below for details

- iii. Your pending RMA Request is now displayed.
- iv. Your request will be reviewed by our Customer Service team and goods should not be returned until you have received RMA confirmation.

Return Item(s)		
		Start a new Return Search for existing Return
⊘ Your RMA request has been successfully submitted. Please see below for detail	illS	
Return Reason : DEFECTIVE UNIT (DF) ORIG.PACKAGING Submitted: 02/05/2021 Reference Number: SHARON	N TEST 4	
Item Description	Your Product Return Details	Return Qty
5M Blue RJ45 UTP CAT 6 Stranded Flush Moulded Snagless Network Cable 24AWG LS0H SKU :3A01112   UPC :5035624018679   VPN :31-0050B Invoice Number:24-88109-11   PC Number:SHARON TEST 4	Replacement Product : Yes End user sale date :	2
Return Reason : STOCK ROTATION (SB) - CLOSED BOX Submitted: 02/05/2021 Reference Number: SHARON	N TEST 4	
Item Description	Your Product Return Details	Return Qty
StarTech.com 0.5m USB 2.0 A to B Cable - M/M - USB0.5m - 1 Pack - 1 x Type A Male USB - 1 x Type B Male USB - Black		
SKU :V931739   UPC :0065030845502   VPN :USB2HAB50CM Invoice Number:24-88109-11   PO Number:SHARON TEST 4	Refund Requested	2

v. An email will be sent to the email address linked to your Username confirming the RMA request has been submitted.

# 

Thank you for logging your claim with Ingram Micro. Your ERMA claim is currently pending & under review.

	Re	quest Da	te: 02/05/2021	
	Reference Num	ber: SHA	RON TEST 4	
Item Description		Qty	Return Qty	
5M Blue RJ45 UTP CAT 6 Stranded Flush Moulded Snagless Network Cable 24AWC SKU 3A01112   UPC 5035624018679   VPN 31-0050B   Invoice Number 248810911   PO Number SHARON TEST 4	S LSOH	2	2	
Replacement Product : Yes Return Reason : DEFECTIVE UNIT (DF) ORIG.PACKAGING Product Condition : INTERMITTENT RESPONSE				
	Reference Num	ber: SHA	RON TEST 4	
Item Description		Qty	Return Qty	
StarTech.com 0.5m USB 2.0 A to B Cable - M/M - USB0.5m - 1 Pack - 1 x Type A Ma Type B Male USB - Black SKU V931739   UPC 0065030845502   VPN USB2HAB50CM   Invoice Number 248810911   PO Number SHARON TEST 4	ale USB - 1 x	2	2	
Replacement Product : No Return Reason : STOCK ROTATION (SB) - CLOSED BOX Product Condition : Closed Box				
We will endeavour to advise outcome of your claim within 2 working days. If you require an update on your claim or need to forward any supporting documents for your ERMA claim including Vendor approval's, photo's etc please contact <u>ssc-cs.uk@ingrammicro.com</u>				

vi. Press Search for existing return in the Return Items screen and your submitted RMAs will be displayed and shown as on HOLD.

Returns 👻 🛚 🕯	earch By RMA Number 🛛 👻	Search By RMA Numi	SEARCH	OR From 🗮 To	APPLY
RMA Number	Reference Number	Date	Total	Return Reason	Status
	SHARON TEST 4	02/05/2021		STOCK ROTATION (SB) - CLOSED BOX	HOLD
	SHARON TEST 4	02/05/2021		DEFECTIVE UNIT (DF) ORIG PACKAGING	HOLD

#### 2.5 Requesting an Exception/Out of Time RMA

- i. When the reason code is selected, if the return is not within Ts and Cs a message will be displayed to advise:
  - RMA rejected as outside of time frame; this return cannot be submitted.

This request cannot be processed for the following reason
 RMA Rejected as outside of timeframe

• Where the dispute is an Ingram Micro sales error or stock balance request an Exception request can be submitted.

This request cannot be processed for the following reason
 RMA Rejected as outside of timeframe
 Request An Exception

- There is no option to log an exception for outside of timeframe carrier issues.
- ii. If the system prompts you for an exception, click the exception hyperlink and complete the required fields.

PLEASE NOTE: add any additional information in the comments field and attach any documentation to support your return request.

iii.

rtoganou	, indus
Explanati	on Of Exception :
Product	Condition :
	<b>`</b>
	nu cumpating decument to vous claim
Jpioad a	ny supporting document to your claim
	Drag and Drop file here
	OR
	Choose File
Comment	:

iv. When all the required fields are filled, click Save.

NOTE: this reverts to the Returns Review Details screen as per step 2.4 please follow instructions to Submit your exception request.

Press SUBMIT to complete your return request.
 this will then send an email to our Customer Response Team to review the exception request.

PLEASE NOTE – exception requests are at the discretion of the buyer and the RMA will not be visible in the ERMA tool.

Vi. An email will automatically be sent to the email address linked to your User ID to confirm the Exception RMA has been sent for review.
 PLEASE NOTE – if you have any questions or queries regarding your exception request please forward any emails to <u>customer.response@ingrammicro.co.uk</u> or respond to the confirmation email.

	ð			
Account Number: 24267173	Attention: UK UAT TEST3			
Your Reference Number: TEST EXCEPTION 01	Return Date: 02/05/2021 07:48:14	Email: <u>ukpackingslip@ingramm</u>	nicro.cor	<u>n</u>
Exception				
Item Description			Qty	Return
				Qty
StarTech.com 1m Laptop Power Cord Cord - Replacement Laptop Power Co AC / 2.50 A - Black - 1 Pcs SKU V933258   UPC 0065030859080 Invoice Number 24-88109-11   PO Nu	2 Slot for UK - BS-1363 to IEC320 C7 F ord - For Notebook - BS 1363 / IEC 6032   VPN PXTNB2SUK1M   mber SHARON TEST 4	Power Cable Lead - C7 Laptop 0 C7 - 0.75mm2 Gauge - 250 V	2	Qty 2

## 3. View an Existing Return

#### 3.1 Searching for submitted RMA

i. Select Search for existing return from the Returns Management screen



Returns 💙	Search By RMA Number	Search By RMA Numl	SEARCH	OR From 🗮 To 🗮	APPLY
RMA Number	Reference Number	Date	Total	Return Reason	Status
	SHARON TEST 4	02/05/2021		STOCK ROTATION (SB) - CLOSED BOX	HOLD
	SHARON TEST 4	02/05/2021		DEFECTIVE UNIT (DF) ORIG.PACKAGING	HOLD
249022611	RS FEE TEST 02	29/04/2021	\$ 5.79	STOCK ROTATION (SB) - CLOSED BOX	OPEN
249022511	RS FEE TEST 01	29/04/2021	\$ 11.56	6 CUSTOMER ORDER ERROR (SC) - CLOSED BOX O	
	MELTEST CURRENCY01	28/04/2021		DEFECTIVE UNIT (DF) ORIG.PACKAGING	HOLD
248994911	MEL TEST 2004 1	20/04/2021	\$ 69.56	DEFECTIVE UNIT (DF) ORIG.PACKAGING	OPEN
	BR24/TESTEMAILWRAP	15/04/2021		DEFECTIVE UNIT (DF) ORIG.PACKAGING	HOLD
248984011	MELTEST 1504 1	15/04/2021	\$ 2.41	DEFECTIVE UNIT (DF) ORIG.PACKAGING	OPEN
	TEST SHAZ 9	14/04/2021		BOX OPEN RETURN (BO)	VOID
248980111	TEST SHAZ 10	14/04/2021	\$ 5.68	CUSTOMER ORDER ERROR (SC) - CLOSED BOX	OPEN

#### ii. **Returns** screen shows a list of submitted RMA requests.

#### iii. Use **Search** drop down menu to Select search by RMA number or Reference number.



#### iv. Use Date Range to view submitted RMAs

From	То		APPLY
------	----	--	-------

#### 3.2 RMA status

- i. Each RMA request displayed will show a status.
  - HOLD HOLD status means that this RMA has been submitted and is under review.
  - OPEN OPEN status means that this RMA has been approved and an RMA number will also be displayed.
  - INVOICED INVOICED status means that the returned items have been booked in against the RMA
  - CLOSED CLOSED status means that the RMA has been closed and a credit note has been issued.
  - VOID VOID status means that this RMA has been rejected, RMA number will not be issued.

PLEASE NOTE- When reviewing RMA/credit notes on the Returns screen any commercial credits raised on your account will also be visible, these can be recognised by the Return Reason being displayed will be a 2 character code.

- ii. RMA details can be reviewed by clicking on the RMA number if the status is OPEN or the Reference number if the status is HOLD or VOID.
- iii. Choose and click the RMA number to view details. The **Return Item(s)** screen contains information about the product, reason for RMA and status.

Ø Your RMA Request SHARON TEST 4 is in HOLD status				
Item Description	Your Product Return Details	Return Qty		
5M Blue RJ45 UTP CAT 6 Stranded Flush Moulded Snagless Network Cable 24AWG LS0H SKU : 3A01112   UPC : 5035624018679   VPN : 31-0050B Invoice Number : 248810911   PO Number : HARON TEST 4	Replacement Product : Yes	2		
Status: HOLD Reference Number: SHARON TEST Return Reason: DEFECTIVE UNIT (DF) ORIG.PACKAGING	4 Submitted:02/05/2021			

iv. When the goods have been returned and booked into the warehouse the RMA will be closed and the RMA number displayed in this screen will automatically be replaced with the credit note number the following day.