ERMA User Guide

Contents

1. Returns Management Screen

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

    1.2 Select **My Account**

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1.3 Select **Returns Management.**
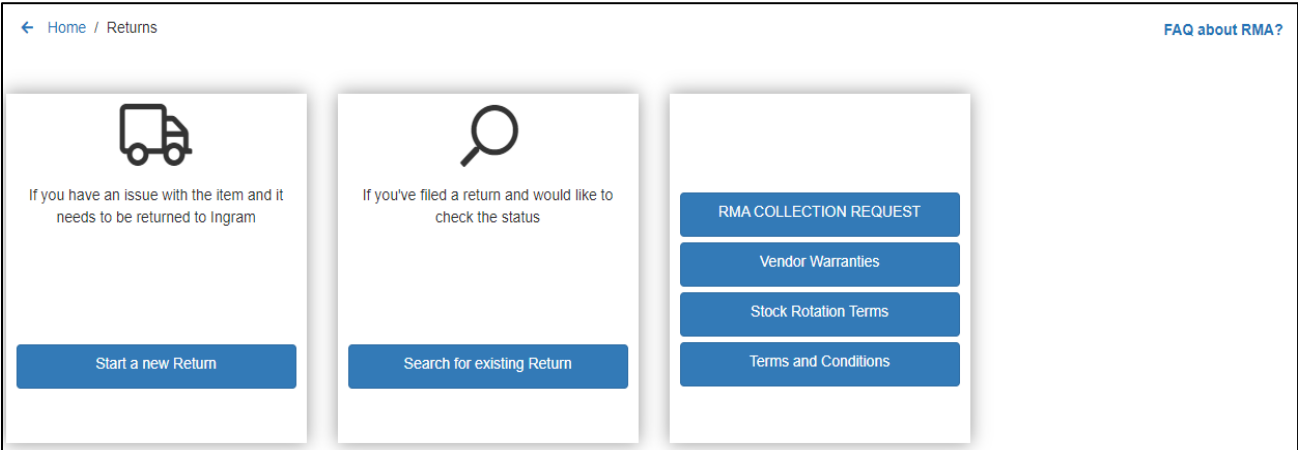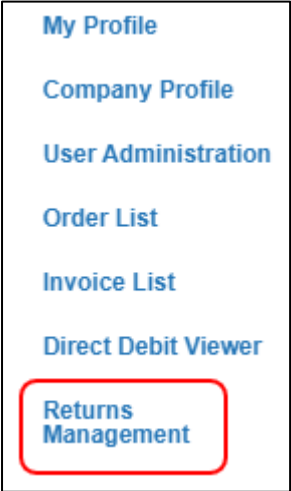
From the Returns Management screen, you can access the following:

- 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

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2. Requesting a Return

2.1 Selecting the invoice

i.   Select Start a new Return from the Returns Management Screen.
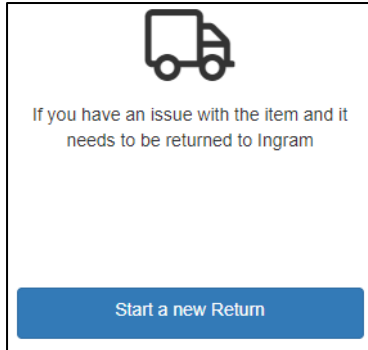
ii.   Select the invoice range to be viewed in this screen by selecting from the drop-down menu – click APPLY.
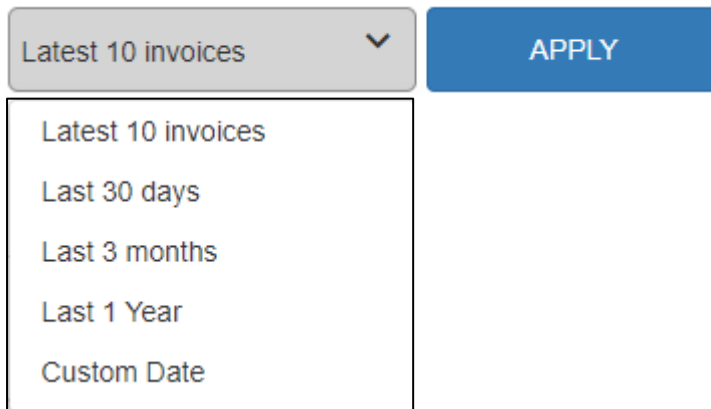
iii.   To find the specific invoice, select the search option from the Search drop down menu:
- input the search value
- click SEARCH

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

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

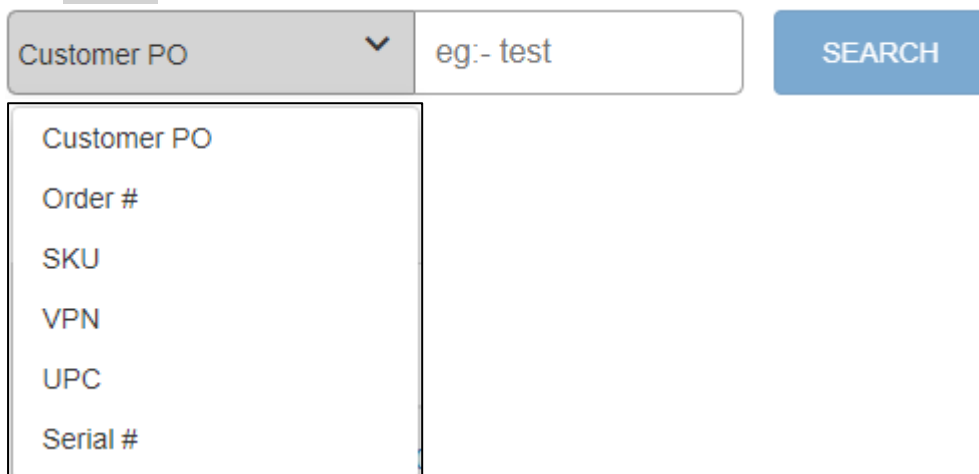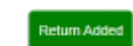| Item Description				Price	Quantity Ordered	Quantity Shipped	
⌄	Invoice #: 24-88110-11	Date: 19/02/2021	PO Number: SHARON TEST 5				
⌄	Invoice #: 24-88109-11	Date: 19/02/2021	PO Number: SHARON TEST 4				
⌄	Invoice #: 24-88105-11	Date: 19/02/2021	PO Number: SHARON TEST 3				
⌄	Invoice #: 24-88104-11	Date: 19/02/2021	PO Number: SHARON TEST 2				
⌄	Invoice #: 24-88103-11	Date: 19/02/2021	PO Number: SHARON 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: SHARON TEST 4			
Image Coming Soon	5M BLUE RJ45 UTP CAT 6 STRANDEDCABLFLUSH MOULDED 24AWG LS0H **SKU:** 3A01112 | **VPN:** 31-0050B	$ 2.41 USD	2	2	Return
Image Coming Soon	0.5M USB2 A TO B CABLE - M/M CABL. **SKU:** V931739 | **VPN:** USB2HAB50CM	$ 1.36 USD	2	2	Return
Image Coming Soon	5M PURPLE RJ45 UTP CAT 6 ACCSSTRANDED FLUSH MOULDED **SKU:** 3A01253 | **VPN:** 31-0050P	$ 2.41 USD	2	2	Return
Image Coming Soon	1M C7 LAPTOP POWER CORD - UK CABLPLUG TO IEC320 C7 POWER CORD **SKU:** V933258 | **VPN:** PXTNB2SUK1M	$ 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

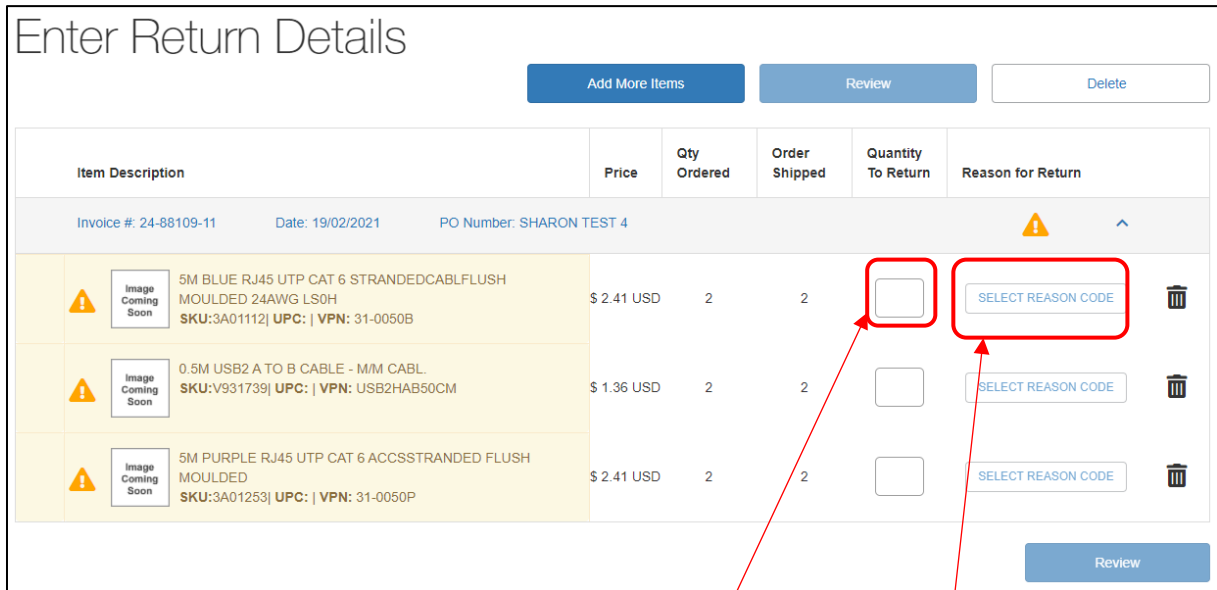| Item Description				Price	Quantity Ordered	Quantity Shipped	
⌄	Invoice #: 24-88110-11	Date: 19/02/2021	PO Number: SHARON TEST 5				
⌃	Invoice #: 24-88109-11	Date: 19/02/2021	PO Number: SHARON TEST 4				
Image Coming Soon	5M BLUE RJ45 UTP CAT 6 STRANDEDCABLFLUSH MOULDED 24AWG LS0H **SKU:** 3A01112 | **VPN:** 31-0050B			$ 2.41 USD	2	2	Return
Image Coming Soon	0.5M USB2 A TO B CABLE - M/M CABL. **SKU:** V931739 | **VPN:** USB2HAB50CM			$ 1.36 USD	2	2	Return Added
Image Coming Soon	5M PURPLE RJ45 UTP CAT 6 ACCSSTRANDED FLUSH MOULDED **SKU:** 3A01253 | **VPN:** 31-0050P			$ 2.41 USD	2	2	Return Added

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

iii.   Click **Proceed to Return Detail** to open the screen to enter return details.
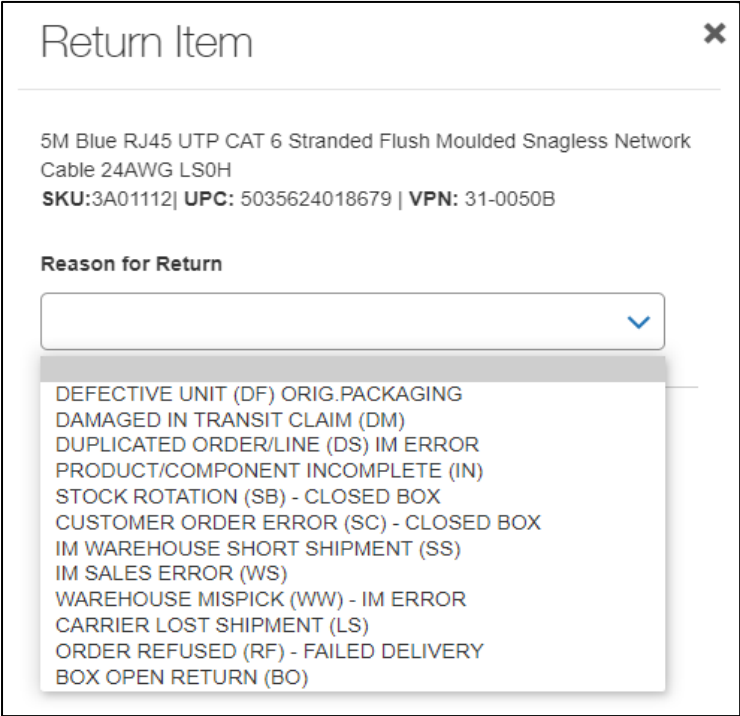
2.3 Selecting return reason code

i.   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.
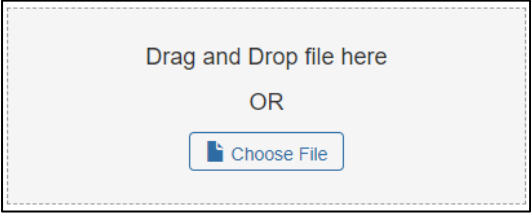
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Return Item   ✕

5M Blue RJ45 UTP CAT 6 Stranded Flush Moulded Snagless Network
Cable 24AWG LS0H
SKU:3A01112| **UPC:** 5035624018679 | **VPN:** 31-0050B

Reason for Return

[⌄]

DEFECTIVE UNIT (DF) ORIG.PACKAGING
DAMAGED IN TRANSIT CLAIM (DM)
DUPLICATED ORDER/LINE (DS) IM ERROR
PRODUCT/COMPONENT INCOMPLETE (IN)
STOCK ROTATION (SB) - CLOSED BOX
CUSTOMER ORDER ERROR (SC) - CLOSED BOX
IM WAREHOUSE SHORT SHIPMENT (SS)
IM SALES ERROR (WS)
WAREHOUSE MISPICK (WW) - IM ERROR
CARRIER LOST SHIPMENT (LS)
ORDER REFUSED (RF) - FAILED DELIVERY
BOX OPEN RETURN (BO)

PLEASE NOTE: 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 :**
>   [   ]

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

* Replacement Product :

   ○ Yes   ⦿ No

- 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

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.

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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 details

Return Reason : DEFECTIVE UNIT (DF) ORIG.PACKAGING
Submitted: 02/05/2021   Reference Number: SHARON 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 | PO 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 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

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

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

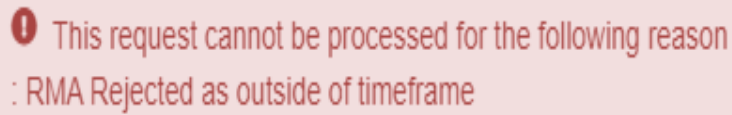# ERMA User Guide

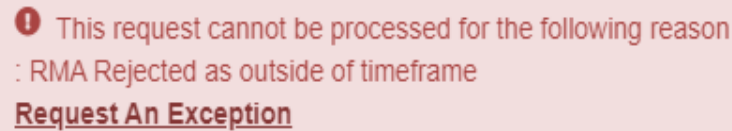## 2.5 Requesting an Exception/Out of Time RMA

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.

> ❶ 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.

> ❶ 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.

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iii.

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.

v.   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 customer.response@ingrammicro.co.uk or respond to the confirmation email.

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3. View an Existing Return

3.1 Searching for submitted RMA

    i.   Select Search for existing return from the Returns Management screen
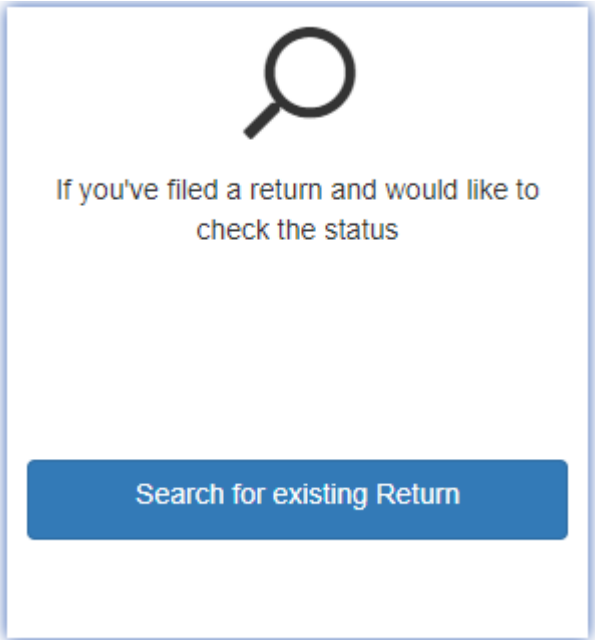
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    ii.   **Returns** screen shows a list of submitted RMA requests.

Returns

| | Returns ▾ | | Search By RMA Number ▾ | Search By RMA Num | 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	CUSTOMER ORDER ERROR (SC) - CLOSED BOX	OPEN
	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

Showing 1 - 10 of 20 results   Items per page: 10 ▾   « ‹ Page 1 out of 2 › »

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

| Search By RMA Number ▾ | Search By RMA Num | SEARCH |

Search By RMA Number

Search by Reference Number

OR

    iv.   Use Date Range to view submitted RMAs

| From 📅 | To 📅 | APPLY |

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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.

Item Description	Your Product Return Details	Return Qty
Your RMA Request SHARON TEST 4 is in HOLD status		
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 4 Submitted:02/05/2021 Return Reason: DEFECTIVE UNIT (DF) ORIG.PACKAGING		

    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.