

## **VM3COP29.10 – Stock Control – Sending RMA's to Suppliers**

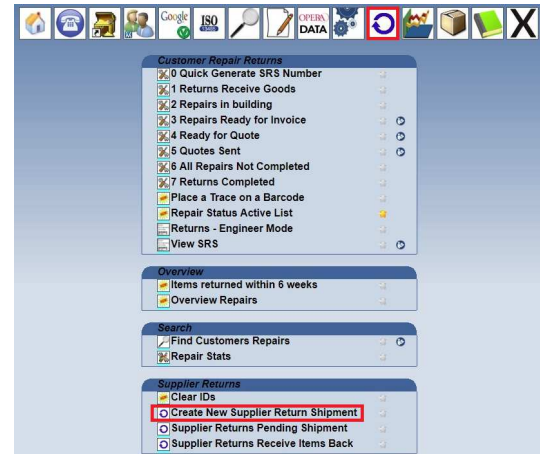
Contacts as of 2018

- Teledyne Analytical Industries (TAI): Andrew Rasmussen to request RMA number and Lori Marshall for the remainder of the process.
- Bluepoint Medical (BPM): Sandra Hauer
- EnviteC Wismar: Jessica Wagner
- Maxtec: Lynette Obayashi

Log into IntraStats as per VM3COP20.73.

From the 'Returns' tab, click on the 'Create New Supplier Return Shipment' link.

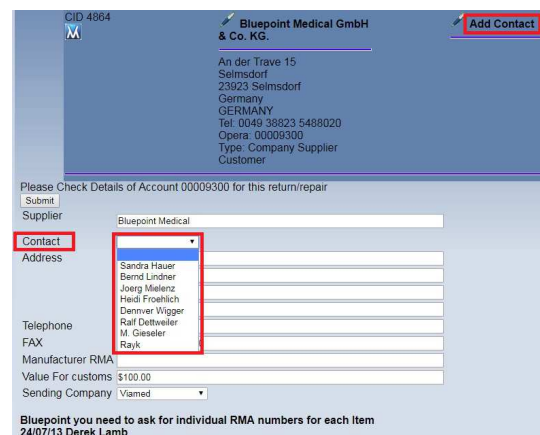
This will open a list of supplier company names.



Click on the relevant supplier company name.



Select the relevant contact from the 'Contact' drop-down menu. If the contact you require is not listed, click the 'Add Contact' button and continue to add a new contact as per VM3COP20.081.



Read the notes at the bottom carefully and ensure that you adhere to any requirements.

Check the 'Sending Company' field is correct, if not, click to select a different company.

When all is correct, click the 'Submit' button.

Please Check Details of Account 00009300 for this return/repair

**Submit**

Supplier: Bluepoint Medical

Contact: Sandra Hauer

Address: An der Trave 15  
Selmsdorf  
Germany

Telephone: 23923

FAX: 0049 38823 5488000

Manufacturer RMA:

Value For customs: \$100.00

Sending Company: Viamed

Bluepoint you need to ask for individual RMA numbers for each item 24/07/13 Derek Lamb

This will assign the RMA a box number. Locate the RMA you have added by checking the supplier name and the date added. Click the 'Add Items' button on the relevant line.

Supplier Returns Not Sent												
	Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
	573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
	574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
	575	Add	00009300	Bluepoint Medical	20/Dec/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	

If the item has a serial number or barcode ID, type or scan it into the search field and click the 'Search item to add' button.

**Print RMA Request PDF**

Add Items From Print Queue Reason: Add Items

to Print Request for Returns number  
to Print shipping Invoice/Fault Sheets - USE serial number 'N/A' for non serial number products

**Add Non Serial Number / barcoded Item**

Search item to add

Stock Reference	Supply Reference	Barcode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 575	Date Added	Tariff if required	Remove
-----------------	------------------	---------	---------------	-----	-------	----------------	--------------	------------------	------------	--------------------	--------

Locate the most appropriate match; this will usually be the most recent. Items on the 'From Stock book File' list are from when the item was new, don't use this option unless required or relevant. For oxygen sensors, it is usually better to add the data from QA.

Searching Files for 1198169

Barcode	Stock Ref	Description	Serialnumber	Supplier Warranty Date	Add
From Repair File					
From Stock book File					
1198169	0110017	Oxygen Sensor R-17MED	968543	07/Nov/2017	Add to

Q.A. Reports

Serial Number Search:

SRN Repairs Search:

Barcode	Serialnumber	Stock Reference	Fault	Add to Returns Box
1198169	968543	0110017	Output (7mV - 13mV) 79.3	Add
			Move item to location 12655	
			Failed in QA	
			Did not reach end user	

In the below example, the stock book file line has been disregarded as there are lines in the 'From Repair File list, the first line has been disregarded as it is for a different item. From the two remaining lines, check the SRN numbers on the left for the highest number. SRN numbers are utilised by date, therefore the highest number is the most recent. Click the 'Add To' button on the relevant line.

**Select Best Match to add to Returns Box 575**

Searching Files for 80620140

Serial number Bar Code Search:

Barcode	Stock Ref	Description	Serialnumber	Supplier Warranty Date	Add
From Repair File					
461850 SRN20140	0110132	Oxygen Sensor R-22AV	774083	Return To Supplier	Overshoot/sleep Issue
795471 SRN25526	4410520	Capnograph VM 2500-S	80620140	Return Stock / Demo Stock	No Fault Found
795471 SRN28786	4410520	Capnograph VM 2500-S	80620140	Replaced	No CO2 Reading And A Red Error Light
From Stock book File					
795471	4410520	Capnograph VM 2500-S	80620140		

Q.A. Reports

Serial Number Search:

SRN Repairs Search:

Barcode/Serialnumber/Stock Reference/Fault/Add to Returns Box

If the item does not have a serial number or barcode, click on the 'Add Non Serial Number / barcoded Item' link.

**Print RMA Request PDF**

Add Items From Print Queue Reason:  Add Items

to Print Request for Returns number  
to Print shipping Invoice/Fault Sheets - USE serial number 'N/A' for non serial number products  
**Add Non Serial Number / barcoded Item**

Search item to add

Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 575	Date Added	Tariff if required	Remove

An empty line will appear on the list beneath, click on the 'Edit' button.

**Print RMA Request PDF**

Add Items From Print Queue Reason:  Add Items

to Print Request for Returns number  
to Print shipping Invoice/Fault Sheets - USE serial number 'N/A' for non serial number products  
**Add Non Serial Number / barcoded Item**

Search item to add

Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 575	Date Added	Tariff if required	Remove
<b>Edit</b>											
<b>Edit</b>	0110017	C43690-R17MED	1198169	968543	Output ( 7mV - 13mV ) 79.3 n Move Item to location 126559 n Failed in Q.A. n Did not reach end user		07/11/17	Robert Connor	Wed/Dec/2017	Save <input type="text"/>	Remove
<b>Edit</b>	0110017	C43690-R17MED	1198227	968601	Output ( 7mV - 13mV ) 00.1 n Move Item to location 126559 n Failed in Q.A. n Did not reach end user		07/11/17	Robert Connor	Wed/Nov/2017	Save <input type="text"/>	Remove
<b>Edit</b>	0110017	C43690-R17MED	1198382	968756	Output ( 7mV - 13mV ) 35.2 n Move Item to location 126559 n Failed in Q.A. n Did not reach end user		07/11/17	Robert Connor	Wed/Nov/2017	Save <input type="text"/>	Remove

Fill in as many details as possible before clicking the 'submit' button.

You will be returned to the RMA page.

BarCode

Serial Number

Stock Reference

Fault

Individual RMA

**submit**

Next, the faults need to be added to each line. Click the 'Edit' button on the first line

**Print RMA Request PDF**

Add Items From Print Queue Reason:  Add Items

to Print Request for Returns number  
to Print shipping Invoice/Fault Sheets - USE serial number 'N/A' for non serial number products  
**Add Non Serial Number / barcoded Item**

Search item to add

Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 575	Date Added	Tariff if required	Remove
<b>Edit</b>	4410500		1201104	A1708150005			16/11/17	Jonathan Connor	Wed/Dec/2017	Save <input type="text"/>	Remove

Copy or make a note of the serial number.

BarCode

Serial Number

Stock Reference

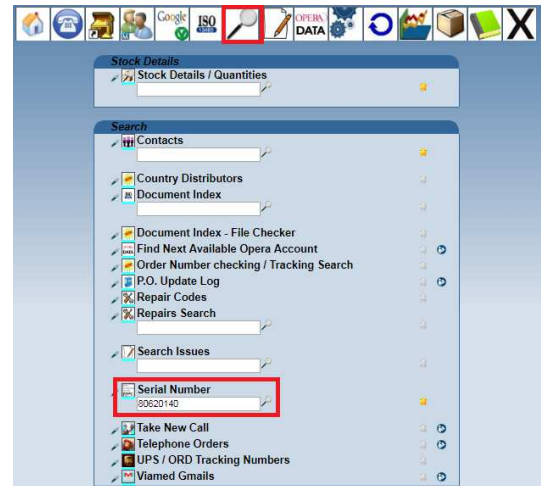
Fault

Individual RMA

**submit**

Open a new IntraStats page and click on the 'lookup' tab.

Enter or paste the serial number into the 'Serial Number' search field and press the 'Enter' key.



Click on the 'Repair History' link.

Searching for 80620140  
Serial Number Matches  
Also Searches Opera Ext. Description search on first few characters of serial number for more possible finds

Barcode	Reference	Description	Date Booked In	Datecode	Serial Number	Inv Number	PO/PS	Further Information	Components	Repairs / Returns Box
795471	4410520	Capnograph VM 2500-S	25/09/14		80620140	IN139247	POR09831	Unknown	Components	<a href="#">Repair History</a>

Click on the SRS number link.

Barcode: 795471

SRS	28786	4410520	795471	
SRN	28786	Capnograph	Capnograph VM 2500-S	80620140
Previous SRN IDS				
SRN				

Using the table near the bottom of the page, locate the serial number in the 'Serial Number' column header, and then click on the SRN number on the left of the row.

28786 7 66171  
Print Barcodes  
Dymo (Testing)  
Print A4 Sheet  
Split Items into Different SRS Numbers  
Attach Customer Letter  
Add Items to Supplier Returns Box

Handle with care  
Return for Credit / Return to Stock Unopened - will apply to all items on srs  
Clear From System - Force from System - will apply to all items on srs

Add notes to SRS

**Service Repair Sheet 66171**

Company / Hospital: Harley Street Clinic, The  
Contact Name: Catrinel Todirascu  
Department: VM2500 with no CO2 reading and a red error light  
Position: 26/Sep/2017 Jonathan Connor  
Company Phone: 020 7935 7700  
Direct Phone: catrinel.todirascu@tbsgb.com  
Opera Account: 00003007  
Email: TBSGB policy on repairs- If the repair value is more than 1/3 of a new unit they purchase a new unit instead. Confirmed that the repair would be more than a third. Offered to keep their unit and give a discount off a new unit  
Order Number:  
Viamed ORD Number:  
Date Received Into building: 05 Sep 2017  
Type: Quote Before Repair

**Items for Repair**

SRN	Equipment	Stock Reference	Serialnumber Barcode	Serialnumber	Description	Warranty New	Warranty Repair	Status	Repair Code	Time (H:M)
<a href="#">SRN28786</a>	Capnograph	4410520	795471	80620140	Capnograph VM 2500-S	No	No	Replaced Out to Supplier	No CO2 Reading And A Red Error Light	00:00
SRN28787	Pulse Oximetry Finger Sensor	0014750	804507	EEH00323	SpO2 Silicone Sensor - Adult	No	No	No Fault Found	No Fault Found	00:00

**Currently Viewing ITEM SRN28786 Capnograph 4410520 80620140 Capnograph VM 2500-S**

Create a Meeting Issue

Items Requested for Repair				Item notes	Engineer Notes	Notes To Customer
Item	Qty	By	Date Requested	Status		
4410520	1	Jonathan Connor	26/Sep/2017	completed	The VM2500-S has been replaced as requested with serial number: A1707160005 and includes the silicone finger probe serial number: ESGK01264	25/Sep/2017 Michael Green The Capnograph VM 2500-S has the red ring fault.
0014750	1	Jonathan Connor	18/Oct/2017	completed		The VM2500-S has been replaced as requested with serial number: A1707160005 and includes the silicone finger probe serial number: ESGK01264

Use the engineer notes to determine the fault.



Return to the RMA edit page and type the fault into the 'Fault' field. Click the 'Submit' button when complete.

BarCode	795471
Serial Number	80620140
Stock Reference	4410520
Fault	Unit has a red error light
Individual RMA	submit

When the fault has been added to every item on the RMA, click the 'Print RMA Request PDF' link.

**Print RMA Request PDF**

Add Items From Print Queue Reason:  Add Items

to Print Request for Returns number  
to Print shipping Invoice/Fault Sheets - USE serial number 'N/A' for non serial number products  
**Add Non Serial Number / barcoded Item**

Search item to add

	Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 575	Date Added:	Tariff if required	Remove
<b>Edit</b>	4410500		1201104	A1708150005		Display is dim		16/11/17	Jonathan Connor	Wed/Dec/2017	Save	Remove

When the PDF opens, click the 'Download' button.

printrequestrma.php 1 / 2

Download

Viamed Request Manufacturer Returns Number

When the save dialog box opens, navigate to drive U, select the current year, then select the current month. Save the file name as 'RMA Request - \*supplier name\* - Box\*\*\* - date backwards yymmdd'. E.g. 'RMA Request – TAI – Box570 – 171220'. Then click the 'Save' button.

File Explorer window showing the save dialog box. The file name is 'RMA Request - BPM - Box575 - 171220' and the save type is 'Foxit Reader PDF Document'. The 'Save' button is highlighted.

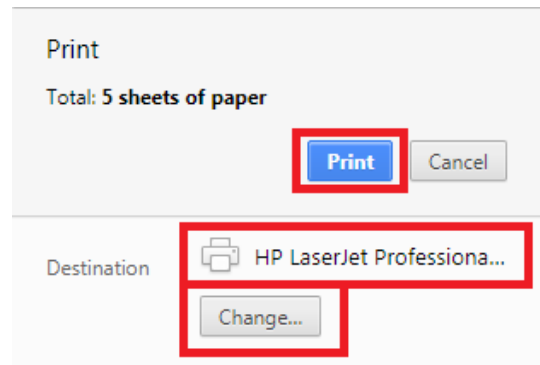
Return to the PDF and click the 'Print' button.

printrequestrma.php 1 / 2

Print

Viamed Request Manufacturer Returns Number

When the print dialog opens, check that the printer name matches the printer you require, if not, click the change button and select the required printer, then click the 'Print' button.



Place the printed copy in the ducket with the goods then place the ducket on the RMA shelf located in the Goods In corridor.



The supplier then needs to be emailed to request the RMA number. Log into GMail as per VM3COP20.73 and compose a new message. In the email, request an RMA number and attach the PDF that you have saved in U drive.

#### RMA request

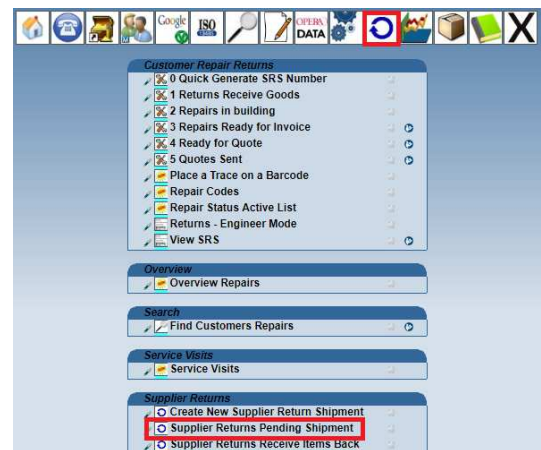
**Jonathan Connor** <Jonathan.Connor@viamed.co.uk>  
to Sandra  
Dear Sandra  
Please can I have the RMA numbers for the attached worksheets  
Kind regards  
Jonathan Connor  
Warehouse Team Leader  
Viamed Ltd.

#### AW: RMA request

**Hauer, Sandra** <s.hauer@bluepoint-medical.com>  
to Jonathan  
Dear Jonathan,  
here the RMA number for you:  
2017-0348  
2017-0349  
Kind regards,  
Sandra Hauer  
-Service-

When the reply from the supplier is received, the RMA numbers needs to be added to IntraStats.

Navigate to the 'Returns' tab and select, 'Supplier Returns Pending Shipment'.



If the supplier has given you one RMA number for the entire shipment, click 'Got RMA' on the correct RMA line.

	Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
	573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
	574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

Enter the RMA number into the text field and click the 'Submit' button.

00009147 Enter RMA:

2017-0348

Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	
0110017		1198169	968543		Output ( 7mV - 13mV ) 79.3 n Move Item to location 126559 n Failed in Q.A. n Did not reach end user	07/11/17

If the supplier has given you individual RMA numbers for each item, click 'Add Items' instead of 'Got RMA'.

	Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
	573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
	574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

Match the RMA number to the items listed, click the 'Edit' button on the correct line.

to Print Request for Returns number  
to Print shipping Invoice/Fault Sheets - USE serial number 'N/A' for non serial number products  
Add Non Serial Number / barcoded Item

Search item to add

	Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 574	Date Added:	Tariff if required	Remove
	0110017	C43690-R17MED	1198169	968543		Output ( 7mV - 13mV ) 79.3 n Move Item to location 126559 n Failed in Q.A. n Did not reach end user		07/11/17	Robert Connor	Wed/Nov/2017	Save	Remove
	0110017	C43690-R17MED	1198169	968543				07/11/17	Jonathan Connor	Wed/Dec/2017	Save	Remove

Enter the RMA number which has been assigned to the item into the 'Individual RMA' text field. Then click the 'Submit' button.

BarCode	1198169
Serial Number	968543
Stock Reference	0110017
Fault	Output ( 7mV - 13mV ) 79.3 n Move Item to location 126559 n Failed in Q.A. n Did not reach end user
Individual RMA	<input type="text"/>
	<input type="button" value="submit"/>



Repeat this for every item on the RMA. When you have completed this on every line, click 'Got RMA' and enter the range of RMA numbers. E.g. 2017-0348-0360. Then click the 'Submit' button.

00009147 Enter RMA:

2017-0348-0360





Click the 'Print Returns Invoice' button on the correct line and proceed to print two copies.

	Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
	573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	Print Q	Print Returns Invoice	Ship Items	Requested RMA
	574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

Pack and ship the goods using VM3COP29.03 for reference; if packing oxygen sensors, ensure you pack them with sensor felt which can be located in QA. Place one copy of the printed returns invoice in the box and the second copy on the outside of the box in place of a delivery note. Always ship via UPS unless directed otherwise.

Return to the RMA screen and click the 'Ship Items' button on the correct line.

	Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
	573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	Print Q	Print Returns Invoice	Ship Items	Requested RMA
	574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

Enter the tracking number into the text field; use a barcode scanner where possible to minimise mistakes. Then click the 'Update' button and place the package on the Goods Out shelf ready to be collected.

Tracking Number:

## Specific supplier notes

### Bluepoint Medical

BPM always use individual RMA numbers for each item, ensure they are entered on a line-by-line basis.

### EnviteC

Instead of emailing to request an RMA number, they are acquired via the EnviteC website. Navigate to [www.envitec.com](http://www.envitec.com) and click the 'Log in' link.

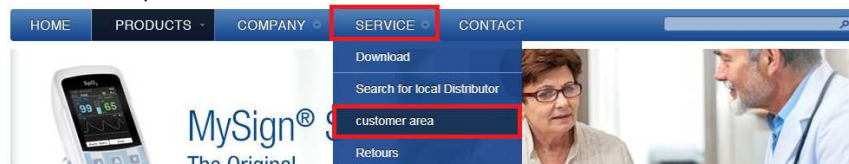
Username: KT004347

Password: viamed01

If the displayed language is not English, this can be changed by clicking the language button.



From the 'Service' menu, click on the 'Customer Area' link.



Click 'Retoure' for returns.



Ensure that the Customer Data' section is correct then proceed to the 'product Data' section:

'Quantity' – the number of the product type  
'Article No.' - our part number  
'Article Description' – IntraStats description  
'Serial-/Lot No.' - eight asterisks  
'Description of Problems' – use engineer notes as described on page 5

Product Data:

Quantity *	Article No. *	Article Description *	
3	8010004	R-17AJCR Oxygen Sensor	
Serial-/Lot No. *	Invoice No.	Purchase Date	Description of Problems *
See attached	*****	*****	High/Low output
<input type="checkbox"/> Safety-related product defect			
<input type="checkbox"/> Product is an AlcoQuant 6020 / AlcoQuant 6020 plus			

Product Data:

Quantity *	Article No. *	Article Description *	
2	8010007	NaHSO1 Oxygen Sensor	
Serial-/Lot No. *	Invoice No.	Purchase Date	Description of Problems *
See attached	*****	*****	High/Low output
<input type="checkbox"/> Safety-related product defect			
<input type="checkbox"/> Product is an AlcoQuant 6020 / AlcoQuant 6020 plus			

If there is more than one product type, click the 'Add a product' link and fill out this information for the next product. When everything has been entered, click the 'Submit' button.

Please fill out this form in order to receive a RMA number.

Please fill out all fields marked with an asterisk

Customer Data:

Company

Vandagraph Sensor Technologies

Salutation

Mr.

Title

First Name \*

Jonathan

Last Name \*

Connor

Address \*

15 Station Road Cross Hills, West Yorkshire

ZIP \*

BD20 7DT

City \*

Keighley

Country \*

GB

Telephone \*

+44 1535 634542

Email \*

jonathan.connor@viamed.co.uk

Product Data:

Quantity *	Article No. *	Article Description *
1		

Serial-/Lot No. *	Invoice No.	Purchase Date	Description of Problems *

☐ Safety-related product defect

☐ Product is an AlcoQuant 6020 / AlcoQuant 6020 plus

[+ Add a product](#)

[Click here to add another product](#)

Submit

You will then be given an RMA number, enter this into IntraStats as described on page 8. Click the 'Download Packing List (PDF)' link and print two copies; use this in place of the printed PDF returns invoice from IntraStats ensuring that one copy is within the box and the other is used in place of a delivery note.

## Returns Material Authorization Request Form

thank you for your return shipment request.  
We will get back to you as soon as possible.

Your RMA number is **RMA17/5195**

You will receive a return email confirming your request for a return authorization number (RMA#). Attached to this email you will find a packing list document and depending on your request details additional forms in PDF format. Please fill in the available forms and enclose them together with the packing list to the goods returned. You can also view, print or download the packing list and all other forms by using the following links.

[Download Packing List \(PDF\)](#)

### Teledyne Analytical Industries

The reply to your email requesting an RMA number will contain an RMA form. Locate the RMA number, HTS Import code and values. Add the values for the whole RMA number.

Return to: Teledyne Analytical Instruments 16830 Chestnut St City of Industry, CA 91748-1017		Return by: Viamed 15 Station Rd Cross Hills Keighley West YORKSHIRE BD20 7DT United Kingdom	
Sales Order	Customer PO	Customer No	RMA No
00231655	warranty	0042450	0020190
Customer Contact Information CONNOR, JONATHAN		Customer Contact Email	
Teledyne Contact Rasmussen, Andrew L		Customer Reference sensor eval ref. RTS100559	
Line No.	Item No. / Description	Est. Return Date	Quantity
Declared Customs value: \$16.00 USD each for classes R17A, R17AV, R17AH, R22A, R22AV, Declared Customs value: \$16.50 USD each for classes R17A-LV, R22AHJR.			
All sensors have the same HTS Import code #9027.90.5910			

Navigate to the RMA page as per page 8 and click the pen icon.

Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier
575	Add	00009300	Bluepoint Medical	20/Dec/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
576	Add	00007282	EnviteC-Wismar GmbH	20/Dec/2017	RMA17/5195			+Print Q	Print Returns Invoice	Ship Items	Ready to Send Paperwork

Enter the total value into the 'Value For customs' field and enter the RMA number into the 'Manufacturer RMA' field. Click the 'Submit' button when complete.

Please Check Details of Account 00009147 for this return/repair

**Submit**

Supplier: Teledyne Analytical Instrument

Contact: Lori Marshall

Address: 16830 Chestnut Street  
City of Industry  
California  
91748-1020 USA

Telephone: 001 626 951 9221

FAX: 001 626 951 9221

Manufacturer RMA:

Value For customs: \$100.00

Sending Company: Viamed

Click the 'Print Returns Invoice' button.

Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

When it opens, compare the tariff code to the code supplied by TAI, check every line.

## Viamed Returns Shipping Invoice

Delivery Address:  
Teledyne Analytical Instrument  
Lori Marshall  
16830 Chestnut Street  
City of Industry  
California  
91748-1020 USA

Date: 21 Dec 2017  
RMA:  
Viamed RN: RTS1100573

Shipper Address:  
Viamed  
15 Station Road  
Cross Hills  
Keighley  
West Yorkshire  
BD20 7DT  
+44 (0) 1535 634542  
+44 (0) 1535 635582  
info@viamed.co.uk

001 626 961 9221

Returns Under Warranty Value for Customs : \$100.00  
See Attached Listing for Serial numbers and Faults

Part Number	Viamed Part Number	Description	Quantity
0110107	0110107	Oxygen sensor - Automotive R-17A-	11
	Tariff Code: HTS Code 9027.90.58.10		
	Country of Origin: USA		
R17A	0110117	Oxygen Sensor - Automotive, R17A	4
	Tariff Code: HTS Code 9027.90.58.10		
	Country of Origin: USA		
R22A	0110122	Oxygen Sensor - Automotive, R22A	1
	Tariff Code: HTS Code 9027.90.58.10		
	Country of Origin: USA		

If the tariff code supplied by TAI is different to the code on our shipping invoice, press the back button on your browser to return to the RMA page and click the 'Add Items' button.

Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

Enter the tariff code supplied by RAI into the appropriate lines and click the 'Save' button.

Stock Reference	Supply Reference	BarCode	Serial Number	POR	Fault	Individual RMA	Est. Date in	Added to BOX 573	Date Added	Tariff if required	Remove
Edit 0110107		1200618	972623	Output ( 7mv - 11.5mv) 0.1 n	Move Item to location 126541 n Failed in Q.A. n Did not reach end user		15/11/17	Robert Connor	Wed/Nov/2017	Save	Remove
Edit 0110107		1200655	972660	Output ( 7mv - 11.5mv) 11.8 n	Move Item to location 126541 n Failed in Q.A. n Did not reach end user		15/11/17	Robert Connor	Wed/Nov/2017	Save	Remove
Edit 0110107		1200664	972669	Output ( 7mv - 11.5mv) 20.3 n	Move Item to location 126541 n Failed in Q.A. n Did not reach end user		15/11/17	Robert Connor	Wed/Nov/2017	Save	Remove
Edit 0110107		1200672	972677	Output ( 7mv - 11.5mv) 11.8 n	Move Item to location 126541 n Failed in Q.A. n Did not reach end user		15/11/17	Robert Connor	Wed/Nov/2017	Save	Remove

Return to the RMA screen and click the 'Print Returns Invoice' button.



Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA
574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier

Save a copy to U drive as per page 6 and fill out a FedEx AWB, using VM3COP29.03 for reference.

Reply to the email from TAI with a copy of the saved shipping invoice and a scanned copy of the FedEx AWB. DO NOT ship the RMA until confirmation is received from TAI.

When confirmation has been received, proceed to pack and ship the package using sensor felt, the FedEx AWB that has been approved and two copies of the shipping invoice as per page 9.

Return to the RMA screen and click the 'Ship Items' button on the correct line.

	Box Number	Issue	Opera	Supplier	Create On	RMA	Add Items	Request RMA	Print Queue	Print returns Invoice	Ship	Status
	573	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Requested RMA ▼
	574	Add	00009147	Teledyne Analytical Instrument	29/Nov/2017	Got RMA	Add Items	Request Returns Number	+Print Q	Print Returns Invoice	Ship Items	Paperwork Sent Supplier ▼

Enter the tracking number into the text field; use a barcode scanner where possible to minimise mistakes. Then click the 'Update' button and place the package on the Goods Out shelf ready to be collected.

Tracking Number:

Update