

# Guidebook For RMA Request

Hangzhou H3C Technologies Co., Ltd.





## Section 1: Objective

H3C Spare Parts Center has launched spare parts management system in mainland China and Hong Kong area since Feb. 2004. This system is successfully managed by H3C and has been tested by millions of customers and distributors, thus H3C has full confidence to implement the use of this system in other overseas countries and provide convenience to millions of overseas customers.

**Scope of Implementation:** Distributors and contract customers

**Use of the system:** RMA request, RMA status tracing, RMA overall review

## Section 2: Definition

### 1. Basic Warranty Service

End User or Distributor send the defective part to H3C local Center after the confirmation of RMA request, H3C will responsible for arrangement of the replacement to End User or Distributor's designated shipping address within next business day of the receipt of defective parts from H3C Hong Kong or Hangzhou distribution center.

Note: The actual arrival time may be differ according to the actual condition of transportation.

3Com products shall not be applicable by this turnaround time promise and shall be regulated by 3Com's global service promise.

### 2. 5\*8\*NBD Service

H3C arrange shipment for the requested replacement to Contract User or Distributor's designated shipping address as described in the RMA request form within the next business day of the issue of RMA number.

RMA request shall be verified by H3C within 1 business hour of the RMA request.

RMA number verified after 4 p.m. shall be regarded as the request in the next business day, thus shipment shall be fulfilled in the day after next of the RMA number issue.

Defective part shall be returned to H3C local Center at customer's cost within 15 days of the receipt of replacement. H3C has the right to terminate the contract service if contract user fail to return the defective part within H3C's regulated time.

### 3. 5\*8\*4 Service



H3C arrange shipment for the requested replacement to Contract User or Distributor's designated shipping address as described in the RMA request form within 4 business hours of the issue of RMA number.

RMA request shall be verified by H3C within 1 business hour of the RMA request.

RMA number verified before 4 p.m. shall normally be fulfilled within the same business day, while RMA number verified after 4 p.m. shall be delivered before 12p.m. of the next business day.

Defective part shall be returned to H3C local Center at customer's cost within 15 days of the receipt of replacement. H3C has the right to terminate the contract service if contract user fail to return the defective part within H3C's regulated time.

#### 4. 7\*24\*4 Service

H3C arrange shipment for the requested replacement to Contract User or Distributor's designated shipping address as described in the RMA request form within 4 hours of the issue of RMA number.

RMA request shall be verified by H3C within 1 hour of the RMA request.

Defective part shall be returned to H3C local Center at customer's cost within 15 days of the receipt of replacement. H3C has the right to terminate the contract service if contract user fail to return the defective part within H3C's regulated time.

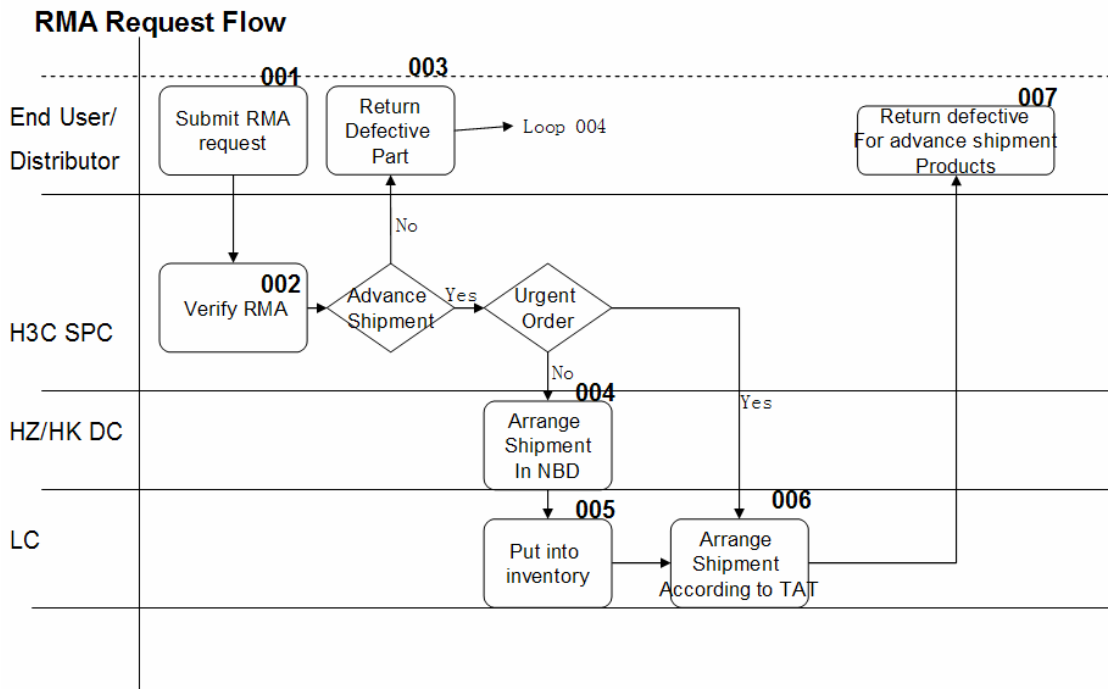
Note: For urgent RMA request s such like 5\*8\*NBD, 5\*8\*4, 7\*24\*4 service, customer's telephone notice of the request is needed.

#### 5. DOA (Dead On Arrival)

In the case that products fail to function well within 30 days of the delivery to End User and complies with H3C's warranty procedures, the defect shall be defined as DOA (Dead On Arrival). H3C shall, at its sole option and expense, replace the defective Product or part with a new equivalent product or part.

The replacement shall be delivered from H3C Hong Kong or Hangzhou Distribution Center within the next business day of receipt of defective part.

### Section 3: Operation Flow



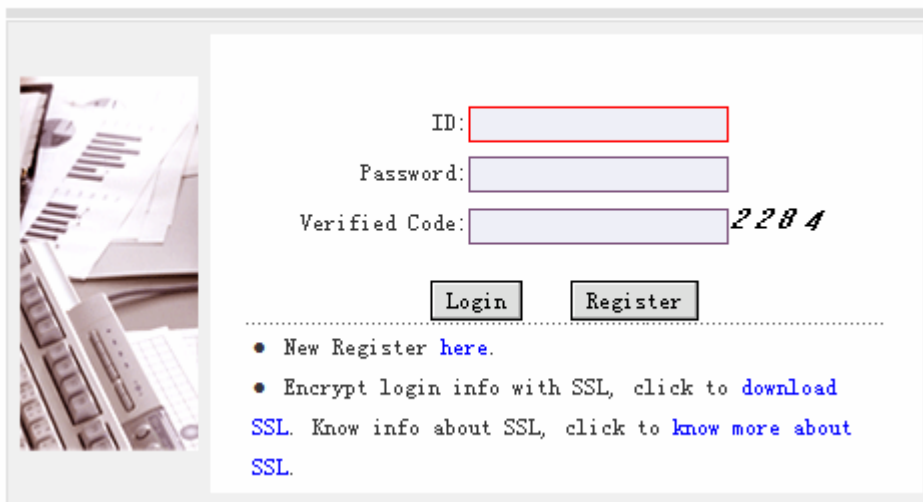
### Section 4: System Operation Guide

#### 1. Register

Visit <http://rma.H3C.com> to register as a user in H3C Spare Parts System.

Any error in display, please click [English](#) to get correct display screen.

#### ➔ Sign in



Click  to access login page.

Put correct information as the system request and click  to submit the registration information to H3C.

H3C Spare Parts Center will confirm the registration information and system will send login name and password to the contact E-mail account.

English|简体中文|Register|Home

H3C Spare Part Management System **H3C**  
IT&Solutions Expert

**Register Here**

**Registration Info.**

\* ID:  ID Availability Check  ID may consist of a-z (no difference between capital and small letter), 0-9, underscores, and a single dot(.)

\* Customer Type:

**Contact Person Info.**

\* Contact Person:  \* Mobile:

\* Tel:  \* Zip Code:

\* Fax:  \* E-mail:  ID and password will be sent to this E-mail address

\* Country/State/City: Select Country  Select Province/State  Select City

\* Detail Address:  Please describe detail address including province and city if no choice is applicable  
Please do not repeatedly describe the province and city in detail address if choice is already exist

**Company Info.**

\* Company Name:

\* Company Address:  \* Company Zip Code:

\* Company Tel:  \* Company Fax:

2. Login

Use the login name and password to login H3C Spare Parts Management System.

Sign in

ID:

Password:

Verified Code:  **1350**

• New Register [here](#).

• Encrypt login info with SSL, click to [download SSL](#). Know info about SSL, click to [know more about SSL](#).

Log in to see the homepage for H3C Spare Parts Management System.

Click [Home](#) in the left side to return to the homepage in any action in this system.



English | 简体中文 | Register | Logout

H3C Spare Part Management System **H3C**  
ITeP Solutions Expert

Current User: clj01 ID: CLJ01 Department: 技术支持部 (Please deal with the 8 applications in draft status.)

EMA#  Application:  From: 2007-04-12 To 2007-04-12 Query

Announcement

Announcement Title And Publish time

- 赵林兴 2006-11-29
- 赵林兴赵林兴 2006-11-29

more..

Unreturned Info Current Unreturned Qty: 19 Overdue Qty: 17

EMA#	Part No.	Qty	Part Model	Product Description	Overdue Date
EMZDC-060516-001	01050006	1	Quidway1003	ISDN Router (S/T Interface)	2006-06-15
ABJLC-060523-001	01050007	1	Quidway1004	ISDN Router (I Interface)	2006-06-22
ACJLC-060520-004	01050006	1	Quidway1003	ISDN Router (S/T Interface)	2006-06-25
ABJLC-060528-001	01050006	1	Quidway1003	ISDN Router (S/T Interface)	2006-06-25
111	01050007	1	Quidway1004	ISDN Router (I Interface)	2006-06-30

more..

Product Info Defective Return Required Qty: 8 Payment Required Qty: 0 Already Delivered Qty

EMA#	Part No.	Part Model	Product Description	Status
EMZLC-061107-001	01050096	RT-1602	Router, Quidway R1602, RT1602I, With No Selected Cabl	Bad Return First
CBJLC-060929-003	01050006	Quidway1003	ISDN Router (S/T Interface)	Bad Return First
CBJLC-060929-004	0231A367	AR 28-09	Quidway AR 28-09, RTJMT2809, Router Host V3, VXP3 Dom	Bad Return First

### 3. Change information

Click [Registration Info](#) to enter the modify registration information webpage. Registration information will be displayed, and customer can change the information according to actual usage information.

Click [Add Consignee](#) in the modify registration information webpage to add more frequent consignee information.

**Consignee Infos**

\* Consignee:

\* Consignee Tel:

\* E-Mail:

\* Delivery Address:  Select Country  Select Province/State  Select City  Select County/District

\* Street:

\* Consignee Zip Code:

OK Return

Choose the consignee name that modification is required. Click [Modify Consignee](#) to modify the chosen consignee information.

### 4. See Own Credit Level

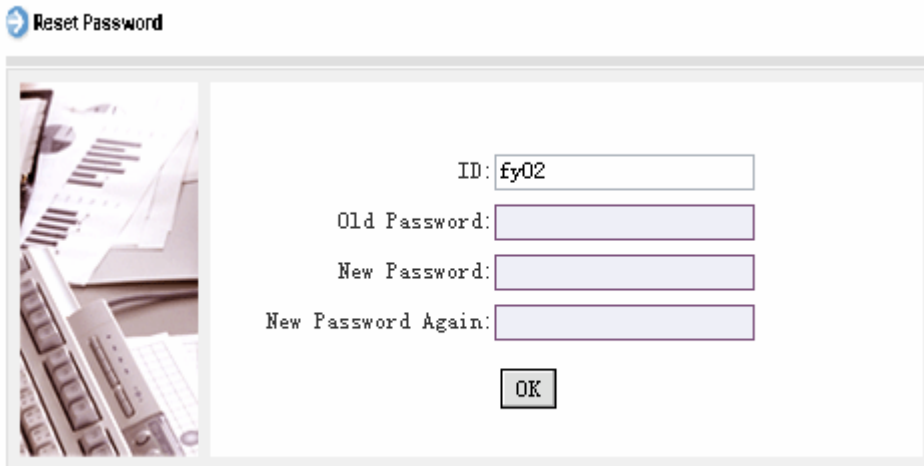
Click [Customer Credit](#) to enter the credit level inquiry page. This page will tell you the service level

you are allowed to enjoy and the current credit level for you. The initial credit level is B, and the initial credit score is 80. The credit level and score will be adjusted by H3C according to the RMA performance of the user.

#### 5. Change password

Click [Change Password](#) to enter change password webpage.

Put current password in the corresponding column, and insert new password twice, and click [OK](#) to change the password.



Reset Password

ID:

Old Password:

New Password:

New Password Again:

#### 6. Submit RMA Request

Click [RMA Application](#) to access RMA request webpage.



English | 简体中文 | Register | Logout

H3C Spare Part Management System **H3C**  
ToP Solutions Expert

Current User: clj01 ID: CLJ01 Department: 技术支持部 (Please deal with the 0 applications in draft status.)

**Consignee Info.**

Pls. choose the consignee: clj01 You may choose the consignee from the current consignee column or directly input the consignee information.

\* Consignee: clj01 \* Consignee Tel: 32414324324 Mobile: 1304567879 Consignee Zip Code: 810031

Belivery Address: China Beijing Dongcheng Select Country/District

**RMA Application List**

Ref. No.	Part No.	Part Description	Failure Symptom	Return Classification	End User	Contact Person	Contract No.	Delete
No Accendant Record								

(Attention: if not submitted,RMA requests will be saved as draft after the left of current page.)

Submit

**Pls. input end user's information**

\* End User: \* Contact Person: \* Tel:

**Pls. input device information**

\* Device Logo: \* Analysis Required Or Not:  No  Yes

\* S/N: Note P/N (TLA NO.): Note  
(Only for OCcon Products Only)

Select the consignee for the current RMA request, and the detail information for this consignee will automatically shown on the page.

Put all the information in the insert information column, the information marked with \* shall be compulsive and must be filled.

Choose the failure symptom as by choosing the correct failure symptom, if none is correct, please choose others and describe clearly in detail.

For return reason, failure in network operation means the normal failure of function in normal operation environment. DOA means dead on arrival for new sold products. Repeat repair means replacement unit fail to function well within 3 month of the replacement. Accident damage means products fail to function well because of accident such like strike, storm, man-made damage, etc.

Click **Add To List** to add the RMA request information into RMA application list. Click

**Submit** to submit RMA request or click **Save as Draft** to save the request as a draft and maintain the request to submit in the next time.

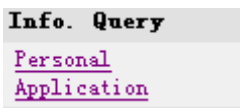




**\* Failure Symptom (Multiple Choices Allowed):**

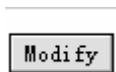
<b>Startup Exception</b>		
<input type="checkbox"/> Power supply damaged	<input type="checkbox"/> Power supply indicators light abnormal after power-on	<input type="checkbox"/> Fail to start-up (no message on terminal)
<input type="checkbox"/> Display abnormality or no passed while Starting-up	<input type="checkbox"/> No response while Starting-up	<input type="checkbox"/> Reboot repeatedly, not solved after upgrade
<b>Runtime Exception</b>		
<input type="checkbox"/> Fail to upgrade application software or BootRom	<input type="checkbox"/> Router reboots repeatedly after upgrade	<input type="checkbox"/> Run unstably and loose connection frequently, not solved after upgrade
<input type="checkbox"/> Fail to save the new configuration:	<input type="checkbox"/> specially protocol or function can't realize	<input type="checkbox"/> No response while Runing
<input type="checkbox"/> All indicators light all along	<input type="checkbox"/> LAN port failure	<input type="checkbox"/> Physical layer of WAN port down
<input type="checkbox"/> Optical port failure	<input type="checkbox"/> Port damaged	<input type="checkbox"/> Certain chip on the module burned
<input type="checkbox"/> Damaged by lightening strike (charge)		
<b>Extend Slot Exception</b>		
<input type="checkbox"/> Can't detect the module in the relevant mainframe slot	<input type="checkbox"/> Expansion board or operation board can't register	<input type="checkbox"/> Expansion board or operation board have physical damaged
<b>其他</b>		
<input type="checkbox"/> Cable damaged (charge)	<input type="checkbox"/> Surface damaged or other contrived damage (charge)	<input type="checkbox"/> Others ( Please describe clearly in the failure symptom detail)
<b>* RunTime Environment :</b>		
<input type="checkbox"/> A/C In Room	<input type="checkbox"/> No A/C In Room	<input type="checkbox"/> A/C Outside Room
<input type="checkbox"/> No A/C Outside Room	<input type="checkbox"/> Other Special Environmental Condition	
<b>* Failure Symptom And Runtime Detail Description (Max length:250)</b>		
<input type="text"/>		
<b>* Return Classification:</b>		
<input type="checkbox"/> Failure In Network Operation	<input type="checkbox"/> DOA	<input type="checkbox"/> Repeat Repair
<input type="checkbox"/> Accident Damage	<input type="checkbox"/> Others	

7. RMA status tracing

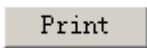
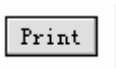


Click **Personal Application** to check the all RMA in all status including draft, need verify, verified but not completed and completed.

Choose the right status or choose the right request date duration to find the request you want to find.



For RMA in draft status, click **Modify** to enter the RMA request page again, and modify the RMA information to submit the RMA or click **Cancel** to cancel the draft.



To print the RMA approve notice, click **Print** to preview the RMA print page, and click **Print** in the bottom of the print page to make it connect to printer.

8. Related information in the home page.

Announcement: Get some latest news from spare parts center.

H3C will regularly announce spare parts policy, spare parts related information and system information here. Please keep an eye on this and you will enjoy working together with us.

Unreturn Info.: Remind you for the unreturn information related to your account.



For the customer we provide advance replacement service, we will remind them for the unreturn information of the defective parts. So that customer can have a clear idea of the unreturn info. at any time accessing our system.

Product Info.: Let you know the news for your recent RMA request.