

Dear Partner,

We are pleased to announce a new feature of Microscan's Order Management System: electronic Return Material Authorization (RMA) request management.

The electronic Return Material Authorization (RMA) request allows Microscan partners to easily submit and review RMA requests for units purchased for your customers. This feature will allow you to obtain an RMA for in-warranty and out-of-warranty repairs. New RMA requests may be fulfilled at any of Microscan's service locations worldwide. The electronic RMA management feature allows you to review all previously submitted RMAs, re-print pack slips, or resend the RMA confirmation email when needed.

To find previously-submitted RMAs or to submit a new request, log in to the Microscan [Order Management System](#). A **"Manage RMAs"** tab has been added to the Order Management System home page.

Please see the following pages for guidelines on submitting an RMA request for units purchased for your customers.

We hope you will find electronic RMA management a beneficial tool in facilitating your business operations as we continue to improve the features of our Order Management System. For assistance with requesting an RMA or using the features of the Order Management System, please contact your [Inside Sales Manager](#).

Sincerely,

Microscan Systems, Inc.
www.microscan.com

GLOBAL HEADQUARTER OFFICES

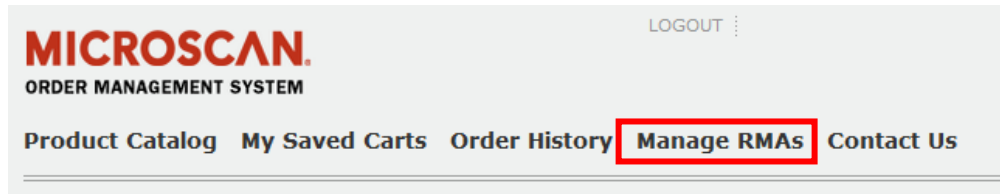
Corporate & Americas
700 SW 39th Street
Renton, WA 98057 | USA
Tel: 425.226.5700
Fax: 425.226.8250
info@microscan.com

Asia-Pacific
31 Kaki Bukit Road 3 #06-04/05
TechLink, Singapore 417818
Tel: 65.6846.1214
Fax: 65.6846.4641
asia@microscan.com

Europe-Middle East-Africa
Lemelerberg 17
NL2402 ZN | Alphen aan den Rijn
The Netherlands
Tel: 31.172.4233.60 | Fax: 31.172.4233.66
emea@microscan.com

Issuing an RMA for your customers:

1. Click the **Manage RMAs** tab on the Order Management System home page.



2. You will be directed to the RMA Request page (shown below) where you will need to enter your name, Microscan service location where you would like to unit to be repaired, your email address, your Customer ID #, and your bill-to ZIP code. Your Customer ID # and bill-to ZIP code can be found on any Microscan Invoice or Packing List.
3. Select your ship-to address or enter a new one.
4. Once you have completed the fields on this page, click **Next Step: Enter Serial Numbers**.

RMA Request

[CLICK HERE to View the Full Details of Warranty \(Rev D\).](#)

Microscan does not pay for any incoming freight charges, taxes, duties or entry fees regardless of warranty status. All warranty repairs are returned pre-paid by Microscan Systems by FedEx Ground. All non-warranty repairs will be returned billed or collect via FedEx Ground unless stated otherwise on form. Expedited shipping will be billed or charged to the account on the form. International freight charges will be shipped collect. Do not send a Performa invoice with shipment. If you require an invoice to accompany your shipment, mark only the pricing for the repair or if under warranty the price of what a repair cost would be. Do not list the actual cost of scanner(s). Applies to US only.

The Service Management System provides RMA (Return Material Authorization) numbers for units – both in and out of warranty – for up to 5 years past the original date of shipment. If you need assistance obtaining an RMA number, please contact your [Inside Sales Manager](#).

This application will not accept credit or out-of-box failure at his time. For assistance, contact Inside Sales.

STEP 1: Enter Contact Information:

Enter First Name: Enter Last Name:

Service Location: Ship Via:

Freight Terms: Carrier Account #:

E-mail: Enter Customer Id #:

Enter Bill To Zip:

For security purposes, you are required to enter a customer id and the bill to zip code we have on file.

STEP 2: Select a Ship To Address From Below and Click Select: - OR -

ShipTo_Id	ShipToName	ShipToAddr1	ShipToCity	ShipToState	ShipToZip
WEB_NORCHI	IBM Corporation	50 State St	Chicago	IL	60601-0001
WEB_MICMAP	MICROSCAN Corporation	9900 CRENSHAW BLVD	Maple Grove	IA	55069
WEB_GUNMAP	Garrett Global, Inc.	6550 WILSON BLVD Suite 120	Manly Ohio	OH	45822-0042
WEB_3MVIEW	3M COMPANY	1611 DUNBAR AVENUE STREET	NEW YORK	NY	56075-1119

STEP 3: Enter Serial Numbers

GLOBAL HEADQUARTER OFFICES

Corporate & Americas
700 SW 39th Street
Renton, WA 98057 | USA
Tel: 425.226.5700
Fax: 425.226.8250
info@microscan.com

Asia-Pacific
31 Kaki Bukit Road 3 #06-04/05
TechLink, Singapore 417818
Tel: 65.6846.1214
Fax: 65.6846.4641
asia@microscan.com

Europe-Middle East-Africa
Lemelerberg 17
NL2402 ZN | Alphen aan den Rijn
The Netherlands
Tel: 31.172.4233.60 | Fax: 31.172.4233.66
emea@microscan.com

- From the following screen (shown below), enter the serial number of the unit you wish to return.
- Once the serial number is entered, click **Check Serial Number Status**.

Note: Older serial numbers beginning with a zero "0" will not be found. Please contact your [Inside Sales Manager](#) for assistance with these serial numbers.

- The system will return your unit's serial number, part number, warranty expiration date, reason for return, and an option to delete the unit from the RMA request.

RMA Request

[CLICK HERE to View the Full Details of Warranty \(Rev D\).](#)

Microscan does not pay for any incoming freight charges, taxes, duties or entry fees regardless of warranty status. All warranty repairs are returned pre-Microscan Systems by FedEx Ground. All non-warranty repairs will be returned billed or collect via FedEx Ground unless stated otherwise on form. Exped shipping will be billed or charged to the account on the form. International freight charges will be shipped collect. Do not send a Performa invoice with sh If you require an invoice to accompany your shipment, mark only the pricing for the repair or if under warranty the price of what a repair cost would be. list the actual cost of scanner(s). Applies to US only.

The Service Management System provides RMA (Return Material Authorization) numbers for units – both in and out of warranty – for up to 5 years past original date of shipment. If you need assistance obtaining an RMA number, please contact your [Inside Sales Manager](#).

This application will not accept credit or out-of-box failure at his time. For assistance, contact Inside Sales.

Contact Information							
First Name	John	Last Name	Smith	Email	partners@microscan.com	Customer Id	19272
Full Address	50 S Lasalle						
City	Chicago	State	IL	Zip	60675-0001	Country	US
Enter Serial #:	<input type="text"/>				<input type="button" value="Check Serial Number Status"/>		

Not Under Warranty:

Please Enter Customer PO:

Serial #	Part Id	Exp. Date	Reason	Reason for Return *	Delete
1121271	FIS-0710-0001G	05/24/2012	Part is beyond it`s warranty period.	Cannot Power Up/Doesn't startup; Cannot	Delete

Once you have confirmed your order, you will be sent an order confirmation email. We will contact you to arrange payment. Note that by clicking the button below, you are agreeing to Microscan's terms of Use.

- Click on the Reason for Return drop down menu and select the reason that best describes the unit's reason for failure.
- When you have filled out all fields, click **Submit Returns**.
- Once you click **Submit Returns**, you will receive an email confirmation containing the details of your RMA.
- The system will also provide you with a packing slip in PDF format pre-filled with your RMA data: your RMA number, customer information, and the ship-to information for the service location that you selected. Print this packing slip and include it with your return shipment to Microscan.

GLOBAL HEADQUARTER OFFICES

Corporate & Americas
 700 SW 39th Street
 Renton, WA 98057 | USA
 Tel: 425.226.5700
 Fax: 425.226.8250
 info@microscan.com

Asia-Pacific
 31 Kaki Bukit Road 3 #06-04/05
 TechLink, Singapore 417818
 Tel: 65.6846.1214
 Fax: 65.6846.4641
 asia@microscan.com

Europe-Middle East-Africa
 Lemelerberg 17
 NL2402 ZN | Alphen aan den Rijn
 The Netherlands
 Tel: 31.172.4233.60 | Fax: 31.172.4233.66
 emea@microscan.com