

Process to Return Hardware for a Rehosted License 1/2/2015

Here is the process to follow when returning hardware that is associated with a ReHosted License in License Manager. Here is a list of quicklinks:

To submit a return Using Material Return Form	BT Material Return Form
Documented Process	Product Return Process Map (Factory and Third Party)
Verify Status of a Return	The Return Status Web site
RPO - Return Purchase Order	When you send Sitekeys the BT RMF (Return Material Form) you are asking SiteKeys to process a RPO (return product order) in sap

1. Request a Rehost by sending an email to SiteKeys (sitekeys.us.sbt@siemens.com) with the following information:
 - a. Purchase Order Number for the license
 - b. Good ID String
 - c. BAD ID String
 - d. License part number to be rehosted
2. SiteKeys reviews the rehost request. If the hardware is bad and must be returned, the following occurs:
 - a. SiteKeys sends an email to the Requestor regarding the Rehost File and states that the specialist must provide an RPO number within 10 days. An email from License Manager is sent separately.
3. Specialist Returns Product:
 - a. Brings hardware back to their branch office.
 - b. Fills out the Material Return Form. You must check a box that states whether or not you want the part back if credit cannot be issued.
 - c. Adds Sitekeys Remedy number to Section 1B of the Return Form.
 - d. Emails the completed Return Form to their dedicated Solutions Support Representative.

4. When the Return Purchase Order (RPO) is entered on the form and sent back, the Solution Support Specialist will notate the RPO number and then close the remedy ticket. (Return Purchase Order number is generated in SAP.)
5. The Specialist/Branch personnel package up the device, and include the proper paperwork: Return Form.
 - a. Send the package to the Repair center.
 - b. The Site Key Remedy Ticket will be closed when the RPO is issued.
6. The Repair Center does the following:
 - a. Receives the package.
 - b. Checks the device.
 - c. The Return Status Web site will automatically be updated with the following data:
 - Date received.
 - Return Purchase Order Number (RPO) number.
 - An indication if the return warrants a credit or not.
7. Sitekeys will run a report on a Monthly Basis to show open tickets that need RPO numbers.

NOTES:

- If the unit warrants credit, it is issued and the SharePoint ticket is closed.
- If the unit does not warrant credit and you want the unit back, the Return Department will send it back using the branches UPS account number to cover the shipping costs that are specified in SharePoint. No credit is issued and the RPO will be closed.
- If you do not want the unit back, the SharePoint is noted indicating no credit due and the RPO is closed.

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