SCALA APAC RMA PROCESS WORKFLOW

SCALA A STRATACACHE COMPANY

End User / Partner calls CS Hotline of Regional Offices for RMA

→

Regional Offices provide RMA External Form to End User / Partner to fill in.
(1 day)

→

End User / Partner send RMA Request Form & RMA Unit to SCALA APAC HQ Office

→

Received RMA items from customer (handled by SG / JP / HK / IN Tech Team)

Suspected DOA from existing stock (Handled by SG / JP / HK /IN Tech Team)

→

Request Testing by Local Tech Team
(3 days)

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Problem Fixed at Scala APAC HQ?

NO → SG Tech Team prepares RMA Request Form (Internal Version) to Hong Kong Office
(0.5 day)

Scala SG arranges swop items to approved end user

YES → **Return Item to End User / Partner**

Hong Kong Office requests RMA number from Factory
(0.5 day)

HK Office emails the factory RMA Form to Scala APAC HQ
(0.5 day)

SCALA APAC HQ printout factory RMA Form plus Shipping Documents and arranges delivery to factory for RMA
(2 days)

↓

SCALA APAC HQ informs the Tracking No. and Shipment Details to HK Office

→ Factory delivers the RMA items after completion to SCALA APAC HQ
(3 weeks)

→ SCALA APAC HQ reloads image and return to End-user / Partner or to swop pool.
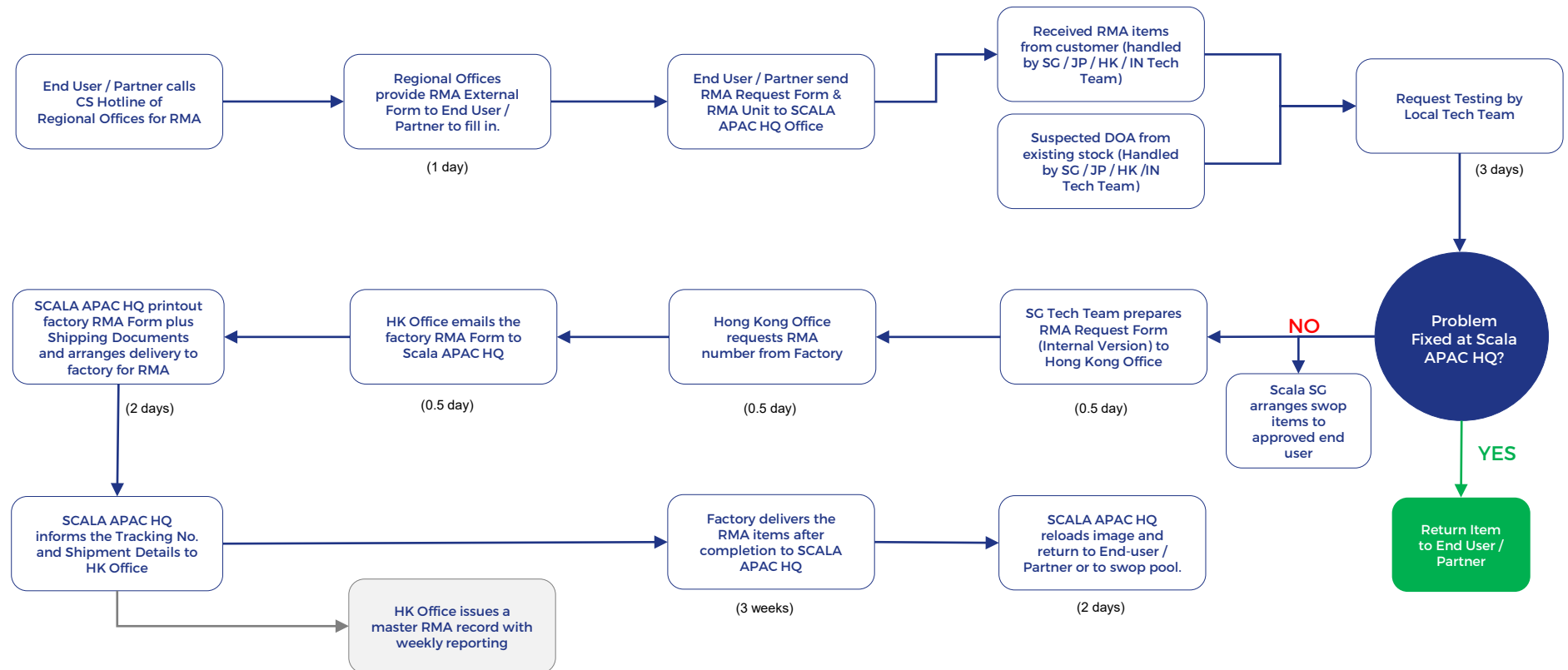(2 days)

HK Office issues a master RMA record with weekly reporting

Remarks

- The SCALA Ticket ID issued by SG Tech Team is required on all SCALA RMA Request Forms.
- 2. SG Warehouse Operations should attach the factory RMA Request Form & CCC Certificate
- with Commercial Invoice and Packing List for delivery.
- 3. Item Value and Description, HS Code should be stated as USD 10.00 /PC,
- Mini PC (RMA Items) & HS Code : 84713010 in the Airway Bill Form.

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*** (x) KPI Lead Time

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