Kenneth Kyee

From:	Kenneth Kyee [Kenneth.kyee@dbschenker.com]
Sent:	05 May, 2009 2:34 PM
To:	'Wendy.Tay@ni.com'; 'Dennis Low'; 'Nursyahidah.Amran@ni.com'
Cc:	'azreena.azman@ni.com'; 'thin-chi.au@schenker.com'; 'davidgh.lim@dbschenker.com'; 'Alexander.Remkes@ni.com'
Subject:	RMA need calibration in STE after repaired from NIH

Dear Wendy / Syah,

As per discussion, we understand that some RMA may need calibration in STE after repaired from NIH.
Our Staff may miss out calibration instructions if they are busy or miss-communication.
I suggest we should have additional control and process in our RMA Web portal and NI RMA Hub.

Current scenario:
Defective RMA from Australia need send to NIH for repair. Received repaired parts from NIH then send to STE for calibration.
After calibration was done send back to Australia.

NI Requirements:
- Maintain RMA Leg 1, 2, 3 & 4 Processes.
- New RMA must be created for STE calibration after repaired part received from NIH.

RMA Repaired and Calibration Process:
Create RMA (xxx1) for NIH
Leg 1: Defective Received from NI Australia
Leg 2: Send to NIH for Repair
If repaired parts need calibration, NI Staff to lock Leg3 & Leg4 and put in remark that "Parts Need Calibration. Please inform NI once repaired part received"
Leg 3: NI Staff to close this Leg when repaired part arrived and New RMA for STE Calibration created.
Leg 4: NI Staff to close this Leg when repaired part arrived and New RMA for STE Calibration created.

New RMA (xxx2) for STE
Leg 1: Received Repaired Part from NIH
Leg 2: Send to STE for Calibration
Leg 3: Received Calibrated Part from STE
Leg 4: Ship back to NI Australia

Changes Web Portal
Portal allows NI Staff to lock Leg3 Leg4 and able to put in additional remark.

Changes NI RMA HUB
When Schenker Staff retrieving Leg3 information to receive Repaired Parts from NIH, RMA Hub to alert Schenker Staff that Leg3 & Leg4 is lock with pop up the instructions given by NI Staff.

Schenker staff will contact NI that repaired RMA received and request for New RMA to ship to STE.

Dear Dennis,

Please let us know if any difficulties for this changes. I will create ASR for this.

Rgds,
kenneth

From: Wendy.Tay@ni.com [mailto:Wendy.Tay@ni.com]
Sent: 05 May, 2009 10:30 AM

To: kenneth.kyee@dbschenker.com
Cc: azreena.azman@ni.com; natalie.thomas@ni.com; thin-chi.au@schenker.com; Nursyahidah.Amran@ni.com; davidgh.lim@dbschenker.com
Subject: Re: RMA 1620 - 1623

Hi Kenneth,

I was informed from NI Aus that they received RMA 1621 when it was not suppose to. Please keep a look out for RMA 1620, 1622 and 1623. Please alert me when these RMA came back to warehouse and DO NOT SHIP BACK TO NIAUS. Thank you.

Best Regards,
Wendy Tay | Distribution Assistant | wendy.tay@ni.com | ni.com | National Instruments Asia Pac | Tel: (65) 63025413

Wendy Tay/SIN/NIC	To Sky Au
	cc Azreena Azman/SIN/NIC@NIC, Natalie Thomas/MEL/NIC@NIC
04/20/2009 02:33 PM	Subject Re: RMA 1620 - 1623 Link

Hi Sky,

NI Aus has send out RMA 1620 - 1623 to warehouse today. Please send RMA 1620 - 1623 to NIH for repair. Once return from NIH, Please alert me and these RMA have to go STE for Detailed Calibration.
Thank you.

Best Regards,
Wendy Tay | Distribution Assistant | wendy.tay@ni.com | ni.com | National Instruments Asia Pac | Tel: (65) 63025413

Wendy Tay/SIN/NIC	To Natalie Thomas/MEL/NIC
	cc Azreena Azman/SIN/NIC@NIC
04/20/2009 02:27 PM	Subject Re: RMA 1620 - 1623 Link

Hi Nat,

Noted. Will send it to STE for Detailed Calibration once return from NIH.

Best Regards,

Wendy Tay | Distribution Assistant | wendy.tay@ni.com | ni.com | National Instruments Asia Pac | Tel: (65) 63025413

Natalie Thomas/MEL/NIC	To Wendy Tay/SIN/NIC@NIC, Azreena Azman/SIN/NIC@NIC
04/20/2009 12:39 PM	cc
	Subject RMA 1620 - 1623

Hi Ladies,

We are sending some RMA's today (1620-1623). Can we please ensure that these are sent for detailed calibration once repaired.

Thanks in advance,

Nat.

Natalie Thomas | Customer Service Representative | **Tel (AUS):** +61 2 9491 4000| **Fax (AUS):** +61 2 9888 6611 | **Support:** www.ni.com/ask

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