

## RMA ASSOCIATE

- This RMA is used along with another RMA number. It allows 2 or more RMA numbers to be shipped at once. For example, if an expert or a Supervisor is trying to create an RMA for the Main unit or Accessory and another RMA for the power adapter, battery, charging cable etc, they can create a regular RMA for the main unit or accessory with the preferred shipping method of the customer then complete the second RMA as RMA Associate.

### When to Process an RMA Associate:

- If the parent RMA is a main unit and the RMA associate is an accessory.
- If the parent RMA is an accessory and the RMA associate is an accessory.

### Instructions on How to Initiate and Complete RMA Associate:

- For the parent RMA, create a **Regular RMA** for the Main unit or **Ship only RMA** for the Accessory.
- For the RMA associate, Click on “**Initiate RMA**” under your case.

The screenshot displays a case management interface for Case 40063991. At the top, there is a header bar with the case ID and a row of action buttons: '+ Follow', 'Edit', 'Initiate RMA' (highlighted with a red box), 'Voice Survey', and 'View Case Comm'. Below the header, a table lists case details: Account Name (Phillip Moretass\_TestDatatoDELETE), Type (Customer Care), Case SubType (Category) (Safety/Hazard), Status (Open), Priority (Priority 2), and Subject (RMA test). The main content area is divided into two sections. The left section, titled 'Case Information', shows the CTS Case Id (40063991), Case Number (40063991), and Type. The right section, titled 'Milestones', shows a 'Follow Up' milestone due in 28 days 21 hr 59 min overdue, with a 'Mark Completed' button. At the bottom right, there is a filter option: 'Filters: All time • All i'.

Account Name	Type	Case SubType (Category)	Status	Priority	Subject
<a href="#">Phillip Moretass_TestDatatoDELETE</a>	Customer Care	Safety/Hazard	Open	Priority 2	RMA test

DETAILS

RELATED

FEED

Case Information

CTS Case Id

40063991

Case Number

40063991

Type

Case Owner

[Clarithel Gutierrez](#)

Case SubType (Category)

Safety/Hazard

Priority

Milestones

Follow Up

28 days 21 hr 59 min overdue

Mark Completed

Filters: All time • All i

- Select the correct model and click **“Save”**.

Product to RMA : Arlo PRO/PRO2 Wireless Base station(VMB4000)(4TT1917YA40DF)

\* Item :  
Main Unit

RMA processed by :  
Brightstar

Please select a replacement product

- ✓ 107-10614-01( SASY,WALL MOUNT SCREW,2 PACK) - (197 in stock)
- 107-10920-02( SASY,GEN2,WALLMOUNT,VZ) - (13 in stock)
- 107-10986-01( SASY,MOUNTING BASE,VMC3040) - (28 in stock)
- 107-11054-01( SASY,POE DONGLE) - (17 in stock)
- 107-11257-01( SASY,INDOOR MOUNT,RBR,VMC4030) - (58 in stock)
- 107-11452-01( SASY,MAGN ARTIC MOUNT,G5) - (99 in stock)
- 117180000(1192 in stock)
- 117180000(90 in stock)
- 270-13064-01( LBL,MKT,WINDOW DECAL,73.7X90.4MM,NTGR) - (31 in stock)
- 270-13355-01( LBL,ARLO,BIRD,DECAL,127X76.2MM) - (7 in stock)
- 280-12884-01( PLP,VM5,WALL MOUNT,GLS,WHT,2856) - (6 in stock)
- 300-10887-01( MISC,SECUR MOUNT,SS,BLK,ARLO SOLAR) - (2 in stock)
- 300-11092-01( MISC,MOUNT,SS,WHT,ARLO) - (108 in stock)
- 308-10020-01( BAT,LI-MTL,3V,1400,D123,DURAI) - (68 in stock)
- 308-10029-01( BAT,LI-ION,7.2V,2440,A-1,CXPT,80%) - (182 in stock)
- 310-10059-01( CBL,USB 2.0,USB A TO MICRO B,M/M,3M,GRY) - (18 in stock)
- 310-10065-01( CBL,USB 2.0,USB A TO MICRO B,M/M,2M,WHT) - (41 in stock)
- 312-10071-01( CBL,ENET,CAT5E,UTP,2M,WHT) - (84 in stock)
- 312-10119-01( CBL,ENET,CAT5E,UTP,2.5M,WHT) - (7 in stock)
- 322-10198-01( CBL,USB 2.0,USB A TO MAG,3FT,WHT,NOT ALLOWED ON R/B SKU) - (187 in stock)
- 332-10810-01( PA,SV,2A,WW,PIE,FR,ARLO) - (12 in stock)
- 332-10926-01( PA,SV,2A,WW,PIE,FR,ARLO) - (318 in stock)
- 332-10986-01( PA,SV,2A,AU,PIE,FR,JP85,ARLO) - (40 in stock)
- 332-11006-01( PA,SV,1.8A,AU,PIE,FR,ARLO) - (140 in stock)
- 333-10042-01( PA,PLUG,AU,PIE,FR,AD2037,GRY) - (27 in stock)
- 333-10053-01( PA,PLUG,AU,PIE,FR,AD2037,85,WHT) - (491 in stock)
- 370-10020-01( NUT,9.7MM,WHITE,ARLO GEN4) - (87 in stock)
- ABA1000-100095( ARLO BABY CAT SKIN) - (5 in stock)

Save Cancel

- After clicking on **‘Save’**, an RMA number will be generated and an option to manually process the RMA Associate will be available.

RMA 7146651

Manual RMA Process

Case	RA Type	RMA Status
41518475		Pending Customer Action

Related Details Activity

- Select RMA Associate

The screenshot shows the 'Details' tab for RMA 7146657. A dropdown menu is open, displaying a list of RMA Associates with their respective currency and cost. The 'North America - RMA ASSOCIATE' option is selected.

RMA Associate	CURRENCY	COST
Advance Ground for North America - Collateral Waived - ( For NETGEAR Internal Use	USD	0
Advance NBD for North America - Collateral Waived ( For NETGEAR Internal Use On	USD	0
Advance Next Business Day (Reduced Price) - Home Products	USD	16.9
Advance Next Business Day - Home Products - (North America only)	USD	29.9
North America - Advanced Priority - POWERSHIFT RMAS	USD	0
North America - Advanced Ground - Home, Adapters&Antennas (Shipping Waived)	USD	0
North America - Advanced Next Business Day - Accessories (Shipping Waived)	USD	0
North America - Advanced Next Business Day - Home, Adapters & Antennas (Shipping	USD	0
North America - POWERSHIFT SWAP	USD	0
North America - RMA ASSOCIATE	USD	0
North America - Refund Case	USD	0
North America - Ship Only (Ground)	USD	0
North America - Ship Only (NBD Express)	USD	0
Ship Only	EUR	0
Standard Swap Exchange - (LATAM only)	USD	0
Standard Swap Exchange - (LATAM only)	USD	0

- Select the correct Parent RMA and click Submit

The screenshot shows the 'Details' tab for RMA 7146657. A dropdown menu is open, displaying a list of Parent RMA options. The 'RMA-889397' option is selected.

Parent RMA	CURRENCY	COST
Advance Ground - Home Products - (North America only)	USD	16.9
Advance Ground for North America - Collateral Waived - ( For NETGEAR Internal Use	USD	0
Advance NBD for North America - Collateral Waived ( For NETGEAR Internal Use On	USD	0

- The page will be routed to an RMA page where **RMA Status** will show.

RMA 7146657

Case 42518475 RMA Type RMA Status Ready For Processing - Expert

Manual RMA Process

- Manually link the RMA ID of the **Parent RMA** to the **RMA Associate Case** under “**Associate RMA ID**” then click **Save**.

RA Item 5  
Home

Approved by CCT  
Date Time

RMA Life Cycle Time  
Hr Mins  
*This field is calculated upon save*

FAI  
☐

is Standard Swap  
☐

Export Date  
Date Time

Product Serial

Part #  
*This field is calculated upon save*

RA Item 1  
107-10920-02

RMA Item Type  
Main Unit

Repair Notes

CTS Customer Id

Insert By

Insert Date  
Date Time

Status

Associate RMA ID  
7129530

No LicenseSwap  
☐

Contract ID  
02273632

RA Item 2  
VMB4000

Cancel Save

- Lastly, link the **RMA ID** of the **RMA Associate** to the **Parent RMA Case** under “**Associate RMA ID**” then save.

