

## Objective:

- To be knowledgeable of the ARLO RMA process in Latin America.
- To illustrate how to initiate and manually complete an RMA.
- Ensure that all Advocates are familiar with the interface when manually completing an RMA.
- List down all information and steps that either need to be taken or shared to the customer in order to set a proper expectation when completing an RMA in Salesforce.

## RMA Coverage:

Arlo provides Warranty Support in some countries in Latin America such as:

-  Argentina
-  Brazil
-  Columbia
-  Mexico
-  Peru
-  Costa Rica

## RMA Process Description

- Customers will contact our support experts through support hotline to identify the issue on their devices.
  - Technical support expert will check the device for hardware issue.
  - If the device is found to be faulty and within Hardware Warranty, expert will authorize the RMA.
  - **For customer in Mexico**, the customer is no longer required to return the faulty unit to Arlo. Tracelogix will ship out replacement to customer via ground shipment.
  - **For Other LATAM countries**, direct the customer to original point of sale to get replacement.
- Note: Arlo currently do not sell and have no partner distributors in Latin America who will cater RMA requests.

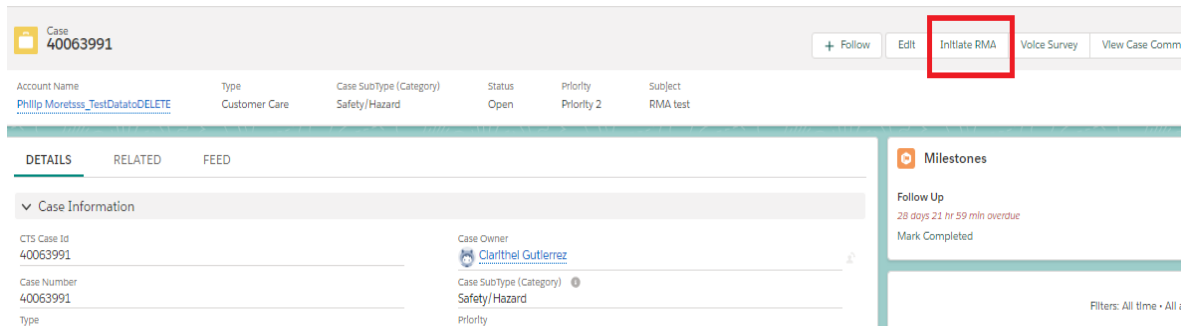
## Replacement Shipping Option

**NA - Ship Only (Ground)** – Arlo will ship a device to the customer via ground service (2-3 business days) not expecting a device to be returned. This option is available for Supervisor use only when shipping accessories. While for main unit shipment, the Supervisor must escalate the case to CCT in order to complete this RMA type.

**NA - Ship Only (NBD Express)** – Arlo will ship a device to the customer via next business day shipping if completed within cut off time. This RMA is only used when Arlo is not expecting a device to be returned by the customer. This option is available for Supervisor use on accessories only. Main unit shipment under this type of RMA must be escalated to CCT.

## Instructions on How to Initiate and Complete RMA:

- Click on “Initiate RMA” under a case which is linked to the device that is being replaced.



Case 40063991

+ Follow Edit **Initiate RMA** Voice Survey View Case Comm

Account Name	Type	Case SubType (Category)	Status	Priority	Subject
Phllp Moretsss_TestDatatoDELETE	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 : AC1900 Smart WIFI Router(R7000)(3LH1640600031)

\* Item : Main Unit

RMA processed by : Trace

\* Replacement Product :

R7000-100NAS(142 In stock)

Please select a replacement product

R7000-100NAS(142 In stock)

DGN2200-40000B(6 In stock)

AFM735-10000S(10 In stock)

AFT200-10000S(3 In stock)

AFT603-10000S(5 In stock)

AGM731F(51 In stock)

AGM732F(10 In stock)

AGM734-10000S(3 In stock)

AGM734-100WWB(2 In stock)

AL1101-100NAS(103 In stock)

ALS1102-100NAS(75 In stock)

ANT224D10-10000S(3 In stock)

VMC3030-10000B(3218 In stock)

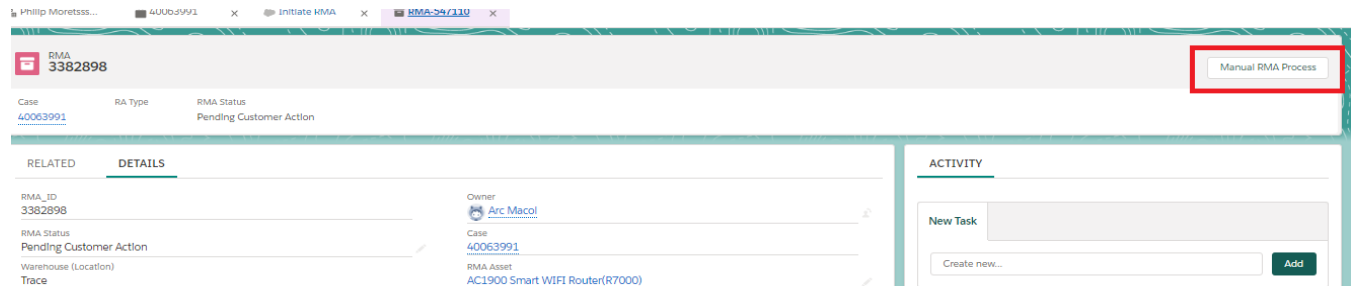
VMC3030-100NAS(173 In stock)

VMC3030-211PAS(14 In stock)

Customer Email : phllpmoretsss@mallanaltor.com

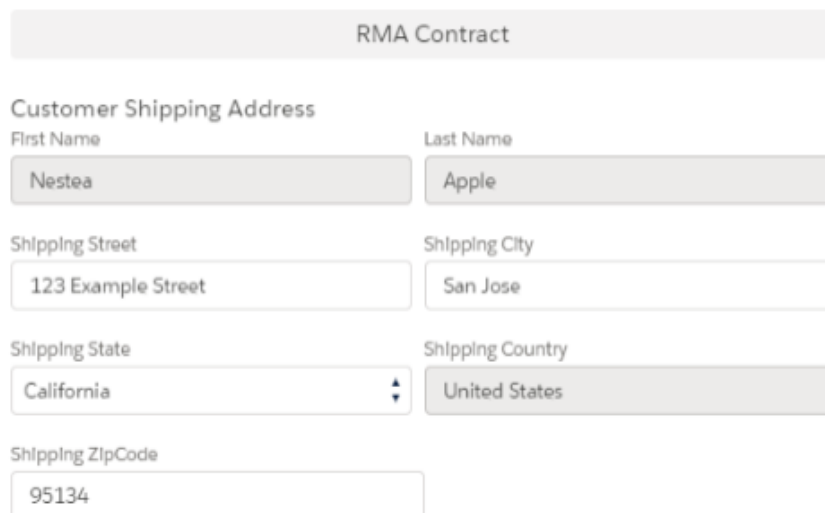
Save Cancel

- After clicking on 'Save', an RMA number will be generated and an option to manually process the RMA will be available. Customer will receive an Online RMA with the instructions to complete the RMA. However, this time Arlo expert must complete the Ship Only RMA manually for the customer.



The screenshot shows the Arlo RMA management interface. At the top, there's a header with the RMA ID 3382898 and a 'Manual RMA Process' button highlighted with a red box. Below the header, there's a table with columns: Case, RA Type, RMA Status, and RMA Asset. The table shows a single row with Case ID 40063991, RA Type Pending Customer Action, and RMA Asset AC1900 Smart WIFI Router(R7000). To the right of the table, there's an 'ACTIVITY' section with a 'New Task' button and a 'Create new...' button.

- Complete the shipping information.



The screenshot shows the 'RMA Contract' form. It has a section for 'Customer Shipping Address' with fields for First Name, Last Name, Shipping Street, Shipping City, Shipping State, Shipping Country, and Shipping ZipCode. The form is pre-filled with the following information:


Field	Value
First Name	Nestea
Last Name	Apple
Shipping Street	123 Example Street
Shipping City	San Jose
Shipping State	California
Shipping Country	United States
Shipping ZipCode	95134

- Then select **“Ship Only Ground”** from the list of RMA shipping options.

Select Contract

	CONTRACT NAME	CURRENCY	COST
<input type="radio"/>	Adhoc charge	USD	0
<input type="radio"/>	Advance Ground - Business Products - (North America only)	USD	19.9
<input type="radio"/>	Advance Ground - Home Products - (North America only)	USD	16.9
<input type="radio"/>	Advance Next Business Day (Reduced Price) - Business Products	USD	19.9
<input type="radio"/>	Advance Next Business Day (Reduced Price) - Home Products	USD	16.9
<input type="radio"/>	Advance Next Business Day - Business Products - (North America only)	USD	49.9
<input type="radio"/>	Advance Next Business Day - Home Products - (North America only)	USD	29.9
<input type="radio"/>	North America - Advanced Priority - POWERSHIFT RMAS	USD	0
<input type="radio"/>	North America - Advanced Ground - Business (Shipping Waived)	USD	0
<input type="radio"/>	North America - Advanced Ground - Home, Adapters&Antennas (Shipping Waived)	USD	0
<input type="radio"/>	North America - Advanced Next Business Day - Accessories	USD	25.9
<input type="radio"/>	North America - Advanced Next Business Day - Accessories (Shipping Waived)	USD	0

- Confirm all the details are correct and then click on **“Submit”**
- The page will be routed to an RMA page where RMA Status will show.


**RMA**  
**7048274**

Manual RMA Process

Case	RA Type	RMA Status
<a href="#">40789829</a>		Exported

- **Pending Customer Action** – RMA has not been completed. No shipping option selected yet.
- **CCT RMA Screening** – RMA has been flagged for Fraud Validation.
- **Ready for Export** – RMA has been approved and details is being forwarded to fulfillment team.
- **Exported** – RMA details have been received by the fulfillment team. Replacement item is being processed.
- **Shipped** – Replacement item has been fulfilled and forwarded to courier service for delivery.

## Expectations to Set When Manually Processing RMA:

Once the RMA has been completed manually, experts, Supervisors, TMs or CCT Advocates who completed the RMA will be the person responsible in providing all RMA related details to the customer. The required information are as follows:

- ✓ RMA Number
- ✓ Correct shipping details such as shipping address, phone number and email address.
- ✓ Shipping option and description.
- ✓ Return instructions.
- ✓ RMA fulfillment center address.
- ✓ RMA online link for status check at <https://www.arlo.com/rma/rmacheck.aspx>
- ✓ RMA Email confirmation

## Warehouse Information:

**Tracelogix US** [www.tracelogix.com](http://www.tracelogix.com)

3605 Knight Road, Suite 101

Memphis, TN 38118

Phone: 877587 1907

Fax: 901 795 2726

Contact Person:

Linda Bates [linda.bates@tracelogix.com](mailto:linda.bates@tracelogix.com)

Stocks Availability Inquiry:

To: [arlo.support@tracelogix.com](mailto:arlo.support@tracelogix.com)

CC: Kathy Lee [Kalee@arlo.com](mailto:Kalee@arlo.com)