## **RMA ASSOCIATE**

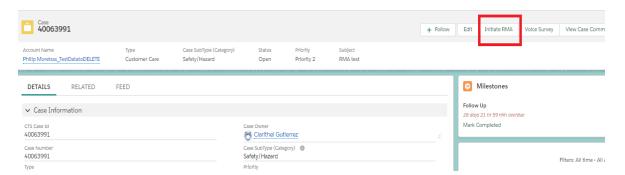
• This RMA is used along with another RMA number. It allows 2 or more RMA numbers to be shipped at once. For example, if an expert or a Supervisor is trying to create an RMA for the Main unit or Accessory and another RMA for the power adapter, battery, charging cable etc, they can create a regular RMA 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:

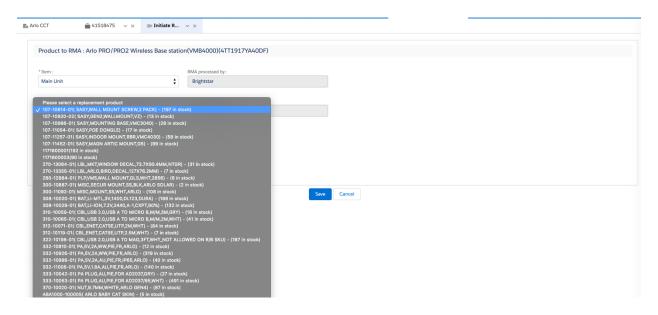
- If the parent RMA is a main unit and the RMA associate is an accessory.
- If the parent RMA is an accessory and the RMA associate is an accessory.

## 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.



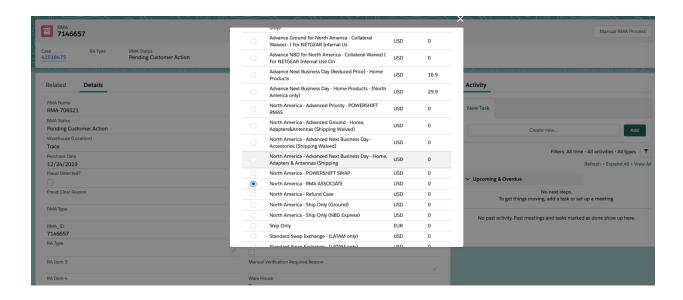
• Select the correct model and click "Save".



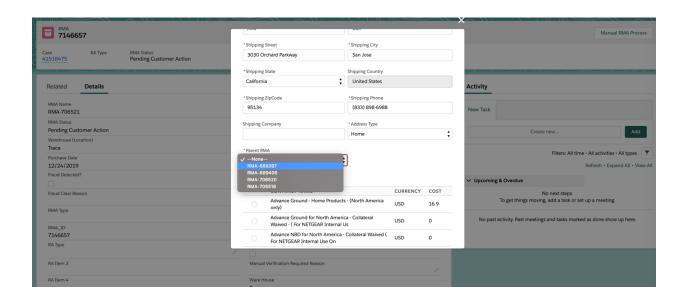
 After clicking on 'Save', an RMA number will be generated and an option to manually process the RMA Associate will be available.



Select RMA Associate



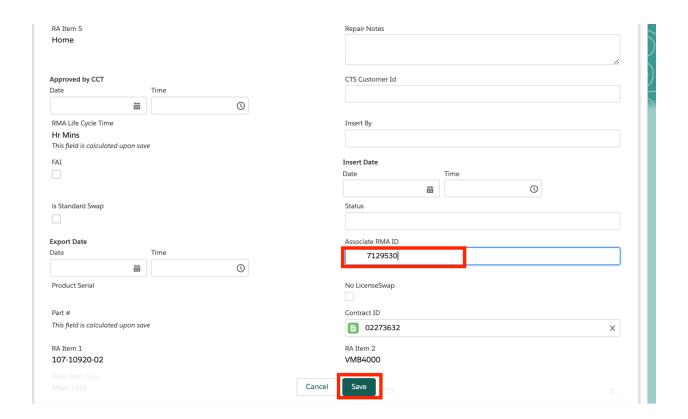
• Select the correct Parent RMA and click Submit



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



Manually link the RMA ID of the Parent RMA to the RMA Associate Case under "Associate RMA ID" then click Save.



• Lastly, link the RMA ID of the RMA Associate to the Parent RMA Case under "Associate RMA ID" then save.