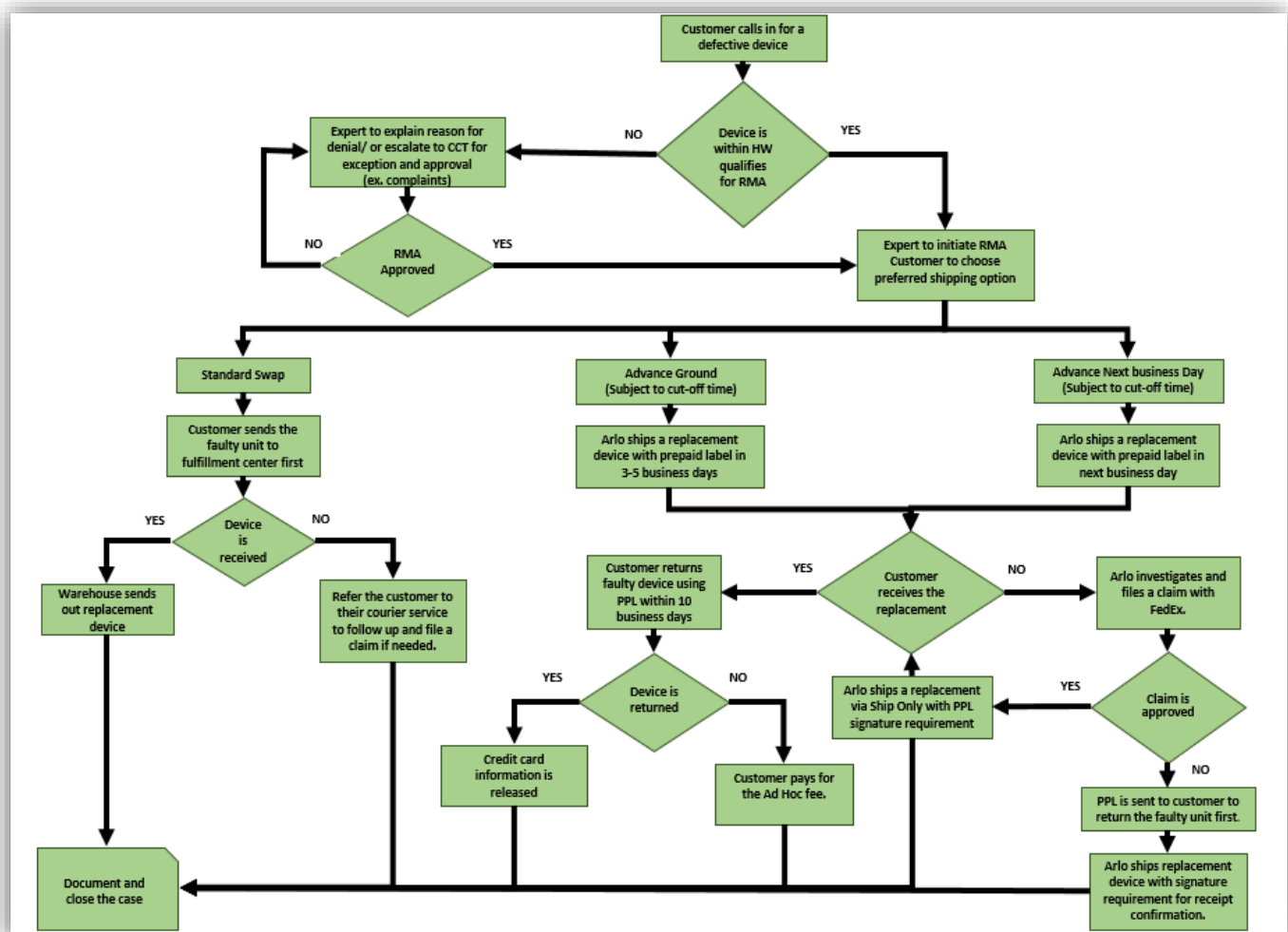


## Objective

- To be knowledgeable of the ARLO RMA process in Europe, Middle East, and Africa.
- 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 Process Flow



## RMA Process Description - Europe

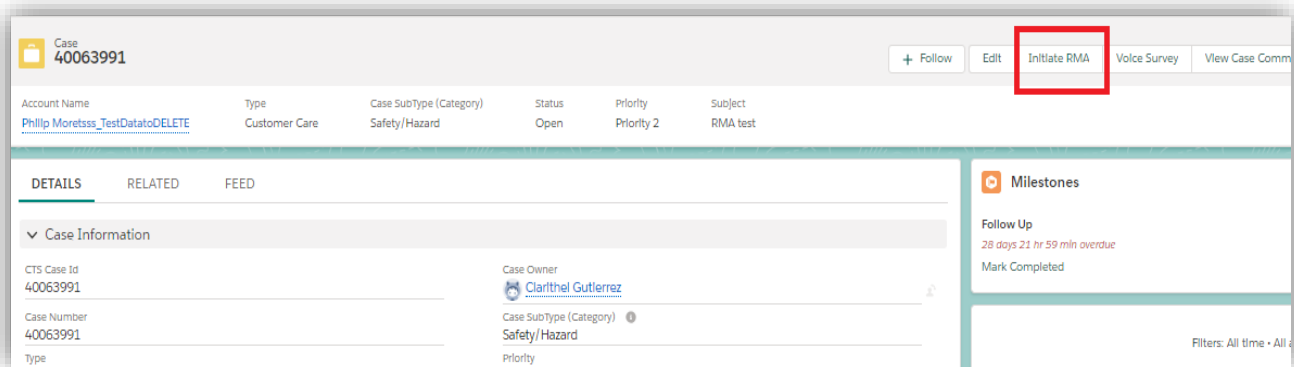
- After the troubleshooting is done and the product has been determined defective, the expert must first check if the device is under Product Entitlement. Proof of purchase may be requested if necessary.
- If the device is entitled for a replacement, then the expert must proceed with generating an RMA for the customer by clicking on “Initiate RMA” button.
- Expert will choose the replacement product and must confirm the customer’s email address before clicking “Save” to ensure that the customer will receive the RMA in case they wish to complete the RMA online.
- Once an RMA has been generated, an automatic email confirmation will be sent to the customer’s email address for him to complete the RMA online. The customer will also have the option to complete the RMA manually by seeking an expert’s assistance. Once the RMA is completed, the RMA details will be exported to our fulfillment center for shipment.
- Customers in some countries in Europe have the convenience of getting their defective devices collected rather than shipping it to our fulfillment centers at their own cost.

## When to Manually Process an RMA:

- There will be instances wherein an RMA has to be completed manually. Mentioned below are the common scenarios where an RMA must be manually completed.
  - Customer has no internet access to check his email to complete the online RMA.
  - Customer refused to complete the RMA online and requested assistance over the phone.
  - Approved shipping fee waive RMAs.
  - Where the RMA must be completed as Ship Only, Refund NA and RMA Associate.

## 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.



The screenshot displays the Arlo case management interface for Case 40063991. The top navigation bar includes buttons for '+ Follow', 'Edit', 'Initiate RMA' (highlighted with a red box), 'Voice Survey', and 'View Case Comm'. Below this, a table lists case details: Account Name (Phillip Moretss\_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 'DETAILS', 'RELATED', and 'FEED' tabs. Under 'DETAILS', the 'Case Information' section shows the CTS Case Id (40063991), Case Number (40063991), and Type. The Case Owner is listed as Clarithel Gutierrez. The Case SubType (Category) is Safety/Hazard, and the Priority is Priority. On the right side, the 'Milestones' section shows a 'Follow Up' milestone due in 28 days 21 hr 59 min, with a 'Mark Completed' button. At the bottom right, there are filters for 'All time' and 'All cases'.

- Select the correct model and click “Save”.

Product to RMA : Arlo Wirefree Base Station(VMB3000)(4894697AA5ADD)

\* Item :  \* RMA processed by :

\* Replacement Product :  Customer Email :

Please select a replacement product

- VMB3000-10000B( VIDEO MONITORING - BASE STATION) - (110 in stock)
- 107-10605-01( SASY,IR LED LAMP,LWKLED-021) - (3 in stock)
- 107-10614-01( SASY,WALL MOUNT HW,2 PACK) - (73 in stock)
- 107-11054-01( SASY,POE DONGLE) - (28 in stock)
- 107-11257-01( SASY,INDOOR MOUNT,RBR,VMC4030) - (97 in stock)
- 107-11396-01( SASY,ARLO GO ACCESSORY KIT) - (31 in stock)
- 107-11396-02( SASY,ARLO GO ACCESSORY KIT) - (1 in stock)
- 107-11452-01( SASY,MAGN ARTIC MOUNT,G5) - (29 in stock)
- 270-12664-01( LBL,WINDOW DECAL,3.6X3.4IN) - (82 in stock)
- 270-13064-01( LBL,WINDOW DECAL,73.7X90.4MM) - (436 in stock)
- 270-13697-03( LBL,LGL,ULTRA,EU) - (17 in stock)
- 270-13697-03( LBL,LGL,ULTRA,EU) - (15 in stock)
- 280-12460-01( PLP,VM2,CVR,TXT,BLK,2805) - (89 in stock)
- 282-10112-01( PLP,VM5,WALL MOUNT,GLS,WHT,2856) - (41 in stock)
- 300-10794-01( MISC,SECURITY MOUNT,SS,WHT,ARLO) - (128 in stock)
- 300-10802-01( MISC,SECURITY MOUNT,SS,BLK,ARLO) - (55 in stock)
- 300-10887-01( MISC,SECUR MOUNT,SS,BLK,ARLO SOLAR) - (10 in stock)
- 300-11092-01( MISC,MOUNT,SS,WHT,ARLO) - (50 in stock)
- 308-10015-01( BAT,LI-MTL,3V,1400,CR123A,PANA) - (240 in stock)

- 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. For special RMA options, you may manually complete the RMA for the customer.

RMA 7059693

Case 40709994 RA Type Pending Customer Action RMA Status Pending Customer Action

Related Details

RMA Name RMA-619557 Owner Jhon Espinel

RMA Status Pending Customer Action Case 40709994

Warehouse (Location) ANOVOUK RMA Asset Arlo Wirefree Base Station(VMB3000)

Activity

New Task

Create new...

Filters: All time • All activities • All types

- Complete the shipping information.

RMA Contract

Customer Shipping Address

First Name

Jhon

Last Name

Snow

\* Shipping Street

Unit 7 Boulton Business Units Nechells

\* Shipping City

Birmingham

\* Shipping State

West Midlands

Shipping Country

UK

\* Shipping ZipCode

B7 5AR

\* Shipping Phone

+6497562347

Shipping Company

\* Address Type

Home

- Then choose from the list of RMA types then click submit. (Please note that RMA Shipping options differs from country and region)

Select Contract

	CONTRACT NAME	CURRENCY	COST
<input type="radio"/>	Advanced Ground - All Products (2 to 3 days) - (UK Only)	GBP	15
<input type="radio"/>	Advanced Next Business Day	GBP	20
<input type="radio"/>	EU - Advance Ground - Shipping/Collateral waived	EUR	0
<input type="radio"/>	EU - Advance Next Business Day - Shipping/Collateral waived	EUR	0
<input type="radio"/>	EU - Collect Only	EUR	0
<input type="radio"/>	Ship Only	EUR	0
<input type="radio"/>	Standard Swap Exchange - (UK Only)	USD	0
<input type="radio"/>	UK - Advanced Ground - All (2-3 day, Call for collection -shipping waived)	GBP	0
<input type="radio"/>	UK - Advanced Next Business Day - Home, Adapters & Antennas (double delivery, sh	GBP	0

Submit

Cancel

- For expedited shipment (shipping waive, and payment required RMAs), the page will be redirected to a payment gateway asking for the customer's contract information and billing information (billing address and shipping address should match).

### 2. Billing Information

First Name

Last Name

Email

Company Name

Street Address

### 3. Payment Information

Card Number

CVV Number


Expiration Month

Select Month

Expiration Year

Select Year

- Click “Submit”. Confirm all the details are correct and then click on “Place Your order”


**RMA**  
**7048274**

Manual RMA Process

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

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

### When to Manually Process an RMA:

There will be instances wherein an RMA has to be completed manually. Mentioned below are the common scenarios where an RMA must be manually completed.

- Customer has no internet access to check his email to complete the online RMA.
- Customer refused to complete the RMA online and requested assistance over the phone.
- Approved shipping fee waive RMAs.
- Where the RMA must be completed as Ship Only, Refund NA and RMA Associate.

### 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 options and descriptions.
- ✓ Return instructions.
- ✓ RMA fulfillment center address.
- ✓ RMA online link for status check at <https://www.arlo.com/rma/rmacheck.aspx>
- ✓ RMA Email confirmation

### RMA Points to Remember:

- Arlo Warehouses do not send to PO Box Address. Ask customer for a physical address.
- If the card's billing address is a PO Box, please enter the box number on the address field then send an email to fulfillment center and provide the physical shipping address of the customer.
- Similarly, if the preferred shipping address is different from the card's billing address, please use the card's billing then send an email to fulfillment center and provide the preferred shipping address of the customer.
- If the caller is not the card owner, make sure to speak with the card owner to obtain his authorization before collecting the card details.
- For approved shipping waive RMAs, advise the customer of the authorization hold of either a **GBP1.00 or GBP2.00**
- For expedited shipping RMAs, advise the customer of the actual shipping charge and about the return procedure.
- We accept Amex, Visa, MasterCard and Discover Card only.
- If the RMA has been successfully completed, customer will receive an email confirmation about the completed RMA.
- **Cut Off time** – refers to the deadline that an RMA must be completed for the device to be shipped. Cut Off Time for Anovo UK is at **2PM GMT**.

### RMA Shipping Options:

- **Standard Swap RMA** – Customer sends in their defective device at their costs and Anovo ships a replacement within 3-5 business days at our expense.
- **Advanced Ground Home** – The customer will be charged **15GBP/25EUR**. A replacement device will be shipped the within 3-5 business days with a shipping label to return the defective device.

- **Advanced NBD Home** – The customer will be charged **20GBP/30EUR**. A replacement device will be shipped within the next business day provided it's completed within the cut-off time. The shipping label will be available for collection.
- **Advanced Ground RMA (Shipping Waived)** – A replacement device will be shipped the within 2-3 business days with a shipping label to return the defective device. ANOVO covers the shipping fee on both incoming and outgoing.
- **Advanced Next Business Day RMA (Shipping Waived)** – A replacement device will be shipped the next business day with a shipping label to return the defective device. ANOVO covers the shipping fee on both incoming and outgoing.
- **Ship Only** – Mainly used in sending accessories. A device will be shipped within 2-3 business days without expecting any device to be returned. For main units, case must be escalated to CCT.
- **Collect Only** – Mainly used for product refund in EMEA. Customer will return the device at their cost unless a prepaid label is provided by Anovo per CCT's request.

### Warehouse Information:

**Anovo UK**

71 Bilton Way

Enfield, EN3 7EP

Phone: +44(0) 208 443 8736

Fax: +44(0) 208 443 8772

Stocks Availability/ RMA Inquiry:

To: [enflogistics@ingrammicro.com](mailto:enflogistics@ingrammicro.com)

CC: Daniel Hearn [dhearn@arlo.com](mailto:dhearn@arlo.com)

**RMA Process Description – Middle East and Africa Region**

- Bahrain
- Jordan
- Kuwait
- Oman
- Qatar
- Saudi Arabia
- UAE

- 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 requires replacement, customer can bring the device to the original place of purchase for return/replacement.