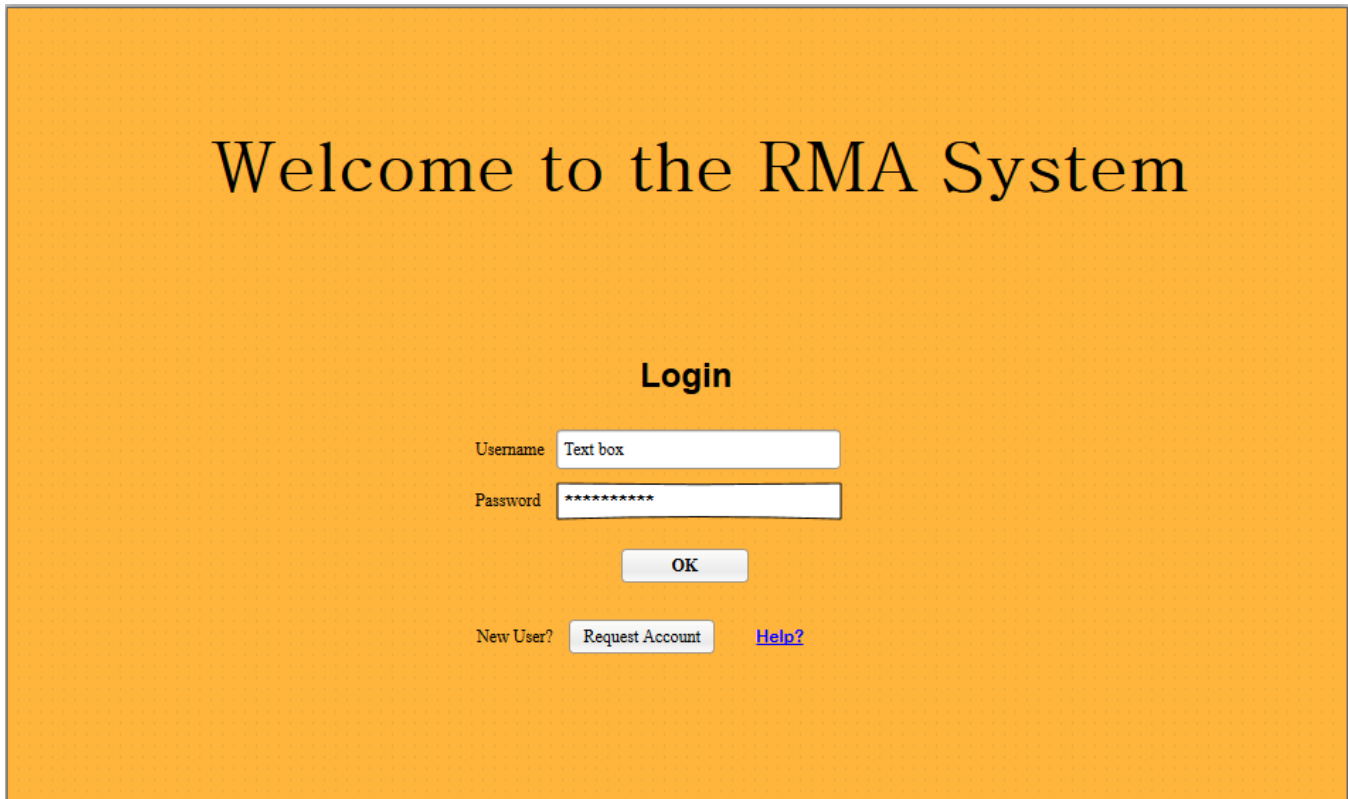


### The Login Screen



The login screen features a solid orange background. At the top center, the text "Welcome to the RMA System" is displayed in a large, black, serif font. Below this, the word "Login" is centered in a bold, black, sans-serif font. Underneath "Login", there are two input fields: the first is labeled "Username" and contains the placeholder text "Text box"; the second is labeled "Password" and contains eight asterisks. Below these fields is a light gray button with the text "OK" in black. At the bottom left, the text "New User?" is followed by a light gray button labeled "Request Account" and a blue, underlined link labeled "Help?".

- Existing users can login by putting in the credentials.
- New users could request for an account by contacting the IT Department/Supervisor , via button 'Request Account'.
- For assistance, the user can go to 'Help' which would him/her to the user guide.

## Receiving Screen

Hello EmployeeName

[Help?](#) [Logout!](#)

Refresh

Search

Enter RMA# \*

User can look for any request

Type

☐ Repair/Replace ☐ Refund

Current Status

Software displays the current status of request

Show Details

View History

Update Status

Received/Wait/Close

Update

Open RMAs

Item1  
Item2  
Item3

Received RMAs

Item1  
Item2  
Item3

Show Details	Column 1	Column 2
Content 1	Content 2	
Content 3	Content 4	

- This is the main page for the staff receiving the shipped products from client and is responsible for product verification.
- All the RMA#s generated by the CSM system are fetched into the software's DB and can be viewed in 'Open RMAs' list. This list shows all the active requests (with status 'Open') for which the products are yet to be received.
- 'Received RMAs' shows all the requests for which the products have been received and waiting in the queue for its verification.
- The user can select any RMA request from either of these lists. The available information pertaining to that request auto-fills the RMA details on the left. Alternatively, user can input RMA# (and its details) manually.
- To view the details of particular RMA, user must press 'Show Details' button after selecting/ entering the desired request #. The request details will appear in the table at the bottom of the page.
- 'View History' button is activated, if the number entered is a 'closed' request. All the relevant information can be seen by pressing this button.
- User can change the status to Received/Wait/Close and update the DB.

## Technician Screen

The screenshot displays the Technician Screen interface. On the left, a form area includes a greeting 'Hello EmployeeName', an 'Enter RMA# \*' field with a placeholder 'User can look for any request', radio buttons for 'Type' (Repair/Replace, Refund), a 'Current Status' field with placeholder 'Software displays the current status of RMA', and buttons for 'Open', 'Show Details', 'View History', 'Delegate', and 'Update'. Below this is a table with columns 'Show Details', 'Column 1', and 'Column 2', containing rows for 'Content 1', 'Content 2', 'Content 3', and 'Content 4'. On the right, a 'New Requests' section shows a list of 'Item1', 'Item2', and 'Item3'. A 'Refresh' button and a 'New Request!!!!' notification are also present. A 'Proceed?' dialog box with 'Delegate' and 'Accept' buttons is shown, with an arrow pointing from 'Item2' to it. An 'Update Status' dialog box with a 'Date: Reason for Delagation' field and an 'OK' button is also shown, with an arrow pointing from the 'Delegate' button to it. At the bottom right, a table lists RMA details:

RMA No.	Date	Status	Quantity	PartNo
CNBA123	dd-mm-yyyy	Assigned	4	9856842168413

- This is the main page for the Technicians fixing/working on the defected products.
- The screen is broadly divided into 3 sections holding following information:
  - Notifications
  - Technician WO queue
  - View/Update request details
- Notifications
  - The technician receives notification every time system assigns him a request, which can be viewed in the message box.
  - All the new requests can be seen under the 'new requests' menu.
  - User can select any of these items and can proceed by accepting or delegating the request.
  - The accepted items are added to 'Active WOs' list.
  - For the delegated items, a window is prompted and requires user to update the 'status update' section with the appropriate details for delegation.
- Technician WO queue
  - Table 'Active WOs' specifies all the active work order assigned to a Technician, which allows the user to keep track of the assigned work.

-Depending on the assigned work bandwidth, user can request for new WOs by pressing 'Request for new RMA' button.

- View/Update request details

- User can select any RMA# from the active WOs, this will auto-fill the RMA field in the update section for viewing or updating details. Alternatively, user can input RMA# (and its details) manually.

- To view the details of particular RMA, user must press 'Show Details' button after selecting/entering the desired request #. The request details will appear in the table at the bottom of the page.

- 'View History' button is activated, if the number entered is a closed request. All the relevant information can be seen by pressing this button.

- User can change the status to Assigned/Hold/Complete and update the DB.

- At any time, user can delegate the WO, by pressing 'Delegate' button.

- The following window opens up on pressing the 'Open' button.

- 'Open' button is used to input further details pertaining to the request in 'Notes' section.

- This window allows maintaining and saving the sub-statuses of the request (wherever applicable).

**RMA#** : Selected RMA Number

**Category** : CAT 1/2/3/4

**Current Status:** *Software displays the current status of request*

**Update Status :** Assigned/Hold/Complete/ Update

**NOTES**

**Description:**

**Resolution:**

**Status Update:**

**Comments:**

**SUB-STATUS** Save

1. **Serial No. :**  **Status :** Open/Working/Hold/Complete/ **Comments :**

2. **Serial No. :**  **Status :** Open/Working/Hold/Complete/ **Comments :**

3. **Serial No. :**  **Status :** Open/Working/Hold/Complete/ **Comments :**

Back Help?

## Supervisor Screen

Hello EmployeeName [Help?](#) [Logout!](#)

**UPDATE DETAILS**

Enter RMA# \* :  User can look for any request

Current Status : *Software displays the current status of request*

Type : ☐ Repair/Replace ☐ Refund

Category : ☐ CAT1 (1-2 pieces) ☐ CAT2 (3-4 pieces)  
☐ CAT3 (5-10 pieces) ☐ CAT4 (10+ pieces)

Assigned Technician: Tech Name 

Update Status :  Received/Wait/Hold/Assigned/Refund/Complete/Close

Status Update: 

Date: Comments

**VIEW DETAILS**

Enter RMA# \* :  User can look for any request

Select One

☐ Date  from  -  to

☐ Client Name  Combo Box

☐ Status  Combo Box

**New Requests**

Item1  
Item2  
Item3

**Request On Hold**

Item1  
Item2  
Item3

**MANAGE STAFF**

TechID :  Enter ID

Tech Name :  Enter Name

Authorize Users:  Help Desk Staff

\*This Field is to grant rights to HelpDesk Staff to be able to assign/look after the RMAs on hold or any other issues in Supervisor's absence or during heavy work loads

- This is the main screen for the Supervisor. The screen is divided into following 4 sections:
- Notification
  - Every time a new request comes or put on hold the supervisor is notified. Notifications appear on the message box.
  - All the active requests coming from CSM can be viewed in the 'New Requests' list.
  - All the requests on Hold can be viewed in the 'Request on Hold' list.
  - User can view the WOs queue and has the authority for further prioritize based on the assigned priority value, whenever required.
- Update Details
  - User can select any RMA# from the 2 lists mentioned above, this will auto-fill the RMA field in the update section for viewing or updating details. Alternatively, user can input RMA# (and its details) manually.
  - The section allows to update/add the category, to prioritize the request, change technician or update the status to Received/Wait/Hold/Assign/Refund/Complete/Close.
  - User can further split the RMA and create corresponding RMAs, by pressing 'Split RMA' button, which will further direct to another window.
- View Details

- To view the details of particular RMA, user must press 'Show Details' button after selecting/entering the desired request #. The request details will appear in a new window.
- 'View History' button is activated, if the number entered is a 'closed' request. All the relevant information can be seen by pressing this button.
- User has the facility to view and generate reports of all the WOs based on certain criteria- Date, Clients or statuses.

- Manage Staff

- Supervisor is responsible to assign create and maintain technicians profile.
- Existing technician's details can be viewed/updated under this section.
- New users and their profile can be added too.
- During heavy workloads or in Supervisor's absence, user can authorize Help Desk staff to perform selected operations. Authorized task can be viewed by the Help Desk staff, in their own window.

## Help Desk Staff Screen

Hello EmployeeName [Help?](#) [Logout!](#)

Enter RMA# \* : User can look for any request

**UPDATE INFO**

RMA# : Auto populates

Current Status : S/w displays the current status of request

Description: Auto-populates and can be appended

Resolution: Auto-populates and can be appended

Status Update: Auto-populates and can be appended

Comments: Auto-populates and can be appended

**VIEW RECORDS**

☐ Date from - to

☐ Client Name Combo Box

☐ Status Combo Box

**UPDATE DETAILS (\*Only Authorized users)**

Enter RMA# \* : User can look for any request

Current Status : Software displays the current status of request

Type : ☐ Repair/Replace ☐ Refund

Category : Enter if it isn't specified already

Prioritize? : ☐ Yes Assign Value: 10

Assigned Technician: Tech Name

Update Status : Received/Wait/Hold/Assigned/Refund/Complete/Close

Status Update: Date: Comments

- Help Desk Staff users are able to update the details as the request goes, wherever required.
- Users can enter the RMA# and can view the details and history of the requests.
- By pressing 'Modify' button, the update section is activated and auto-fills the field as stored in the database. User can update the details in the Update section and save it to the DB.
- User has the facility to view and generate reports of all the WOs based on certain criteria- Date, Clients or statuses.
- For the authorized users 'Update Details' is activated (else it stays deactivated) and they can perform tasks: to update/add the category, to prioritize the request, split RMA, change technician or update the status to Received/Wait/Hold/Assign/Refund/Complete/Close.