

# RMA Customer Scan

The RMA Customer Scan process ensures that returned products are validated by capturing IMEI details and recording the reason for return directly from the customer. This step guarantees product traceability, prevents errors, and supports smooth processing of the RMA.

## Steps in RMA Customer Scan

1. **Click on the link shared.**
2. **Upload File (Optional)**
  - Open the Excel file, enter the required details, and upload it back to the file upload region.
  - Click on **Submit**.

The screenshot displays the RMA Customer Scan interface. At the top, the dashboard shows the RMA Reference No. **RMMP0000842** and the Customer **io-cod-comp**. A progress bar indicates the current step is **Customer Scan**, with other steps including Inbound Scan, QC Scan, Transfer Confirmation, Admin Confirmation, Final Review, and Onboard Scan. The main section is titled **Add Item:** and contains an **Upload file** area with a **Download Template** button. A callout box points to this button with the text: "Click on the download button, an excel template will be downloaded". Below the upload area is an **Add Item** section for **IMEI Scan**, which includes a text input field labeled "Enter IMEI" and buttons for **Cancel** and **Next**.

The screenshot shows the Microsoft Excel interface with a spreadsheet. The ribbon at the top includes Home, Insert, Page Layout, Formulas, Data, Review, and View. The spreadsheet has columns labeled A through Q and rows 1 through 25. The first row (row 1) contains the following headers: A: IMEI, B: Category, C: Issue, D: Image 1 URL, E: Image 2 URL, F: Video 1 URL, G: Video 2 URL. The rest of the spreadsheet is empty.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	IMEI	Category	Issue	Image 1 URL	Image 2 URL	Video 1 URL	Video 2 URL										
2																	
3																	
4																	
5																	
6																	
7																	
8																	
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### 3. Enter Return IMEI

- Go to the IMEI scan section.
- Enter or scan the Return IMEI, then click Next.

### 4. Enter Category & Issue

- Select the Category of the product.
- Enter the Issue/Reason for Return.
- Click Next.

### 5. Validate Details

- A confirmation box will appear on the page.
- Review and validate the entered details carefully.

### 6. Complete Scan

- Click the Complete button.
- The Customer Scan process is now completed.

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