

# RMA

## RMA Inbound ScanningPage

### Description:

After the customer has scanned the device, the next step is to perform the **Inbound Scan** in the RMA process. This ensures the scanned device is received and recorded properly.

### Steps:

1. Click on **RMA** from the menu.
2. Select **Inbound Scan**.
3. Choose the **RMA order** and click **NEXT**.
4. **Scan the IMEI** of the device(s).
5. Click **Complete Scanning**.
6. ☐ Inbound scanning is now completed.

<https://www.youtube.com/embed/HFCjt1ijEVo>

## RMA QC Scan

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### Description:

After the device has been inbound scanned, the next step is the **Quality Check (QC) Scan**. This step ensures the device is tested for any **functional** or **cosmetic** issues before proceeding further.

### Steps:

1. Click on **RMA** from the menu.
2. Select **RMA QC Scan**.
3. Choose the **RMA order** and click **Next**.

4. **Scan the IMEI** of the device.
5. Select the **Issues** (Functional or Cosmetic).
6. Click **Agree** or **Disagree** based on the QC result.
7. Click **Complete**.

☐ QC scanning is now completed.

<https://www.youtube.com/embed/a1nnnZhfgQ>

**Note:** The next step is in **OMS** for **admin approval and final review**.

# RMA Onboarding

## Description:

The RMA Onboarding process is used to **record and confirm devices** against an RMA order as they are received.

## Steps:

1. Click on **RMA** from the menu.
2. Select **Onbound Scan**.
3. Choose the **RMA order**.
4. **Scan the IMEI(s)** of the device(s).
5. Click **Complete Scanning**.

<https://www.youtube.com/embed/PIUb71sVlto>

☐ RMA Onboarding is now completed.

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Revision #2

Created 2025-09-24 05:00:13 UTC by Admin

Updated 2025-09-24 05:01:14 UTC by Admin