



RMA incident / electronic parts tag

07.03.2018

Short description

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1 Call up program

1.1 MAHA Homepage

Calling up from the MAHA Homepage: www.maha.de


Home > Service Center > RMA



Company Products Service Center Press & News Support

Home > Service Center > RMA

MAHA SERVICE CENTER



In return of material authorisation (or return merchandise authorisation), the supplier issues a code number for the return of goods. To help us to deal with your return quickly and effectively, simply fill out the following form online to receive your RMA number. This will allow us to identify your return correctly as soon as it arrives and enable you to track the status of the RMA procedure as your return is being processed.

The RMS process helps us to identify your goods methodically, so we can process returns with greater speed and with less risk of error. It is important for the RMA number to be clearly visible on the packaging to make it easier for the delivery to be separated out in our goods receipt department.

You will need a software font to generate the barcode with your printer. Save the file "**FRE30F9X.TTF**", which you can download below, to your computer under the system directory "**C:\Windows\Fonts**". Once you have downloaded and saved the font correctly, or if you already have the font installed on your computer, please download the "**sample packet label**" and check whether the barcode is displayed correctly.


Thank you for your cooperation. We are always grateful for any tips and suggestions for improvement.



Link

[Start RMA procedure](#)

Downloads

| | |
|-----------------------------------|---------|
| Brief description for RMA Process | DE EN |
| Help for Print | DE |
| Bar code font | TTF |
| Example Packet-label | PDF |


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1.2 Slift Homepage

Calling up from Slift Homepage: www.slift.de

Home > Service & Partners > RMA – Process

Login | Contact | Publication | Data protection | Sitemap | Legal | search

SLIFT

Company | Products | Multimedia | Service & Partners | News | Support

Service & Partners

- On-Call Service
- Search Partner
- Downloads
- RMA - Process**
- Desktop Sharing
- Associations and Organisations
- Links

RMA - Process

With Return of Material Authorization (or Return Merchandise Authorization) (RMA-Number) is a identification number given by the vendor for the return of goods.

Fill out the following forms online and you will get your RMA-Number. You can see the status of your RMA-Process in this tool as well.

The RMA-Process serves us to return the goods structured. Thereby we will get a faster and a more faultless assignment and processing with the returns. Therefor is significant to attach the RMA-Number securely and visible to the package, to segregate the delivery in the goods receiving department better.

Downloads

- Brief description for RMA Process
- Help for Print

Dear RMA users,

to attend you better and faster we completed the RMA system with bar code. So that MAHA can attach incoming goods immediately and without faults.

So that you can produce the bar code with your own printer is a software font necessary. Please save the file "FRE30FSX.TTF", which is ready for download followingly, on your computer into the system directory "C:\Windows\Fonts".

If you saved the font correctly or is it already available please test if the bar code is shown correctly with the "Example Packet-Label" being ready for download followingly.

Thank you for your assistance, furthermore we are thankful for suggestions for improvement and tips any time.

Downloads

- Bar code font
- Example Packet-label

Links

- RMA-Vorgang starten**

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1.3 Hetra Homepage

Calling up from Hetra Homepage: www.hetra.com

Home > Service & Partners > RMA – Process

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Service & Partners

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Downloads

[Brief description for RMA Process](#)

[Help for Print](#)

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Thank you for your assistance, furthermore we are thankful for suggestions for improvement and tips any time.

Downloads

[Bar code font](#)

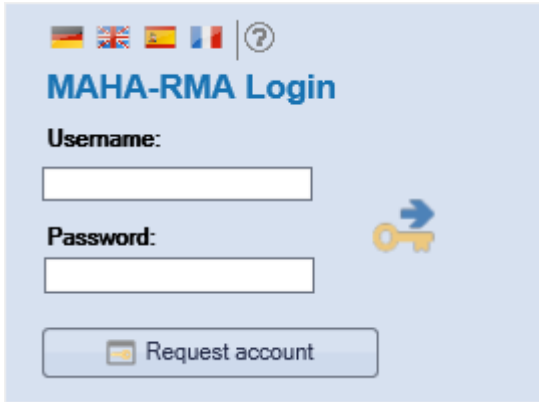
[Example Packet-label](#)

L111A
[RMA-Vorgang starten](#)

2 Reporting an incident

2.1 Log on to the system

After the start the login mask appears directly.



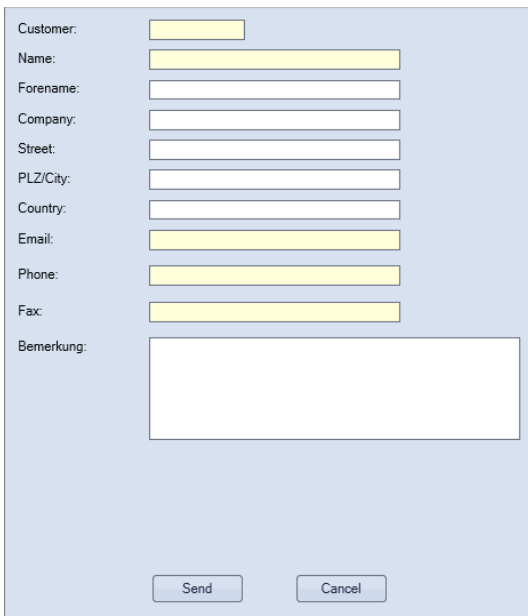
The image shows the MAHA-RMA Login interface. At the top, there are flags for Germany, United Kingdom, Spain, and France, followed by a help icon. Below this is the title "MAHA-RMA Login". The form includes a "Username:" label and a text input field, a "Password:" label and a text input field with a key icon to its right, and a "Request account" button with a key icon.

The password is identical with the password for the support/partner area of the MAHA/SLIFT Homepage.

Should you not yet have a password, contact the Marketing Dept. who will issue you one.

2.2 Apply for access

If you need access to our RMA system, you must first register for our system using the "Request account" button.



The image shows the "Request account" form. It contains several input fields: "Customer:" (yellow), "Name:" (yellow), "Forename:" (white), "Company:" (white), "Street:" (white), "PLZ/City:" (white), "Country:" (white), "Email:" (yellow), "Phone:" (yellow), and "Fax:" (yellow). There is also a "Bemerkung:" (Remark) text area. At the bottom, there are "Send" and "Cancel" buttons.

Note: Yellow fields are mandatory

2.3 Create new incident

2.3.1 RMA-Step 1

The screenshot shows the MAHA RMA-Step 1 form. The top navigation bar includes 'Home', 'RMA process' (highlighted with a red box), 'RMA status', language options (German, English, Spanish, French), 'Settings', and 'Help'. The MAHA logo is in the top right. Below the navigation bar, there are tabs for 'RMA-Step 1' (highlighted with a red box), 'RMA-Step 2', and 'RMA-Info'. The main form area contains the following fields:

- RMA-Number**:
- Dealer**:
- Address:**
 - Company:
 - Street:
 - Zip / City:
 - Country:
 - Email:
 - Internet:
- Place of installation:**
 - Company:
 - Street:
 - Zip / City:
 - Country:
- Contact person:**
 - Name:*
 - Phone:
 - Email:*

After entry of the Dealer/Importer, the boxes in the address field are automatically displayed. Changes must be entered manually and the responsible contact partner in the sales dept. must be informed. In the "Place of installation" field, the data concerning the current location of the device must be entered. These are important for the direct parts shipment and service. If no place of installation is given, the spare parts shipment is sent directly to the dealer/importer. In any case, a contact person must be given for questions, shipment, etc. which may arise.

2.3.2 RMA-Step 2


2.3.2.1 Explanation of the fields:

| Field name | Description |
|---------------------|--|
| Application for | Indicate which application you want to submit with this report. Select from the following options: - Warranty - Used Part - New item - Reparatur |
| Typ of the incident | - Replacement - Credit voucher - Reparatur |
| Warranty claim | A check in this box indicates that a warranty claim is to be submitted. (By activating the box "Warranty claim" you indicate to us that you intend to submit a warranty claim for this incident, e.g. because obligatory reimbursement work has occurred. The incident will then be handled together with the warranty claim once MAHA has received the complete documentation.) |
| Serial number | After entering the serial number, the parts list (Abb. 2) is displayed and you could select the desired article. By double-clicking the |

| | |
|------------------------|---|
| | article will be transferred to the main screen together with further information. |
| Statistics group | Group of the item |
| Product | Model of the product |
| Item number | Article (Article number Defective/Replacement part) (e.g. 58 0815) |
| Article text | Article text (e.g. LON PCB) / Optional info |
| Produkt ID | Optional info |
| Year of construction | Year of manufacture |
| Invoice number | Invoice number (Optional) |
| Spare parts invoice | Spare parts invoice |
| Description of Failure | Each parts tag/RMA Incident requires a clear, definitive short failure description. <i>Note: Only 80 Char</i> |
| Comment | More information |
| Insert pictures | For improved identification, a picture can be added to each parts tag/RMA Incident. Should additional pictures be available to better explain and describe the failure, we ask that you send them to the responsible sales group including the RMA Number. |

Bitte Artikel wählen...

| Artikel | Beschreibung | Beschreibung-GB |
|-----------|--------------------------------|------------------------|
| 24 1741 1 | Bundbuchse CSB-10F - 40260 | Friction Bearing |
| 24000042 | Flanschlager Igubal D=16 | Flange Bearing |
| 24000044 | Gleitlag. Iglidur Clipslager | Friction Bearing |
| 24000045 | Minikugellag 61801-ZZ-MAE | Miniature Ball Bearing |
| 29 0005 | Libellen NH 55 BMi) | Bubble Level |
| 31 6820 | Platte PE 600x2750x20 | Plate |
| 51 1004 | Drucktaster Rafi 9,1mm Iöt | Pushbutton |
| 51 4007 | Kabelk Flachbandkabel mit Ferr | cable harness |
| 51 4078 | Patchkabel 2xRJ45 Cat.5e | Patch Cable |
| 51 4093 | Patchkabel 2xRJ45 Cat7 flach | Patch Cable |
| 51 4094 | Patchkab. 2xRJ45 Kat5 1.0m | Patch Cable |
| 52 0281 | Plat interne Kamera MLT IK1 | board |
| 52 0283 | Plat Fadenkreuzplatine MLT FK1 | board |
| 52 0293 | Akku MLT 3000 | Storage Battery |
| 52 0300 | Batter Mignonzel. 1,5V Alka | Battery |
| 52 0304 | Batterieanschlüsse neben. | Connection |
| 52 0316 | Batteriehalter 4xMign.fia. | Support |
| 52 0772 | Strich Laser Klasse 2M | laser |
| 52 0819 | Bluetooth USB Stick Bluetooth | Bluetooth Usb Stick |
| 52 0824 | Kabel USB A Verlängerung für L | Cable |
| 52 0829 | Netzteil Steckernetzteil 230V | Power Supply |
| 52 0830 | Kabel USB A Verlängerung für M | Cable |
| 52 0830 | Sicherheitskabel 5-20 SICHERUM | Detection Device |




III 1: List of items

2.3.2.2 Complete the Procedure and Print the Documents

After completing the data entry, click button „Save“ to transmit the data to MAHA

The parts tag/RMA Claim and the package label can be printed out by clicking the appropriate button.



MAHA · RMA · Antrag

| | |
|-------------------------------------|--|
| Absender/ Return address | Empfänger/ Receiver MAHA Maschinenbau Maldenwang GmbH & Co. KG. Street 20 37490 Maldenwang Germany |
|-------------------------------------|--|

Reshipment

General data:

RMA-Number: 76837

Claim for: ~~Garantie~~
Type of claim: ~~Gutschrift~~
Warranty claim: No

Company:

Customer number: 123456
Company:

Place of installation:

Company:
Street: ~~Musterstraße~~ 17
City: 12345 ~~Musterstadt~~
Country: Germany

Contact person:

Name: Mr. ~~Mustermann~~
Telephone:
Email: max.mustermann@muster.de

Item description:

Serial number: 123456-001
Product group: MB7040
Product: GSL I
Item: 12 3456
Description:
Year: 8/2009
Invoice number: 10012345
Spare part invoice: 5

Description of failure:

Comment:

2.3.3 RMA-Info

Home RMA process RMA status German English Spanisch French Settings Help

RMA Language

RMA-Step 1 RMA-Step 2 **RMA-Info**

RMA: Dealer:

RMA-Information-Item

Serial number Image:

Statistics group

Product

Material num.

Description

Year of construction:

Department:

ET / WA - finished

Ordernumber

Invoicentr.

Warranty?

Credit

Invoice number

RMA-Information-Status

0 - New

1 - In process

2 - Wait for goods

3 - Goods arrived

4 - Order

5 - Delivered

6 - Supplier paid

7 - Appraisal of results

9 - Incident canceled

10 - RMA process finished

RMA e-mail

Additional information about this process can be found on this tab page, such as: the status of this process.

2.4 RMA-Status

| RMA | Customer | Claim | Application for: | Warr.Clai | Serial number | Material num. | Description | ET | Status |
|-------|----------|----------|------------------|-----------|---------------|---------------|---------------------------|----|----------------|
| 76837 | 111111 | Warranty | Credit | No | 467666-001 | 51 0561 | Befestigungsadapter front | No | 1 - In process |

Each applicant only gets their own data displayed.

These are sorted by RMA incident number in column 1.

The far-right column shows the current status of the incident and the internal processing step at MAHA.

0 - A new incident has been recorded but has not yet been processed at MAHA

1 - Internal processing step at MAHA for reading of the data (Excel file)
Replacement delivery organized for dealer/importer

2 - MAHA is waiting for the return shipment of the defective part from the dealer/importer

3 - MAHA has received return shipment of parts

4 - Defective parts are inspected by MAHA and/or an external supplier

5 - Assessment by MAHA and/or outside supplier (parts are at MAHA)

10 - RMA incident completed