

**A. Purpose**

The purpose of this document is to provide instructions for Return Merchandise Authorization (RMA) process.

**B. Scope**

These instructions apply to all returns from customers.

**C. Responsibility**

- Customer Service Representatives (CSR) are responsible to receive incoming request for RMA.
- Customer service Rep. is responsible to issue RMA number and communicate with customer.
- Receiving clerk receives the RMA and pass it to QA for inspection
- QA will inspect product prior passing to technician.
- Test technician handles non technical RMAs, technical RMAs to engineers
- Process and/or QA engineers determine the root cause and corrective actions (for visual/mechanical issues.
- Test engineer determine the root cause and corrective actions for electrical failures
- CAR (FM852-01-01), FAR (FM852-01-04) can be generated by request.
- Test technician entry analysis results on-line RMA system before releasing to W/H

**D. Instructions**

1. RMA Request

- a. Customer fills out a RMA request form online at company website [www.unigen.com](http://www.unigen.com).
- b. CSR will process the incoming requests according to the time they are received.
- c. All RMA information will be verified to make sure accuracy and validity.
- d. Information required on RMA form must be complete and clear. The followings are required:
  - i. Part Number (Manufacturing Part Number)
  - ii. Qty Return
  - iii. Original Invoice no.
  - iv. Date of purchase
  - v. Reason for returning
- e. RMA customer service verifies the information on the RMA form with the company records in the computer. Both records should match with regards to quantity of product shipped, invoice number order date and part number.
- f. The return may be for credit/refund, rework or replacement according to the terms and conditions of Sales.
- g. Notify customer of the RMA number by email.
- h. Customer service will enter all the information on the RMA form into the ORACLE system.
- i. Customer must ship the return parts with the RMA form and also mark the RMA number on the outside package.

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2. RMA Receive

- a. The receiving clerk receives RMA.
- b. Receiving clerk will verify the RMA by
  - i. matching the RMA number on the package and the system
  - ii. matching the content of the RMA box with the RMA record in the ORACLE system
  - iii. Receiving clerk will receive the RMA into the system when there are no discrepancies.
  - iv. If there is a discrepancy, receiving clerk will notify customer service.
  - v. Customer service will notify the customer on the discrepancy and correct it.

3. RMA Process

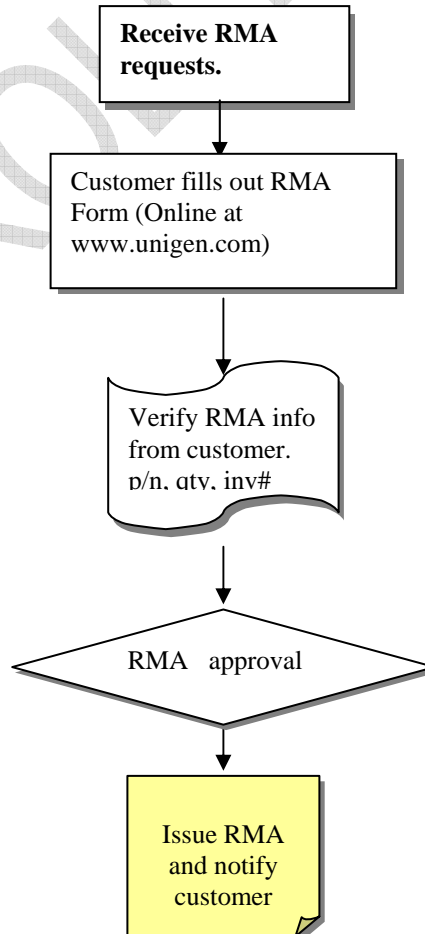
- a. **All** RMA returns are subject to test process to determine the status of the product before the next step is carried out.
- b. For Credit or refund
  - i. Non-defective product is return to inventory.
  - ii. Defective product is sent to Quality Engineer for evaluation.
  - iii. Quality Engineer is to determine if the product can be repaired or scrapped.
  - iv. Non-repairable product is scrap.
  - v. Repairable product is sent to rework department for repair.
  - vi. Failure Analysis Report will be initiated and its result is recorded.
  - vii. Credit memo authorized by accounting is issued against the invoice.
- c. For Warranty Repairs
  - i. Non-defective product is returned to customer.
  - ii. Defective product is sent to rework/repair, and inspection.
  - iii. Reworked or repaired product is sent to test process for validation before returning it to customer.
  - iv. Non-repairable product is scrap.
  - v. Repairable product is sent to rework department for repair.
  - vi. Failure Analysis Report will be initiated and its result is recorded.
- d. For Warranty Replacements
  - i. Non-defective product is returned to inventory.
  - ii. Defective product is sent to Quality Engineer for evaluation.
  - iii. Non-repairable product is scrap.
  - iv. Repairable product is sent to rework department for repair.
  - v. Failure Analysis Report will be initiated and its result is recorded.
- e. Customer Service will
  - i. Generate paper work to ship repaired or replacement product to customer.
  - ii. Track RMA status.
  - iii. Communicate to customer.

- f. RMA data is collected by QA Engineer as follow:

- i. Number of returns
- ii. Reason for return
- iii. Type of return
- iv. Actual number of defect product
- v. Type of defects
- g. Based on the collected data, analysis of the data will be performed to determine if corrective action is necessary.

**E. Materials**

None

**F. Sketches/flow charts****RMA ISSUANCE:**

## RMA RECEIVE AND PROCESS

