Service Guide

RMA Generation & Authorization

Revision 1

9/12/18
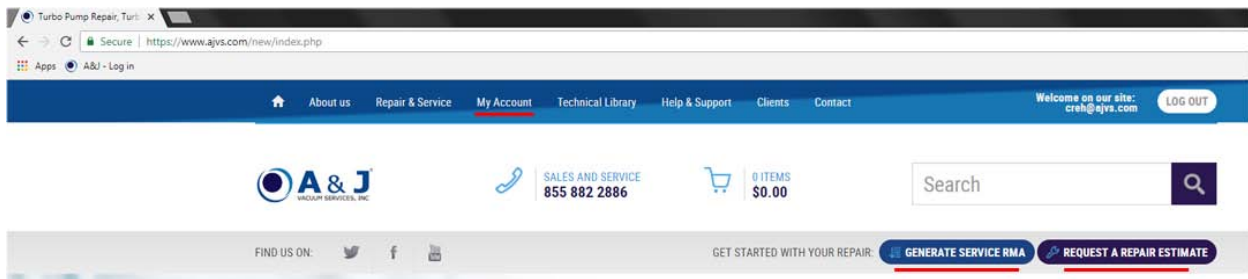
Table of Contents

<u>Website Overview</u>

All service RMA requests are handled through our web portal. There are three conveniently placed buttons on the top of our home page that allow you to complete all service functions. Once an account is registered you are able to generate service requests as well as view your previous order history.
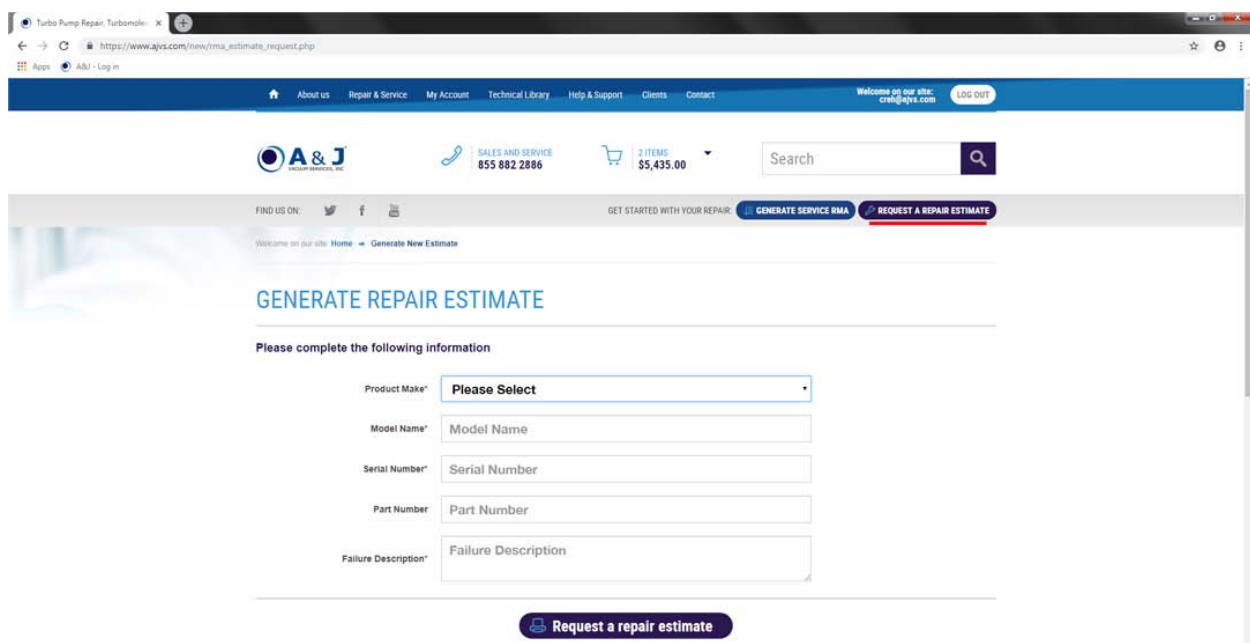
Home Page:

Estimate Request

While we would be glad to answer any service questions you may have over the phone our web portal provides a quick and easy way to receive a formal service estimate that outlines the standard service for your equipment. The only information you will need preliminarily is a product make, model number, serial number, and a brief description of the problem.

An estimate is not mandatory to begin your service. This is primarily used if you need formal pricing to create your initial purchase order. Estimated rebuild costs are not final.

Upon submission of your request an AJVS staff member will review your request and send a formal service estimate to you via email.

RMA Generation

To begin RMA generation please log in at www.ajvs.com.You will need your product make, part number, and serial number to be able to complete this process.

1. Click "Generate Service RMA" under the search bar at the top of our webpage.

2. Answer all of the questions marked with a *.
   - If you are using a purchase order you will be asked to provide a copy. Standard rebuild pricing could be obtained by requesting a service estimate.

3. Click "Generate RMA & Print Packing Slip" at the bottom of our page.
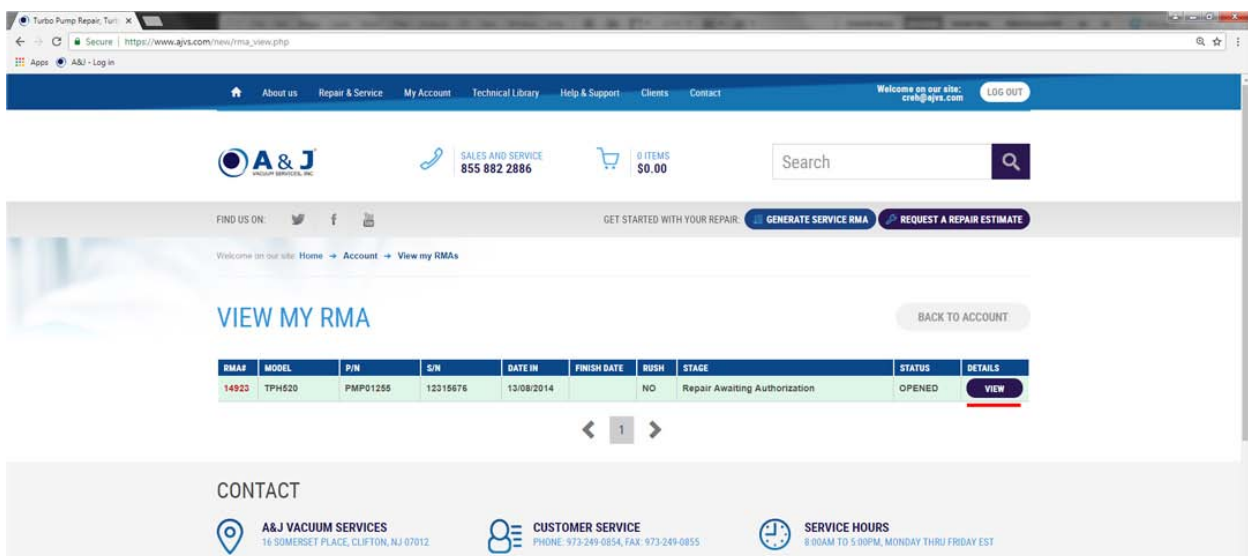
RMA Authorization

To begin the authorization process please log in at www.ajvs.com with the account that created the RMA.

1. Click "My Account" on the top bar of our web page.
2. Click "View My RMAs" in the service RMA section.
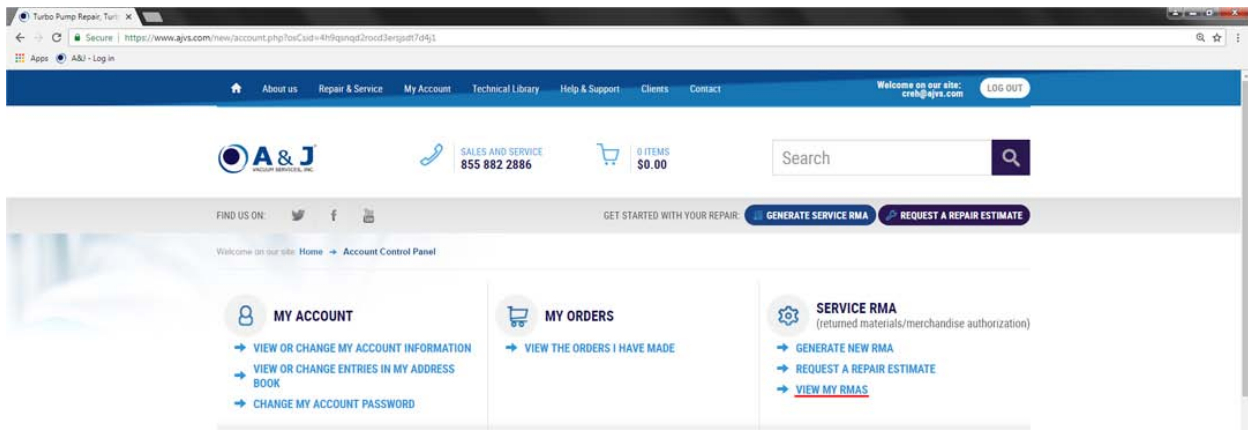
3. Find the RMA you would like to authorize on the table and click the "View" button in the details column.

4. Scroll down to below documents and test reports to click the "Authorize Quotation" button. A popup will appear asking you to confirm that you would like to add this RMA to the shopping cart. Press Confirm. You will then be moved to the shopping cart page.

5. From the shopping cart click the "Check Out" button.

6. Verify your billing and shipping addresses at the top of the checkout page.

7. After selecting your shipping method and attaching the purchase order information please click "Confirm Order" at the bottom of the page.