



Service Guide  
RMA Generation & Authorization

Revision 1

9/12/18

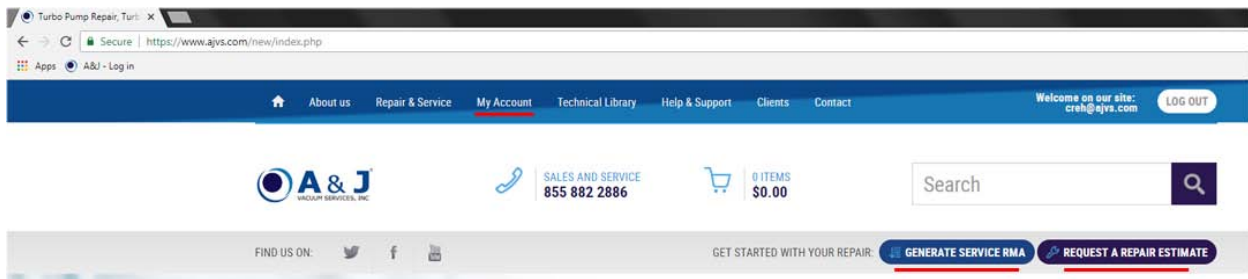
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## Website Overview

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.

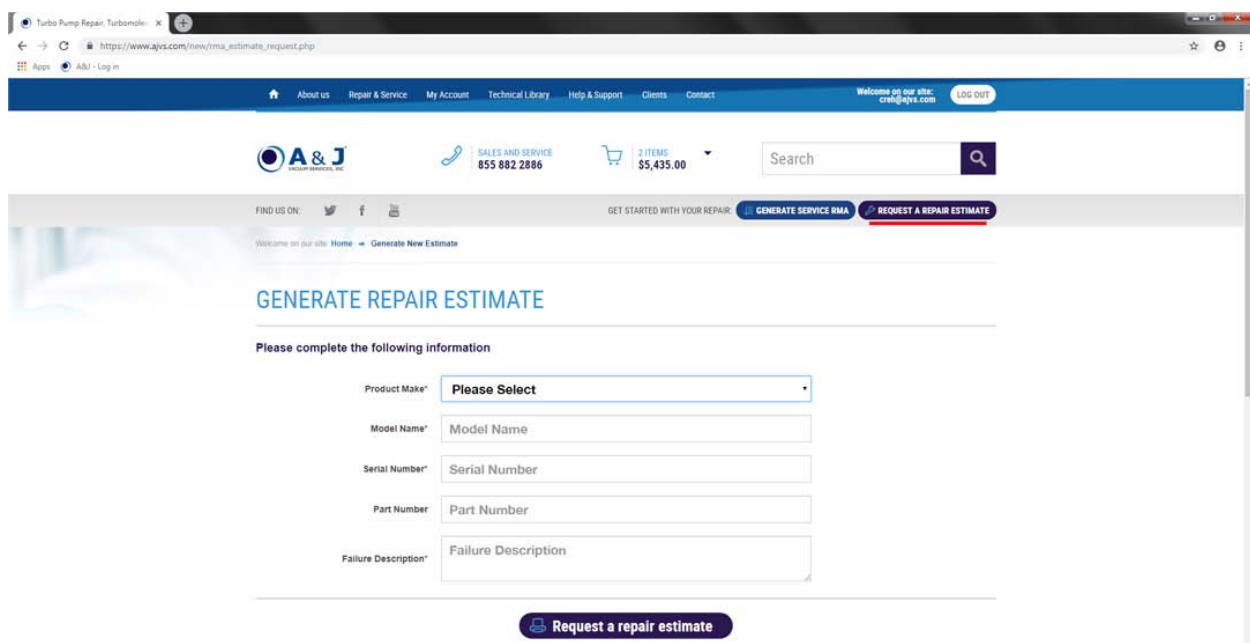
### Home Page:



## 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.\*



The screenshot shows a web browser window displaying the A&J website. The page title is "Turbo Pump Repair, Turbomole". The URL is "https://www.ajvs.com/new/rma\_estimate\_request.php". The website has a blue header with navigation links: "About us", "Repair & Service", "My Account", "Technical Library", "Help & Support", "Clients", and "Contact". There is a "LOG OUT" button and a "Welcome on our site: cre@ajvs.com" message. Below the header, there is a search bar and a shopping cart icon showing "2 ITEMS \$5,435.00". The main content area is titled "GENERATE REPAIR ESTIMATE" and contains a form with the following fields:

- Product Make\* (Dropdown menu with "Please Select" selected)
- Model Name\* (Text input field)
- Serial Number\* (Text input field)
- Part Number (Text input field)
- Failure Description\* (Text input field)

At the bottom of the form is a "Request a repair estimate" button.

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](http://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.

The screenshot shows the 'GENERATE SERVICE RMA' form on the AJVS website. The form is titled 'GENERATE SERVICE RMA' and includes sections for 'General Information' and 'Failure information'. The 'General Information' section contains fields for Product Make, Model Name, Serial Number, Part Number, Service Requested, is this return covered under Warranty?, and Payment Option. The 'Failure information' section contains fields for Equipment Category and Was Exposed to Hazardous Materials. A 'BACK TO ACCOUNT' button is located at the top right of the form area.

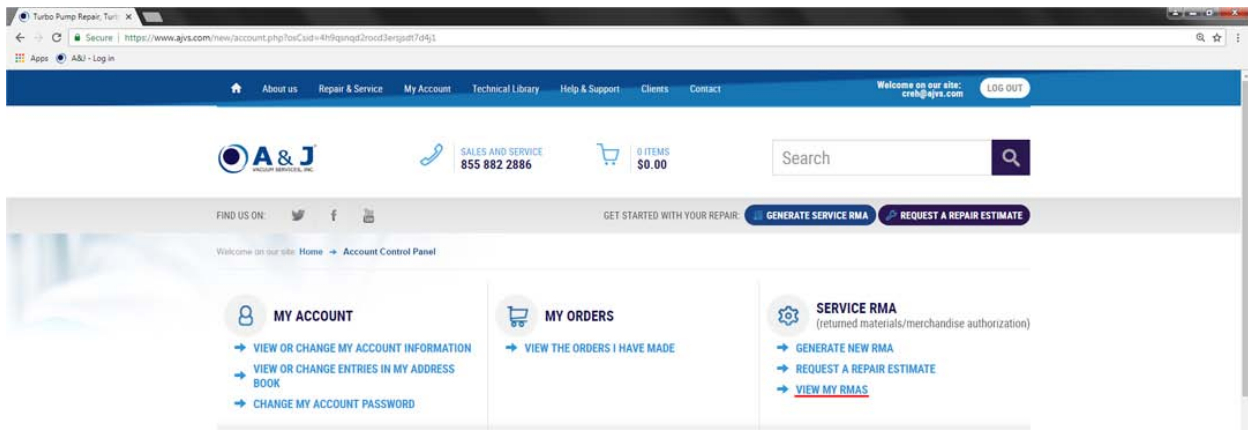
3. Click “Generate RMA & Print Packing Slip” at the bottom of our page.

The screenshot shows the bottom portion of the RMA generation form. It includes a 'Failure Description' field with a note: "Please note: It is very important for us to know what has caused this failure. Please try to complete this questionnaire in full. If the values are unknown enter N/A. Provide as much information as possible so we can properly identify the problem and get the equipment repaired as soon as possible. Entering N/A in all the fields will not provide sufficient amount of information to process the warranty RMA and may delay the evaluation process." Below this is the 'Service Options' section with a 'Rush Service' dropdown menu. At the bottom is the 'Additional Information' section with detailed text about shipping and return policies. A 'Generate RMA & Print Packing Slip' button is located at the bottom center.

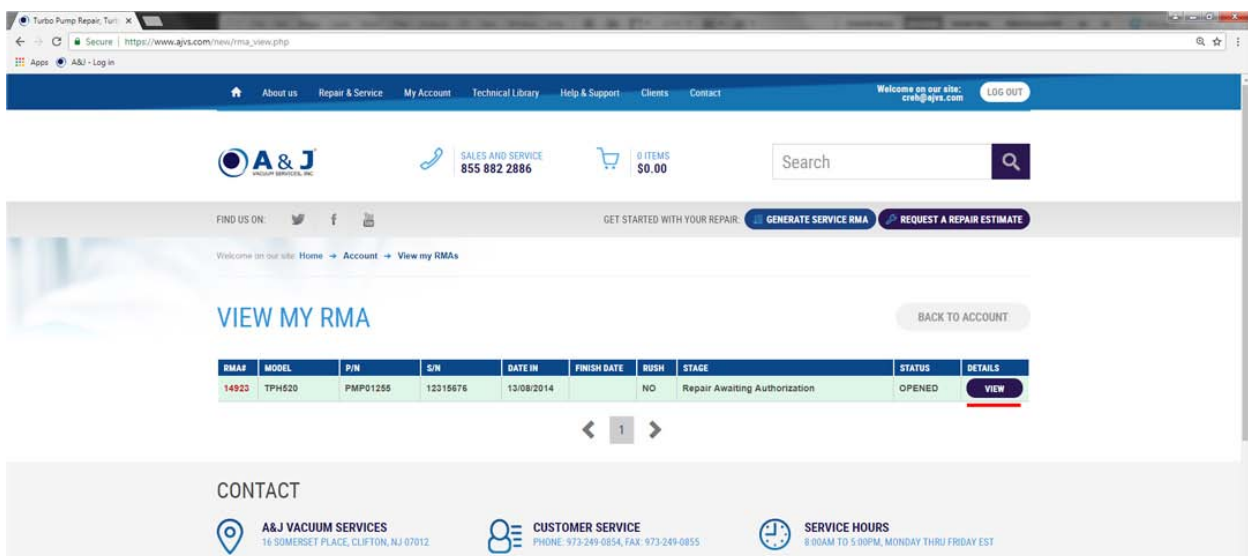
## RMA Authorization

To begin the authorization process please log in at [www.ajvs.com](http://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.

Service RMA#: 14923

Stage: Repair Awaiting Authorization

Equipment's Photos

PHOTO	DATE

Documents and Tests Reports Issued by A&J

DOCUMENT TYPE	DOCUMENT NUMBER	DATE	DOCUMENT EXP. DATE	TOTAL AMOUNT	PAYMENT STATUS	
Quotation	161047	9/5/2018	10/5/2018	\$1,485.00	N/A	<a href="#">VIEW</a>

[SCRAP EQUIPMENT](#)
[RETURN UNREPAIRED](#)
[AUTHORIZE QUOTATION](#)

5. From the shopping cart click the “Check Out” button.

RMA 14923 has been added to your cart

SHOPPING CART

You have (1) items in your Shopping Cart

PHOTO	PRODUCTS	QTY.	PRICE PER.	PRICE TOTAL	REMOVE
	RMA#: 14923	1	\$1,485.00	\$1,485.00	

TOTAL: \$1,485.00

[CONTINUE SHOPPING](#)
[UPDATE CART](#)
[CHECK OUT](#)

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.

**Purchase Order**  
Credit Card Information not required  
Purchase Order:   
Upload a File:  | No file chosen

Please verify that your billing and shipping address match the billing and shipping address on your purchase order:  
 I confirm that my billing and shipping address match the billing and shipping address listed on my purchase order.

E-Mail Address:   
Confirm E-Mail Address:

**Redeem Coupon Code:**  
If you have a coupon code please enter below:

**Shopping Cart:**

QTY ORDERED	QTY AVAILABLE	ITEM	PRICE
1	In Stock	EMBAR 14523	\$1,485.00
SUBTOTAL:			\$1,485.00
SHIPPING AND HANDLING:			\$37.66
TAX:			\$0.00
ORDER TOTAL:			\$1,522.66

**ORDER SUMMARY:**

SUBTOTAL:	\$1,485.00
SHIPPING AND HANDLING:	\$37.66
TAX:	\$0.00
<b>ORDER TOTAL:</b>	<b>\$1,522.66</b>

I agree to A & J Vacuum Service's Terms and Conditions as outlined in the [website policy section](#)

Invoice will automatically be sent to the email in this field.