

Intended Audience

This document is for the customers who have purchased hardware products from ATC.

Returned Material Authorisation User Guide

Web based system for the authorised return of ATC hardware products. Any hardware product that requires repair needs to be submitted via the ATC RMA System before it can be returned to ATC for repair or replacement.

Requirements to Access ATC website

1. Use a browser such as one of the following:

- Mozilla Firefox V3 or later,
- Internet Explorer 7 or later,
- Google Chrome V4 or later,
- Apple Safari V4 or later,
- Opera V9 or later

Please note this service is a purely web based , so NO files need to be downloaded, however please be aware that the site needs to be added to your company's "Allowed" Sites as firewalls may block access.

2. A member login account on ATC Website.

Website Access

ATC will provide member only access to the RMA Module via its website:

<http://www.aldridgetrafficcontrollers.com.au> OR

<http://www.atsc4.com.au>

The End User or Installer needs to login into the ATC website by entering their username and password (Issued prior to this step) as shown in Figure 1 below.



Sydney local time: 22 Feb 2012 | 8:12:20
Home | Traffic Engineering Blog | Members Forum | Contact Us



Figure 1 ATC Website Member Login Window

The password will be issued by ATC individually via an email. If you don't have a login account with ATC, simply email the site administrator: sysadmin@atsc4.com.au

You will receive an account registration confirmation email.

Type in your username and password to the ATC website as shown in Figure 1 above and you will notice that an additional bar will appear at the top of your web browser with your full name as shown below:

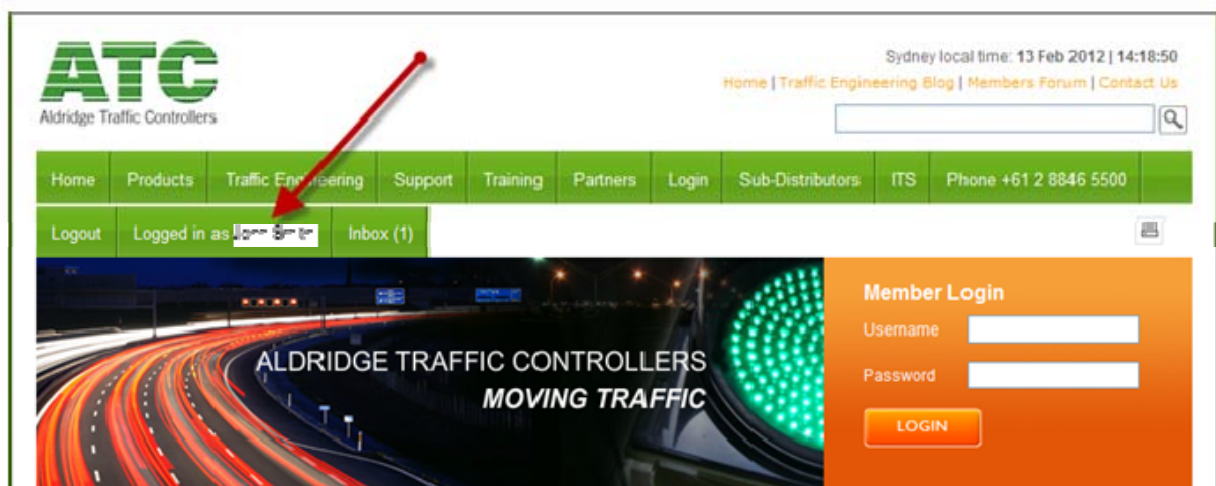


Figure 2 ATC Website Member Area Logged In Screen

Accessing the RMA Submission Form

Once you are logged in on our ATC website, click on the 'Support -> RMA System -> RMA Submissions' on the title bar as shown below

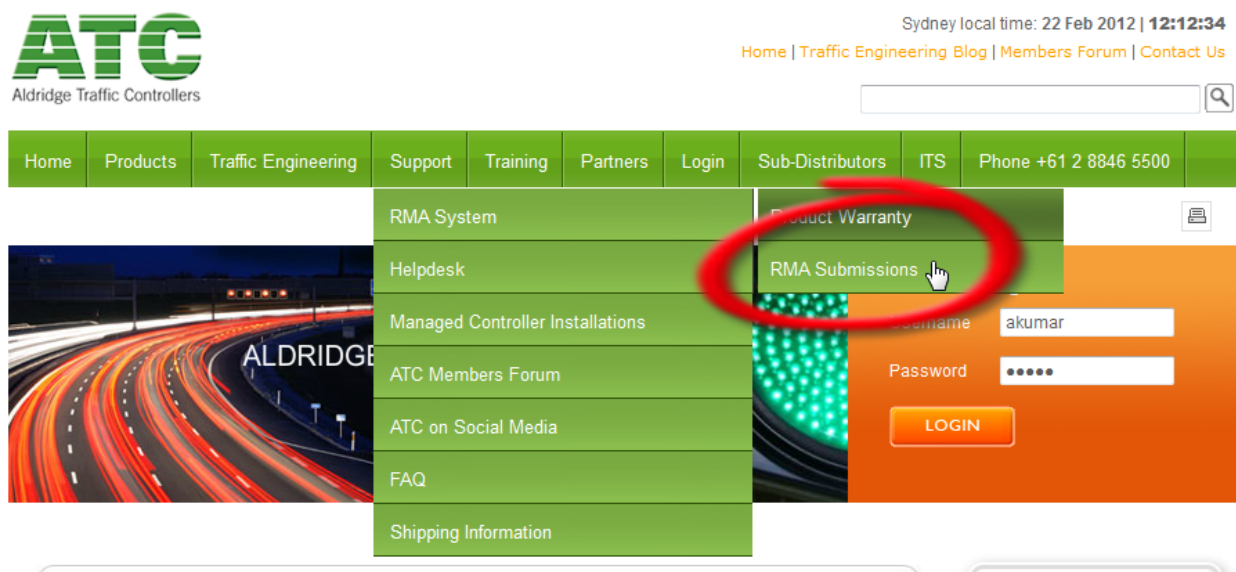


Figure 3 ATC Website RMA support Screen

Filling out the RMA Submission Form

You will see RMA submission form on the screen as shown on the next page. Please fill in the detailed information to help ATC repair the module effectively.

Please fill in one form per module to be returned for repair.

ATC RMA User Guide

Returned Material Authorization

Returned Material Advice

This secure web page form is to allow end users to submit a request for an RMA number from ATC. If ATC authorizes the request, the module will be processed by ATC's RMA process and the end user will be notified of its progress right through to shipment.

ATC to Enter Submission ID	<input type="text"/>	← Leave this field blank
Your Non Conformance No / Ref	<input type="text"/>	← Enter your reference number
Your Company Name*	<input type="text"/>	← Enter your company's name if not pre-populated
Your Name*	<input type="text"/>	← Enter your name if not pre-populated
Your Country Code Number	<input type="text"/>	← Enter your country code
Your Email Address*	<input type="text"/>	← Enter your email ID if not pre-populated
Your Area Code Number	<input type="text"/>	← Enter your area code
Your Contact Phone Number	<input type="text"/>	← Enter your contact phone number
ATC Part Number*	<input type="text" value="TC400-25 Power Supply Module (PSM)"/>	← Select the module to be repaired
<p>Enter the serial number of the module without any spaces or dashes.</p> <p>E.g. ATC07023914</p>		
Module Serial Number **	<input type="text"/>	← Enter Serial number of the module
<p>Please describe the problem * (Provide as much detail as possible and any cause leading to the problem.)*</p> <div style="border: 1px solid #ccc; height: 100px; width: 250px;"></div>		← Enter detailed fault report
<p>Mandatory field(s) marked with *</p> <div style="display: flex; align-items: center;"> <input type="button" value="Submit New RMA"/> <div style="margin-left: 20px; border: 2px solid blue; border-radius: 50%; padding: 10px; background-color: white;"> Click here to Submit </div> </div>		

Figure 4 ATC Website RMA Submission Form Screen

After filling out the form Click on 'Submit New RMA' button as shown in Figure 4 above.

Notification of successful RMA Submission Form on the screen

You will be notified immediately on your screen if your RMA submission was successful as shown in Figure 5 below. Do not print this to send with the Module for repair.

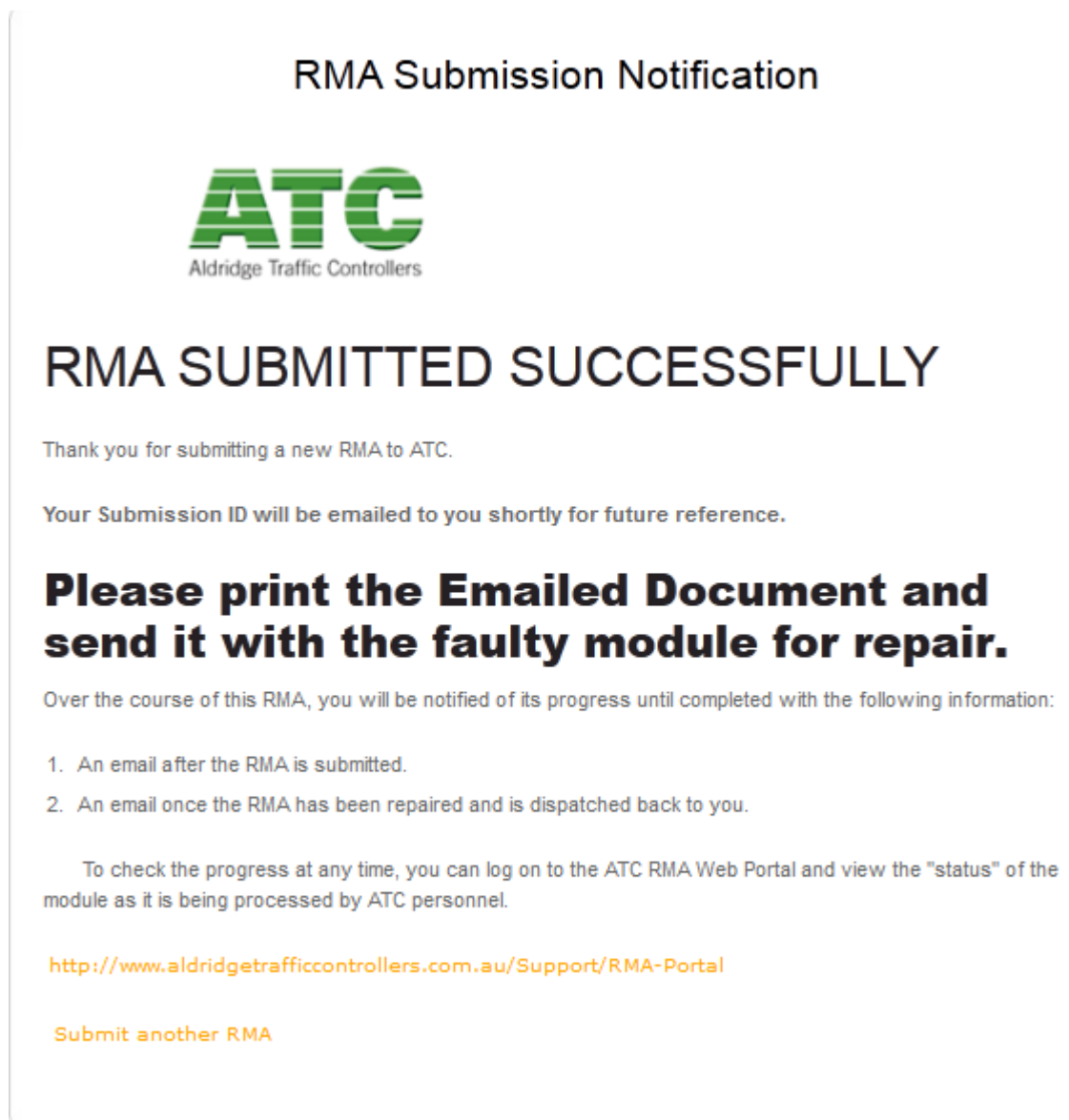


Figure 5 ATC RMA Submission Notification on screen

Notification of successful RMA Submission Form via email

You will then be emailed a notification of a successful RMA Submission as shown in Figure 6 below. This notification should have a RMA Submission ID for your reference. Please print this email and send it to ATC with the module to be repaired.

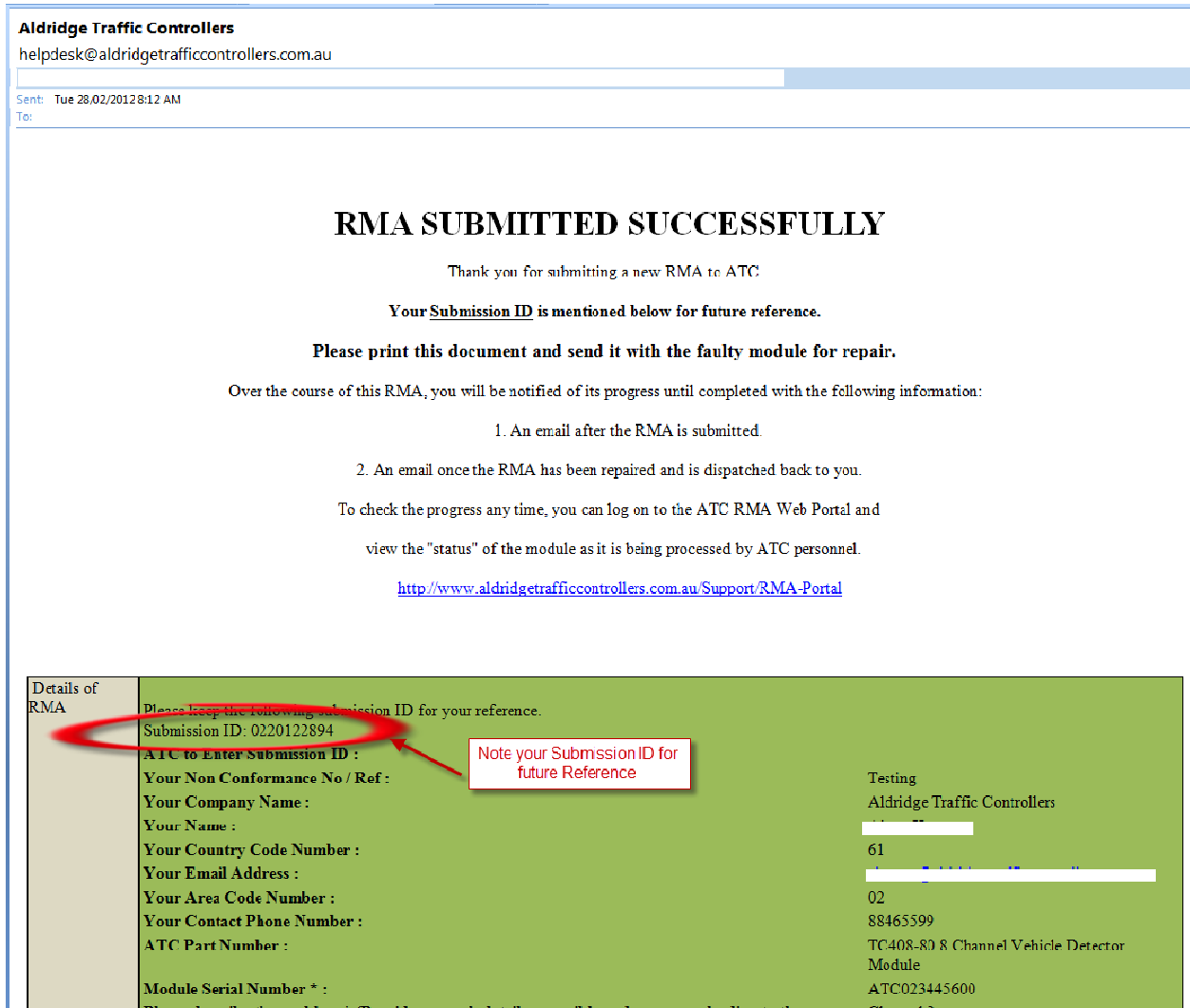


Figure 6 ATC Website RMA Submission Email Notification

End User Dashboard

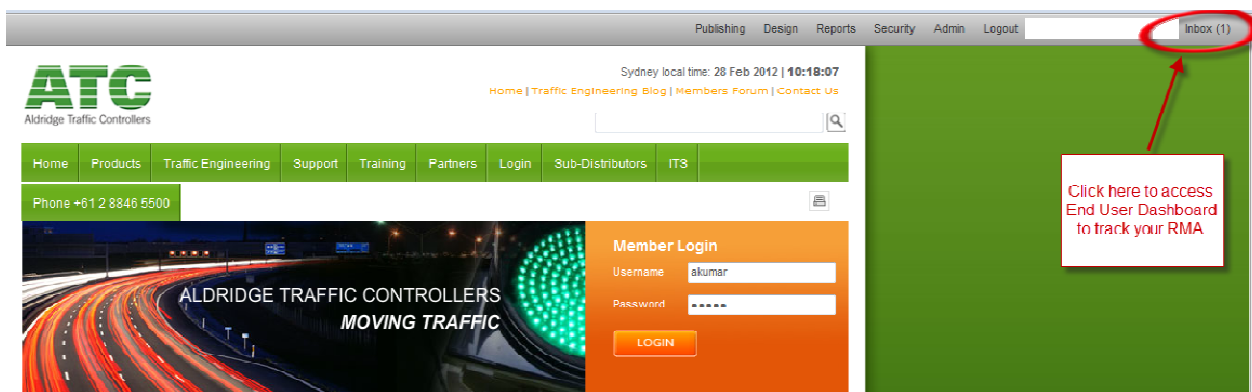


Figure 7 ATC Website Access to End User Dashboard for RMAs

You can check the status of your RMAs on the ATC website at anytime by logging in and clicking on “Inbox” on the top right hand corner as shown in Figure 7 above.

You will see your dashboard as shown in Figure 8 below. Click on the ‘status’ column to check the status of your RMA.

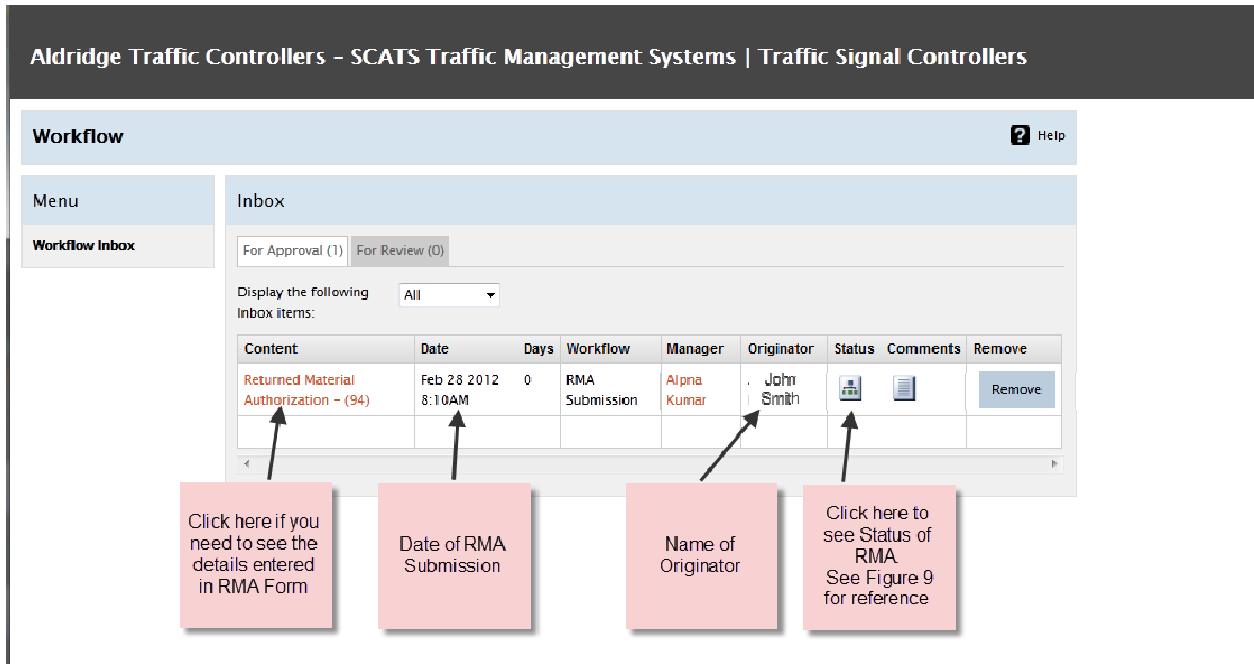


Figure 8 ATC Website End User Dashboard for RMAs

Status of RMA

When you click on 'Status' as shown in the Figure 8 above, You will see 5 workflow baskets as shown in Figure 9 below. A double box will be on the basket where your RMA is upto.

Please refer to the following to understand the steps involved in our RMA workflow.

1. **Initial Management Approval**-- A double box on this means your RMA is waiting to be approved by ATC's RMA manager. Once approved, it is moved to the "Store Person Receive" basket.
2. **Store Person Receive**--- A double box on this means your RMA is waiting to be received by ATC store. Once received, it is then forwarded to the "Technician Fix" basket.
3. **Technician Fix**--- A double box on this means your RMA is being worked on by ATC Technicians. Once Repaired, it is then moved to the "Final Management Approval" basket.
4. **Final Management Approval**--- A double box on this means your RMA is waiting to be approved for final dispatch by RMA manager. Once approved, it is then moved to the "Final Store Dispatch" basket.
5. **Final Store Dispatch**--- A double box on this means your RMA is waiting to be dispatched from ATC store. Once it is physically dispatched , the originator gets an email notification as shown in Figure 10 below and the process is complete.

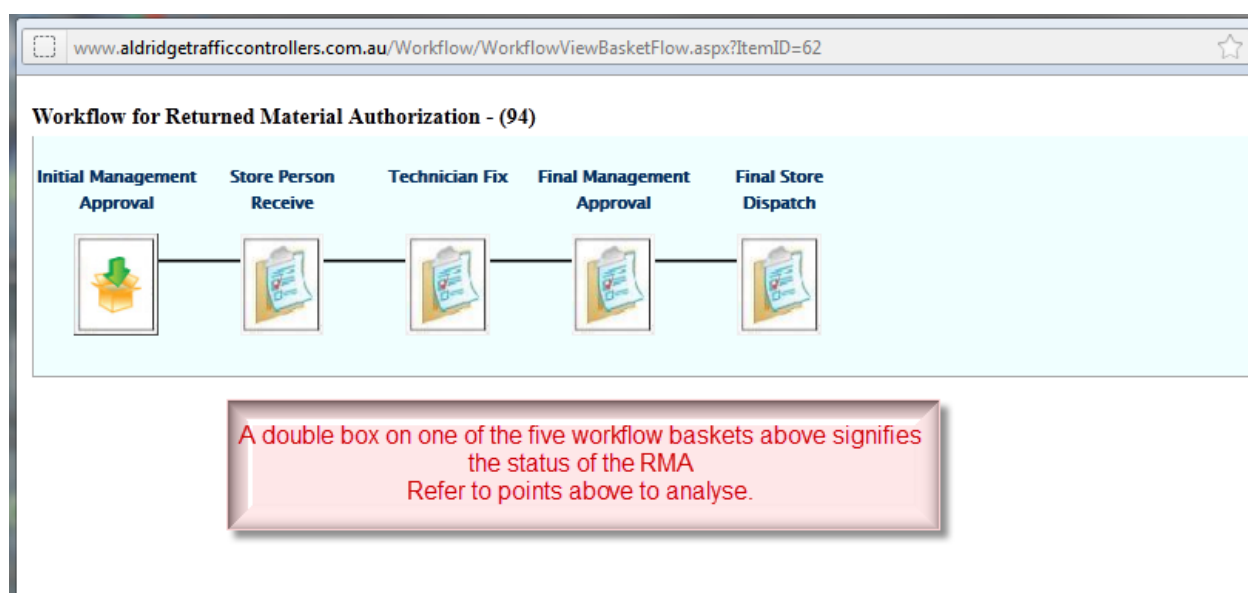


Figure 9 ATC Website WORKFLOW BASKETS for RMAs

Email Notification of completed RMA

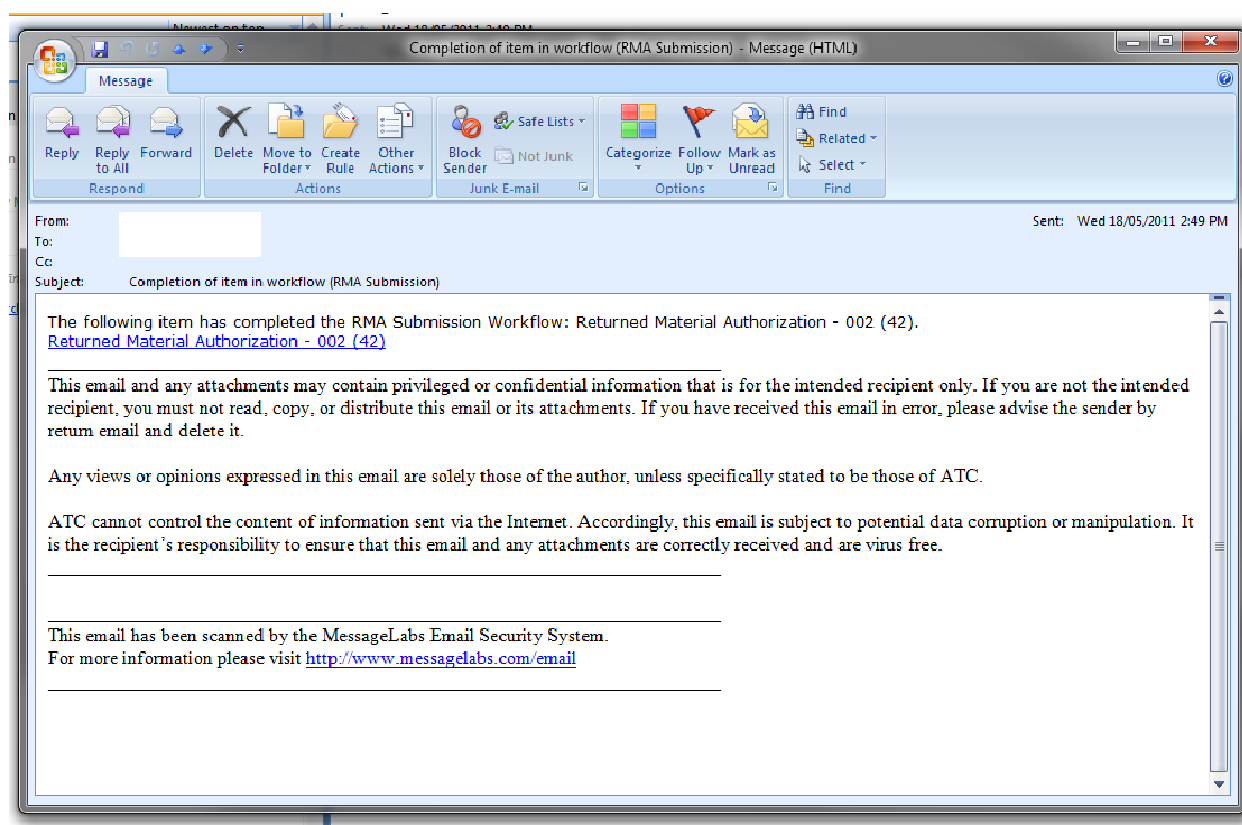


Figure 10 ATC Website RMA Completion Email Notification