

What is the Amazone RMAWW Portal?

- RMA means Return Material Authorisation.
- In our case, it usually is the request made by Dealers on behalf of retail customers to repair machines which may be subject to the Amazone Ltd terms of Warranty (see relevant document)
- The designation WW or World Wide simply refers to the area of the Amazone website which can be accessed and used by Dealers outside of the home market of Germany for the purpose of submitting Warranty or RMA claims
- It is a fully online system
- It offers a new and exiting way to manage Customer Information, Machine registrations and Warranty
- It is faster, more accurate and easier to use than anything used previously by Amazone-and it is tailor made for our needs by ourselves

What is the Amazone RMAWW Portal?

- These notes will help you to submit your warranty applications online using the Amazone RMAWW portal. Here you can also manage and track your current applications
- They will show you how to
 - Manage your Administration details to ensure compatibility with the system
 - Register machines for Warranty
 - Submit an RMA application and the options available for doing so
 - Interact with Amazone Ltd to ensure swift and speedy results

Instruction/Help on the RMAWW portal

- Access is made via the Internet from the Amazone Ltd home page simply by clicking on the 'RMAWW' link
- Log onto the RMAWW portal with the same access data you use to view and order AMAZONE parts. No new links, websites or passwords to remember!
- Amazone Ltd will activate your ability to access this new facility automatically, ready for you to use after September 1st 2009

Instruction/Help on the RMAWW portal- First steps



SPAREPARTS

- [Start page](#)
- [Spare parts](#)
- [Part information](#)
- [Direct order](#)
- [Machine number](#)
- [Shopping cart](#)
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- [Logout*](#)
- [Import*](#)
- [Administration*](#)
- * for dealers

- Version 6.2
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- **It is essential that Dealer Administration details are correct and that a dedicated e-mail address is given for each account that is held, as communication of events and actions is transmitted via e-mail**
- **Log in as normal to your parts account to show the following screen-**

You are logged on as:

Customer No.:55000***

Name:DIGGITT AGRICULTURAL LTD

Street: COLLEGE ROAD

City: ANYTOWN AA22 2AB

Country:

Telephone:01234 567891

Fax:001234 567892

E-Mail:

last change:01.09.2003 11:37:42

Is your identification ok? If not [change it here](#)

Now on several pages you will be shown additional information concerning weight, price and .All prices are catalog prices in shown currency without VAT, tariffs, or applicable discounts.


Additionally you can use the functions:

- [Import](#): Import orders/shopping carts of your customers.

An open shopping cart that you have created as a logged on user and not transmitted yet, will be stored for your next visit

- **If there is no Email address shown, then Click on [change it here](#) on the screen**

Instruction/Help on the RMAWW portal- First steps



SPAREPARTS

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You will then see a screen as below- please ensure all data is up to date including contact numbers- it is here that your warranty contact e-mail address is added for this particular account- click on the Verify button when complete

Address correction:

Please check and correct your address data and verify by clicking on the button. Your dealer / Amazone also administers your contact data outside of this spare part portal and has to transfer this data to his ERP System. Up to then the old contact data is being used.

Customer-No.:
Name:
Name 2:
Name 3:
Street Zip code (street):
P.O. Box
Zip code (P.O. Box)
City:
Country code:
Telephone:
Fax:
E-Mail:
Creation date:

Verify

Ersatzteil-Datenbank <http://et.amazone.de> - © 1999-2009 AMAZONE

Instruction/Help on the RMAWW portal- First steps

- The e-mail address is a vital part of the RMAWW portal and the owner of the e-mail address will ideally be the person responsible for Warranty within the Dealership and not automatically the parts contact. This E-mail address is however used also by the ET or Parts portal and it is the responsibility of the person whose email address is present here to ensure that all of the relevant information is passed to their colleague.
- This can be effected by setting up an autoforward rule in Microsoft Outlook:
- If the email address which is loaded is the parts person, then set up a rule which forwards all e-mail containing 'RMAWW portal' to the warranty person
- If the email address which is loaded is the warranty person, then set up a rule which forwards all e-mail containing 'ET-portal' to the parts person
- Go to 'Tools' then 'Rules and alerts' within Outlook and follow the instructions



Instruction/Help on the RMAWW portal- First steps

- Now that the fundamentals are correct we can move on to the Portal itself
- The rest of the presentation will proceed as follows
 - Continuing with First steps
 - Logging in to the RMAWW portal
 - Registering customers and machines
 - Submitting an RMAWW claim



Instruction/Help on the RMAWW portal- first steps

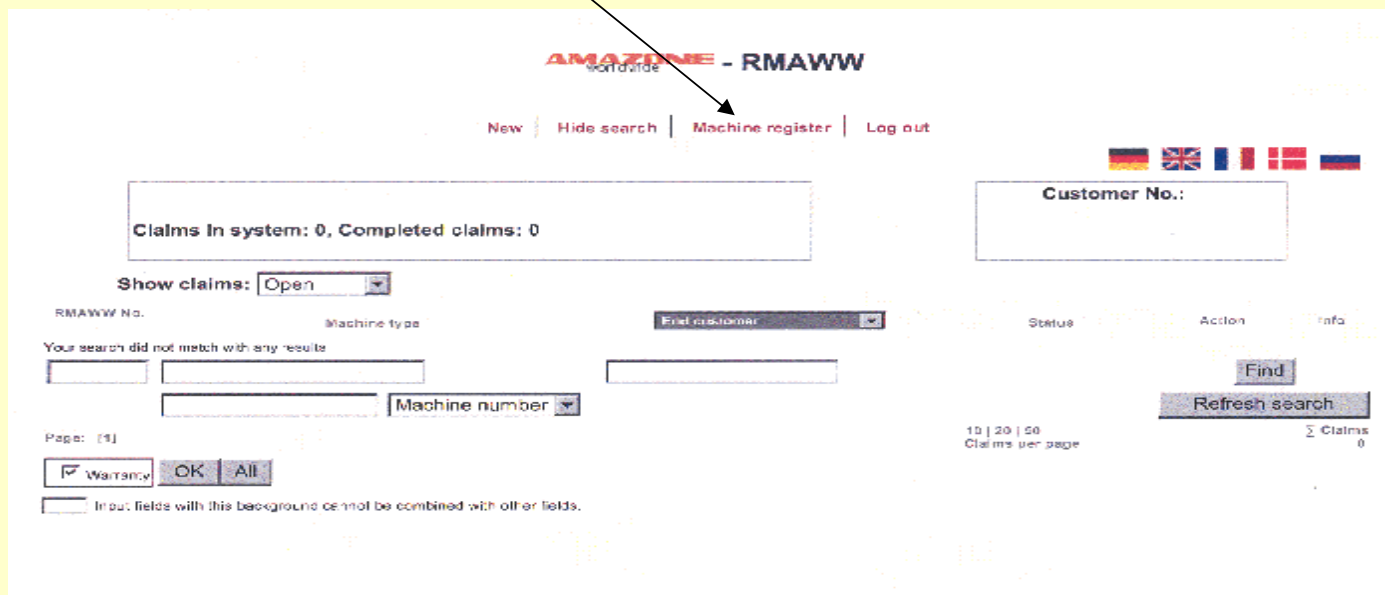
Having clicked on the RMAWW button on the Amazone Ltd website, remember that log in is exactly the same as for the Parts portal, through the identical user name and password

Remember too that others in your business may use the password, so be careful when / if changing it!

Instruction/Help on the RMAWW portal- Log In

Once logged in the RMAWW home page appears:

Then click on Machine register



Instruction/Help on the RMAWW portal- Machine Registration

Which brings up this screen
All machines are required to be registered on the RMAWW
Your user details appear automatically on the right hand side
You fill in customer details on the left, shown partially filled in in this example. If you attempt to save without filling in the relevant fields (asterisked) a warning is shown at the bottom of the page as here
A useful aid is the End Customer / Customer number field. Adding a number here allows you to make more entries for machines for that customer in the future, just by using his dedicated number given by you and ticking the 'Save Customer' box. This facility is not compulsory in its usage

AMAZONE Ltd

MACHINE REGISTER

We would like to point out that only Machine details are passed with a quick processing of the data. Do not wait!

* Mandatory fields Date of registration: 06.08.2009

CUSTOMER DATA

Select end customer / Local no. from an earlier registration
No entries for this dealer

End customer / Customer no.: L01	Local Customer no.: 93000380 <input type="button" value="Load data"/>
Address	Address
Name1: Jim	Name1: Steve Clark
Name2: Steve	Name2: Amazone Ltd
Name3:	Name3: Blyth Road
Street:	Street: Herworth
Town: Howthorpe	Town: Doncaster
Postcode:	Postcode: DN11 9NE
County: GREAT BRITAIN	County: GREAT BRITAIN
Home:	Phone: 01302 748714
Mobile:	Mobile: 07825980719
Fax:	Fax: 0
Email:	Email: steve.clark@amazone.co.uk
<input checked="" type="checkbox"/> Check to save end customer for future registration processes. Only available if the field 'end customer/customer no.' is filled out.	End user / your reference:

Warning:

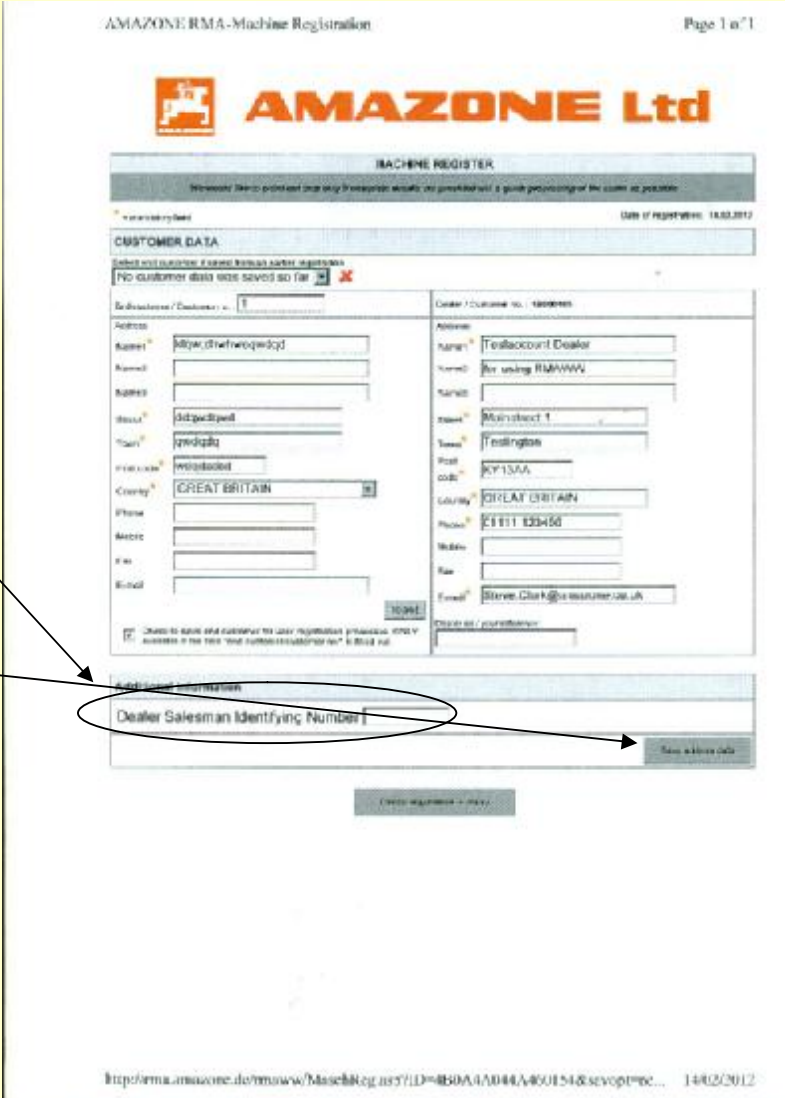
- You have not filled in the end customer street field.
- You have not filled in the end customer post code field.

Instruction/Help on the RMAWW portal- Machine Registration


A new facility on the RMAWW portal allows for submission of a Dealer Salesman Identifying Number.

This 4 digit Number can only be submitted at this stage, and if this is omitted then it cannot be added at a later date.

Once this is done then press the 'Save address data' button to proceed



AMAZONE RMA-Machine Registration Page 1 of 1



MACHINE REGISTER

PLEASE NOTE: PLEASE PRINT AND SIGN THE REGISTRATION FORMS AND RETURN TO US AS SOON AS POSSIBLE

AMAZONE RMA Ltd Date of registration: 14/02/2012

CUSTOMER DATA

Select your customer type and return to the registration page

No customer data was saved so far

Subsidiary / Customer no. 1 Dealer / Customer no. 1000000

Address	
Name [*] [j]jw, d]wefwqjwcdj	Name [*] [T]estaccount Dealer
Name2	Name2 [for using RMAWW]
Name3	Name3
Street [*] [j]jpedjped	Street [*] [A]vantage 1
Town [*] [j]pedjped	Town [*] [T]estington
Postcode [*] [j]pedjped	Postcode [*] [K]Y13AA
Country [*] GREAT BRITAIN	Country [*] GREAT BRITAIN
Phone	Phone [*] [E]111 13345
Mobile	Mobile
E-mail	E-mail [*] [S]teve.Clark@customer.co.uk

* Check to date and customer for user registration processing. ONLY accessible if the tick 'save customer data' is ticked.

Additional information

Dealer Salesman Identifying Number []

<http://rma.amazone.de/rmaww/MaschReg.asp?ID=450A1A04A400154&sevopt=0c...> 14/02/2012



Instruction/Help on the RMAWW portal- Machine Registration

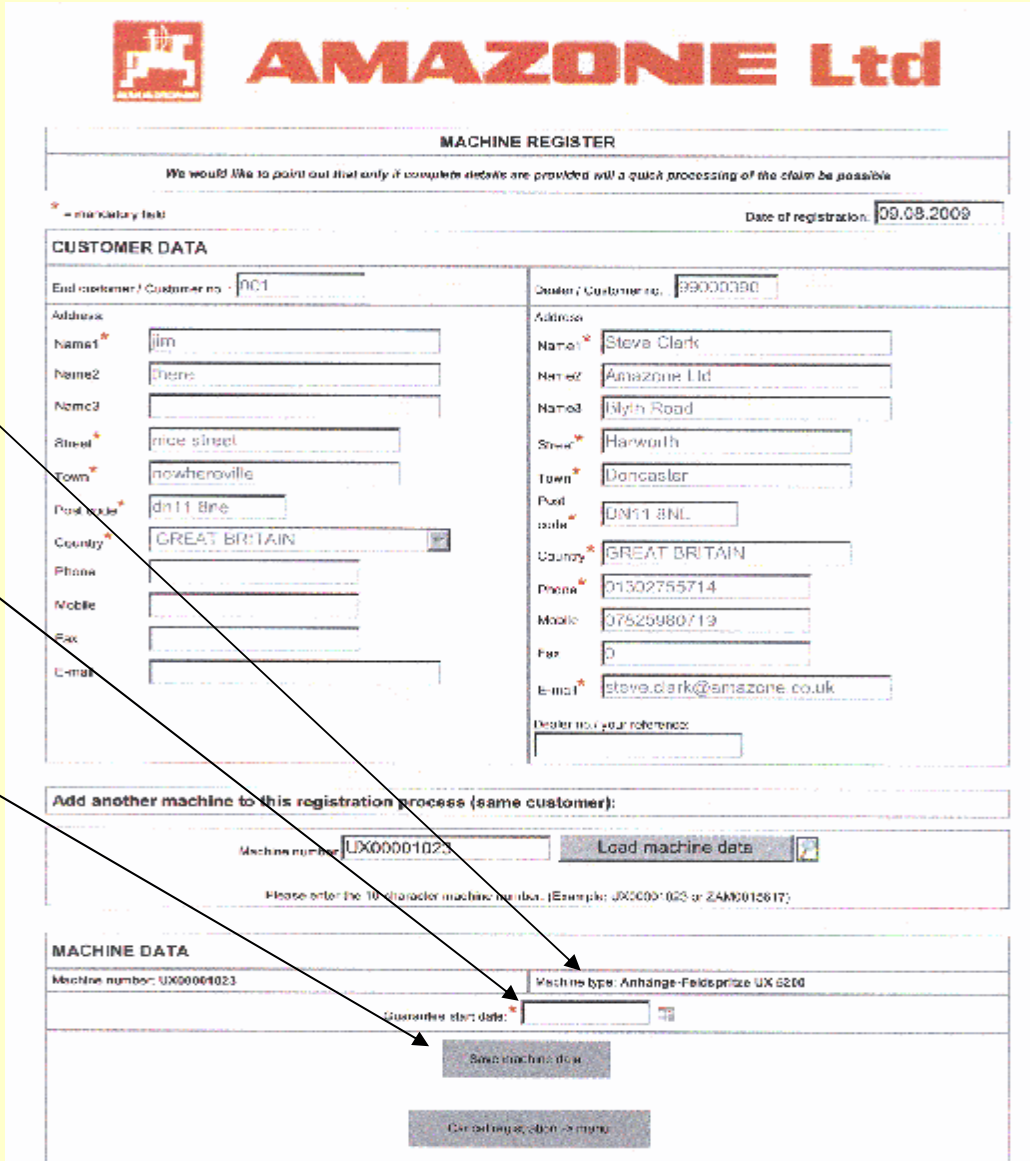
Pressing the 'Save Address Data' moves the RMAWW portal to this screen where the relevant 10 digit Amazone machine serial number can be loaded
Hit the 'load machine data' button

Instruction/Help on the RMAWW portal- Machine Registration

Now the RMAWW Portal shows the machine information – spreader, sprayer and so forth

The portal requests the date at which warranty commenced, the date of installation

Press 'save machine data' again



AMAZONE Ltd

MACHINE REGISTER

We would like to point out that only if complete details are provided will a quick processing of the claim be possible

* = mandatory field Date of registration: 09.08.2009

CUSTOMER DATA

End customer / Customer no.:	001	Dealer / Customer no.:	89000080
Address:		Address:	
Name1 *	Jim	Name *	Steve Clark
Name2	Chris	Name2	Amazon Ltd
Name3		Name3	Myth Road
Street *	rice street	Street *	Harworth
Town *	nowheroville	Town *	Doncaster
Post code *	dn11 8ne	Post code *	DN11 8NL
Country *	GREAT BRITAIN	Country *	GREAT BRITAIN
Phone		Phone *	01302755714
Mobile		Mobile	07525980719
Fax		Fax	0
E-mail		E-mail *	steve.clark@amazon.co.uk
		Dealer ref. / your reference:	

Add another machine to this registration process (same customer):

Machine number: UX00001023 Load machine data

Please enter the 10 character machine number. (Example: UX00001023 or Z4X0015617)

MACHINE DATA

Machine number: UX00001023 Machine type: Anhang-Feldspritze UX 6200

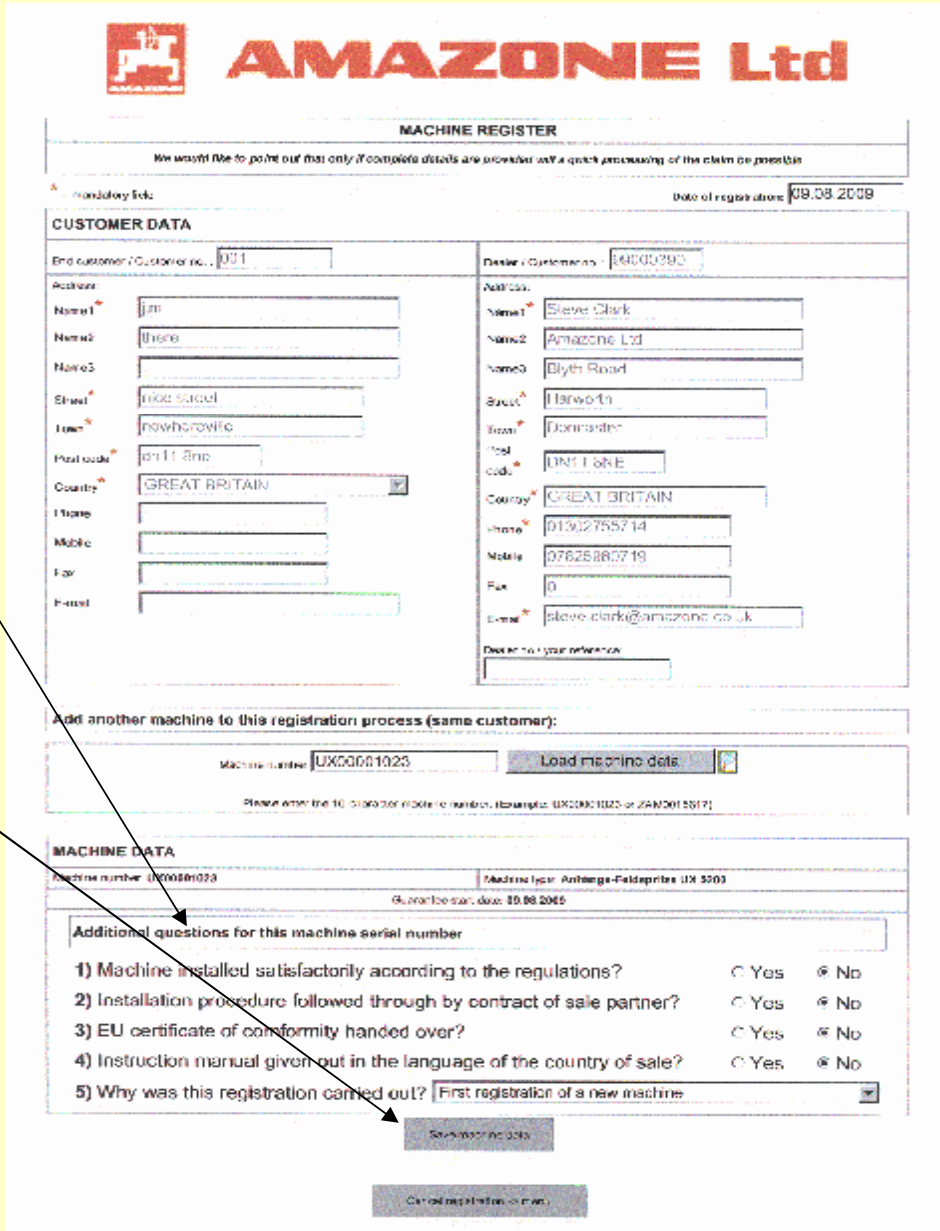
Guarantee start date: *

Save machine data

Cancel registration

Instruction/Help on the RMAWW portal- Machine Registration

You are now asked a series of questions which assist in ensuring that both Customer and Dealer receive the correct information and their legal rights
Correct installation saves many problems with both machine and customer in the future and remember is a legal requirement in the UK
Press 'Save Machine data' once more



AMAZONE Ltd

MACHINE REGISTER

We would like to point out that only if complete details are provided will a quick processing of the claim be possible

MANDATORY FIELDS: Date of registration: 08.08.2015

CUSTOMER DATA

End customer / Customer no.: 001 Dealer / Customers: 84000290

Address:

Name 1: Jim Name 1: Steve Clark

Name 2: there Name 2: Amazone Ltd

Name 3: Name 3: Blyth Road

Street: High Street Street: Harworth

Town: Rowthorpe Town: Doncaster

Post code: DN11 8JG Post code: DN11 8JG

Country: GREAT BRITAIN Country: GREAT BRITAIN

Phone: Phone: 01302755714

Mobile: Mobile: 07625880719

Fax: Fax: 0

Email: Email: steve.clark@amazone.co.uk

Dealer to your reference:

Add another machine to this registration process (same customer):

Machine number: UX00001023 Load machine data

Please enter the 10 character machine number. (Example: UX00001023 or ZAM0015517)

MACHINE DATA

Machine number: UX00001023 Machine type: Antenna-Feldspritz UX 5003

Guarantee start date: 08.08.2015

Additional questions for this machine serial number

1) Machine installed satisfactorily according to the regulations? Yes No

2) Installation procedure followed through by contract of sale partner? Yes No

3) EU certificate of conformity handed over? Yes No

4) Instruction manual given out in the language of the country of sale? Yes No

5) Why was this registration carried out? First registration of a new machine

Instruction/Help on the RMAWW portal- Machine Registration

The RMAWW portal has saved the data and gives you a registration number unique to this machine

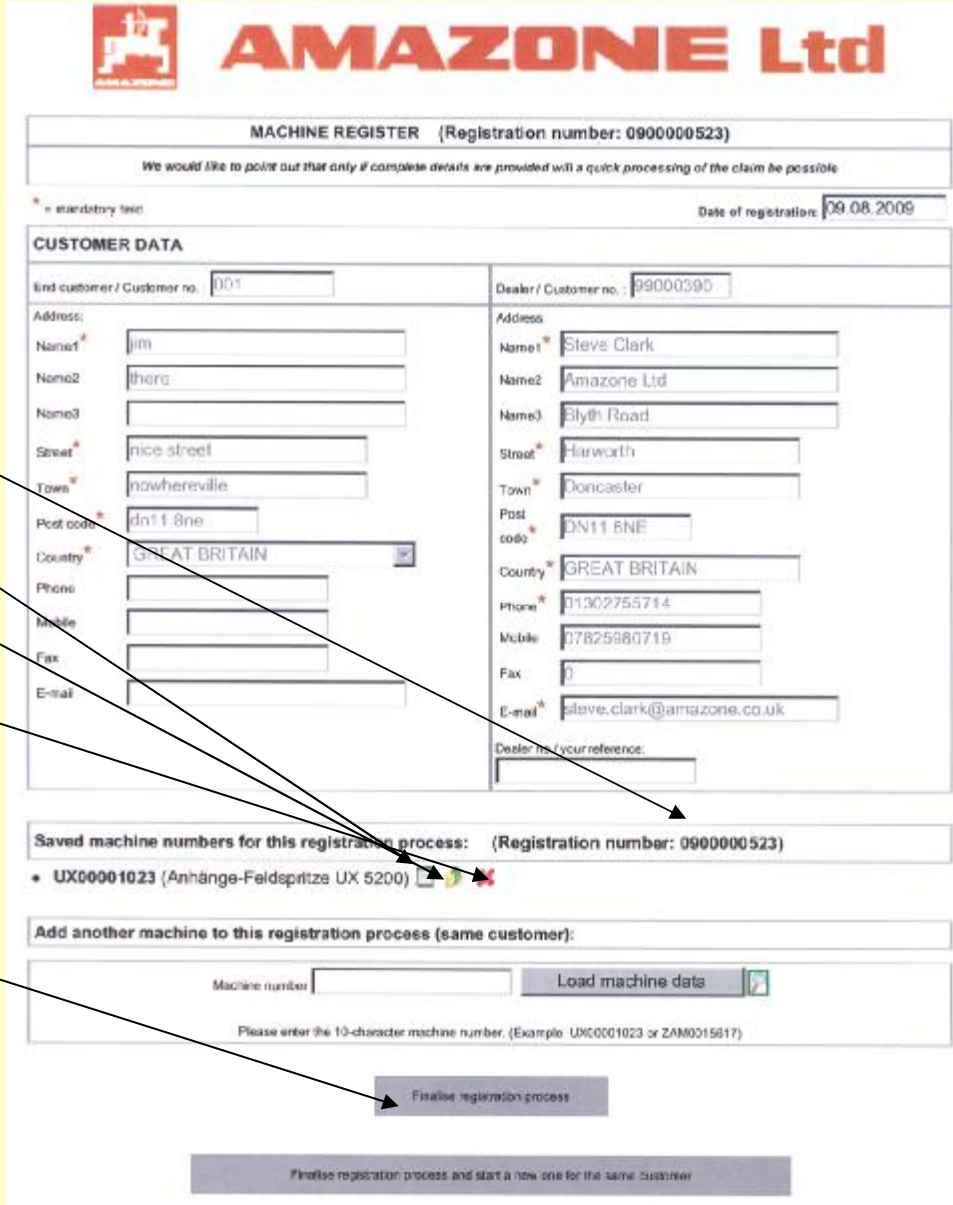
You also have another three options

To view the registration document

To add another machine to that customer, for instance in a drill / power harrow / packer roller combination

To delete the record completely

Press the 'Finalise registration process' button and the RMAWW portal changes screens-



AMAZONE Ltd

MACHINE REGISTER (Registration number: 090000523)

We would like to point out that only if complete details are provided will a quick processing of the claim be possible

* = mandatory field Date of registration: 09.08.2009

CUSTOMER DATA

find customer / Customer no.: 001	Dealer / Customer no.: 99000590
Address: Name1*: jim Name2: there Name3: Street*: nice street Town*: nowhereville Post code*: dn11 8ne Country*: GREAT BRITAIN Phone: Mobile: Fax: E-mail:	Address: Name1*: Steve Clark Name2: Amazone Ltd Name3: Blyth Road Street*: Harworth Town*: Doncaster Post code*: DN11 8NE Country*: GREAT BRITAIN Phone*: 01902755714 Mobile: 07825880719 Fax: 0 E-mail*: steve.clark@amazone.co.uk Dealer ref. / your reference:

Saved machine numbers for this registration process: (Registration number: 090000523)

- UX00001023 (Anhänge-Feldspritze UX 5200)

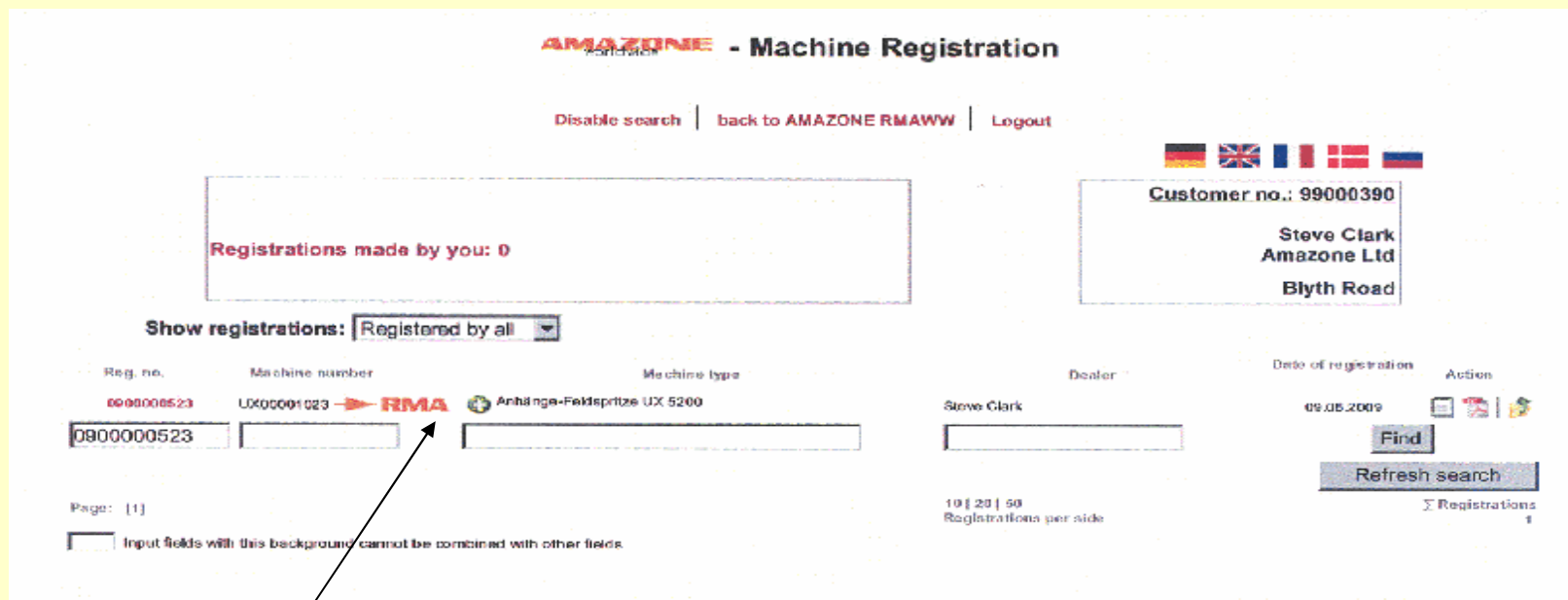
Add another machine to this registration process (same customer):

Machine number:




Please enter the 10-character machine number. (Example: UX0001023 or ZAM0015617)

Finalise registration process and start a new one for the same customer

Instruction/Help on the RMAWW portal- Machine Registration



The screenshot shows the 'AMAZONE - Machine Registration' portal. At the top, there are links for 'Disable search', 'back to AMAZONE RMAWW', and 'Logout'. A language selection bar shows flags for Germany, UK, France, Denmark, and Russia. The user's profile is displayed as 'Customer no.: 99000390', 'Steve Clark', 'Amazone Ltd', and 'Blyth Road'. A box indicates 'Registrations made by you: 0'. Below this, a dropdown menu shows 'Show registrations: Registered by all'. A table lists registrations with columns for 'Reg. no.', 'Machine number', 'Machine type', 'Dealer', and 'Date of registration'. The first row shows '0900000523' for machine 'LUX00001023' of type 'Anhänge-Feldspritze UX 5200' by dealer 'Steve Clark', registered on '09.05.2009'. A red 'RMA' label with an arrow points to the 'Machine number' field. A 'Find' button and a 'Refresh search' button are also visible.

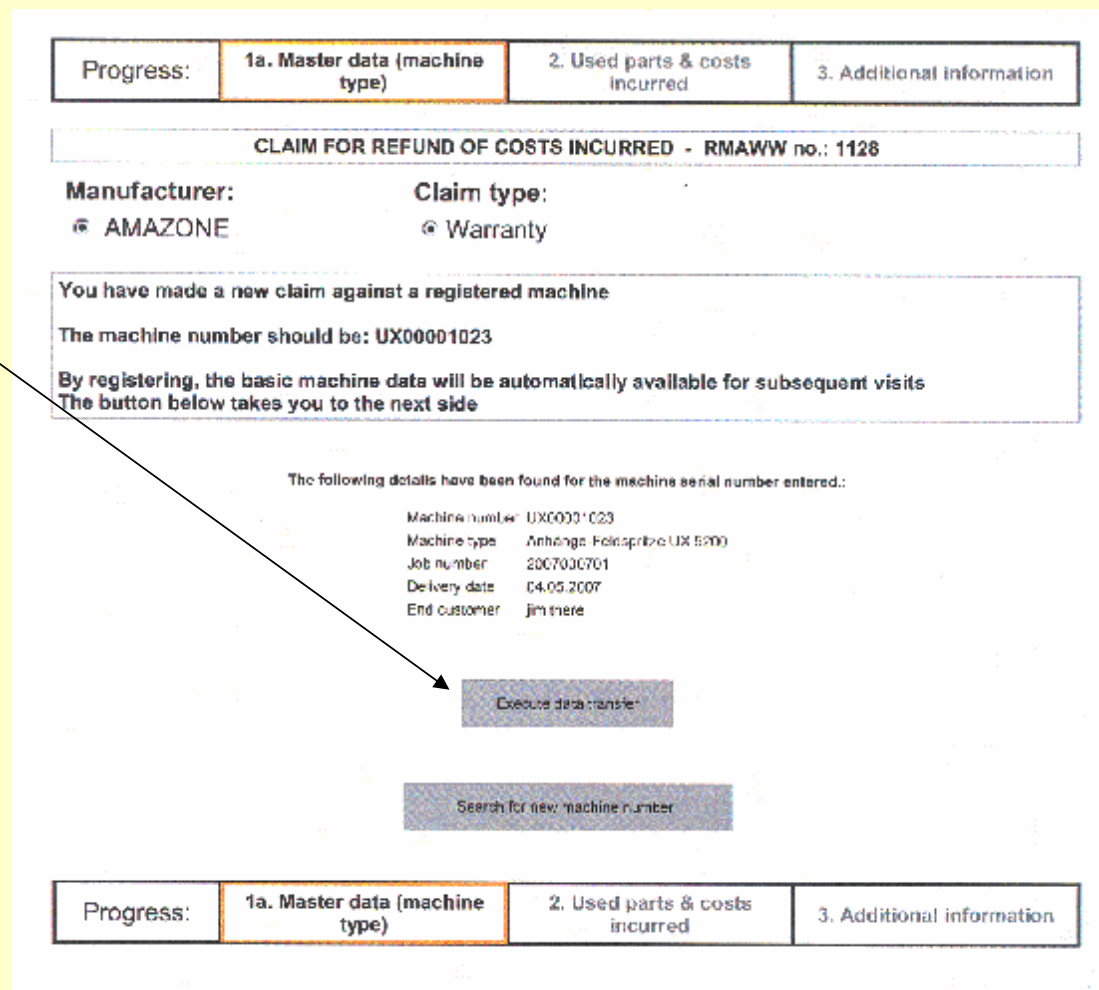
Reg. no.	Machine number	Machine type	Dealer	Date of registration	Action
0900000523	LUX00001023	Anhänge-Feldspritze UX 5200	Steve Clark	09.05.2009	  

To take you back to the machine registrations home page
As can be seen, there is now a record for the machine just registered and an arrow pointing to the letters RMA
To instigate a claim for this machine all that is required is a click on those letters....

Instruction/Help on the RMAWW portal- Making a claim

Having clicked on the letters 'RMA', this screen is displayed.

Press 'Execute data Transfer' to begin the claim process



The screenshot displays the RMAWW portal interface. At the top, a progress bar shows three steps: '1a. Master data (machine type)', '2. Used parts & costs incurred', and '3. Additional information'. The first step is highlighted. Below the progress bar, the title reads 'CLAIM FOR REFUND OF COSTS INCURRED - RMAWW no.: 1128'. The 'Manufacturer:' field is set to 'AMAZONE' and the 'Claim type:' field is set to 'Warranty'. A message states: 'You have made a new claim against a registered machine. The machine number should be: UX00001023. By registering, the basic machine data will be automatically available for subsequent visits. The button below takes you to the next side.' Below this, a table lists machine details: Machine number: UX00001023, Machine type: Anhangs Feinspritz UX 5200, Job number: 2007000701, Delivery date: 04.05.2007, and End customer: jim there. Two buttons are visible: 'Execute data transfer' and 'Search for new machine number'. An arrow from the text on the left points to the 'Execute data transfer' button. At the bottom, the progress bar is repeated, with the first step highlighted.

Progress:	1a. Master data (machine type)	2. Used parts & costs incurred	3. Additional information
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CLAIM FOR REFUND OF COSTS INCURRED - RMAWW no.: 1128

Manufacturer: AMAZONE Claim type: Warranty

You have made a new claim against a registered machine
The machine number should be: UX00001023
By registering, the basic machine data will be automatically available for subsequent visits
The button below takes you to the next side

The following details have been found for the machine serial number entered.:

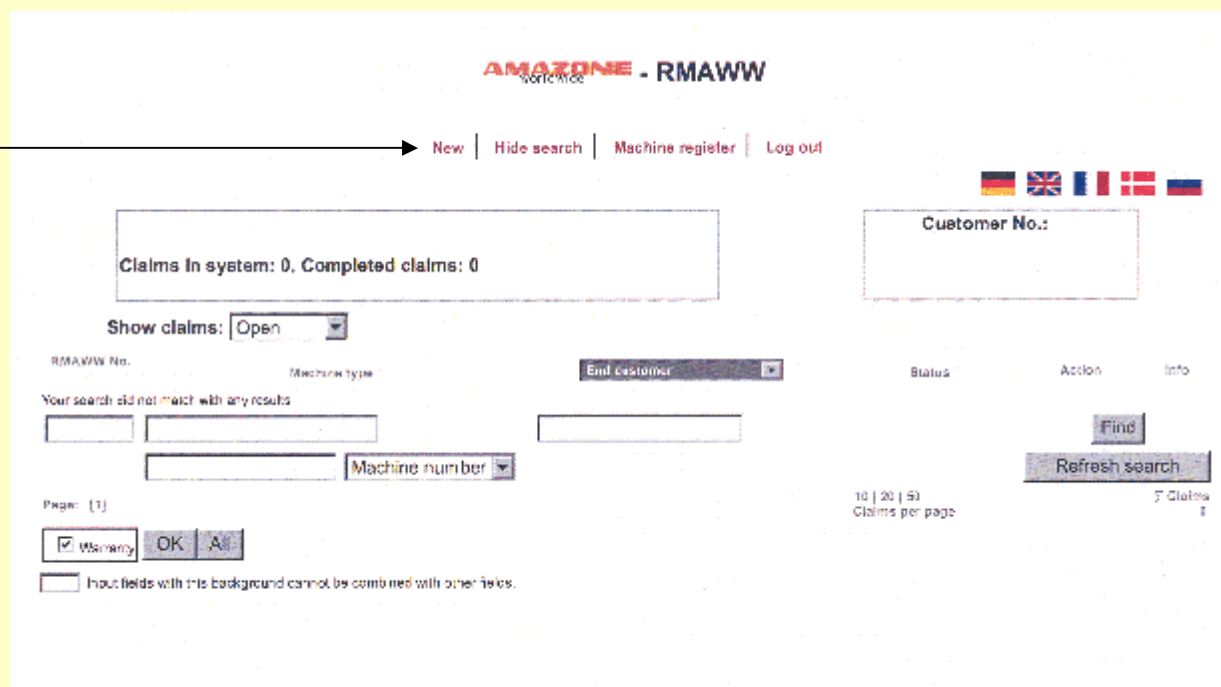
Machine number	UX00001023
Machine type	Anhangs Feinspritz UX 5200
Job number	2007000701
Delivery date	04.05.2007
End customer	jim there

Progress:	1a. Master data (machine type)	2. Used parts & costs incurred	3. Additional information
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Instruction/Help on the RMAWW portal- Making a claim

It is not possible to generate a claim from the main 'Machine missing/new' is added.

If the machine is already registered, then carry on as described in the previous slide, if not registered, it is necessary to begin a registration



Instruction/Help on the RMAWW portal- Making a claim

Back to the use of 'RMA' letters

Press 'Execute data Transfer' to begin the claim process

Progress:	1a. Master data (machine type)	2. Used parts & costs incurred	3. Additional information
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CLAIM FOR REFUND OF COSTS INCURRED - RMAWW no.: 1128

Manufacturer:
Ⓢ AMAZONE

Claim type:
Ⓢ Warranty

You have made a new claim against a registered machine
The machine number should be: UX00001023
By registering, the basic machine data will be automatically available for subsequent visits
The button below takes you to the next side

The following details have been found for the machine serial number entered.:

Machine number	UX00001023
Machine type	Anhängs Fehlspritze UX 5200
Job number	2007000701
Delivery date	04.05.2007
End customer	Jim there

Execute data transfer

Search for new machine number

Progress:	1a. Master data (machine type)	2. Used parts & costs incurred	3. Additional information
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Instruction/Help on the RMAWW portal- Making a claim

The screen changes to this, which has imported all of the relevant information

A description of the failure is made in the text box
Then, as is normal with the portal the save button is clicked and the next screen is displayed

Note that saving keeps you logged into the portal-
lack of activity for 20 minutes will automatically log the user off the system

The screenshot displays the 'CLAIM FOR REFUND OF EXPENSES - RMAWW no.: 1128' form. At the top, a progress bar shows three steps: '1. Master data' (highlighted in orange), '2. Used parts & costs incurred', and '3. Additional information'. Below the title, there are fields for 'Manufacturer: # AMAZONE', 'Claim type: # Warranty', and 'Claim date: 11.08.2009'. A 'Last change: 11.08.2009 11:51:24' timestamp is also present. A legend indicates that an asterisk (*) denotes a mandatory field.

The form is divided into several sections:

- CUSTOMER DATA:** Includes fields for 'Customer no.', 'Name1' (Steve Clark), 'Name2' (Amazon.co.uk), 'Name3' (Blyth Road), 'Street' (Harworth), 'Town' (Doncaster), 'Post code' (DN11 8NE), 'Country' (GREAT BRITAIN), 'Phone', 'Mobile', 'Fax', and 'E-mail' (steve.clark@amazon.co.uk).
- MACHINE DATA:** Includes 'Machine type' (Anhuiya-Portspitze UK 5200), 'Machine no.' (J00K12102), 'Entry date' (31.08.2007), 'Machine' (2007000031), 'Machine code' (K2022), 'Installed at' (9000202), 'Hours spent' (10), and 'Warranty end' (11.08.2009).
- DESCRIPTION OF FAILURE:** A text box containing the following text: "All investigations carried out on 08.08.09. Investigations concluded that a 3rd ring on the speed regulator had been incorrectly fitted on per sheet. Various '5' rings were fitted in an attempt to effect a quick and cost effective solution, but nothing seemed to work continued so it was felt to replace the the valve. Once done the problem was solved".

At the bottom, a 'SAVE' button is visible, and the progress bar is repeated.

Instruction/Help on the RMAWW portal- Making a claim- Adding Parts

Click on the magnifying glass to add parts

A new window opens up to the parts list associated with the machine serial number.

Progress: 1. Master data 2. Used parts & costs incurred 3. Additional information

EXCHANGED / REPAIRED PARTS - RMAWW no.: 1128

Position	Part No.	Qty.	Description	Failure code / type	Cause	Action
NEW	<input type="text"/>	<input type="text"/>		Failure code: 02022	<input type="radio"/> Yes <input checked="" type="radio"/> No	
				Nature of failure: <input type="text"/>		

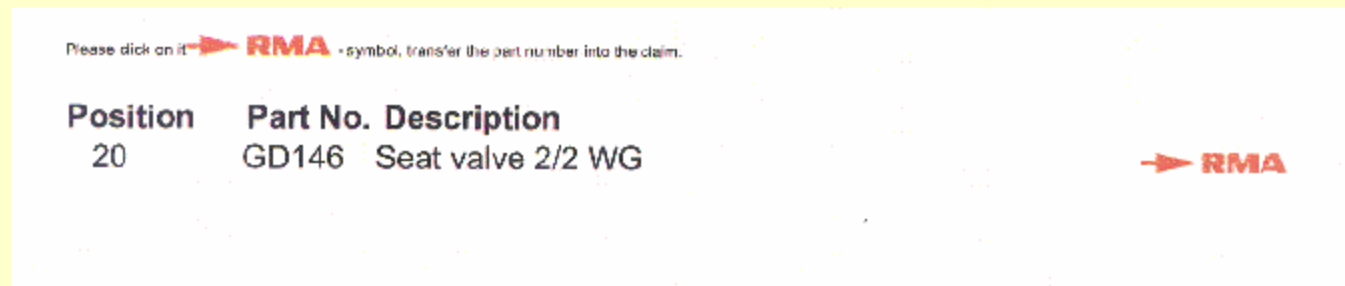
COSTS INCURRED - RMAWW no.: 1128

Position	Spare part / description / hours	Qty.	%	Purchased on invoice	Unit value	Total	Action
MAN.	Reimbursement of labour hours	<input type="text"/>	100				

Save as draft only -> Menu Continue to step 3

Progress: 1. Master data 2. Used parts & costs incurred 3. Additional information

Instruction/Help on the RMAWW portal- Making a claim- Adding Parts



Choose the relevant part and follow the on screen instructions to add to the claim

Instruction/Help on the RMAWW portal- Making a claim- Adding Parts

The Part is added for you,
then you add the quantity

You are now required to identify
the exact failure code and the
nature of the failure once
again using the
Magnifying glasses

Progress: 1. Master data 2. **Used parts & costs incurred** 3. Additional information

EXCHANGED / REPAIRED PARTS - RMAWW no.: 1128							
Position	Part No.	Qty.	Description	Failure code / type	Cause	Action	
NEW	GD 146	1		Failure code: 02022	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="button" value="Save"/>	
Nature of failure:							


COSTS INCURRED - RMAWW no.: 1128							
Position	Spare part / description / hours	Qty.	%	Purchased on invoice	Unit value	Total	Action
MAN.	Reimbursement of labour hours		100				<input type="button" value="Save"/>

Progress: 1. Master data 2. **Used parts & costs incurred** 3. Additional information

Instruction/Help on the RMAWW portal- Making a claim- Adding Parts

Failure code selection via parts usage GD146

Click in order to accept the failure code or display the image of the assembly for confirmation

- **Failure code** - UX Trailed Field Sprayer - Bis 12.2007 | **Valve block 8-fold / 10-fold / 12-fold** - Pos.: 20 - 
- **Failure code** - Use this failure code if the proper one is not accessible

In this instance the first code is correct


Instruction/Help on the RMAWW portal- Making a claim- Adding Parts

Remember finally to identify whether this is the causal part of the failure and then save the work by pressing the floppy disc logo

If no causal part is chosen it is not possible to proceed


Progress: 1. Master data 2. **Used parts & costs incurred** 3. Additional information

EXCHANGED / REPAIRED PARTS - RMAWW no.: 1128

Position	Part No.	Qty.	Description	Failure code / type	Cause	Action
NEW	GD 146	1		02022	Yes No	

Nature of failure:

COSTS INCURRED - RMAWW no.: 1128

Position	Spare part / description / hours	Qty.	%	Purchased on invoice	Unit value	Total	Action
MAN.	Reimbursement of labour hours		100				

Save as draft only -> Menu Continue to step 3

Progress: 1. Master data 2. **Used parts & costs incurred** 3. Additional information

Instruction/Help on the RMAWW portal- Making a claim- Adding Parts

The part is now added to edit it is possible to use the pencil or use the cross to delete completely

Further parts are added in the same way that has just been described

We now need to consider the reimbursement of costs, so click on this pencil

It is possible to save as a draft at this stage and return to the Claim later

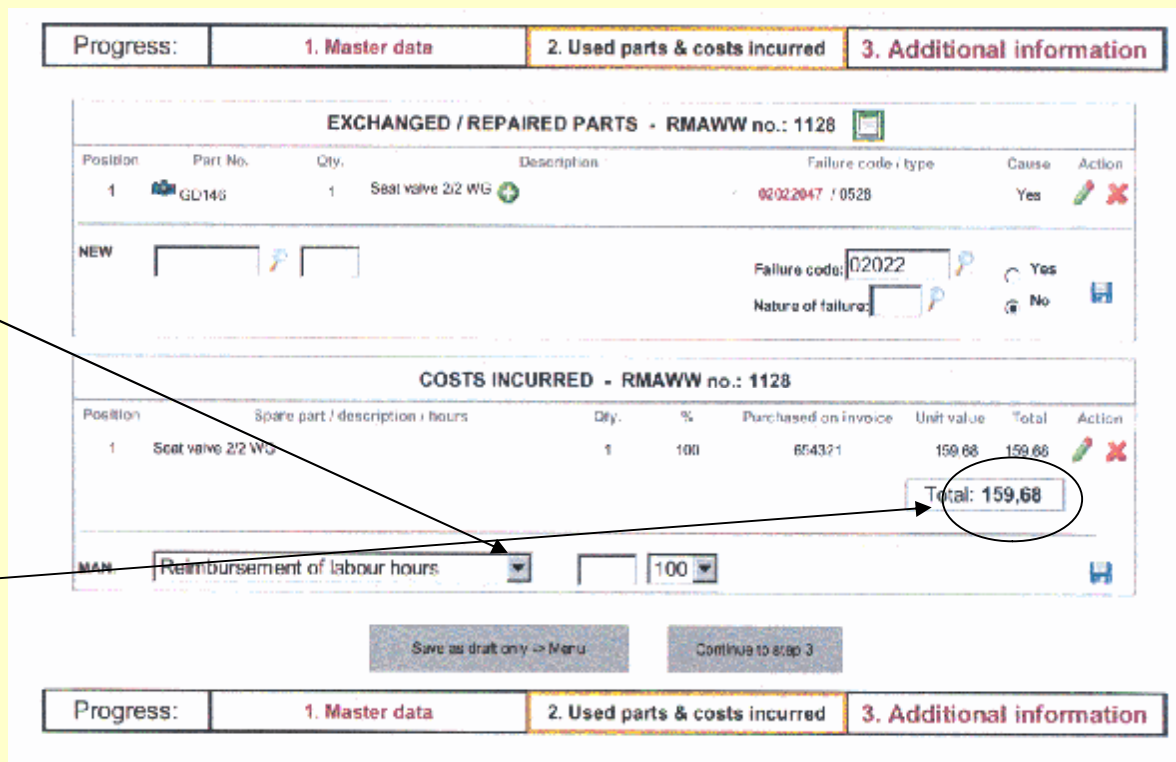
Note-In the latest version of the RMAWW portal it is only necessary to select a damage code for the CAUSAL part

Instruction/Help on the RMAWW portal- Making a claim- Adding Costs

then simply add the invoice number and price paid for the part(s) – save the Data through use of the floppy disc logo



Use the drop down box to select the cost to be added and then click the Floppy disc logo again to open the data input fields

Note that for a short period of time It will be necessary to use a **comma** separator between pounds and pence and not a point as is normal






Progress: 1. Master data | 2. Used parts & costs incurred | 3. Additional information

EXCHANGED / REPAIRED PARTS - RMAWW no.: 1128



Position	Part No.	Qty.	Description	Failure code / type	Cause	Action
1	GD148	1	Seat valve 2/2 WG	0202047 / 0528	Yes	 


NEW


Failure code: 02022  Yes

Nature of failure:  No 

COSTS INCURRED - RMAWW no.: 1128

Position	Spare part / description / hours	Qty.	%	Purchased on invoice	Unit value	Total	Action
1	Seat valve 2/2 WG	1	100	654321	159.68	159.68	 

Total: 159.68 

MAN Reimbursement of labour hours 100 

Save as draft only -> Menu | Continue to step 3

Progress: 1. Master data | 2. Used parts & costs incurred | 3. Additional information



Instruction/Help on the RMAWW portal- Adding Costs to a claim

Labour has been added on this slide


Once all appropriate costs have been added, continue to stage 3

Progress: 1. Master data 2. Used parts & costs incurred 3. Additional information

EXCHANGED / REPAIRED PARTS - RMAWW no.: 1128





Position	Part No.	Qty	Description	Failure code / type	Cause	Action
1	GD146	1	Seat valve 2/2 WG	0202047 / C628	Yes	 

NEW

Failure code: 02022 Yes No 

Nature of failure:

COSTS INCURRED - RMAWW no.: 1128

Position	Spare part / description / hours	Qty.	%	Purchased on invoice	Unit value	Total	Action
1	Seat valve 2/2 WG	1	100	6543,21	159,65	159,68	 
2	Reimbursement of labour hours	3	100		28,00	84,00	 

Total: 243,68

MAN.

Progress: 1. Master data 2. Used parts & costs incurred 3. Additional information

Instruction/Help on the RMAWW portal- Adding information to a claim

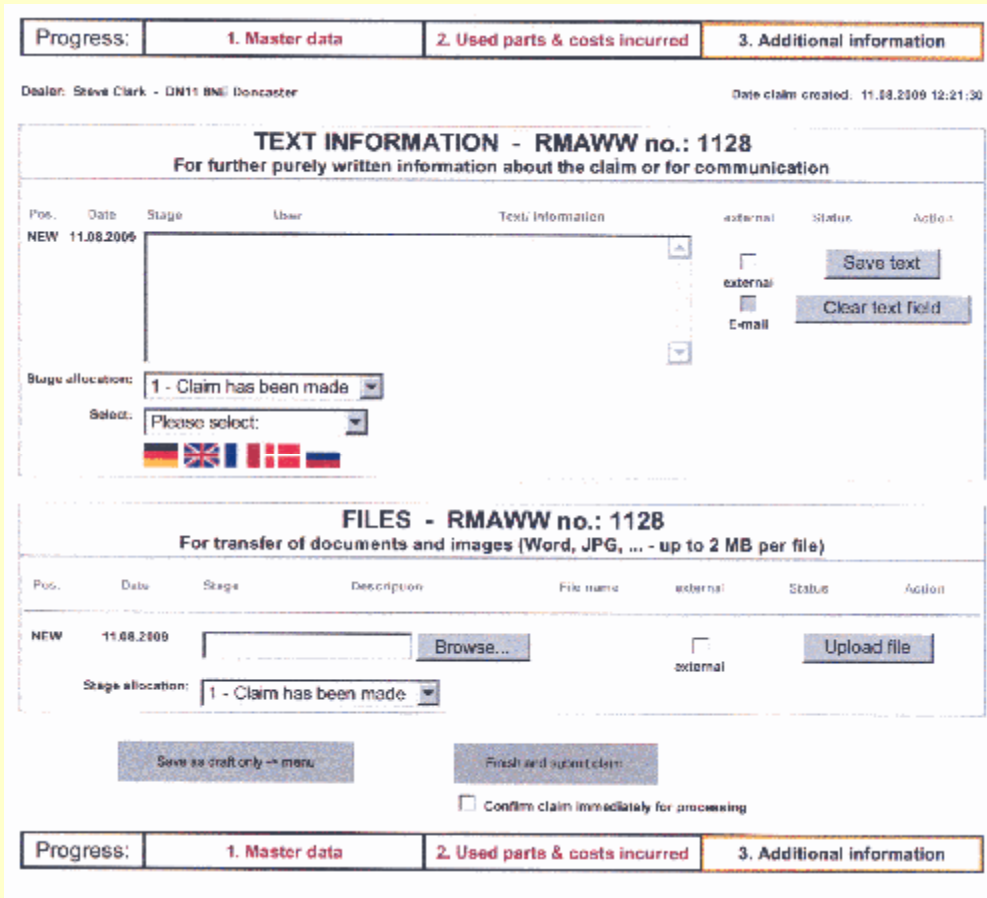
This area of the portal is for you to add as much information as you deem necessary to inform Amazone of the circumstances surrounding the claim

The Text information field is self explanatory

The Files field allows photographs, scanned documents, Word and Excel files, anything held electronically to be uploaded for information.

It cannot be stressed too highly- **The more information given, the easier and faster the decision making process**

Finally use the 'finish and submit claim' button to do just that!



The screenshot displays the RMAWW portal interface for adding information to a claim. At the top, a progress bar shows three steps: '1. Master data', '2. Used parts & costs incurred', and '3. Additional information', with the third step being the active one. Below this, the dealer information is 'Steve Clark - DN11 8NF Doncaster' and the claim creation date is '11.08.2009 12:21:30'.

The main section is titled 'TEXT INFORMATION - RMAWW no.: 1128' and includes the instruction 'For further purely written information about the claim or for communication'. It features a table with columns for Pos., Date, Stage, User, Text Information, external, Status, and Action. A single entry is shown with Pos. 'NEW', Date '11.08.2009', and Stage '1 - Claim has been made'. To the right of the table is a large text input field, a 'Save text' button, and a 'Clear text field' button. Below the text field is a 'Stage allocation' dropdown menu set to '1 - Claim has been made' and a 'Select' dropdown menu with flags for Germany, UK, Denmark, and Russia.

The next section is titled 'FILES - RMAWW no.: 1128' and includes the instruction 'For transfer of documents and images (Word, JPG, ... - up to 2 MB per file)'. It features a table with columns for Pos., Date, Stage, Description, File name, external, Status, and Action. A single entry is shown with Pos. 'NEW', Date '11.08.2009', and Stage '1 - Claim has been made'. To the right of the table is a 'Browse...' button, an 'Upload file' button, and an 'external' checkbox.

At the bottom of the form, there are two buttons: 'Save as draft only -> menu' and 'Finish and submit claim'. Below these buttons is a checkbox labeled 'Confirm claim immediately for processing'.


At the very bottom, a progress bar repeats the three steps: '1. Master data', '2. Used parts & costs incurred', and '3. Additional information', with the third step being the active one.

Instruction/Help on the RMAWW portal- Adding information to a claim

On the latest version of the RMAWW portal
It is possible to send the completed
Claim directly to the 'inbox' of the
Amazon Ltd warranty system

Doing so saves time and is
a more direct and efficient method.

Before transmitting the claim, simply
add a tick in the 'confirm claim immediately
For processing' box .



Progress: 1. Master data 2. Used parts & costs incurred 3. Additional information

Dealer: Steve Clark DN11 8NE Date claim created: 02.12.2010 17:18:07

TEXT INFORMATION - RMAWW no.: 10355
For further purely written information about the claim or for communication

Pos.	Date	Stage	User	Text/Information	external	Status	Action
NEW	02.12.2010				<input type="checkbox"/>		Save text
					<input type="checkbox"/>		Clear text field
					<input type="checkbox"/>		E-mail

Stage allocation: 1 - Claim has been made

Select: Please select:

FILES - RMAWW no.: 10355
For transfer of documents and images (Word, JPG, ... - up to 2 MB per file)

Pos.	Date	Stage	Description	File name	external	Status	Action
NEW	02.12.2010			<input type="button" value="Browse..."/>	<input type="checkbox"/>		Upload file

Stage allocation: 1 - Claim has been made

Confirm claim immediately for processing

Progress: 1. Master data 2. Used parts & costs incurred 3. Additional information

Instruction/Help on the RMAWW portal- After submission

After logging onto the portal, the applications you have already submitted will appear on the homepage. You can limit the number of applications displayed via the “Display applications” selection field (open, completed or ALL applications). The portal also offers you a search function in the navigation bar, which enables you to search for selected applications via drop down box :

End Customer
Machine number
Delivery date
Job Number

The application sorting process can also be controlled via the column headings.

You now have two options for proceeding. In the overview that appears, there is

a small notepad symbol on the homepage



and an ‘i’ (information) symbol



behind every application. The notepad enables you to view the application, the ‘i’ enables you to track its progress and communicate with us (add text and file information). These functions represent important new features and improve online processing.

Instruction/Help on the RMAWW portal- After submission

If you click on the small notepad on the homepage, you will see the application form and its current status. This means that the form has already been supplemented, corrected or simply processed by an administrator. This can take a number of different forms. Click on the notepad on this form to compare it with the form you originally submitted. If you wish, you can also print out the original to make a direct comparison. It is also possible to view and or print the registration information

RMAWW no.: 1128

Manufacturer: AMAZONE Claim type: Warranty Date of receipt: 11.08.2009

CUSTOMER DETAILS

Line customer / Customer no.: 001		Dealer / Customer no.: 0000000	
Address:		Address:	
Name1: pm	Name2: trees	Name1: Steve Clark	Name2: Amazone Ltd
Name3:	Street: nice street	Name3: Byron Road	Street: Harworth
Town: northwille	Post code: dn11 9ns	Town: Doncaster	Post code: DN11 9NL
Country: GREAT BRITAIN	Country: GREAT BRITAIN	Phone: 0132755714	Mobile: 0782896179
Phone:	Mobile:	Fax: 0	Fax:
Mobile:	Fax:	E-mail: steve.clark@amazone.co.uk	E-mail:
Fax:	E-mail:	Dealer no. / your reference:	

MACHINE DETAILS

Machine type: Anhänger Feldspitze UK 5200	Machine number: UK00001003	Delivery date: 04.05.2009
Traction type (machine attached to): Fendt	Machine culture code: 00009	Job number: 2007000701
Hours operated: 10	Hours worked:	Invoice number: 0
Description of failure: oil leak reached control valve, investigation revealed that setting on the spool regulator had been incorrectly fixed or polished. Various O-rings were fitted, but all failed to effect a quick and more effective solution, but nothing worked the leak continued, so it was left until to replace the the valve. Once done the problem was solved		Installed on: 05.05.2009
		Failure date: 11.08.2009

USED / REPAIRED PARTS - RMAWW no.: 1128

Position	Part No.	Qty.	Description	Failure code / type	Cause
1	GD146	1	Seat valve 2/2 WG	02022047 / 0528	Yes

COSTS INCURRED - RMAWW no.: 1128

Position	Spare part / description / hours	Number	%	Purchased on invoice	Unit value	Total
1	Seat valve 2/2 WG	1	100	854321	159,68	159,68
2	Reimbursement of labour hours	3	100		28,00	84,00
Total:						243,68

ADDITIONAL INFORMATION - RMAWW no.: 1128


Position	Date	STAGE	File name	Description
1	11.08.2009	1	1128-2007_110209_223.jpg	GD146 part photograph

Instruction/Help on the RMAWW portal- After submission

Tracking application processing

Click 'i' to see progress.

The colour of the I symbol is significant. If it is green,  nothing new has happened.

An orange symbol  indicates you have a message waiting that may need you to take some action. New messages can be changes to the processing status or messages from our administrators (text and files).

Requests for components are also posted here. In this case, you will also be notified by another means such as e-mail or telephone

DO NOT SEND PARTS BACK TO US UNLESS WE ASK FOR THEM!!!!

In most cases a photograph will be sufficient, so please ensure that as many claims as possible are posted with photographic evidence at the first loading of the claim.

The example on the next slide shows a request for the replaced part, which the administrator has posted by means of an e-mail

A returns despatch note is automatically available at the same time for you to print and send with the part

Instruction/Help on the RMAWW portal- After submission

Clark Steve

From: RMA-Autemailer [etsystem@amazone.de]
Sent: 20 August 2009 14:12
To: Clark Steve
Subject: RMAworldwide: used part(s) is / are needed for the 1128 claim

RMAworldwide: used part(s) is / are needed for the 1128 claim

The used parts from claim 1128 are required. Please send us the old part(s) back under the identification of RMA-Nummer 1128. Place the parts request with them downloaded from the RMA-dispatch note system, which can be printed out under this claim number on the RMAworldwide portal from the Internet at <http://rmaww.amazone.de/rma>. By doing this the speed at which your claim can be processed will be accelerated.

-- 1x 'GD146' Seat valve 2/2 WG

This E-mail has been automatically generated by the RMAworldwide system. Please do not respond directly to this mail, for any questions add a text message into the RMAworldwide system

Kommanditgesellschaft, Sitz Hasbergen, Registergericht Osnabrück HRA 2716;
persönlich haftende Gesellschafterin: Gaster Landmaschinenfabrik Gesellschaft mit beschränkter Haftung, Sitz
Hasbergen, Registergericht Osnabrück HRB 1355,
Geschäftsführer: Christian Dreyer und Dr. Justus Dreyer
USt.-IdNr.:DE 117583895
#####

Instruction/Help on the RMAWW portal- After submission

As it is being processed, your application passes through several stations, which we call 'Milestones' or 'Stages'. You can also track these milestones online. This keeps you up to date with progress and helps us to process your claim more swiftly.

STAGE	Stage name	Stage release	Released on
1	Claim has been made	Steve Clark	11.08.2009 11:47
2	Claim has been received	Steve Clark	11.08.2009 12:24
3	Claim is awaiting processing	AMAZONE Ltd	20.08.2009 15:12
6	Used part: waiting for receipt of used part	AMAZONE Ltd.	20.08.2009 15:12
7	Used part has been despatched	AMAZONE Ltd	20.08.2009 15:13
8	Used part has been received	AMAZONE Ltd.	20.08.2009 15:13
14	Claim pending decision (with used part)	AMAZONE Ltd.	...



Instruction/Help on the RMAWW portal- Summary

This document can only ever be a guide and a reference point to help you begin the use of the Amazone RMAWW Portal

It's intention was and is to provide you with the key information to get you online and started with the minimum of worry or fuss

You will become proficient in its use through practice, which, given the excellent record which Amazone products have for durability and dependability may mean that you do not get the practice that you need!

It is perfectly possible to load claims as a means of practicing but please remember to delete them and ensure the claim is not submitted

Please contact the Amazone Aftersales manager in Harworth for help and assistance via the email address

warranty@amazone.co.uk

It is our belief that the Amazone RMAWW portal offers you real benefits in time saving, accuracy and clarity- we know that you will agree.