



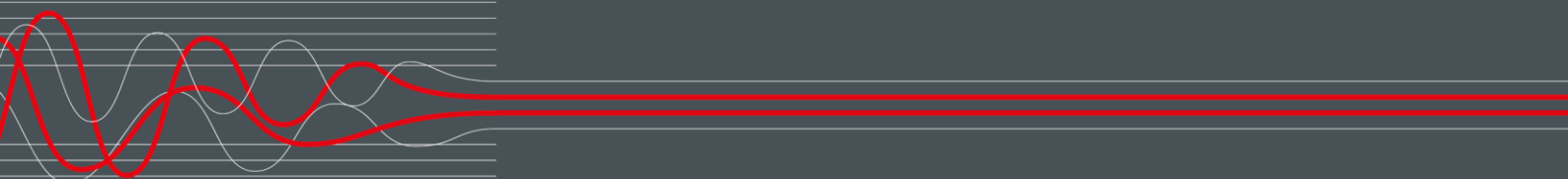
MAHAGROUP

RMA

Return Material Authorization

Quick Guide

BA102302_001-en



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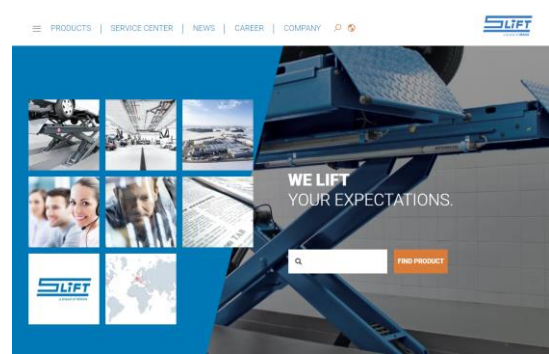
1 Opening the Program and Starting the RMA Procedure

Open the program via the homepage:

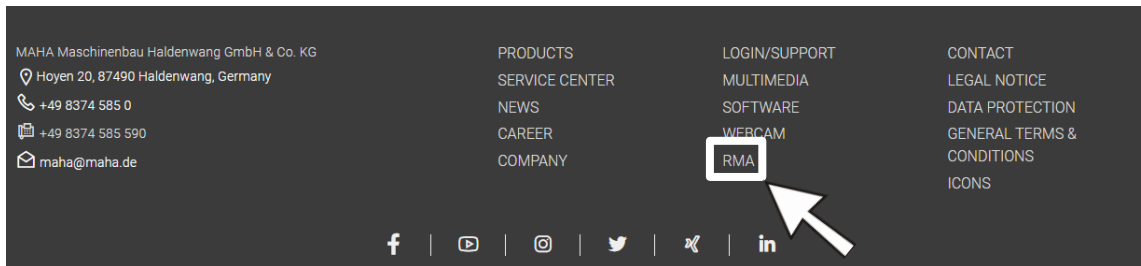
www.maha.de



www.slift.de



Start page > Scroll down to bottom > **RMA**



New page opens > **Start RMA procedure**

RMA

In return of material authorisation (or return merchandise authorisation), the supplier issues a code number for the return of goods. To help us to deal with your return quickly and effectively, simply fill out the following form online to receive your RMA number. This will allow us to identify your return correctly as soon as it arrives and enable you to track the status of the RMA procedure as your return is being processed.

The RMS process helps us to identify your goods methodically, so we can process returns with greater speed and with less risk of error. It is important for the RMA number to be clearly visible on the packaging to make it easier for the delivery to be separated out in our goods receipt department.

You will need a software font to generate the barcode with your printer. Save the file 'FRE30F9X.TTF', which you can download below, to your computer under the system directory 'C:\Windows\Fonts'. Once you have downloaded and saved the font correctly, or if you already have the font installed on your computer, please download the 'sample packet label' and check whether the barcode is displayed correctly. Thank you for your cooperation. We are always grateful for any tips and suggestions for improvement.




2 Creating an RMA Process

2.1 System Login

After starting, the login screen appears.

If you already have access data, you can enter it directly and log into the system using the key symbol.

If you still need login details, you can request them by clicking on the "Request account" button.



The image shows the MAHA-RMA Login screen. At the top, there are flags for Germany, UK, Spain, and France, followed by a help icon. Below this is the title "MAHA-RMA Login". There are two input fields: "Username:" and "Password:". To the right of the password field is a red square button containing a yellow key icon with a blue arrow pointing right. A black arrow points to this button. Below the input fields is a "Request account" button with a small icon of a document and a key.

Note: If you already have access to the support area, you can use the passwords for the RMA login as well.

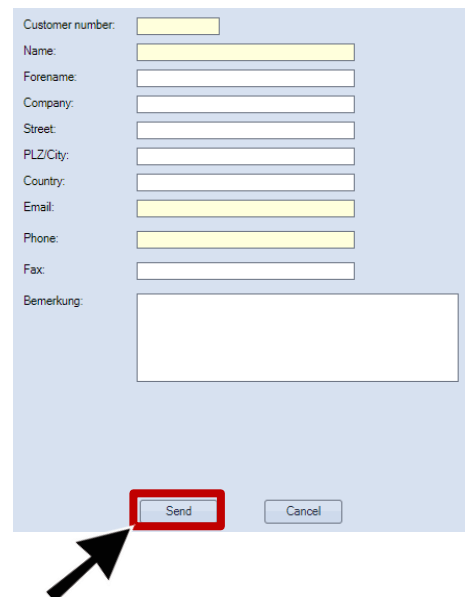
2.2 Request Account

If you require access to our RMA system, you must first register using the "Request account" button.

Please complete and send the form.

Note: Fields highlighted in yellow are mandatory.

The password is issued by our IT department within a period of approx. 3 days.



The image shows the "Request Account" form. It has several input fields: "Customer number:", "Name:", "Forename:", "Company:", "Street:", "PLZ/City:", "Country:", "Email:", "Phone:", "Fax:", and "Bemerkung:". The "Email:", "Phone:", and "Customer number:" fields are highlighted in yellow. At the bottom, there are two buttons: "Send" and "Cancel". A red square highlights the "Send" button, and a black arrow points to it.

2.3 Create New Process

2.3.1 RMA Step 1

The screenshot shows the MAHA RMA Step 1 form. The top navigation bar includes 'Home', 'RMA process' (highlighted with a red box), 'RMA status', language options (German, English, Spanish, French), 'Auswertung ET-Lieferung', 'Ersatzteilrecherche', and 'Help'. The 'RMA-Number' field is highlighted with a red box. Below the navigation bar, there are tabs for 'RMA-Step 1' (selected), 'RMA-Step 2', 'RMA-Step 3', 'RMA-Bestellung', and 'RMA-Info'. The main form area contains several sections: 'RMA-Number' and 'Dealer' fields; an 'Address' section with fields for Company, Street, Zip / City, Country, Email, and Internet; a 'Place of installation' section with fields for Company, Street, Zip / City, and Country; and a 'Contact person' section with fields for Name, Phone, and Email.

Please enter your **Address** and define a specific **Contact person**. This can also be permanently stored in the settings.

The data on the current location of the device is entered in the **Place of installation** area. This information is voluntary and may be required if spare parts are to be delivered directly to the end customer.

2.3.2 RMA Step 2

The screenshot shows the MAHA RMA Step 2 form. The top navigation bar is identical to Step 1. The 'RMA-Step 2' menu item is highlighted with a red box. Below the navigation bar, there are tabs for 'RMA-Step 1', 'RMA-Step 2' (selected), 'RMA-Step 3', 'RMA-Bestellung', and 'RMA-Info'. The main form area contains several sections: 'RMA-Number' field; 'Application for' dropdown menu; 'Typ' dropdown menu; 'Serial number' field with a search icon; 'Picture upload' button labeled 'Durchsuchen'; 'Statistics group' field; 'Product' field; 'Material num.' field; 'Description' field; 'Produkt ID (Barcode)' field; 'Year of construction' fields for Month and Year; 'Product invoice' field; 'Spare part invoice' field; a 'Description' section with a text area; 'Description of failure (80 char)' field; and 'Comment' field.

Field name	Description
Application for	Specify which application type you want to process with this message. You can choose between the following options: Warranty*, (Old part), New part or Repair
Type of application	Replacement, Warranty or Credit note
Warranty application*	Enter whether a warranty application is also submitted.
Serial number	Enter the serial number of the product
Statistics group	Is completed by the system using the serial number.
Product	Name of the product
Material no.	No. of defective/replacement part, e.g. 58 0815
Description	Article text (e.g. LON board); optional information
Product ID	Serial number of defective part; optional information
Year of construction	Year of construction of the device; is completed automatically by clicking the blue arrow behind the SN.
Product invoice	Invoice number of product; is completed automatically by clicking the blue arrow behind the SN.
Spare part invoice	Invoice number of spare part(s)
Description of failure	For each RMA process, a clear and unambiguous description of the error must be provided. <i>Note: Limitation to 80 characters</i>
Comment	Further details; optional information
Picture upload	For better identification, a picture can be assigned to each RMA process. If you have further pictures to explain the fault, please send them to rma@maha.de, stating the RMA number.

*Yellow fields are mandatory fields – always make a meaningful entry here.
Please always quote the serial number in the event of a warranty claim in order to shorten the processing time and avoid queries. Thank you.*

2.3.3 Finalise Process and Print Documents

After completion of the data entry, the data is transmitted to MAHA via the "Save" button, and the RMA case number is issued.

The RMA application and the address label can be printed using the "Print" button via the instant print function.

When the printout is displayed, click the right mouse button. Using the context menu, the application/label can be saved or printed.

MAHA · RMA · Antrag

17 April, 2024

Absender/ Return address 135002 MAHA Direkt Hoyen 20 87490 Haldenwang Deutschland	Empfänger/ Recipient MAHA Maschinenbau Haldenwang GmbH & Co. KG. Hoyen 20 87490 Haldenwang Germany
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Rücksendung

Allgemeine Daten:

RMA-Nummer: 102799

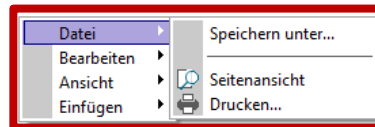
102799

Antrag auf: Garantie
Art des Antrages: Gutschrift
Gewährleistungsantrag: No

SAMPLE

Einbauort:

Firmenadresse: MAHA Maschinenbau Halde
Straße: Hoyen 20
Einbauort: 87490 Haldenwang
Einbauland: Germany



Ansprechpartner:

Name: example
Telefon: 01234 56789
Email: example@example-company.com

Artikelbeschreibung:

Seriennummer: 12345-001
Produktgruppe: MB2060
Produkt: MBT 7250 EUROSYSYSTEM
Artikel: 12 3456
Produkt-ID:
Artikeltext: electric part
Baujahr: 10/2023
Rechnungsnummer: 1010101
ET Nummer: 10012345

Fehlerbeschreibung:
example

Bemerkung:
*example|

Wareneingangstext:

2.4 RMA Info

Using this tab, additional information on the process can be called up, such as the current processing status.

2.5 RMA Status

RMA	Customer	Claim	Application for.	Warr. Cl.	Serial number	Material num.	Description	Produkt ID	ET	State

Here, only each applicant's own data for open cases is displayed. These are sorted by RMA process number in column 1.

To view cases that have already been closed, you can tick the checkbox "Show all processes" (bottom right).

The process is updated in the status field (right-hand column), and the corresponding internal processing step at MAHA can be seen:

- 0** A new process has been entered – it has not yet been processed by MAHA
- 1** Internal processing step at MAHA – data readout/replacement delivery organised to dealer/importer
- 2** MAHA is waiting for defective parts to be returned by dealer/importer
- 3** Returned parts have arrived at MAHA
- 4** Defective parts are currently checked at MAHA and/or external supplier
- 5** Evaluation by MAHA and/or external supplier (goods returned to MAHA)
- 6** Internal processing step at MAHA and supplier
- 7** Final evaluation by MAHA – final processing steps initiated
- 9** RMA process cancelled
- 10** RMA process completed