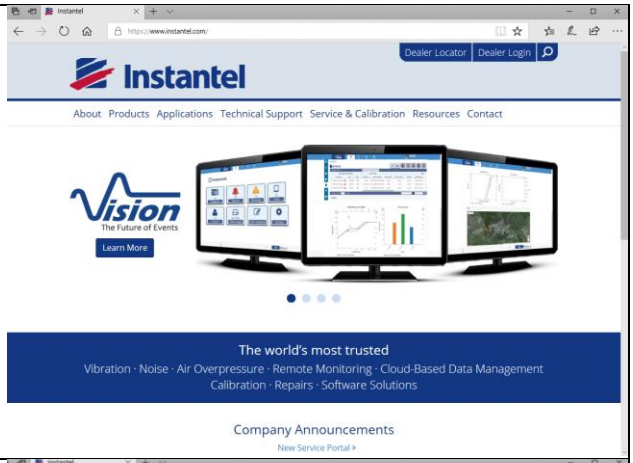
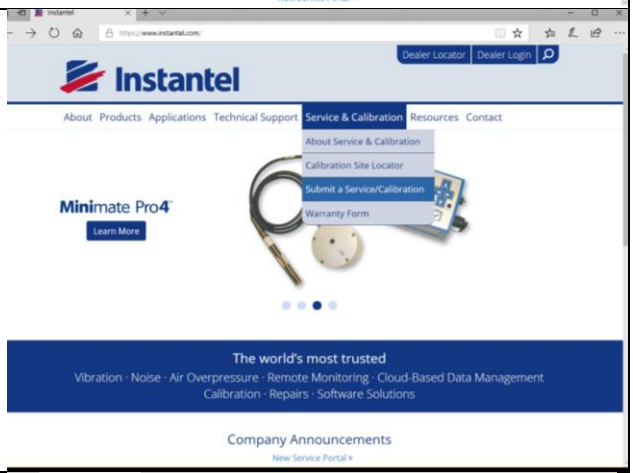
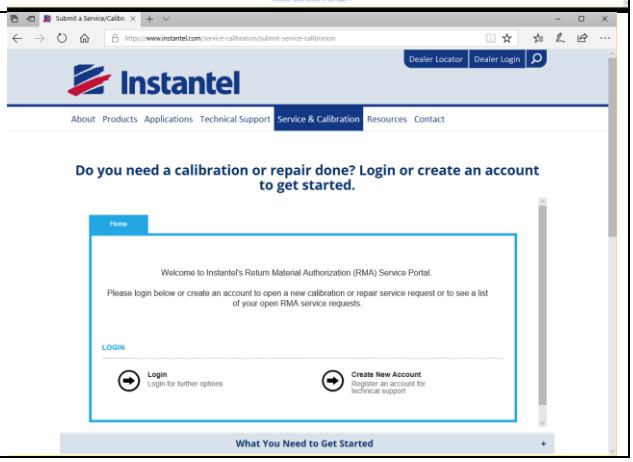
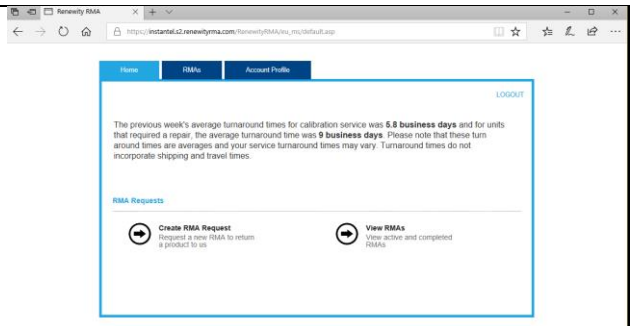
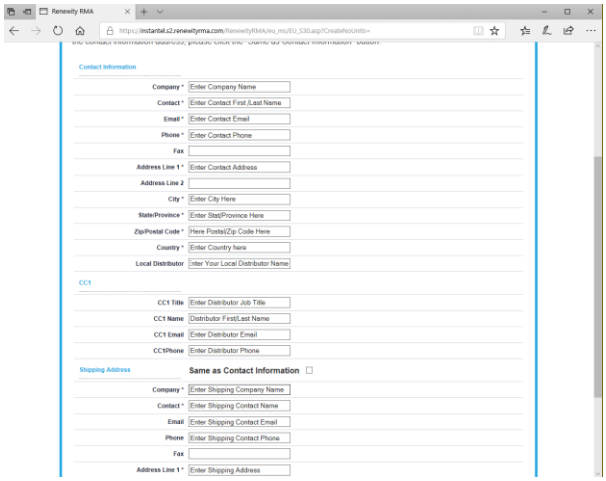
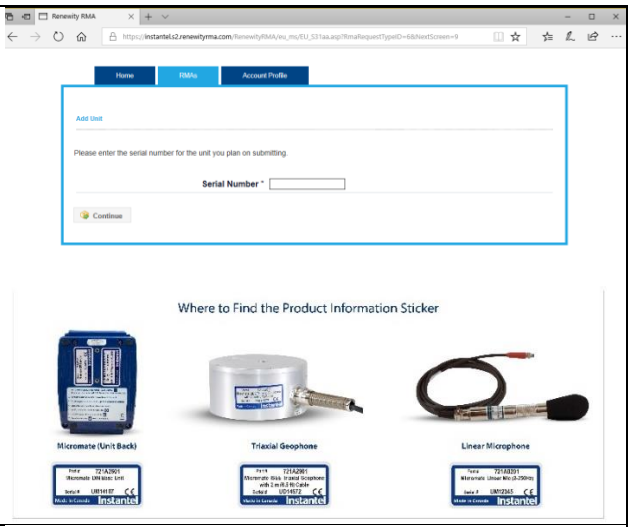
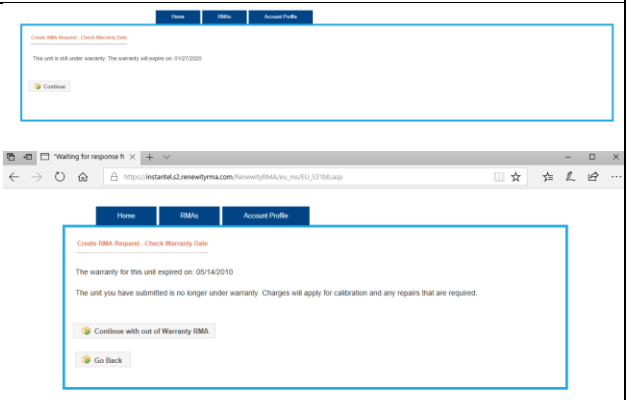
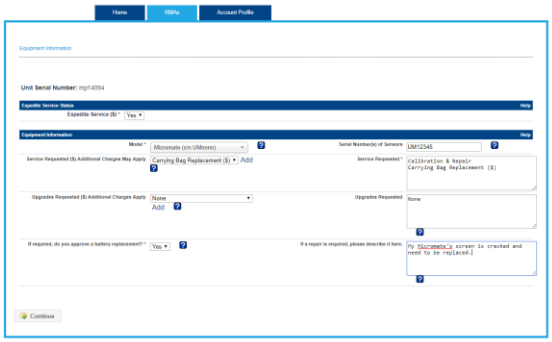
How To Create An RMA For Multiple Units

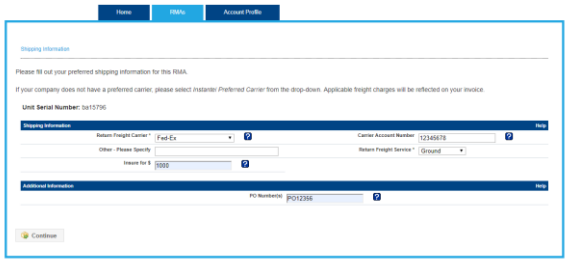
Step 1:	Go to Instantel's Website: www.instantel.com	
Step 2:	Go to the **Service & Calibration Menu**. Click on **Submit a Service/Calibration**.	
Step 3:	If you have an existing service account, **Login**. If not, please click **Create New Account** to create an account. Please remember this login information for future service requests. Note: Username and password are case sensitive.	

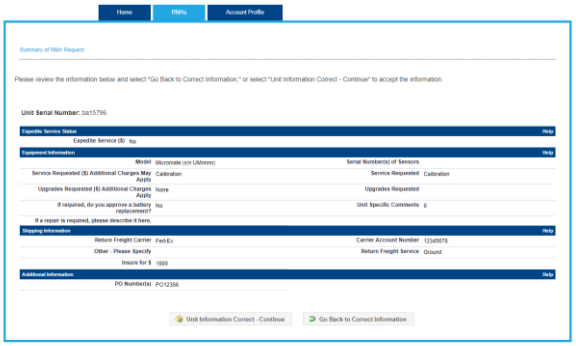
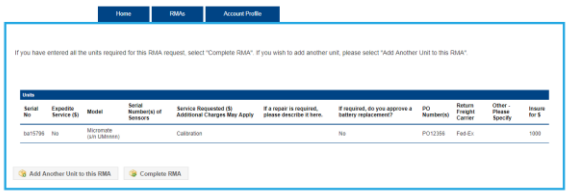
How To Create An RMA For Multiple Units

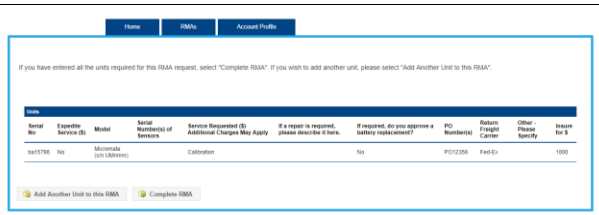
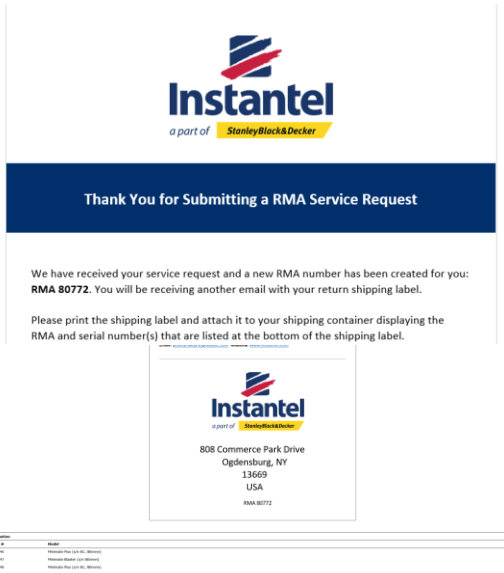
Step 4:	Click **Create RMA Request** to create a new service request.	
Step 5:	**Enter your Contact/Billing Information.** This will be the contact information where future communications/invoices will be directed to. **Enter Your CC1 Information:** If you know who your Local Distributor is, please enter their contact information here. If not, please enter the contact information of a secondary person that should be copied on future communications. **Enter Your Return Shipping Address:** Please enter the preferred shipping address you would like your unit(s) returned to here. If the shipping address is the same as the contact information address, please click the "Same as Contact Information" button. Note: All * are mandatory fields to be filled out.	

Step 6:	Enter the **Serial Number** from the unit that requires service. You can find this. You can find this on your product information sticker on your equipment. Serial Number Example: UM12345	
Step 7:	The unit's warranty information will appear. If your unit is still under warranty, it will let you know when your warranty expires. If your unit's warranty has expired, you will be shown the date of expiry. To continue, click the **Continue with out of Warranty RMA** button.	
Step 8:	Next, you will start filling out the Equipment Information. **Expedite Service:** If you would like your RMA service request expedited (for an additional fee) Select Yes. For Instantel's regular service turnaround times, leave the default selection as No. **Model:** Select your Equipment's model name from the list. You can also start typing it into the bar at the top to help find it without scrolling down. **Serial Number(s) of Sensors:** If you are sending some equipment accessories such as, linear or sound microphones, geophones, boreholes,	

	hydrophones, etc. Enter their serial numbers in the text box. Please ensure you use commas to separate each serial number. Note: You DO NOT need to create a separate RMA Service for the accessories unless they require repair. **Service Requested ($) Additional Charges May Apply:** To select the type of service your equipment requires, use the dropdown menu and click on the specific service you require. Then click the **Add** button. You can select more than one option. Your options will then be added to the **Services Requested** section located to the right of this section. If you need to change your service request, go to the Service Requested section and delete it there. You then repeat the above to select your revised service request. Note: If you require one of the selections with a ($) this will be an additional charge even if the equipment is under warranty. Upgrades Requested ($) Additional Charges Apply: These are upgrades you can add to your service request for Micromate and Minimate Pro units. To select the upgrade option, you would like to include in your service request, use the dropdown menu and click on the specific upgrade you would like. Then click the **Add** button. You can select more than one option. Your options will then be added to the **Upgrades Requested** section located to the right of this section. If you need to change your upgrade request, go to the Upgrade Requested section and delete it there. You then repeat the above to select your revised upgrade.	

	Note: If you require one of the selections with a ($) this will be an additional charge even if the equipment is under warranty. **If required, do you approve a battery replacement:** During our service process, if we find your battery needs a replacement, this section lets us know if you would like us to replace the battery for you (for an additional charge if not under warranty). We offer this to help speed up the turnaround times for your service request. If you would like us to replace it for you, select Yes. If you do not want us to replace it, keep the default selection as No. **If a repair is required, please describe it here:** If your equipment requires a repair, please describe the issue your equipment is experiencing in as much detail as possible in this text box. Once you have filled out all the required information, click the **Continue** button.	
Step 9:	Next, you will start filling out the Shipping Information. **Return Freight Carrier:** You must select which shipping company you will be using for when we return your equipment. If your company does not have a preferred carrier, please select *Instantel Preferred Carrier* from the drop-down menu. Note: Applicable freight charges will be reflected on your invoice if you select Instantel Preferred Carrier. **Other – Please Specify:** If the company you plan to use is not listed in the drop-down menu, please enter	

	the return freight carrier you plan on using here. **Carrier Account Number:** If you are using your own shipping carrier, please enter your Carrier Account Number here. **Return Freight Service:** Please select which return shipping service you require using the drop-down menu. **PO Number(s):** If you already have a Purchase Order (PO) created for this service request, please enter it here. Once you have filled out all the required information, click the **Continue** button.	
Step 10:	Next you will review the service request information you just submitted to ensure everything is correct. If you need to change something, select the **Go Back to Correct Information** button. If all the information is correct, select the **Unit Information Correct – Continue** button to continue.	
Step 11:	Next you will see a summary of your first unit's RMA service request. If everything is correct and you wish to add another unit for service, click the **Add Another Unit to this RMA** button.	
Step 12:	Repeat Step 6 – 10 until you have added the desired quantity of units to this RMA service request. You can add as many units as you want.	

Step 13:	When you get to the final summary page of your RMA service request that lists all the multiple units you have added. If everything is correct, click the **Complete RMA** button.	
Step 14:	Your RMA Service Request was submitted! You will now receive two emails. The first email will be your Service Request Confirmation. It will include at the bottom of them email all the equipment you submitted. The second email will include your shipping label to add to your shipping container that you will be sending to Instantel. Note: Please ensure you include the Serial Number Information list that is located at the bottom of the email to your shipping label.	
Step 15:	As soon as Instantel receives your equipment at our service facility, you will receive another email notifying you that it has arrived.	