Return Merchandise Authorization (RMA) Process
This document is a step-by-step guide to create and manage RMA cases.

If you do not have access to the MySolidigm portal, email
customer.access@solidigm.com and provide the following information:
            Name:
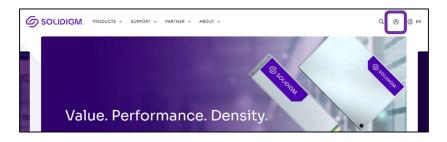   Company Name:
            Sold to #:
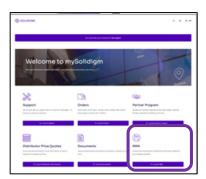   Request: MySolidigm RMA Access

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Access MySolidigm Portal

1. Visit www.solidigm.com, then go to the top right of the webpage to login to 'mySolidigm' using your single sign on provided from Solidigm Customer Access team.
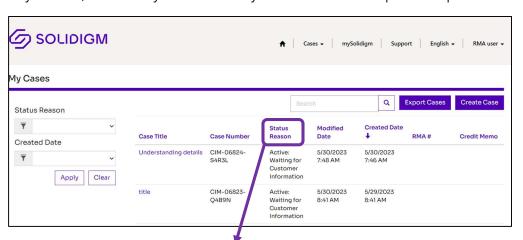
2. Once logged in, on the mySolidigm customer dashboard, select the 'RMA' tile button to access the RMA application portal.

3. Once in the RMA portal, use the header navigation bar and click on 'Cases'.

4. You can either 'Create Case' or view 'My Cases'.

5. "My Cases", will show you a list of all your cases from the past and present and their status.
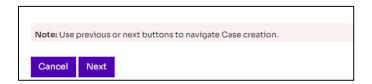

Status Reason	Definition
Active New	Solidigm has acknowledged case but not yet assigned an agent
Active In Process	Agent assigned and is processing the case
Active Investigating	Case requires additional research by assigned agent
Active RMA Approved	Agent has sent the customer the RMA# and shipping instructions
Active: Waiting for Customer Information	Agent needs information from the customer before they can move forward with processing the return
Resolved Credit Issued	Case has been resolved and a credit issued
Cancelled	Case has been cancelled (duplicate, no longer needed, etc)

Navigating within a Case During Case Creation

1. Use 'Previous' or 'Next' buttons to navigate pages in 'Case Creation' (do not use browser arrows).

2. When entering information on a page, you must click on 'Next' to save the information. If you click on 'Previous' before saving the information, you will need to re-enter the data on that page.

3. To cancel a case from the first page ('Case Information') prior to clicking 'Next', click on the 'Cancel' button.

4. In the 'Cancel Case' pop-up, click on 'Yes'.

5. Cases cancelled from the 'Case Information' page will not appear in the 'My Cases' view because the case was never saved. Canceling the case from the first page results in an exit from the web page.

6. To cancel a case from a subsequent page, follow the same process as cancelling it from the first page.

7. Canceling a case from a subsequent page will cause the case to appear in the 'My Cases' view with a status of 'Active: Incomplete-Resubmit New Case' because the case was saved when you clicked on the 'Next' button to navigate to the next page. Resubmit the case when you have all of the details.

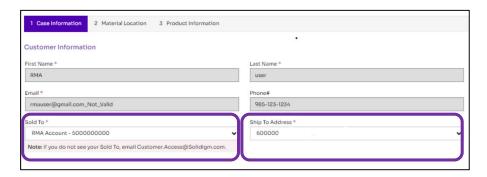| Case Title	Case Number	Status Reason	Modified Date	Created Date ↓	RMA #	Credit Memo
test rma-admin-11	CIM-07136-Z0P2Z	Active: Incomplete-Resubmit New Case	7/11/2023 9:23 AM	7/11/2023 9:23 AM		

Create Case: Case Information

1. Click on 'Create Case' from the menu bar or by using the button in 'My Cases'.

2. 'Create RMA Case' opens to 'Case Information' page.

3. Select your company 'Sold To' from the drop-down button. Customer Information will auto populate according to the "Sold To" you selected.

4. Select your company 'Ship To' from the drop-down button. Ship To accounts will display based on the Sold To account selected.

Note: 'Sold To' must be your Solidigm Sold To ID. If you do not have your Solidigm Sold To or Ship To ID, reach out to your account team. All Solidigm 'Sold To' numbers start with "500000xxxx".

5. Fill out the Case Information which includes:
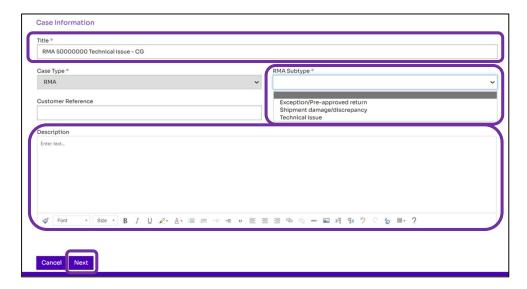   a) **Title**: Insert title to help in identifying your RMA case.
   b) **RMA Subtype Options:**
      • Technical issue
      • Exception/Pre-approved return (pre-approved by management- include the SCA contact name in description.)
      • Shipment damage/ discrepancy (previously 'Admin')
      Return Reasons (required for Shipment/damage/discrepancy):
        o Damaged in Transit
        o Wrong product received
        o Incorrect Labelling
        o Product excess/shortage
        o Order cancellation
        o Other

c) **Description**: Provide us with a brief description of your case or any other important details.
*If the request is a Virtual RMA, note 'vRMA' in the description field.

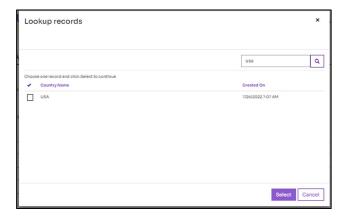6. Click 'Next' to save the information on this page and proceed to 'Material Location' page.

Create Case: Material Location

1. Enter the location information of the product being returned.

2. Select the country from the look up record.

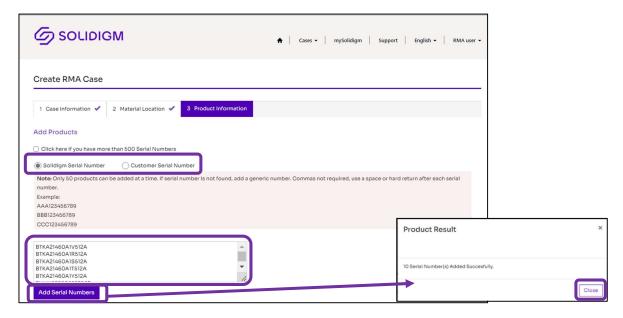   **Note:** Country is mandatory to determine the carrier details for the return.

   Note: For 'United States of America', use 'USA'.

3. Click 'Next' to save the information on the 'Material Location' page and proceed to 'Product Information' page.

Create Case: Product Information Technical RMAs:

1. Select the radio button next to either 'Solidigm Serial Number' or 'Customer Serial Number'.

2. Paste Serial Numbers (SNs) into the text box.

3. Click on 'Add Serial Numbers'.

4. A popup box will provide the count of Serial Numbers added successfully. Click 'Close'.

5. To add additional SNs, clear the text box before pasting additional SNs and clicking 'Add Serial Numbers'.

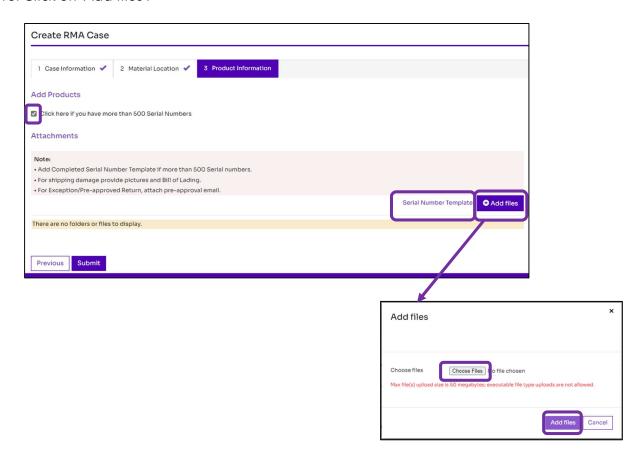6. Scroll down and see the 'Product Line Items' detail.

Note: If an expiration number is not returned, it will be added after review by the RMA Agent.

7. To remove a SN, click the drop-down arrow at the end of the line and select 'Remove Product'.
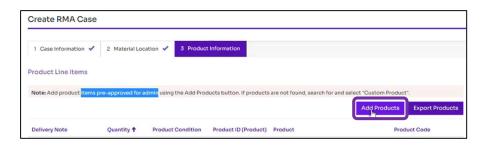

8. To add more than 500 SNs, click the check box.

9. Select the link 'Serial Number Template'.

10. Open, populate, and save the downloaded 'Serial Number Template' excel file.

11. Click on the '+ Add files' button.

12. In the pop-up box click on 'Choose files' and browse your computer to attach the file.
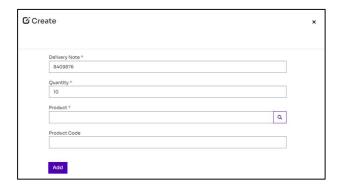
13. Click on 'Add files'.

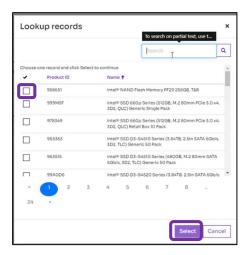## Create Case: Product Information Shipment damage/discrepancy RMAs:

1. Click on 'Add Products'.

2. In the 'Create' pop-up, type in the Delivery Note and Quantity.

3. Click on the magnifying glass in the 'Product' field.

4. Use the 'Lookup records' tool to search by 'Product ID' or 'Name'.

5. Place a checkmark in the box and click 'Select'.

6. If Products are not found, search for and select Product ID '00000' or 'Custom Product' and type the Product Code in the 'Product Code' field.

7. Click 'Add'.

Create Case: Product Information Exception RMAs:

1. Click on 'Add Products'.

2. In the 'Edit' pop up, click on the magnifying glass in the 'Product' field.

3. Use the 'Lookup records' tool to search by 'Product ID' or 'Name'.
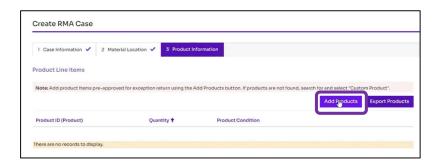
4. Place a checkmark in the box and click 'Select'.

5. Type in the Quantity.

6. In the 'Product Condition' field, select the relevant condition from the drop-down list.

7. Click 'Update'.

8. To remove or edit a product, click the drop-down arrow at the end of the line and select 'Remove' or 'Edit'.

Attach Supporting Documentation

Note: Supporting documentation is required for more than 500 Serial Numbers, Shipping Damages, and Exception approvals.

1. Click on the '+ Add files' button

2. In the pop-up box click on 'Choose files' and browse your computer to attach the file.

3. Click on 'Add files'.

Submit RMA

1. Click on 'Submit'.

2. The Case Number will appear, along with options to navigate to other areas of the portal.

3. Once your case has been created, you will also receive an acknowledgement email with your case number.

4. Once your return is approved, you will receive an RMA approval email that will include your RMA number and shipping instructions to return your material.

Sample RMA approval email:

Dear Customer,

We would like to inform you that your Solidigm return request has been approved.

The following items have been approved to be returned:
          [**approved items shown here**]

This email includes one attachment
          [Attached label or shipping link]

Your RMA number is 60000xxx and is valid for the **next 30 days** only. Your action is required for the case to proceed. Please read and follow the instructions below carefully for shipping your Solidigm product(s).
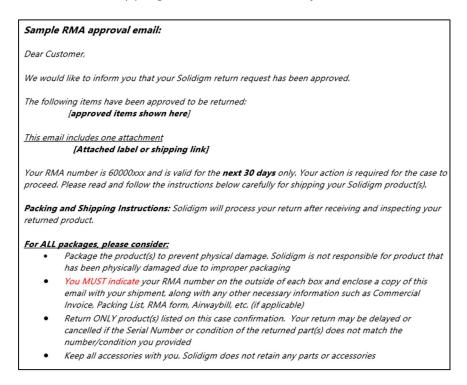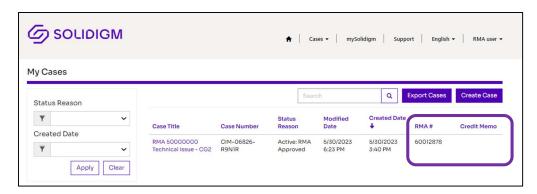
Packing and Shipping Instructions: Solidigm will process your return after receiving and inspecting your returned product.

For ALL packages, please consider:
- Package the product(s) to prevent physical damage. Solidigm is not responsible for product that has been physically damaged due to improper packaging
- You MUST indicate your RMA number on the outside of each box and enclose a copy of this email with your shipment, along with any other necessary information such as Commercial Invoice, Packing List, RMA form, Airwaybill, etc. (if applicable)
- Return ONLY product(s) listed on this case confirmation. Your return may be delayed or cancelled if the Serial Number or condition of the returned part(s) does not match the number/condition you provided
- Keep all accessories with you. Solidigm does not retain any parts or accessories

5. The approved RMA number will appear in the RMA portal when you 'View Cases'.

6. After your return is received, Solidigm will update the RMA portal and send you a credit confirmation email. The credit memo will appear in the RMA portal and your case will be closed.

Note: For Credits: Once the credit memo has been issued, you will need to follow up with your company's accounts payable department to manage the credit. Solidigm does not manage your credit.

Revision History

Revision	Date	Author	Reason
V2	10-NOV-2022	Carla Gordon	Add Status Reasons to step "View cases"
V3	23-APR-2023	Nicole Dukes	Added vRMA option
V4	30-MAY-2023	Carla Gordon	Revise to include portal updates; new format
V5	10-JUL-2023	Carla Gordon	Update screenshots and minor enhancements