

# HMS RMA Portal

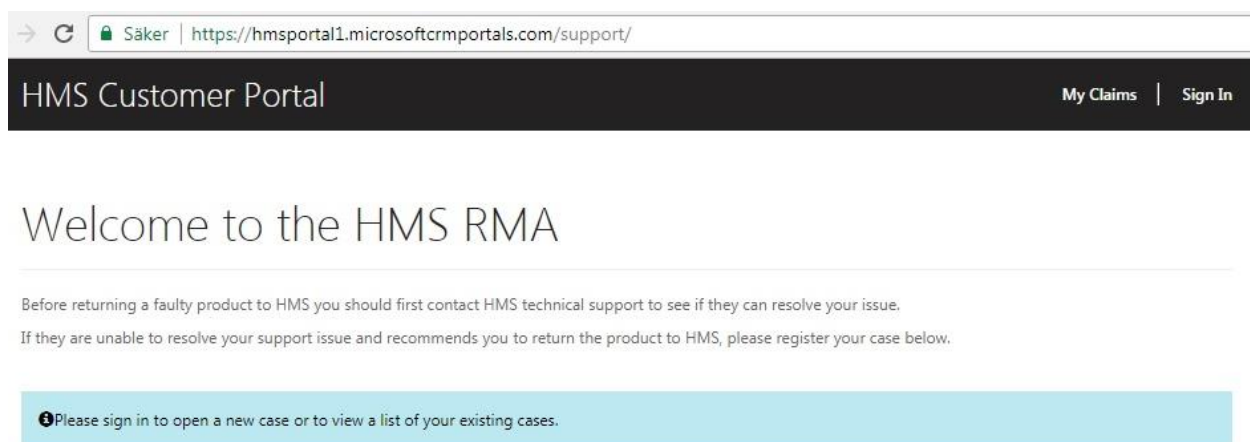
## User Guide

**CONFIDENTIAL**

**Confidentiality Notice**

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1. REGISTER A NEW USER
2. REGISTER A NEW CLAIM
3. APPROVAL FROM HMS
4. ADD DELIVERY ADDRESS
5. ADD NOTES AND SEE THE STATUS OF YOUR CLAIM
6. RESET PASSWORD



The screenshot shows a web browser window with the URL <https://hmsportal1.microsoftcrmportals.com/support/>. The page header includes "HMS Customer Portal" on the left and "My Claims | Sign In" on the right. The main content area features a large heading "Welcome to the HMS RMA" followed by a paragraph: "Before returning a faulty product to HMS you should first contact HMS technical support to see if they can resolve your issue. If they are unable to resolve your support issue and recommends you to return the product to HMS, please register your case below." Below this text is a light blue banner with an information icon and the text: "Please sign in to open a new case or to view a list of your existing cases."

**NOTE,**  
If your unit was purchased from a distributor, please contact your distributor to return your unit.  
HMS will not accept units returned from the end customer directly.

## 1. REGISTER A NEW USER

First time that you use HMS RMA portal you need to register a new user.  
Enter your email address, a username and choose a password.

### HMS Customer Portal

[Sign In](#) **Register** [Redeem Invitation](#)

Register for a new local account

\* Email

\* Username

\* Password

\* Confirm Password

Fill in your address and contact information.  
Press Update. Your new user is now registered.

This address will be used as default for future product returns registered from your account. If you wish to change the return address for a specific case, you can do so under each case.

### HMS Customer Portal

My Claims | Frida Lindgren

## Profile

Frída Lindgren

Profile

Change Password

#### Your Information

First Name \*  Last Name \*

E-mail \*  Business Phone

Company Name \*

Street 1

ZIP/Postal Code  City

Region/State  Country \*

## 2. REGISTER A NEW CASE

Before registering a new case:

- In case of multiply *article numbers*, register one case for each article number
- Both step 1 and step 2 of the registration needs to be completed before submitting your case
- Wait for HMS approval before shipping your product

To register a new case go to My Claims.

Claim Title ↑	Case Number	Customer	Status Reason	Created On
900002449	CAS-01208-B8L2Y1	Qa test	4. Claim ongoing	3/20/2018 12:15 PM
900003277	CAS-01170-N4D8R4	Qa test	3. Goods arrived, pending	3/12/2018 1:33 PM
900003293	CAS-01198-D9R9W6	Qa test	3. Goods arrived, pending	3/16/2018 2:05 PM

Press Create Claim.

Step 1 - Fill in the required *Overview* information. It is also possible to attach a file.  
Press Submit to continue to step 2.

Overview

Title \*

Customer \* Frída Lindgren

Your Reference No.

Case Type

Description

Contact

Support Ticket ID

Product Brand

Step 2 - Once the Overview information is submitted, scroll down and add all individuals (serial numbers) to your case by pressing Create.  
Create one Claim individual for each serial number.

### CLAIM INDIVIDUALS

[+ Create](#)

Status Reason	Article number	Serial number	Created On ↑	
1. Not started	AB7831-F	A0307888	3/12/2018 1:35 PM	<a href="#">v</a>

[Update](#) [Back](#)

Fill in the required information and press Submit.

### General

#### PRODUCT REGISTRATION

Product Brand \*

Product Group \*

Article Number \*

Serial Number \*

Claim Category \*

Failure Description \*

Detailed Information \*

When all individuals are added, press Update. Your case is now registered.

### CLAIM INDIVIDUALS

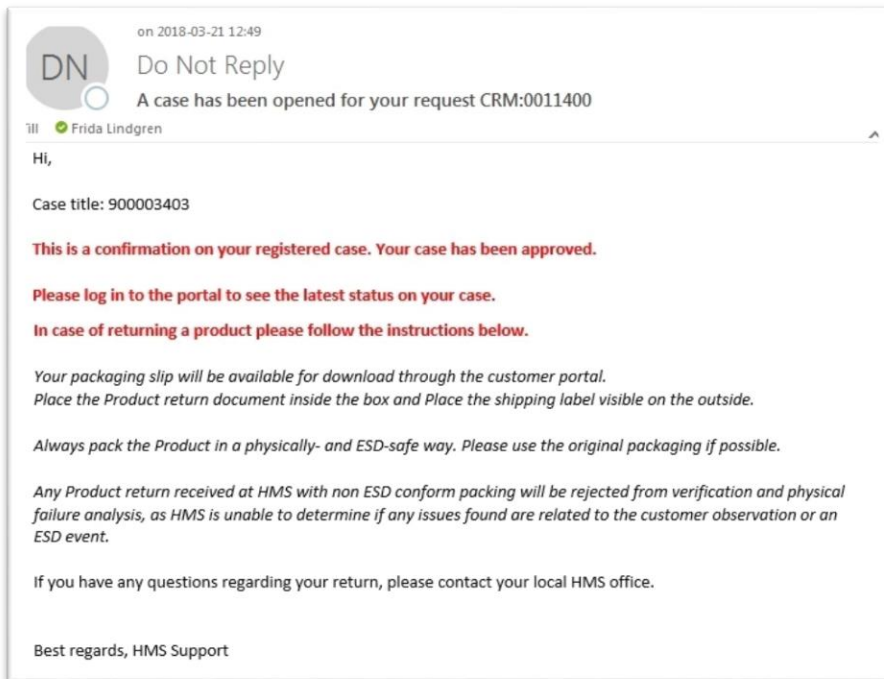
[+ Create](#)

Status Reason	Article number	Serial number	Created On ↑	
1. Not started	AB7831-F	A0307888	3/12/2018 1:35 PM	<a href="#">v</a>

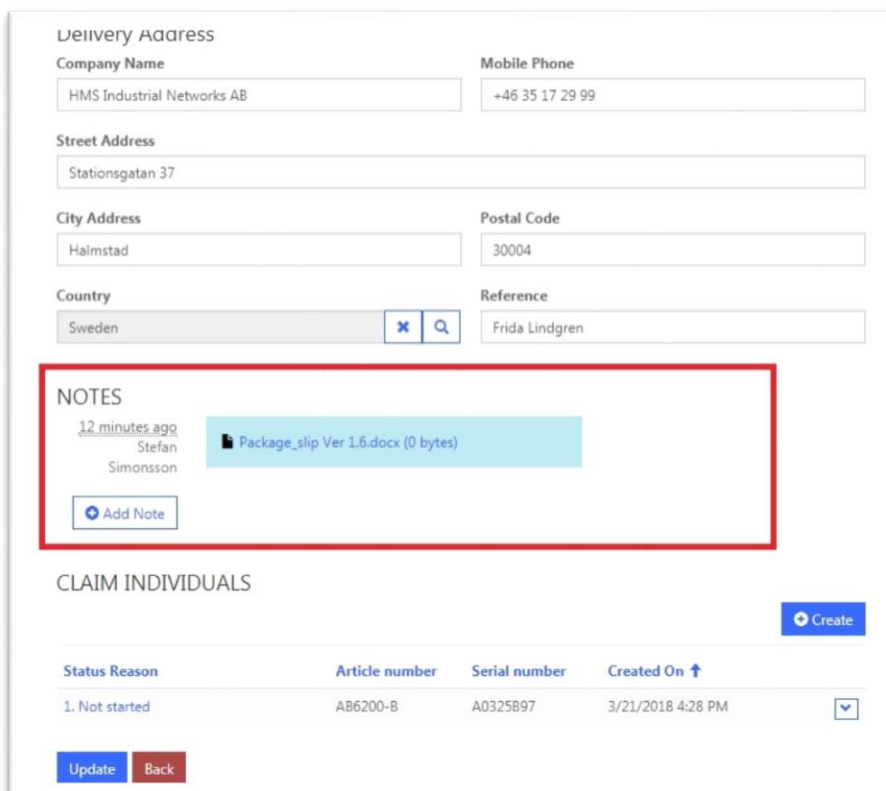
  
[Update](#) [Back](#)

### 3. APPROVAL FROM HMS

When your case is submitted, wait for approval from HMS before returning your product. Once your case has been approved you will receive a confirmation email.



Your packaging slip will be available to download and print under Notes in the Customer Portal



Put the packaging slip clearly visible on the outside of your return shipment.

#### 4. ADD DELIVERY ADDRESS

If you wish to return your repaired product to another address than your standard address, you can add a Delivery address for each case.

Fill out the address and contact information. Press Update to save.

### Delivery Address

<b>Company Name</b>	<input type="text" value="HMS Industrial Networks AB"/>	<b>Mobile Phone</b>	<input type="text" value="+46 35 17 29 99"/>
<b>Street Address</b>	<input type="text" value="Stationsgatan 37"/>		
<b>City Address</b>	<input type="text" value="Halmstad"/>	<b>Postal Code</b>	<input type="text" value="300 04"/>
<b>Country</b>	<input type="text" value="Sweden"/> <input type="button" value="x"/> <input type="button" value="Q"/>	<b>Reference</b>	<input type="text"/>

## 5. ADD NOTES AND SEE THE STATUS OF YOUR CLAIM

While the case is ongoing you can find the status indication for each case in the RMA portal.

Portal Claim List - Active+

Search

Claim Title ↑	Case Number	Customer	Status Reason	Created On
test instruktion	CAS-01021-K4R7G5	Frida Lindgren	1. Registered	12/1/2017 9:17 AM

You can also communicate with HMS product department and attach files.

Click Add note and a new window will open.

### NOTES

There are no notes to display.

←

When done typing in your message click Add note

### Add Note

\* Note

Attach a File  Ingen fil är vald.

Reply from HMS will show up under Notes. You will also receive a notification email to you registered email address when a new note is added to your case.



## 6. RESET PASSWORD

Reset password by clicking **Forgot your password**

[↩ Sign In](#)   [Register](#)   [Redeem Invitation](#)

### Sign in with a local account

\* Username

\* Password

Remember me?

[Sign In](#)   [Forgot Your Password?](#) 

### Enter your email address

Forgot your password?

\* Email

Enter your email address to request a password reset.

[Send](#)