

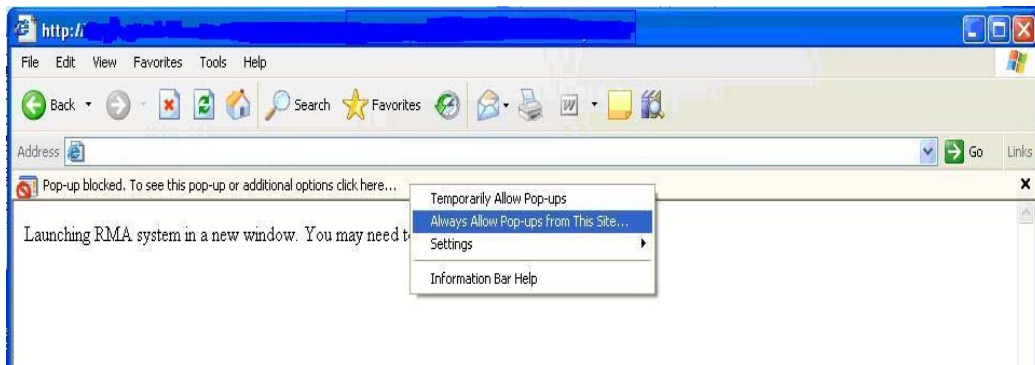
RMA Frequently Asked Questions

Q - How do I log into the RMA system?

A - To start using the RMA System, select "Login" from the navigation menu. First enter your Company Name. The system recognises the first four characters entered and then displays a short list of possible "Company Names". Next enter your Account Number, as seen on your invoice, credit note or statement. For first time users, please use your "Account Number" as your password - This password will grant you first time access only, at which time you'll be asked to create your own personalised password. This password should be used with future visits to the RMA system.

Q: The message "Pop Up Blocked" appears. What do I do?

A- To allow Pop-ups, right click on the message and select "Always Allow Pop-ups from This Site..."



Q: How do I log in if I don't have a Credit Account with Bosch?

A- If you don't have a Credit Account please contact Customer Service on (02) 9672 1777.

Q: Where can I find my "Customer Account Number"?

A - Your Customer Account Number is on all invoices, statements and credit notes.

Q: What information do I need to raise an RMA?

A - The following information will be required to raise an RMA:

- Customer Account Number
- Contact Details
- Product Details - SKU, Model or Description
- Reason for Return

Q: I can't find a part number I'm looking for. How do I add a number that is not listed in the look-up box for the item numbers?

A - We've added an optional SKU for items purchased which are not shown by our inventory list, i.e. SKU 999999. If selected by the user, they are asked to use the "Detailed Description" field to describe the model number

Q: How do I process an RMA?

A - Please refer to the RMA Quick Start Guide or choose on on-line [Help] option in the menu for detailed information.

Q: How do I check the status of my RMA? And what do the status's mean?

A - At any time you can check the status of your RMA. To do so, please refer to the [Help] option in the menu for details on how to search for an RMA. Once you have the RMA, towards the bottom of the screen there is a "Status" field. This will indicate the status of your RMA at that time.

Status Meanings:

- **Submitted** - The details of the RMA have been submitted, and Customer Service Team has been notified. Goods have not been physical received by Goods Inwards.
- **WiP** - The goods have been physically received and pending disposition.
- **Completed** - The return(s) has been fully processed and item(s) returned to sender.
- **Timed Out** - The RMA has been suspended (locked).

Q: Where can I get more help?

A - For more help please click on [Contact Us](#) link.

Q: Which web browsers are supported?

A - Internet Explorer & Firefox are supported web browsers.

Q: How do I reset my password?

A – If you have forgotten, or wish to change your password, please contact our office on +61 2 9672 1777 or e-mail stsales@au.bosch.com so we can arrange to reset your password.