

Online Repair Request

How to Initiate Your Repair Online

For Europe, Middle East and Africa

Welcome to the Online Repair Request System. To help ensure smooth processing of your product repair, please note that a Return Materials Authorization (RMA) is required for all repairs sent to the Motorola Service Centre. The steps below outline how to set up your User ID and password and initiate repair RMAs through the online request system. If you have any questions about the RMA process or the registration process, please send an email to emea.ccc@motorolasolutions.com.

Register for Online RMA Access

To enter an RMA (repair request) and link to the service records for your company, you must complete a onetime online registration. You will receive a User ID and password that you will use each time you visit the site.

1. Access the online registration form: <https://emearma.symbol.com/RMAPortal/Registration.aspx>
2. Complete and submit the form. Please allow 48 business hours for us to set up your account. You will receive a confirmation email with your User ID and password.

How to Request a Repair RMA

Once you have obtained a User ID and password, you can create RMA requests for products requiring repair.

1. Log onto the Online RMA website at <http://www.motorola.com/Business/US-EN/Support/Online+RMA/Europe+Middle+East+and+Africa>
2. Enter your User ID and Password in the fields provided and then click **Submit**.
3. On the Portal Home screen, select "Create a New Repair Request" from the menu.
4. On the Product Details screen, identify the product to send in.
 - Begin typing the first digits of the serial number in the serial number field. Click to select a serial from the list displayed of serial numbers at your location(s), then click the **Find Product** button.
 - Select a problem description and problem detail from the list.
5. If you are sending in just the one device, click **Add Product** followed by **Continue** and proceed to step 6.

To enter more products to this request, click **Add Product** and enter another serial number. You can add up to 20 products on a single request. Click **Continue** after adding the last item and proceed to the RMA Summary (see **step 10, MULTIPLE DEVICE REQUEST**).

6. On the Entitlement Information screen, review the service coverage found.
 - **Service Type Description:** If you do not agree with the coverage displayed, select "**yes**" to override and select the correct coverage for your device from the Service Type drop-down list.

In case you have chosen contract service type, you have to enter contract number to **Contract Number** field.
In case you have chosen repeat repair service type, you have to always enter RMA number of previous job to "**Original Job #**" field.
 - **Cost of Repair:** For flat-rate repairs, a per-unit quote is displayed for direct customers. If you are not direct customer (you do not have service accounts with us) you will see message "Please send your units in to our repair centre. You will be quoted via your service partner once we have received the units."
 - **Customer Reference #:** Enter your internal reference number if you have any.
 - Click **Continue**.

7. On the Return Address Shipping Information screen, verify the return address displayed. The default address is the installation location in our records.

To change the address, select **Use Existing Address** and select the correct return shipment address from the Company Site Name list, or select **Create New Site** and enter your changes in the address fields. Click **Continue**.

8. On the Shipping Contact Information screen, verify the name, phone, fax, and email for the contact at the return shipping location. The default contact is based on the user requesting the RMA.

To select the contact at the Return Shipping Location, choose **Use Existing Contact** and update the contact Details.

To enter a new contact, select **Create New Contact**, enter your changes, and click **Continue**.

9. On the Billing Information screen, verify that the billing address is correct. If billing info not correct, select “no” and click **Continue**. Motorola support will contact you to obtain the correct billing address.

10. Confirm the request details:

SINGLE-DEVICE REQUEST: On the Confirm RMA Details screen review the product, shipping address and contact information one last time and after reading Terms and Conditions click **Submit RMA**.

MULTIPLE-DEVICE REQUEST:

- On the RMA Summary (entitlement) screen, review the details for all products listed.
 - If you decide not to ship an item, select “**Remove**” from the Modify column for that line.
 - To modify the entitlement details, select “**Change**” and select the preferred entitlement
In case you have chosen contract service type, you have to always enter contract number to **Contract Number** field.
In case you have chosen repeat repair service type, you have to always enter RMA number of previous job to “**Original Job #**” field then click **Continue** to proceed with the RMA.
- On the Shipping Confirmation screen, hover over the return shipping location and billing address for each line to view the details.
 - To change the shipping, contact, or and billing locations for a specific line, click “Edit” and choose form “Use Existing” or “Create New” from the drop-down list, and enter your changes. Click **OK** to return to the Shipping/Shipping Contact or Billing Confirmation screen.
- Click continue to get to the Confirmation screen. Read the Terms and Conditions and click **Submit RMA** to proceed.

11. On the **Job Details** screen, click **Print RMA** to print the shipping document(s) for your device(s). Include the shipping document with each device when you are sending it to repair. If there is a quote on the document, it can be used as a purchase order once stamped and signed for all EMEA countries except United Kingdom and South Africa where headed paper is required.

View Repair Status

To view RMAs that you have submitted within the last 30 days, click the View Repair Status link on the Home page. Up to 10 RMAs are listed per page.

If the RMA you are looking for does not appear, check the page numbers in the lower left corner; click a page number to proceed to the next page. To display a specific range of requests, use the Date From and To fields to set a date range, or enter an RMA number in the RMA # field or Serial number in Serial # field or Customer reference number in Cust Ref# field to bring up a specific request.

This screen will display the status of the request, and the tracking number if the product was shipped. Click the RMA number to see all the details for each RMA. Click the tracking link to proceed to the carrier’s website. If you wish to print the paperwork for the units click **Print RMA** at the bottom of the page.