

WEB SITE RMA PROCEDURE FOR ALCATEL PHONES

The website www.alcatel-business.anovo.com implemented by Atlinks Europe is used to generate product returns authorization (RMA) for residential phones ALCATEL

Thank you to refer to this procedure for more information;

- 1) Activation
- 2) Log
- 3) Creating a RMA
- 4) History of RMA
- 5) Additional information



ALCATEL
home & business phones

All other countries - English

Home My details My history Create an RMA request

Welcome to the alcatel-business.anovo.com website.

You are now connected to the dedicated DEALER AREA where you can:

- Create your [RMA](#).
- View your [history](#).
- Access to your personal [data](#).

1) Activation

To use the website dedicated to the creation of RMA, you must first activate your account. For this, it is necessary to enter via the menu "Dealer / Activate my account" your Store code /ID, that was provided to you, and a valid e-mail address in the appropriate page (see below).

Your password and your username will be sent via email. From this moment you can login and start using the site

Please activate your account by entering the information below

Enter the store code:*

Enter the e-mail address:*

Re-enter the e-mail address:*

* Compulsory

2) Log

To log on, thank you to inform your ID and password from the menu "Dealer / Log Me"

Once connected, you will have the opportunity, first of all, to change your personal information from the "My details" tab, as shown below.



The screenshot shows the Alcatel business website interface. At the top left, the Alcatel logo is displayed with the tagline "home & business phones". In the top right corner, there is a language and region selector showing "All other countries - English". Below the header, there are four navigation buttons: a home icon, "My details", "My history", and "Create an RMA request". The main visual is a 3D-rendered scene with two white human figures on a blue checkered floor; one is sitting on a sofa talking on a phone, and the other is standing and also talking on a phone. Below the image, a welcome message reads: "Welcome to the alcatel-business.anovo.com website. You are now connected to the dedicated DEALER AREA where you can:" followed by a list of features: "- Create your [RMA](#).", "- View your [history](#).", and "- Access to your personal [data](#)."

3) Creating a RMA

To access the creation of a RMA, it will go to the creation page from the "Create a RMA" tab, as shown below.

Personal information

<u>Customer name:</u>		
<u>Phone:</u>		<u>Mobile:</u>
<u>Email address:</u>		
<u>Store information:</u>		
<u>Store code:</u>	<u>Aftersales service:</u>	<u>PS4:</u>
<u>Sent to the primary address:</u> 	<u>Sent to the secondary address:</u> 	

Add a product to RMA 


First, it will be necessary to choose the delivery address. You can enter an secondary address in the "My details" tab

Personal information


<u>Customer name:</u>		
<u>Phone:</u>		<u>Mobile:</u>
<u>Email address:</u>		
<u>Store information:</u>		
<u>Store code:</u>	<u>Aftersales service:</u>	<u>PS4:</u>
<u>Sent to the primary address:</u> 	<u>Sent to the secondary address:</u> 	

Add a product to RMA 

Then you can add a product to the RMA, there is no limit on the number of products associated with it.

Add a product to RMA 

Product information:

 Click here to view and enter information about the product number 1

Once all the information entered, it is possible by clicking on the icon "Reduce" to no longer display the whole frame for that product and then display more clearly other products information.

This action doesn't delete any information. On the contrary, the icon "Delete" will remove the product RMA selected.

To validate the creation, just click on "Submit" displayed in the frame of the last associated product
Once validated, an RMA ID number will provided as well as a document to be printed.

Do not forget to attach this document RMA and proofs of purchase to the parcel and send it to our Aftersales Service INGRAM MICRO SERVICES - Route de Beyssac - 19390 SAINT AUGUSTIN (FRANCE).

It is only upon receipt of RMA with proof of purchase that your requests will be validated.

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My details My history Create an RMA request

• Your RMA number is: **133124433**. (Keep information as it allows you to track your product. To be send within 8 days after its creation)

• Don't forget to include your invoice in the parcel.

• Once your product shipped, you can track its progress from the tab [My history](#)

Print the document to be included in the parcel:

4) History of RMA

From the « My History » tab, as shown below, you can view the status of all RMA created.

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My details My history Create an RMA request

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This page, as visualized below, also allows you to reprint, if necessary, a RMA. You also have the opportunity to make an Excel extraction of all your RMA by selecting the icon.

<ul style="list-style-type: none"> 01-08-2013 01-08-2013 <li style="background-color: #e0e0e0;">01-08-2013 31-07-2013 31-07-2013 31-07-2013 30-07-2013 30-07-2013 	<div style="border: 1px solid #0070c0; padding: 5px;"> <p>RMA information</p> <p>RMA number: 133173327</p> <p>RMA creation date: 01-08-2013</p> </div> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 5px;"> <p>Current Stage:</p> <p style="text-align: center;">Pending receipt</p> </div> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 5px;"> <p>Product</p> <p>Range: Temporis 300 Model: 2-Piece</p> <p>Date of purchase: 28-12-2012 Reason of return: 'Answering Machine through Operator function</p> </div>
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Printing sheet to be attached to the parcel:



5) Additional information

CALL CENTER

The call center provides:
 Technical assistance and support service (open service 6/7 from Monday to Saturday) No.: 0820 820 217

WEBSITE

Users who connect to the site have access to more FAQ's, answers to the most common technical problems, user guide,

<http://www.alcatel-home.com/>

AFTERSALES

INGRAM MICRO SERVICES

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