

WEB SITE RMA PROCEDURE FOR ATLINKS PHONES

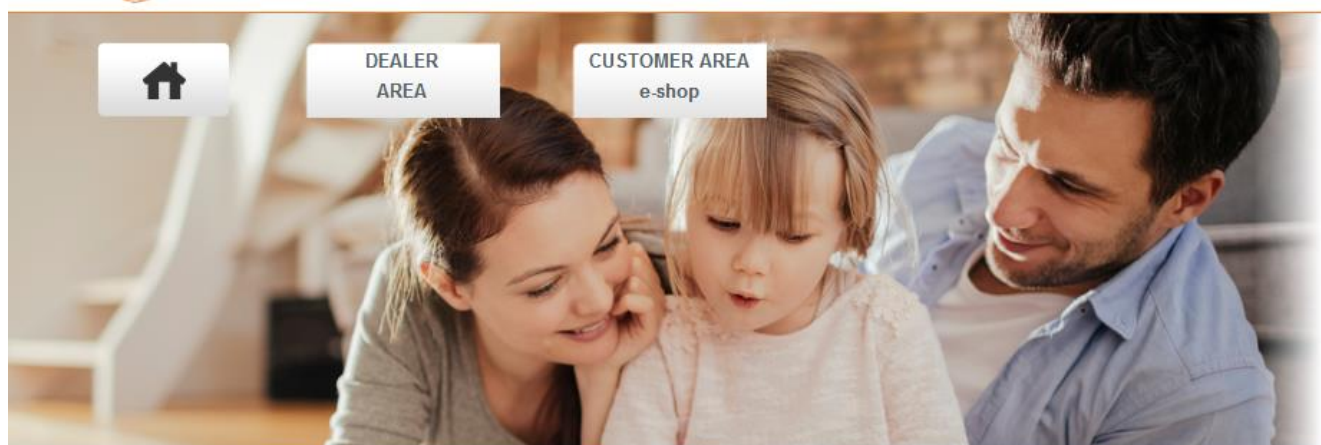
The website atlinks.anovo.com implemented by Atlinks Europe is used to generate product returns authorization (RMA) for residential phones.

Thank you to refer to this procedure for more information:

- 1) Activation
- 2) Connexion
- 3) Création d'un RMA Historique des RMA
- 4) Informations complémentaires



All other countries - English 



Welcome to the atlinks.anovo.com website where you will find the procedures in place to enable you to make a Return Merchandise Authorization (RMA), for corded, cordless and mobile phones.

- You are a distributor of Atlinks: select **DEALER AREA**.

- You are a customer from our [e-shop](#) : select **CUSTOMER AREA e-shop**.

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

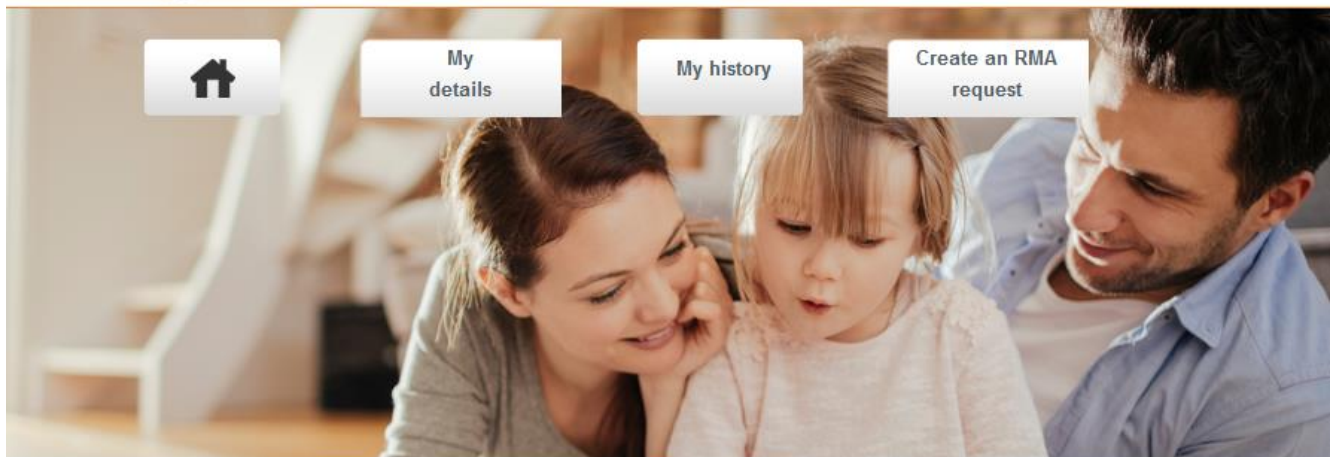
2) Log

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



All other countries - English 



Welcome to the atlinks.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](#).

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


Customer name:
Phone: Mobile:
Email address:
Store information: pro
Store code: pro Aftersales service: **PS4: 55**
Sent to the primary address: Sent to the secondary address:

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


Customer name:
Phone: Mobile:
Email address:
Store information: pro
Store code: pro Aftersales service: **PS4: 55**
Sent to the primary address: Sent to the secondary address:

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](#)

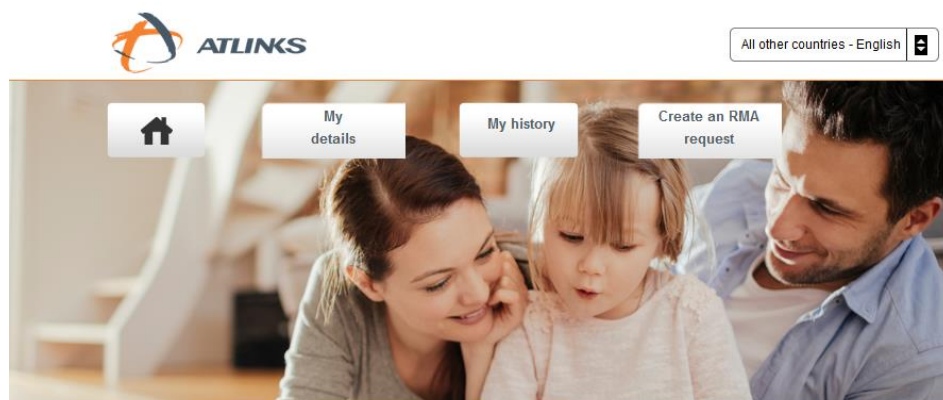
Once all the information entered, it is possible by clicking on the icon "Reduce" to no longer display the whole frame for that product and then display more clearly other products information.

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.



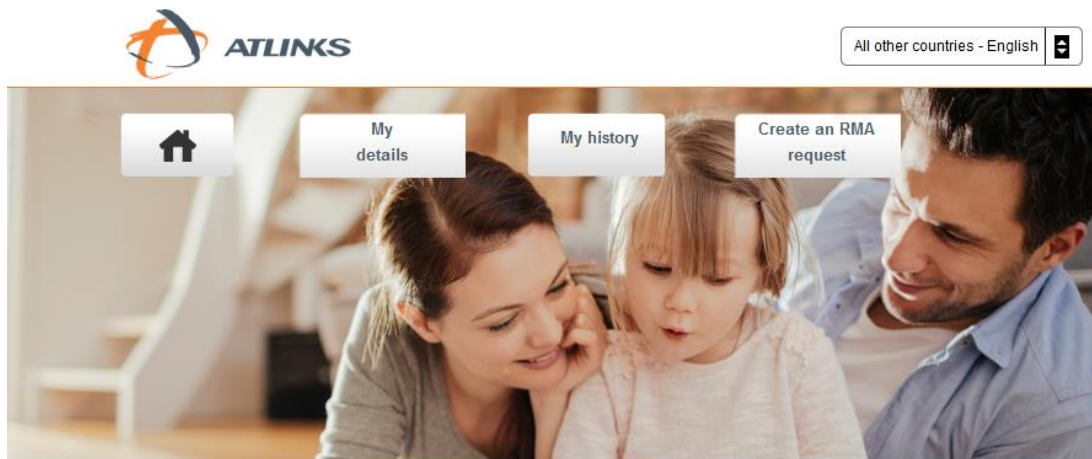
- Your RMA number is: **184857956**. (Keep information as it allows you to track your product. To be send within 8 days after its creation)
- Don't forget to [include your invoice in the parcel](#).
- Once your product shipped, you can track its progress from the tab [My history](#)

Print the document to be included in the parcel:



4) RMA History

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

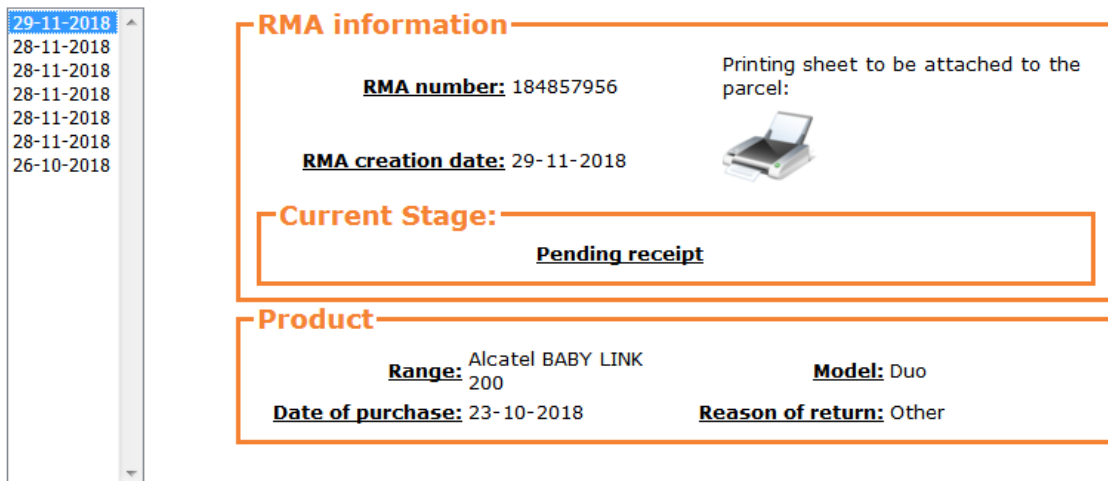


Welcome to the atlinks.anovo.com website.

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


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

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



RMA information

RMA number: 184857956 Printing sheet to be attached to the parcel:

RMA creation date: 29-11-2018 


Current Stage:

Pending receipt

Product

Range: Alcatel BABY LINK 200 **Model:** Duo

Date of purchase: 23-10-2018 **Reason of return:** Other

Achieve RMA extraction 

5) Additional information

CALL CENTER

The call center provides :

Technical assistance and support service (open service 6/7 from Monday to Saturday) N° : **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...

Alcatel:

<https://www.alcatel-business.com/fr>

Swissvoice:

<http://www.swissvoice.net>

Amplicomms:

<http://www.amplicomms.com>

AFTERSALES

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