

FLUKE ON-LINE RMA INSTRUCTION

FLUKE®

— Biomedical

WWW.FLUKEBIOMEDICAL.COM

TABLE OF CONTENTS:

PAGE 2: Log-in Welcome Page, with the first step to an online RMA

PAGE 3: Add Billing and shipping addresses

PAGE 4-9: Adding product information

- Product search

 - Serial Number

- Repair option

- Calibration options

- Warranty Options

 - Out of warranty

 - Unknown

 - Gold Member

 - Silver Member

 - Contract Agreement

 - Line total

- Problem Description

- Shipment instructions

- Additional Information

 - Service Lab

 - Asset Number

 - Government owned equipment

 - Cal cert name

 - Calibration cycle

 - Additional information

- Product summary

- Tax Information (does not apply to international accounts)

- Payment option

 - Credit Card

 - PO

 - Quote

Page 10: how to add Credit card information, and order placement

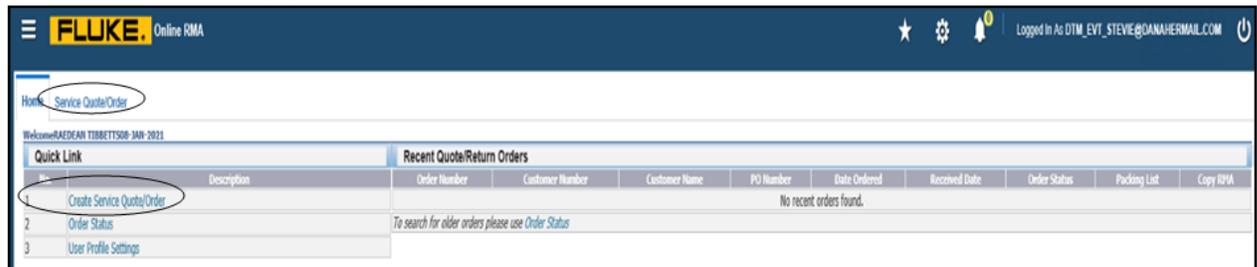
Page 11: Confirmation / packing slip

Page 12-15 How to check the status of your service order

FLUKE SERVICE FHS REP/SUB ONLINE RMA ORDER CREATION PROCESS

At the [Welcome](#) page select either the “[Service Quote/Order](#)” tab or “[Create Service Quote/Order](#)” link from the ‘Quick Links’ section.

EXAMPLE: WELCOME PAGE:



Creating 'Contact Information': In the ‘[Contact Information](#)’ section fill in the following fields:

1. **Customer Name:** Defaults to the Online RMA accounts username.
2. **Contact Name:** Defaults to the company name, overwrite this field with the name of the associate processing the service RMA.
3. **Contact Phone/Fax:** Key in the contacts Phone and Fax number, the phone number is a required field.
4. **Contact Email:** Key in the contacts email address. *Note: The email address in this field will be used to send automated receipt & shipment notifications for the service order being placed.*

EXAMPLE: CONTACT INFORMATION

Customer Name: ONLINE RMA B2B TEST CUSTOMER 1 Customer Number: 1840964

*Contact Name: SUE THORLEY

*Contact Phone/Fax: 1-800-555-5555

*Contact Email: SUE.THORLEY@FLUKE.COM

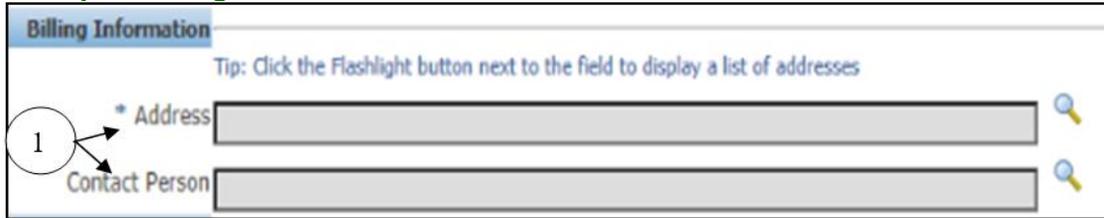
Technical Contact Email:

Tip: Technical Contact is person who the Fluke Lab can make contact with for technical questions on this service order.

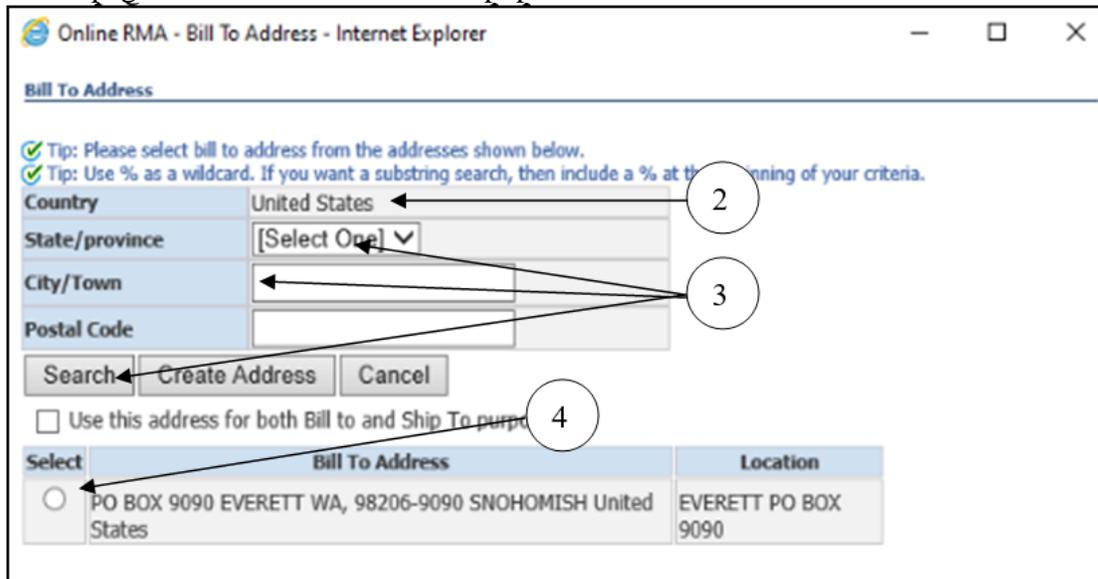
Creating 'Billing Information' or 'Shipping Information': In the Billing or Shipping Information section fill in the following fields:

1. **Address:** Select the Find button (Magnifying Glass icon: )

Example: Billing Information

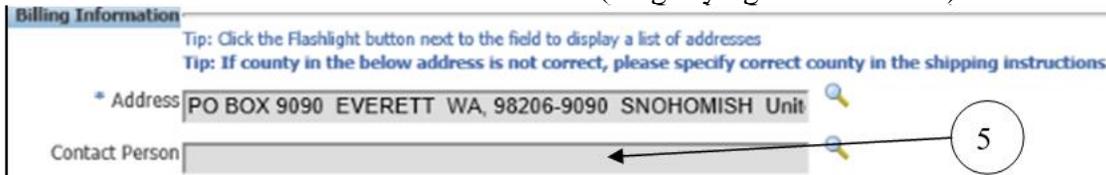


2. **Country** will default as applicable.
3. Search by '**Province**' or '**City/Town**' & select '**Search**'.
4. Select the applicable address, the form will return to the '**Service Quote/Order**' page with the selected address populated in the '**Address**' field.



Select	Bill To Address	Location
<input type="radio"/>	PO BOX 9090 EVERETT WA, 98206-9090 SNOHOMISH United States	EVERETT PO BOX 9090

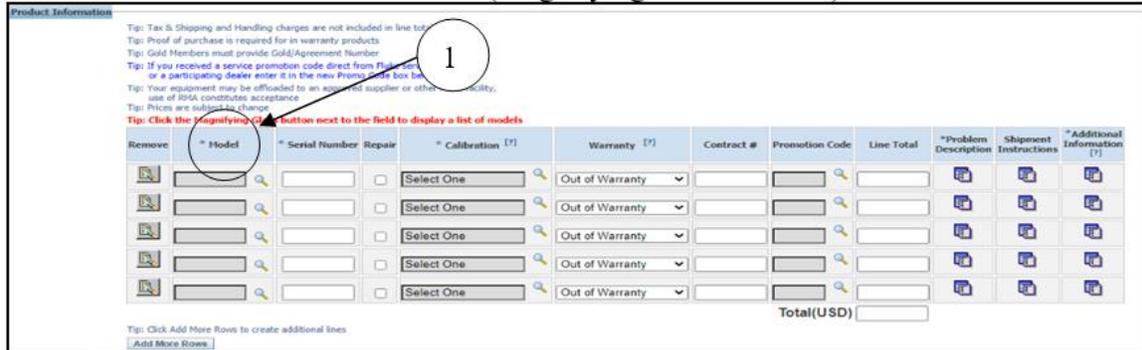
5. **Contact Person:** Select the Find button (Magnifying Glass icon: )



6. Select the applicable contact name from the list, the form will return to the '**Service Quote/Order**' page with the selected name populated in the '**Contact Person**' field. *Note: A new contact can be created by selecting "Create Contact" button.*

Product Information:

1. **Model:** Select the Find button (Magnifying Glass icon: )



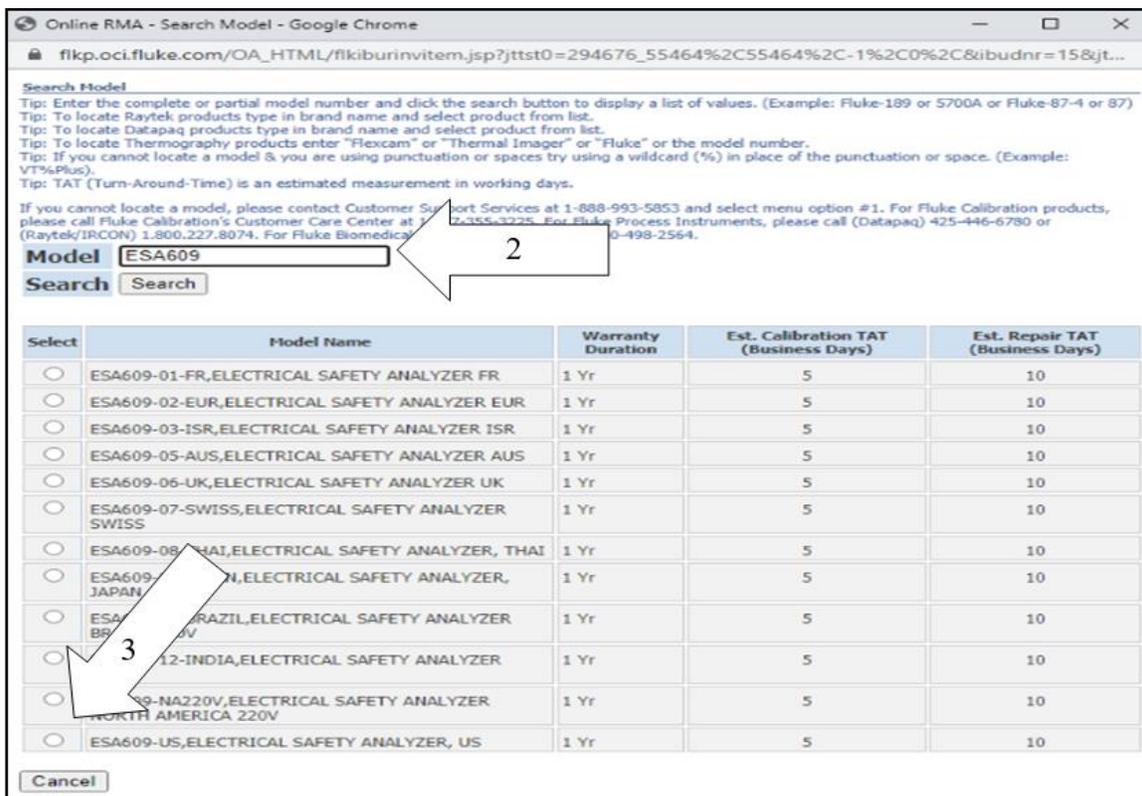
Product Information

Tip: Tax & Shipping and Handling charges are not included in line total.
 Tip: Proof of purchase is required for in warranty products.
 Tip: Gold Members must provide Gold Agreement Number.
 Tip: If you received a service promotion code direct from Fluke, or a participating dealer enter it in the new Promo Code box below.
 Tip: Your equipment may be offloaded to an approved supplier or other facility, use of 300A constitutes acceptance.
 Tip: Prices are subject to change.
Tip: Click the Magnifying Glass button next to the field to display a list of models.

Remove	* Model	* Serial Number	Repair	* Calibration [?]	Warranty [?]	Contract #	Promotion Code	Line Total	*Problem Description	Shipment Instructions	* Additional Information [?]
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	Select One 	Out of Warranty	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>			
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	Select One 	Out of Warranty	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>			
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	Select One 	Out of Warranty	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>			
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	Select One 	Out of Warranty	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>			
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	Select One 	Out of Warranty	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>			
								Total(USD)			

Tip: Click Add More Rows to create additional lines

2. **Model:** Key in the model number and select the 'Search' button.
3. Select the applicable model, the form will return to the 'Service Quote/Order' page with the selected model populated in the 'Model' field.



Online RMA - Search Model - Google Chrome

flkp.oci.fluke.com/OA_HTML/flkiburinvitem.jsp?jttst0=294676_55464%2C55464%2C-1%2C0%2C&iibudnr=158&jt...

Search Model

Tip: Enter the complete or partial model number and click the search button to display a list of values. (Example: Fluke-189 or 5700A or Fluke-87-4 or 87)
 Tip: To locate Raytek products type in brand name and select product from list.
 Tip: To locate Datapaq products type in brand name and select product from list.
 Tip: To locate Thermography products enter "Flexcam" or "Thermal Imager" or "Fluke" or the model number.
 Tip: If you cannot locate a model & you are using punctuation or spaces try using a wildcard (%) in place of the punctuation or space. (Example: VT%Plus).
 Tip: TAT (Turn-Around-Time) is an estimated measurement in working days.

If you cannot locate a model, please contact Customer Support Services at 1-888-993-5853 and select menu option #1. For Fluke Calibration products, please call Fluke Calibration's Customer Care Center at 7235-3225. For Fluke Process Instruments, please call (Datapaq) 425-446-6780 or 0-498-2564.

Model

Search

Select	Model Name	Warranty Duration	Est. Calibration TAT (Business Days)	Est. Repair TAT (Business Days)
<input type="radio"/>	ESA609-01-FR,ELECTRICAL SAFETY ANALYZER FR	1 Yr	5	10
<input type="radio"/>	ESA609-02-EUR,ELECTRICAL SAFETY ANALYZER EUR	1 Yr	5	10
<input type="radio"/>	ESA609-03-ISR,ELECTRICAL SAFETY ANALYZER ISR	1 Yr	5	10
<input type="radio"/>	ESA609-05-AUS,ELECTRICAL SAFETY ANALYZER AUS	1 Yr	5	10
<input type="radio"/>	ESA609-06-UK,ELECTRICAL SAFETY ANALYZER UK	1 Yr	5	10
<input type="radio"/>	ESA609-07-SWISS,ELECTRICAL SAFETY ANALYZER SWISS	1 Yr	5	10
<input type="radio"/>	ESA609-08-THAI,ELECTRICAL SAFETY ANALYZER, THAI	1 Yr	5	10
<input type="radio"/>	ESA609-09-JAPAN,ELECTRICAL SAFETY ANALYZER, JAPAN	1 Yr	5	10
<input type="radio"/>	ESA609-10-BRASIL,ELECTRICAL SAFETY ANALYZER, BRAZIL	1 Yr	5	10
<input type="radio"/>	ESA609-12-INDIA,ELECTRICAL SAFETY ANALYZER	1 Yr	5	10
<input type="radio"/>	ESA609-19-NA220V,ELECTRICAL SAFETY ANALYZER NORTH AMERICA 220V	1 Yr	5	10
<input type="radio"/>	ESA609-US,ELECTRICAL SAFETY ANALYZER, US	1 Yr	5	10

***Note 1:** Not all country codes may be listed, the standard we use as a default is the US version as the calibration process and pricing is the same.

**** Note 2:** Raysafe items are not applicable to this process, you must go through www.raysafe.com fill out the service request to obtain the correct RMA.

Tip: Click the Magnifying Glass button in the field to display models

Remove	* Model	* Serial Number	Repair	* Calibration [?]	Warranty [?]	Contract #	Promotion Code	Line Total	*Problem Description	Shipment Instructions	*Additional Information [?]
	ESA609-US	5344	<input type="checkbox"/>	Select One	Unknown						
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Out of Warranty						
								Total(USD)	0.00		

Tip: Click Add More Rows to create additional lines
Add More Rows

4. **Serial Number** – Key in serial number of the unit, this is a freeform field.
5. **Repair** – Select the box if the unit is to be repaired. A selection box will appear, check the repair and you will then be returned back to the form.
6. **Calibration** – Select the Find button (Magnifying Glass icon:)

Online RMA - Search Calibration - Google Chrome

flkp.oci.fluke..._HTML/flkibucaliblov.jsp?jttst0=294676_55464%2C55464%2C-1%2C0%2C&ibudnr=15&jtf...

Search Calibrations

Tip: For definitions see the Calibration Help [?] on the Service Order Creation page

Select	Calibrations	Price	Currency
<input type="radio"/>	Verify-Perf, Performance Check (No Calibration Certificate Or Data Is Provided)	135.0	USD
<input type="radio"/>	Standard-F, Final Data, Standard Cal With Final Data Only	250.0	USD
<input type="radio"/>	Standard-A, Accredited, 17025 Accredited Cal With As Found/As Left Data	360.0	USD

Cancel

7. Select the applicable calibration, the form will return to the 'Service Quote/Order' page with the selected calibration populated in the 'Calibration' field.

Tip: Click the Magnifying Glass button next to the field to display a list of models

Remove	* Model	* Serial Number	Repair	* Calibration [?]	Warranty [?]	Contract #	Promotion Code	Line Total	*Problem Description	Shipment Instructions	*Additional Information [?]
	ESA609-US	5344	<input type="checkbox"/>	Standard-F, Final Dat	Unknown			250.00			
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Unknown						
			<input type="checkbox"/>	Select One	Gold Member						
			<input type="checkbox"/>	Select One	Silver Member						
			<input type="checkbox"/>	Select One	Contract Agreement						
					Out of Warranty						
					Out of Warranty						
								Total(USD)	250.00		

Tip: Click Add More Rows to create additional lines
Add More Rows

8. **Warranty** – Select the warranty status of the unit.
9. **Contract #** – If “Gold Member” or “Contract Agreement” (Contract Agreement applies if you have the Silver Care Plans) is selected key the contract number (contract number is the Care plan serial number-Beginning with FB) in the Contract field.
10. **Line Total** – This will automatically populate the combined repair & calibration price from Oracle. If a warranty status of “In Warranty” or “Gold Member” or “Contract Agreement” is selected the total will default to 0.00.
11. **Problem Description** – Open the form by selecting the icon ()

Online RMA - Problem Description - Google Chrome

flkp.oci.fluke.com/OA_HTML/flkibefaultrep.jsp?jttst0=294676_55464%2C55464%2C-1%2C0%2C...

Problem Description

Tip: Selecting 'Calibration Only' does not include repair, if unit requires repair a quote will be generated causing delay in turnaround time.
Tip: Enter a brief problem description of the unit being returned and then click 'Submit' button.
Tip: Problem Description has a limitation of 700 characters.

Submit

12. Key in detail information of the unit failure & select ‘Submit’, the form will return to the ‘Service Quote/Order’ page. *Note: There is a minimum character length of 10.*

Online RMA - Shipment Instructions - Google Chrome

flkp.oci.fluke.com/OA_HTML/flkibufaultrep.jsp?jttst0=294676_55464%2C55464%2C-1%2C0%2C&iбудnr=15&jtf...

Shipment Instructions

Tip: Next on Bench Fee is equal to 50% of the calibration price of your equipment and includes UPS 2nd Day return shipment. If you require overnight shipment and/or insurance, provide your collect account number for the return shipment in the 'Shipment Instructions' field.
Tip: "Next on Bench" fee will be included in the Line Total.
Tip: "Next on Bench" is not currently available for Fluke Biomedical instruments.

Next On Bench

Shipment Method **3-day air** ▼

Tip: Return Ground shipping is provided at no additional charge.
Tip: If you choose a freight method/carrier other than Ground reference the freight carrier, method & your collect account number in the 'Shipment Instructions' field.
Tip: To request insured shipping reference the amount you would like to insure, the freight carrier and your collect account number for the return shipment in the 'Shipment Instructions' field.
Tip: Enter any additional Shipment Instructions and click 'Submit' to return to the Service Order Creation page.

Submit

13. **Shipment Method** – Shipment method will default; this field can be changed.
14. Key in shipping instructions if applicable & select '**Submit**', the form will return to the '**Service Quote/Order**' page.

The screenshot shows a web browser window titled "Online RMA - Additional Information - Internet Explorer". The form contains the following fields and callouts:

- 15:** Asset Number field, containing "N/A".
- 16:** Accessories text area.
- 17:** Calibration Certificate Name & Place text area, containing "ONLINE RMA B2B TEST CUSTOMER 1 , EVERETT".
- 18:** Calibration Interval dropdown menu, set to "[Select One]" months.
- 19:** Calibration Interval Special Requirements text area.
- 20:** Additional Information/Comments text area.

Other visible elements include a "Submit" button at the bottom left and a "Service Lab" field at the top containing "Glenwood Lab-Bldg 4, Glenwood-IL-United States".

- 15. **Asset Number** – Key in asset number of the instrument if applicable.
- 16. **Accessories** – This is a freeform field to enter accessories that will be sent in with unit.
- 17. **Calibration Certificate Name & Place** –this is where to add the cal cert name that is needed if different than the one automatically added to the form.
Stipulations are: 50 total characters allowed.
Format as: Company name, City, State

Incorrect: CERTIFICATE PLACE: 'Meditek Services S.A' located in San Jose, Costa Rica.

The length of this cal cert name is 55 characters (must include spacing)
 Do not use apostrophes at the beginning or ending of the company name
 Do not add the additional words “located in”

CORRECT FORMAT:

Meditek Services S.A., San Jose, Costa Rica

This is 43 characters, and proper formatting

MEDITEK SERVICES S.A., SAN JOSE, COSTA RICA

A cal cert name must fit in this box, otherwise it is too long.

18. **Calibration Interval** – Select calibration interval from list of values in drop down box.
19. **Calibration Interval Special Requirements** – This is a freeform field to enter special calibration requirements when applicable.
20. **Additional Information/Comments** – This is a freeform field to enter any additional information pertaining to the instrument.
21. **Submit**-When you have updated 15-20 as required click on the submit button to save your entries.

Tip: Click the Magnifying Glass button next to the field to display a list of models

Remove	* Model	* Serial Number	Repair	* Calibration [?]	Warranty [?]	Contract #	Promotion Code	Line Total	*Problem Description	Shipment Instructions	*Additional Information [?]
	ESA609-US	5344	<input type="checkbox"/>	Standard-F, Final Dat	Out of Warranty			250.00			
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Out of Warranty						
			<input type="checkbox"/>	Select One	Out of Warranty						
								Total(USD)	250.00		

Tip: Click Add More Rows to create additional lines

22. If more than five models need to be entered, then select the “**Add More Rows**” button & continue.
23. Total (USD) – The line total will accumulate.

Tax Information

****This section does not apply to international customers****

Tax Information

Tip: Fluke Electronics is required to retain a copy of your tax exemption certificate on file in order to ship your service order as non-taxable. Please fax a copy of your tax exemption certificate to our Tax Department @ 425-446-6444 prior to sending your unit(s) to be serviced, reference your customer account number on the certificate if known.

Exempt

Payment Option Information

1. **Type** – Select the appropriate payment option

Payment Option

Tip: Select Type as **Quote** to obtain a price and availability quotation.
 Tip: By selecting the appropriate box: "In Warranty", "Gold Warranty" or "Contract Agreement", credit card details will not be required. The line total must equal \$0.00 to select these boxes.

Type

- Choose One
- Credit Card
- PO Number
- Quote

2. **PO Number** – When selecting the type of “**PO Number**” the purchase order number is a required field.

The screenshot shows the 'Payment Option' section of a form. At the top, there is a tip: 'Tip: Lockbox Address (for remittance): Fluke Corporation 7272 Collections Center Drive Chicago, IL 60693-7272'. Below this, the 'Type' dropdown menu is set to 'PO Number'. To the right of the dropdown is a text input field labeled 'PO Number'. A circled number '2' is positioned between the dropdown and the input field, with arrows pointing to both, indicating that this field is required when 'PO Number' is selected.

3. **Credit Card** – When selecting the type of “**Credit Card**” the ‘**Card Type**’, ‘**Card Holder Name**’, ‘**Card Number**’ & ‘**Expiration Date**’ are required fields. The ‘**PO Reference Number**’ is not a required field but should be populated if the customer references a company purchase order number.
4. Select **Continue**.

The screenshot shows the 'Payment Option' section of a form with 'Type' set to 'Credit Card'. Below the dropdown, there are several fields: 'Card Type' (set to 'American Express'), 'PO reference Number' (text input), '*Card Holder Name' (text input), '*Card Number' (text input), and '*Expiration Date' (month/year dropdown, currently showing 'Jan' and '2008'). A circled number '3' is positioned above the 'PO reference Number' field, with arrows pointing to it from the 'Type' dropdown and to the 'Card Type', '*Card Number', and '*Expiration Date' fields. A circled number '4' is positioned below the '*Card Holder Name' field, with an arrow pointing to it from the 'Continue' button. The 'Continue' button is located at the bottom right of the form.

Online Confirmation:

1. **Place Order** – Once all values have been reviewed select the “**Place Order**” button, the confirmation will be emailed to the email address loaded in the form. If changes need to be made, select the “**Back**” button to go back to “**Service Quote/Order**” form.
Note: DO NOT select the “Place Order” button more than once, it will create multiple order in Oracle.

Please read Item Model Notes

Please do not click Place Order button more than once.

Customer Information

Ship To Customer: ONLINE RMA B2B TEST CUSTOMER 1
 Bill To Customer: ONLINE RMA B2B TEST CUSTOMER 1
 Contact Name: SUE THORLEY
 Contact Phone/Fax: 1-800-555-5555
 Contact Email: sue.thorley@fluke.com
 Cc Email:

Shipping Information
 6920 SEAWAY BLVD
 EVERETT, WA 98203-5829
 United States

Billing Information
 PO BOX 9090
 EVERETT, WA 98206-9090
 United States

Payment Details
 Tip: Lockbox Address (For remittance only, please do not ship packages to this address): Fluke Corporation 7272 Collections Center Drive Chicago, IL 60693-7272
 Payment Method :PO
 PO Number: WILL SEND 8-Jan-2021

Model	Serial Number	Repair	Calibration	Warranty	Contract #	Line Total
ESA609-US,ELECTRICAL SAFETY ANALYZER, US	5344		Standard-F, Final Data, Standard Cal With Final Data Only	Out of Warranty		242.00
Promotion Code			None			
Problem Description			None			
Item Model Notes			None			
Est. Calibration TAT(Days)			5			
Est. Repair TAT(Days)			10			
Next on Bench Fee			0.00			
Asset Number			N/A			
Accessories			None			
Certificate Name & Place			ONLINE RMA B2B TEST CUSTOMER 1 , EVERETT			
Shipment Method			GROUND			
Shipment Instructions			None			
Additional Information/Comments			None			
Calibration Interval			12 months;			
Is this equipment considered government owned property?			UNKNOWN			

Please do not click Place Order button more than once.

Return Order Details:

Thank-you for your order, Please click on RMA number below to print your packing list.

Return Order Number	Fluke Service Lab
32053087	Glenwood Lab-Bldg 4, Glenwood-IL-United States

Return Order Number – This is the Oracle RMA number, by selecting the RMA you can view the confirmation that was emailed.

Customer Confirmation/Packing List:

Reading and complying with the model notes will allow for faster processing

FLUKE.

Return Order Number : 32053087

Ship your Fluke product to:
 Fluke Electronics
 2 Science Rd. Bldg 4
 Glenwood, IL 60425
 United States.
 Ph No: 833.296.9240 Fax No: 708.456.9595
 Email: GlobalCal@flukebiomedical.com

Contact Details	Order Details
Contact: SUE THORLEY	Payment Terms: NET 30
Phone Number: 1-800-555-5555~FX:-	PO Number: WILL SEND 8-JAN-2021
Email: sue.thorley@fluke.com	Tip: Lockbox Address (For remittance only, please do not ship packages to this address): Fluke Corporation 7272 Collections Center Drive Chicago, IL 60693-7272

Shipping Information	Billing Information
Fluke Customer No : 1840964 ONLINE RMA B2B TEST CUSTOMER 1 6920 SEAWAY BLVD Everett, WA 98203-5829 United States	Fluke Customer No : 1840964 ONLINE RMA B2B TEST CUSTOMER 1 PO BOX 9090 Everett, WA 98206-9090 United States

Model	Serial Number	Warranty	Contract #	Service Requested	Shipping Method	Estimated Total
ESA609-US	5344	Out of Warranty	None	4928398 Standard-F, Final Data, Standard Cal With Final Data Only	GROUND	242.00 USD
Promotion Code		None				
Problem Description		None				
Item Model Notes		None				
Est. Calibration TAT(Days)		5				
Est. Repair TAT(Days)		10				
Next on Bench Fee		0.00				
Asset Number		N/A				
Accessories		None				
Certificate Name & Place		ONLINE RMA B2B TEST CUSTOMER 1 , EVERETT				
Shipment Method		GROUND				
Shipment Instructions		None				
Calibration Interval		12 months;				
Additional Information/Comments		None				
Is this equipment considered government owned property?		UNKNOWN				

Tip: Your equipment may be offloaded to an approved supplier or other Fluke facility, use of RMA constitutes acceptance
 Tip: Prices are subject to change

Once you have the RMA# you can follow up on the status of this RMA as well. You will need to click on Order Status: This is the second choice after order create / RMA.

FLUKE. Online RMA ★ ⚙️ 🔔 Logged In As: DTM_EVT_STEVE@DANAHERMAIL.COM

Home [Service Quote/Order](#)

Welcome! AEDEAN TIBBETTS@08-JAN-2021

Quick Link	Recent Quote/Return Orders																		
<ol style="list-style-type: none"> 1 Create Service Quote/Order 2 Order Status 3 User Profile Settings 	<table border="1"> <thead> <tr> <th>Order Number</th> <th>Customer Number</th> <th>Customer Name</th> <th>PO Number</th> <th>Date Ordered</th> <th>Received Date</th> <th>Order Status</th> <th>Packing List</th> <th>Copy RMA</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="text-align: center;">No recent orders found.</td> </tr> </tbody> </table> <p><i>To search for older orders please use Order Status</i></p>	Order Number	Customer Number	Customer Name	PO Number	Date Ordered	Received Date	Order Status	Packing List	Copy RMA	No recent orders found.								
Order Number	Customer Number	Customer Name	PO Number	Date Ordered	Received Date	Order Status	Packing List	Copy RMA											
No recent orders found.																			

1 [TSE1]/10/2021 Online RMA - Order Status

FLUKE Online RMA

Home **Service Quote/Order** Care Plan Registration Care Plan Admin Care Plan Master Contract Search

Create Quote/Order **Order Status**

Status

Order Status

Below is a list of your orders. Click on the order number to view the order details.

Search by Order Number

* Order Number

ENTER THE RMA NUMBER,

Search by customer name and flexible search criteria

* Customer Name

Flexible Search Criteria

PO Number

Search by date range

* Start Date: End Date:

When you press on go your screen will look like :

After you press the go button your screen will look like the following:

Home **Service Quote/Order** Care Plan Registration Care Plan Admin Care Plan Master Contract Search

Create Quote/Order | **Order Status**

Status

Order Status

Below is a list of your orders. Click on the order number to view the order details.

Search by Order Number

* Order Number

Search by customer name and flexible search criteria

* Customer Name

Flexible Search Criteria
PO Number

Search by date range

* Start Date: End Date:

Order Number	Customer Number	Customer Name	PO Number	Date Ordered	Date Received	Order Status	Shipments	Packing List	Copy RMA
32053907	2005	APO AP	CC B.ORTEGA 11/9/20	28-SEP-2020	24-OCT-2020	Booked	Details	View	Click Here

Next you will want to click on the ORDER NUMBER:

The follow 3 screen prints are what you will have on your screen.

Status	Order Details
	Order Number: 32053907
	Web Confirmation Number: 20647144
	PO Number: CREDIT CARD HOLDER
	Customer Name: APO AP
	Customer Number: 2005
	Contact Name: CONTACT INFO
	Contact Phone: 1-000-000000~FX:-NUL
	Contact Email: CONTACT EMAIL
	Currency: USD
	Line Total: \$613.00
	Total Charges: \$0.00
	Tax Total: \$0.00
	Order Total: \$613.00
	Payment Terms: CREDIT CARD
	Freight Terms: DNA NOT APPLICABLE
	Date Ordered: 28-SEP-2020
	Date Received: 24-OCT-2020

The first set of information-is the Order information

Service Lab Address	
Fluke Electronics 2 Science Rd. Bldg 4 Glenwood, IL 60425 United States. Ph No: 833.296.9240 Fax No: 708.456.9595 Email: GlobalCal@flukebiomedical.com	

Where the unit is to ship to:

Ship to Customer	Bill to Customer
Shipping Address	Billing Address

This area would be filled out with the ship to customer name and billing and shipping address.

The bottom-line area is the headings for the section below.

Model	Serial Number	UOM	Estimated Cost	Estimated Completion Date	Status	Service	Shipment	Invoices
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Online RMA - Order Status								
PROSIM B.VITAL SIGNS SIMULATOR	4739007	EACH	\$503.00	17-NOV-2020	Awaiting Shipping	Details	Details	Details
PROSIM SPO1,SPO2 TEST MODULE	4739052	EACH	\$110.00	17-NOV-2020	Awaiting Shipping	Details	Details	Details
PROSIM B.VITAL SIGNS SIMULATOR	DUMMY	EACH			Unreceived	Details	Details	Details

What you have is the list of equipment that was sent in for service on this RMA .

FIRST COLUMN: MODEL NUMBER

SECOND COLUMN; SERIAL NUMBER

THIRD COLUMN: UNIT OF MEASURE

FOURTH COLUMN; PRICE

FIFTH COLUMN: EXPECTED COMPLETION DATE

SIXTH COLUMN: The Status of items 1 and 2, is in the Status Column: in this example it states: Awaiting Shipment.

(When you see an item with the a “dummy” serial number, it is an item that is due to our internal process).

SEVENTH COLUMN: is the Order Detail for that specific product:

Advise you the calibration and /or repair and the pricing

EIGHTH COLUMN: details is the shipment information

NINTH COLUMN: details is the invoice.

