



EASEOFCARE



User's Guide to On-Line RMAs

EASEOFCARE User's Guide to On-line RMAs

Introduction

This User's Guide is intended to instruct you in the process of submitting an online RMA (Return Material Authorization) and tracking current RMA listings. Specifically, you will be shown how to:

Create a 'myDatalogic' Web Account

- New users will be shown how to register for an Online RMA account
- Log on to your 'myDatalogic' web account
- Request Premium Services to set up your online RMA account

Submit an RMA

- Logging on to submit an RMA for repair
- Check product entitlement
- Receive an RMA for product repairs
- Produce shipping labels to ensure correct shipment

Track RMA Listings

- Tracking returns throughout the repair process
- View repair information (reason for return, diagnostic and repair description)
- Track any shipments being returned to you

This guide will provide all of the information necessary for you to submit and track RMAs on-line for product repairs.



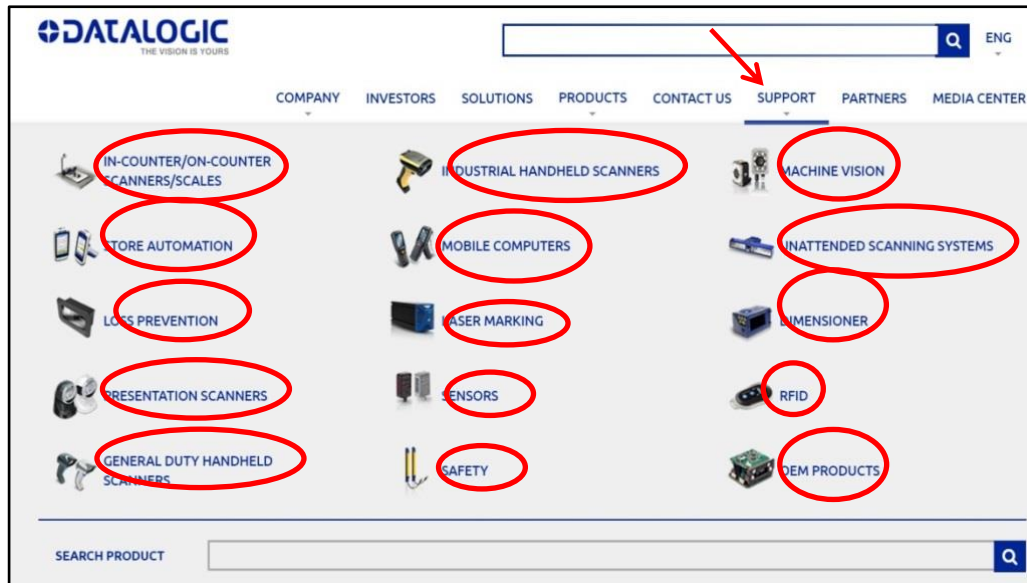


Fig. 1 Support menu

Getting Started

Please go to: <http://www.datalogic.com>. From the 'Support' menu select the product family to be repaired: IN-COUNTER/ON-COUNTER SCANNERS/SCALES, INDUSTRIAL HANDHELD SCANNERS, MACHINE VISION, STORE AUTOMATION, MOBILE COMPUTERS etc. see Fig. 1

Go to 'Repair Program', select the Product Model, see Fig. 2.
Note: only if the product is eligible for online RMA 'Create an on-line RMA' section is displayed.

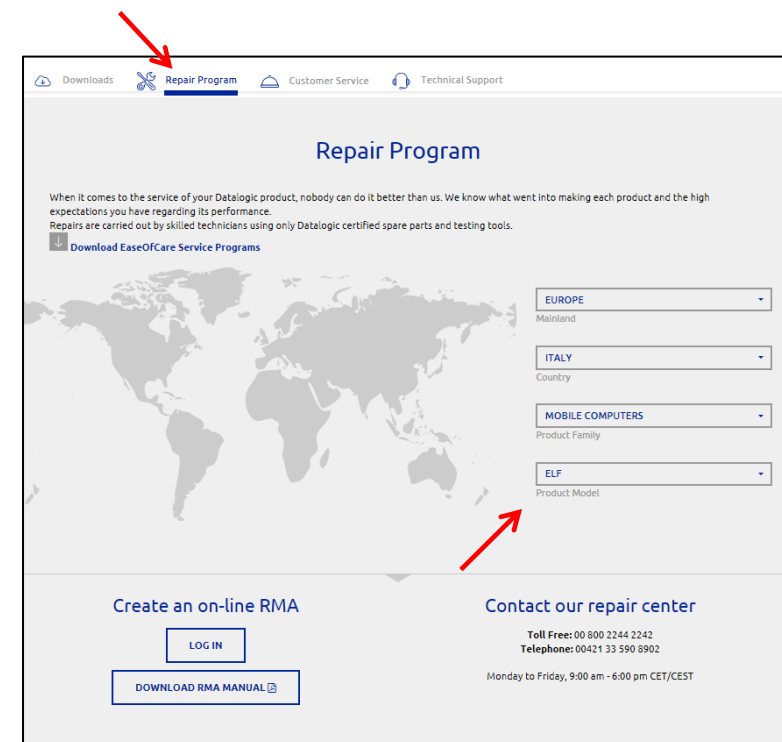


Fig. 2 Repair Program

For Registered Users, please enter your email and password below to log in.

Log In

Email:

Password:

Forgot your password?

Not Registered? Create a New Account

If you would like to register for web services through myDatalogic, please complete a registration form. [Register for myDatalogic](#)




Fig. 3 RMA Log In

In the Premium Services section, check the 'EASEOFCARE Repair Services' box (see Fig. 4), enter your information, then click 'Submit Registration for myDatalogic'.

Note: To complete a successful registration, please have this information on hand before starting:

- A valid email address
- Your Company 'Bill To' exact details¹
- Your Company 'Bill To' associated VAT number (Mandatory for EU)²
- A Datalogic unit Serial Number³

¹ Prior to submitting registration, please ensure that the Street Address, City and Zip/Postal Code entered match with your Company 'Bill To' details and VAT Number.

If the Shipping information related to your account is different from the 'Bill To', please notify Datalogic at the time an RMA is created.

²A VAT number can be entered either with or without a country code prefix, but must be in one character string without any separator (dots, dashes, etc.) or a blank space.

³A Serial Number can be from any of your Datalogic products and is required as a 'confirmation step' against web automated registrations.

New Users

Select the 'Login' icon and then click on 'Register for myDatalogic' link (see Fig. 3).

Online RMA

Basic Services package includes access to myFile Sharing, a utility to exchange files with Datalogic ADC Personnel. Sharing you will need to be invited by a Datalogic ADC employee.)

☒ Subscribe Me to the Dataletter, Email Newsletter providing the latest news and information from Datalogic ADC

Select from Premium Services

☒ EASEOFCARE Repair Services - On-Line RMA (Return Materials Authorization) Submissions and Tracking

Email Address:

First Name:

Last Name:

Company:

Street Address:

City:

Zip / Postal Code:

Country:

State / Region:

Phone Number:

Fax Number:

Serial Number:

The information that you provide will be used to contact you regarding any questions we may have regarding your account services. We will also use your contact information to advise you of any changes regarding your account. Your contact information will be treated confidentially; it will not be shared outside our company.

Fig. 4 myDatalogic Registration Form

Online RMA

For Registered Users, please enter your email and password below to log in.

Log In

Email:

Password:

[Forgot your password?](#)

Not Registered? Create a New Account

If you would like to register for web services through myDatalogic, please complete a registration form. [Register for myDatalogic](#)

Extranet Members and Datalogic Employees

Extranet members, you can enter your email address and existing Extranet password to access the services available through myDatalogic. If you need to request additional services, please update your account information.

Datalogic Employees: Use your email address and network password to log in.

Fig. 5 Forgotten Password

Recover Password

If you already have a 'myDatalogic' or 'EASEOFCARE Service' account and forgot your password you can retrieve it at any time.

At the Login screen click the 'Forgot your password?' link, enter the account email address, and then click the 'Recover Password' (See Fig. 5 and Fig. 5A)

You will receive an email including your user name (the email address you registered with) and your password.



Remember to look in your spam folder where automated messages sometimes filter.

Recover Lost Password for myDatalogic

Enter your email address, and press 'Recover Password' An email will be sent to you with your new password.

Please Note: The email address you enter must match your existing email address associated with your account.

An email will be sent shortly once your account is verified.

Datalogic Employees: Your password is your network password, and cannot be recovered. For assistance with logins/password recovery, contact the Help Desk.

Fig. 5A Recover Password

Registered Users / Returning Users

Go to the Datalogic web site at:

<http://www.datalogic.com>. From the 'Support' menu select the product to be repaired then go to 'Repair Program' menu. Click on online RMA LOG IN button

At the Log In screen (Fig. 6), enter your Email address and Password, and then click the 'Log In' button.

Your 'myDatalogic' page provides you with a single access point for your account.

To submit an on-line RMA, click the link 'EASEOFCARE - Submit an RMA' shown under 'myServices' (See Fig. 6A).

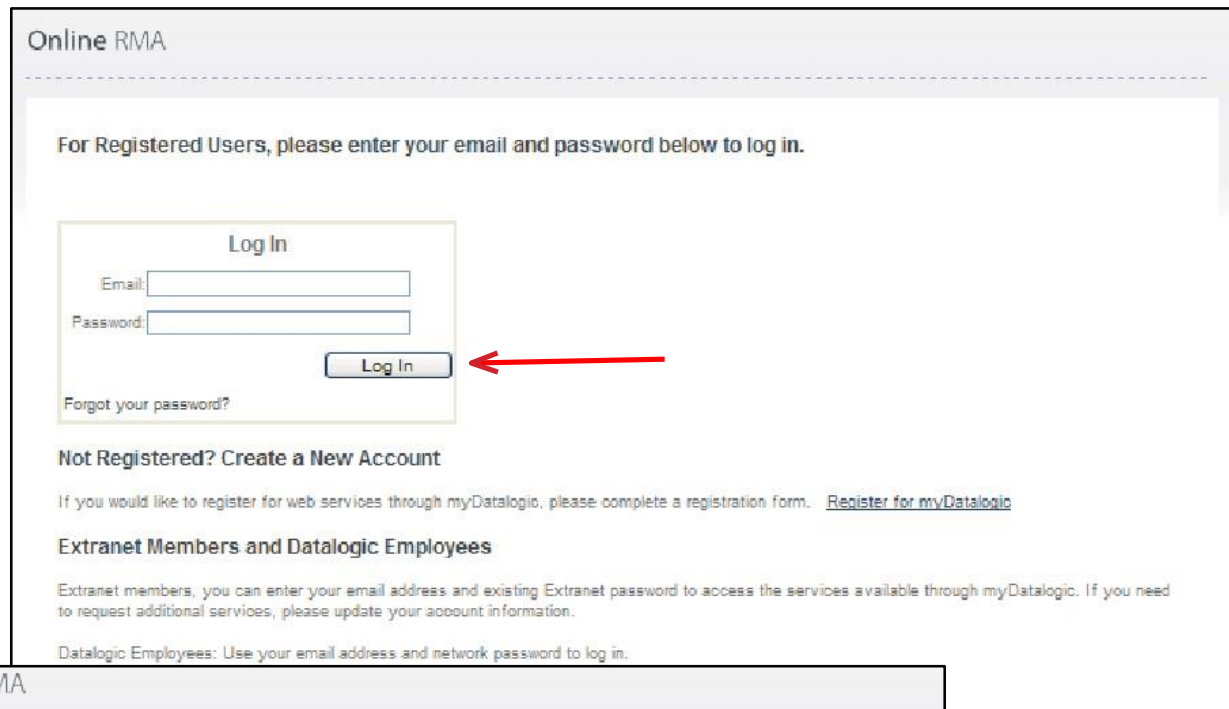


Fig. 6 Login to myDatalogic

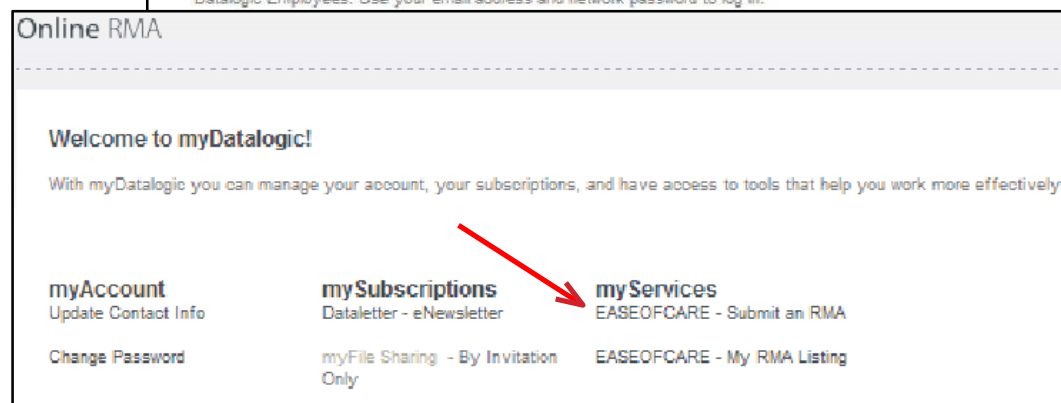


Fig. 6A EASEOFCARE - Submit an RMA

RMA on line

EASEOFCARE - RMA (Return Material Authorization) Repair Request

[Logout](#)

To return your Datalogic device for repair, please provide the serial number and use the pull down menu to select the description that most closely identifies the problem you are experiencing. The information you provide will assist with an accurate diagnosis enabling us to better meet your needs.

Entitlement to warranty or EASEOFCARE repairs are verified using the device's serial number. If the serial number is missing or illegible and you are filing a claim for warranty or EASEOFCARE, you will be charged a re-serialization fee to verify warranty or EASEOFCARE coverage.

For repairs not covered by warranty or EASEOFCARE, if you click on Accept Estimate the repair will be completed and if your payment information is on file you will be billed with no additional interaction. You will only be charged the amount related to the actual repair. You will not be charged a price above the Maximum repair charge without our having provided a quote in advance.

If you click on Request Quote we will contact you with a quote for the estimated repair charges prior to performing a repair. We will need your approval and billing information before completing and shipping quoted repairs. Please note that requesting a quote will extend the delivery time of your repaired device.

If you've purchased your device within the past 30 days, please do not use the Online RMA. Contact your regional repair center for instructions. [Click here to find your Regional Repair Center](#)

Step 1 - Enter Product Information

[Name: vale casal, Customer Number: 10003212, Country: IT]

Enter Serial Number

G15H42740

Let us know the reason for this repair

Camera - not found

[Find](#)

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
No records to display.							

< Back

Starting an RMA Request

A serial number of the product being submitted is required. In most cases, the serial number can be found on the actual unit. Please have this number ready before beginning the process.

Note: If a Serial Number can't be found or is no longer readable, a Re-Serialization fee may apply to the unit and you will be prompted to provide the Product Name. Please see page 9 - 'Unknown Serial Numbers' for additional information.

Step 1 - Enter Product Information

Enter the Serial Number in the appropriate box.

In the drop-down box, select the reason for returning the product.

Click on 'Find' (see Fig. 7). The application will search for the product information and status.

Note: You don't have to worry about differences in entitlements when several products are submitted at the same time. System will automatically generate multiple RMAs as it is appropriate, BUT if you try to create an RMA for products that are repaired in different locations, you will be blocked and have to split the RMAs

Fig. 7 Enter Product Information

Step 1 – Enter Product Information

Confirm Entitlement

Verify the Product Information and Entitlement (see Fig.8). **Accept Estimate**, in which case the product is repaired without any further notification, **or Request Quote**, in which case the product is not repaired until you accept the quote.

Press 'Add Product and Continue' or go 'Back' one step if additional editing is needed.

Note: Entitlement doesn't have to be confirmed when product is under coverage of an EASEOFCARE service program or under Factory Warranty.

If you dispute the Entitlement, please provide as much relevant information as possible in the Step 3 'Additional Information' box, such as date of purchase, contract number, etc.

Note: If needed, a Datalogic representative may contact you for additional information and details regarding the RMA Request.

[Logout](#)

EASEOFCARE - RMA (Return Material Authorization) Repair Request

To return your Datalogic device for repair, please provide the serial number and use the pull down menu to select the description that most closely identifies the problem you are experiencing. The information you provide will assist with an accurate diagnosis enabling us to better meet your needs.

Entitlement to warranty or EASEOFCARE repairs are verified using the device's serial number. If the serial number is missing or illegible and you are filing a claim for warranty or EASEOFCARE, you will be charged a re-serialization fee to verify warranty or EASEOFCARE coverage.

For repairs not covered by warranty or EASEOFCARE, if you click on Accept Estimate the repair will be completed and if your payment information is on file you will be billed with no additional interaction. You will only be charged the amount related to the actual repair. You will not be charged a price above the Maximum repair charge without our having provided a quote in advance.

If you click on Request Quote we will contact you with a quote for the estimated repair charges prior to performing a repair. We will need your approval and billing information before completing and shipping quoted repairs. Please note that requesting a quote will extend the delivery time of your repaired device.

If you've purchased your device within the past 30 days, please do not use the Online RMA. Contact your regional repair center for instructions. [Click here to find your Regional Repair Center](#)

Step 1 - Enter Product Information

[Name: vale casal, Customer Number: 10003212, Country: IT]

Enter Serial Number

Let us know the reason for this return

This unit is eligible for Flat Rate Repair:
G15H42740 , 944301015 -- ELF 00A0LS-1N0-CEN0

Confirmation of Entitlement:

☐ Accept Estimate ☐ Request Quote

Repair Price Estimates, EUR

ELF MINIMUM REPAIR CHARGE, € 80,00

ELF INTERMEDIATE REPAIR CHARGE, € 288,00

ELF MAXIMUM REPAIR CHARGE, € 552,00

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
No records to display.							

Fig. 8 Confirm Entitlement

EASEOFCARE - RMA (Return Material Authorization) Repair Request [Logout](#)

To return your Datalogic device for repair, please provide the serial number and use the pull down menu to select the description that most closely identifies the problem you are experiencing. The information you provide will assist with an accurate diagnosis enabling us to better meet your needs.

Entitlement to warranty or EASEOFCARE repairs are verified using the device's serial number. If the serial number is missing or illegible and you are filing a claim for warranty or EASEOFCARE, you will be charged a re-serialization fee to verify warranty or EASEOFCARE coverage.

For repairs not covered by warranty or EASEOFCARE, if you click on Accept Estimate the repair will be completed and if your payment information is on file you will be billed with no additional interaction. You will only be charged the amount related to the actual repair. You will not be charged a price above the Maximum repair charge without our having provided a quote in advance.

If you click on Request Quote we will contact you with a quote for the estimated repair charges prior to performing a repair. We will need your approval and billing information before completing and shipping quoted repairs. Please note that requesting a quote will extend the delivery time of your repaired device.

If you've purchased your device within the past 30 days, please do not use the Online RMA. Contact your regional repair center for instructions. [Click here to find your Regional Repair Center](#)

Step 1 - Enter Product Information
 [Name: vale casal, Customer Number: 10003212, Country: IT]

Enter Serial Number

Let us know the reason for this return

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
G15H42740	944301015 ELF 00A0LS-1N0-CEN0	No Entitlement Ground 1 way	Monday, December 05, 2016	Camera - not functioning	+	+	X ADC

Fig. 9 Enter Product Information

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
G15H42740	944301015 ELF 00A0LS-1N0-CEN0	No Entitlement Ground 1 way	Monday, December 05, 2016	Camera - not functioning	+	+	X ADC
E14A31268	901801013 HERON KIT D130 USB BLACK	Under Coverage Ground 1 way	Saturday, May 18, 2019	Laser/Imager - no emission	+	+	X ADC

Fig. 9A Enter Product Information

Step 1 - Enter Product Information

Additional Products

If you have additional products to return, continue to add the Serial Numbers and the reason for the return (see Fig. 9).

If you have finished entering products for return, click on 'Done Adding Product Information - Next >' (see Fig. 9A).

Note: You can at any time discard a product from the list if you don't want to return it by clicking the 'Delete' icon.

Step 1 - Enter Product Information

Unknown Serial Numbers

Occasionally, a Serial Number may be worn off of a product or lost for various reasons. If this is the case, please enter Unknown (see Fig. 10) in the 'Enter Serial Number' box.

In the drop-down box, please select a reason for returning the product.

Press 'Find'.

The screen will refresh and you will be asked to provide the Product Name associated with the unknown Serial Number (see Fig. 10A).

Check the box to acknowledge the conditions regarding the unverified product.

Click 'Add Product and Continue'.

The screen will refresh. Select 'Done Adding Product Information' to advance to the next screen.

For repairs not covered by warranty or EASEOFCARE, if you click on Accept Estimate the repair will be completed and if your payment information is on file you will be billed with no additional interaction. You will only be charged the amount related to the actual repair. You will not be charged a price above the Maximum repair charge without our having provided a quote in advance.

If you click on Request Quote we will contact you with a quote for the estimated repair charges prior to performing a repair. We will need your approval and billing information before completing and shipping quoted repairs. Please note that requesting a quote will extend the delivery time of your repaired device.

If you've purchased your device within the past 30 days, please do not use the Online RMA. Contact your regional repair center for instructions. [Click here to find your Regional Repair Center](#)

Step 1 - Enter Product Information

[Name: vale casal, Customer Number: 10003212, Country: IT]

Enter Serial Number

Let us know the reason for this return

If a Serial Number cannot be found, a Re-Serialization fee will apply to this unit.

Please give the Product Name:

☐ A serial number is required to validate warranty or maintenance agreement coverage.
I acknowledge that I will be charged a re-serialization fee or standard repair charges if the serial number on the product is not legible.

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
G15H42740	94430101 ELF 00A0L CEN0						

Fig. 10 Unknown Serial Number

Step 1 - Enter Product Information

[Name: vale casal, Customer Number: 10003212, Country: IT]

Enter Serial Number

Let us know the reason for this return

If a Serial Number cannot be found, a Re-Serialization fee will apply to this unit.

Please give the Product Name:

☒ A serial number is required to validate warranty or maintenance agreement coverage.
I acknowledge that I will be charged a re-serialization fee or standard repair charges if the serial number on the product is not legible.

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
944301015		No Entitlement		Camera - not			

Fig. 10A Serial Number Required

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
G15H42740	944301015 ELF 00A0LS-1N0-CEN0	No Entitlement Ground 1 way	Monday, December 05, 2016	Camera - not functioning	+	+	ADC
E14A31268	901801013 HERON KIT D130 USB BLACK	Under Coverage Ground 1 way	Saturday, May 18, 2019	Laser/Imager - no emission	+	+	ADC

Fig. 11 Enter Product Information

Edit item

Notes or attachment refers to Serial Number: G15H42740

Additional notes

Ok Cancel

Fig. 11A Adding Additional Notes

Edit item

Notes or attachment refers to Serial Number: G15H42740

Select

Ok Cancel

Fig. 11B Adding an Attachment

Serial #	Model	Coverage / Shipping	Ease of Care / Warranty Coverage Ends	Problem Description	Additional notes	Attachments	Product Group
G15H42740	944301015 ELF 00A0LS-1N0-CEN0	No Entitlement Ground 1 way	Monday, December 05, 2016	Camera - not functioning	PELASE RETURN TEH PRODUCT WITH FW LXX	+	ADC
E14A31268	901801013 HERON KIT D130 USB BLACK	Under Coverage Ground 1 way	Saturday, May 18, 2019	Laser/Imager - no emission	+	+	ADC

Fig. 11C Editing Information

Step 1 - Enter Product Information

Additional Notes and Attachments

To enter related product technical information and/or to attach a document relevant to the repair of your device, click the "+" icon (see Fig. 11).

"Additional Notes" will accommodate up to 40 characters (see Fig. 11A).

An "Attachment" cannot exceed 5 Mb per item (see Fig. 11B).

Information in both of these features can be edited and/or deleted at any time (see Fig. 11C).

Step 2 - Enter Shipping Information

There are four options:

1) Select the desired 'Customer #' from the list associated to your account, which automatically populates the fields based on selected Customer # details.

Note: Please check for multiple pages to list all proposed pre-defined 'Ship To' locations.

2) Click on 'New Address' and manually fill in the fields (see Fig. 12 for options).

3) Click on 'Same as Billing Address' which automatically populates the fields.

4) Click on 'Use Most Recent Address', which automatically populates the fields based on your last 'Ship To' location entered.

All products submitted on this RMA will be shipped to the address that is entered here when the repair process is complete. Fields identified with an asterisk (*) are required fields. When finished, click on 'Next' at the bottom or 'Back' to step back to the previous screen for editing.

Step 2 - Enter Shipping Information
 [Name: vale casal, Customer Number: 10003212, Country: IT]

Please select from the following available Shipping addresses:

Customer #	Name1 ▲	HouseNumberAndStreet	City	State / Province	Country
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All ▼	All
<input type="button" value="Select"/> 0000287461	BA.SE. S.R.L.	VIA VECCHIA ALBERGONE,19	BAGNACAVALLLO	RA	IT
<input type="button" value="Select"/> 0000212075	CEA ITALIA SRL	Via Isola di Sopra, 44	EGNA	BZ	IT
<input type="button" value="Select"/> 0000276787	CEPPARO SPA	VIA CAVOUR, 58	FLAIBANO	UD	IT
<input type="button" value="Select"/> 0000167407	ERGON INFORMATICA SRL	Via Per Salvatronda, 21	Castelfranco Veneto	TV	IT

◀ 1 2 3 4 5 6 ▶ Page Size: 4 ▼

Or create a Shipping Address based on the following options:

* Required Information

* Recipient Name:

* Company:

* Address:

* City:

* Zip or Postal Code:

* Telephone:

Fax:

< Back Next >

Fig. 12 Enter Shipping Information

Choose pickup address

Is the pick up address different from the ship to address? Click ok to create a pickup address, otherwise cancel to continue.

Ok
Cancel

Step 2a - Enter Pickup Information

[Name: vale casal, Customer Number: 10003212, Country: IT]

Please select from the following available Shipping addresses:

Customer #	Name1 ▲	HouseNumberAndStreet	City	State / Province	Country	Post
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All ▼	All ▼	All
<input type="button" value="Select"/> 0000287461	BA.SE. S.R.L.	VIA VECCHIA ALBERGONE,19	BAGNACAVALLLO	RA	IT	480
<input type="button" value="Select"/> 0000212075	CEA ITALIA SRL	Via Isola di Sopra, 44	EGNA	BZ	IT	390
<input type="button" value="Select"/> 0000276787	CEPPARO SPA	VIA CAVOUR, 58	FLAIBANO	UD	IT	330
<input type="button" value="Select"/> 0000293847	DATALOGIC	VIA SAN VITALINO 13	BOLOGNA	BO	IT	400
<input type="button" value="Previous"/> <input type="button" value="First"/> <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="6"/> <input type="button" value="Next"/> <input type="button" value="Last"/> Page Size: 4 ▼						

Or create a Pickup Address based on the following options:

* Required Information

* Recipient Name:

* Company:

* Address:

Step 2a - Enter Pick Up Information

This step only shows up if one of the products is associated a 2-Way shipping condition. In this case you which is different than the 'Ship To' address.

Once the Web Message pops up click the 'Cancel' button if the pick-up address is the same as the Ship To address previously defined (then go to next page Step 3), or click 'OK' if you want to specify a different address.

There are the four same options as included in previous step (See Fig. 13):

- 1) Select from list.
- 2) Click on 'New Address' and manually fill in the fields.
- 3) Click on 'Same as Billing Address'.
- 4) Click on 'Use Most Recent Address'.

All products covered by a 2-Way shipping condition submitted on this RMA will be collected at the Pick Up address if it is included. Fields identified with an asterisk (*) are required fields. When finished, click on 'Next' at the bottom or 'Back' to step back to the previous screen for editing

Fig. 13 Enter Pick Up Information

Step 3 - Additional Information

If you would like to provide any additional information or details, please provide those notes in the space provided.

You may enter a PO number for your reference or just write "NONE".

Check the acknowledgement box (see Fig. 14).

Checking the dedicated box you may enter an additional email address to send RMA documents

Click on the 'Finished! Submit RMA Request' button to submit the request.

As with any of these screens, the 'Back' button is an option if any information requires additional updating.

EASEOFCARE - RMA (Return Material Authorization) Repair Request

Step 3 - Additional Information

[Name: vale casal, Customer Number: 10003212, Country: IT]

Please provide any additional information that may be helpful in processing your repair request.

A Purchase Order is required for all chargeable repairs if you have terms with Datalogic.

Purchase Order Number:

DEMO PO

Please send hard copy of PO to rma.en@datalogic.com

☒ I acknowledge that I will be charged for any repairs not covered under warranty or maintenance agreements.


☐ Would you like to send the RMA confirmation and shipping label if applicable to an additional email address?

< Back

Finished! Submit RMA Request

Please click Submit only once. It will take a moment to register your RMA.

Fig. 14 Additional Information



Package Count	RMA
Not relevant	RMA # R00000679383 cc
1	RMA # R00000679384 cc

For transport of Lithium Metal and Lithium Ion Batteries please

RMA Labels are created. Please indicate the package count

[Generate Shipping Labels](#)

Fig 13.a

Step 4 - Complete

[Name: vale casal, Customer Number: 10003212, Country: IT]

Thank you - a printable form and confirmation email have been sent to you.

Please print two copies of the following RMA from the sent email. Include one copy in the box along with the returned product. Fold the second copy of the form as instructed and use it as the address label for the package. If you will be returning multiple boxes, please include a form and address label on each box. The details on the transport conditions can be found on the RMA form.

You can track the status of your returned items from your myDatalogic page (please allow for processing time). The RMA Status will be updated when the item(s) are received. When the repaired product is shipped, a tracking number will be provided for your reference.

RMA

RMA # R00000679383 contains the following serial numbers: G15H42740 (The document was sent to v.casalboni@virgilio.it.)

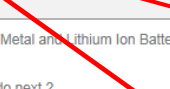
RMA # R00000679384 contains the following serial numbers: G16M83622 (The document was sent to v.casalboni@virgilio.it.) **A Pre-Paid Shipping Label has been emailed to you.**

For transport of Lithium Metal and Lithium Ion Batteries please check out the [2015 IATA Lithium Battery Guidance Document](#)

What would you like to do next ?

[Back to Home](#) [Create another RMA](#)

Fig. 15 Complete



DATALOGIC
DATALOGIC SLOVAKIA s.r.o.
Datalogic Repair Center
Prílohy 588/47
919 26 ZAVAR - TRNAVA
SLOVAKIA
Phone: +421 248 275 150

Requestor's Name: casal
Email: v.casalboni@virgilio.it
Phone: 39-0423-4247

RMA number : R00000679384
Created on : 09/15/2017
Customer PO Number: DEMO PO



DATALOGIC
TNT - STORAPART
c/o Datalogic Repair Center
Via Garbagnate, 59
I-20020 LAINATE MI
Phone: +39 02937609230

Requestor's Name: casal
Email: v.casalboni@virgilio.it
Phone: 39-0423-4247

RMA number : R00000679383
Created on : 09/15/2017
Customer PO Number: DEMO PO

Step 4 - Complete

Carefully read the instructions on Printing Labels, Packaging and follow the directions.

You will receive at the indicated address one or several emails with the RMA document and a pre-paid shipping label as it is relevant for the submitted product(s). Please contact your Datalogic Repair Center if you don't receive these mailings. Please remember to first check your spam folder where automated messages sometimes filter.

Note: Based on your region and if one or several products are eligible for inbound freight paid by Datalogic, an additional step could be required where you'll be prompted to indicate the number of packages and to generate shipping labels (see Fig 13.a). Once completed, you will see the message 'A Pre-Paid Shipping Label has been emailed to you'.

As it is needed, an On-Line RMA will generate multiple RMAs based on product associated service level and shipping type.

You are now authorized to return the listed product(s) to the address shown in the upper left corner of the received RMA form(s) (see Fig. 15). This will reflect the Repair Center or Consolidation Point address which is closest to your country/area of the world.

Pack the product according to the number of different RMAs received. Please use the original shipping container if possible or another suitable shipping package, in case you would like to save the original shipping container for resale of the unit.

Tracking Your RMA

Once your RMA has been submitted, you may want to check if the product has been received and/or returned. Once the product has shipped, you may want additional information about the diagnosed defect and repair.

You can track and get information of your RMA from your myDatalogic page.

To track your RMA, click on the 'EASEOFCARE - MyRMA Listing' link under the myServices section (see Fig. 16).

My RMA List

You can either click the calendar icons to select a date range to see all returns submitted within a defined time frame or search by a specific RMA number / Serial number to see a targeted return. Check box 'Include RMAs that have not been received by Datalogic' if you want to see them all.

A tracking number is made available for products which have been shipped. Clicking on desired 'Tracking Number' link will provide you with the shipping details and the progress of your shipment.

RMA on line

Welcome to myDatalogic!

With myDatalogic you can manage your account, your subscriptions, and have access to tools that help you work more effectively.

myAccount

Update Contact Info

Change Password

mySubscriptions

myFile Sharing - By Invitation Only

myServices

EASEOFCARE - Submit an RMA

EASEOFCARE - My RMA Listing

[Logout](#)

My RMA (Return Material Authorization) List

The listing below allows you to review RMAs submitted for your account. Detailed information about a specific RMA is available by clicking the RMA number.

Search Criteria

RMA #: Serial #:

Date From: Date To:

☐ Include RMAs that have not been received by Datalogic.

Items found: 24

RMA	Serial Number	Model Description	Receive Date	Ship Date	Tracking Number
R00000632152	G13L53301	FalconX3 00A0HP-3N0-CEU1	1/12/2017	1/13/2017	331772334
R00000633645	G15E35332	GRYPHON M4130 USB KIT 433 BLACK	1/24/2017	2/7/2017	06585000857633

Fig. 16 Tracking Your RMA

Items found: 24
[Export to Excel](#)

RMA	Serial Number	Model Description	Receive Date	Ship Date	Tracking Number
R00000632152	G13L53301	FalconX3 00A0HP-3N0-CEU1	1/12/2017	1/13/2017	331772334
R00000633645	G15E35332	GRYPHON M4130 USB KIT 433 BLACK	1/24/2017	2/7/2017	06585000857633
R00000633645	G15E35332.	BC4030-BASE/CHARGER M INT-BLACK-433MHZ	1/24/2017	2/7/2017	06585000857633
R00000635520	G13N18967	FalconX3 00A0HP-3N0-CEU1	1/30/2017	2/1/2017	334186832

Fig. 17 My RMA Details

RMA	PO Number	Serial Number	Model Number	Model Description	Ship To Name	Ship To Address
R00000632152		G13L53301	945250004	FalconX3 00A0HP-3N0-CEU1	DATALOGIC LTD	VIA san Vitalino 13, Calderara di Reno, Bologna
R00000633645		G15E35332	GM4130-BK-433K1	GRYPHON M4130 USB KIT 433 BLACK	DATALOGIC LTD	VIA san Vitalino 13, Calderara di Reno, Bologna
R00000633645		G15E35332.	BC4030-BK-433	BC4030-BASE/CHARGER M INT-BLACK-433MHZ	DATALOGIC LTD	VIA san Vitalino 13, Calderara di Reno, Bologna
R00000635520		G13N18967	945250004	FalconX3 00A0HP-3N0-CEU1	DATALOGIC LTD	VIA san Vitalino 13, Calderara di Reno, Bologna

Fig. 18 "Export to Excel" Results

My RMA List

You can view the RMA details by clicking the 'Export to Excel' button from My RMA List page (see Fig. 17). This will provide you with a snapshot of all information linked to the listed RMA(s). Each RMA/Serial Number combination will provide the following information (see Fig.18):

Ship To Name: The company name where the repaired unit will be or has been shipped to

Ship To Address: The location where the repaired unit will be or has been shipped to

Repair Type: Unit coverage type

Customer Reported Issue: The reason for the return entered by the RMA requestor

Failure: Problem found (only applies to Shipped RMA units)

Repair Description: Affected component (only applies to Shipped RMA units)

Receive Date: The date in which the defective unit reached the Datalogic Service Repair Center

Ship Date: The date the repaired unit was (or will be) shipped

Tracking Number: The repaired units' consignment tracking number



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EOC-RMA-EN Rev G 201609