RMA TREATMENT MODULE

# A return is a decision with a history, not a blank record.

Returns processed as a tracked treatment path, with the disposition decision recorded against the unit. The device's prior diagnostic and erase history stays attached, and the outcome goes to the ERP or WMS that runs your inventory.

RETURN AUTHORISATION

**RMA**

### Return authorisation workflows

A returned unit enters an authorisation workflow before anything is done to it.

CUSTOMER COMPLAINT VALIDATION

**Fault?**

### Does the device really have the fault?

Check whether a returned device really has the fault the customer reported.

TREATMENT TRACKING

**1**

### Treatment path per unit

Tracked through to a disposition, against the unit's existing history.

INTEGRATION

**ERP · WMS**

### Outcome pushed to your systems

The disposition lands in the system that runs inventory, not in a side spreadsheet.

AUDIENCE

Operations, returns & IT leaders at device processors

SHOWS IN REPORTING AS

Customer Complaint Validation

WEB

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AT A GLANCE

# The eight questions every buyer asks.

The RMA Treatment Module is a workflow and a record, built on the same platform as the diagnostics. Where a capability belongs to another product, the answer below says so.

### CERTIFICATE

Not from this module

The RMA record is the evidence: authorisation, validation result, treatment and disposition, on the unit's **Device History in Control Center**. Erasure certificates come from the erase products, and stay attached to the same unit.

### ADISA CERTIFIED

Not applicable

ADISA assurance level 4 applies to Pro-Diagnostics and MacRestore erasure. **No erasure claim** is made for the RMA module itself.

### TYPE OF WIPE

None

The module does not wipe. If a treatment path includes an erase, it is performed and certified by the erase product, and the **certificate stays on the unit's history**.

### GUIDED USER TESTING

Yes

Customer complaint validation runs the **diagnostics test plan** on the returned unit: automatic tests first, guided tests handed to the operator one screen at a time.

### TYPE OF TESTS

133 · 83

The platform's Android and iOS test library, as configured in your program's test plan, applied to confirm or refute the **fault the customer reported**.

### MAIN FEATURES

4

Return authorisation workflows. **Treatment tracking through to disposition.** ERP and WMS integration. The unit's prior diagnostic and erase history stays attached.

### PLATFORMS SUPPORTED

iOS · Android

Validation runs on the platform's **iOS and Android** test library at a Pro-Diagnostics station. The workflow and the record live in Control Center, a web portal.

### DATA ANALYTICS AND API

REST · CSV

RMA runs sit in Reporting with every other process run, export as **CSV or JSON**, and are exposed over the REST API. Automation flows can push each record to a web service.

1

**Authorise**

The return enters an authorisation workflow against the unit's existing record.

2

**Validate**

The complaint is checked: does the device have the reported fault?

3

**Treat**

The unit follows a treatment path, tracked as it goes.

4

**Dispose**

The disposition is recorded and pushed to the ERP or WMS.

**Not a fresh blank record.** A returned unit is matched to its existing history in Control Center: what it tested as, whether it was erased, who handled it. The RMA decision is made with that in view.

RETURN AUTHORISATION WORKFLOWS

# Every return is authorised, treated and dispositioned on the same record.

A returned unit enters an authorisation workflow, gets a treatment path, and ends at a disposition, all against the device's existing history rather than a fresh blank record.

1 · AUTHORISATION

### The return is admitted against a known unit.

The unit is identified by IMEI, serial or another identifier and matched to its Device History. The authorisation workflow decides whether and how the return proceeds, with the prior record in view.

2 · TREATMENT

### A tracked path, not a pile on a bench.

The unit follows a treatment path, and each step is a process run on its history. Process names such as Customer Complaint Validation and Repair Depot make the path readable in Reporting.

3 · DISPOSITION

### The decision is recorded against the unit.

The treatment ends in a disposition recorded on the device's record, where the ERP or WMS integration picks it up. The prior diagnostic and erase history stays attached.

TREATMENT TRACKING

## Defect capture uses your own fail categories and codes.

Fail categories and fail codes are defined per customer in Control Center and associated with the tests that detect them. A validation run that finds the fault records the code; a manual entry can carry a fail category, fail code and description the same way. RMA configuration is organised by category.

- **Self-defined parameters and fail codes**, with a priority order per category.
- **Fail-fast** per category or code, so a disqualifying fault stops the run early.
- **Custom fields** on the record, captured at login or at process end, for the values your returns process needs.

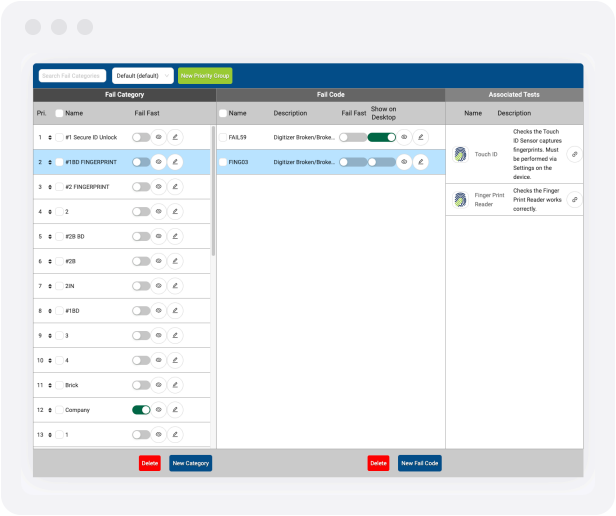



FIG. 1 Control Center → Fail Codes. Fail categories in priority order, the fail codes under a category, and the tests associated with a code.

**Locks are reported, never removed.** A returned unit that comes back with Apple ID, Find My, FRP or a GSMA listing is recorded as such on its history and routed by your workflow. The module does not bypass locks as part of any treatment.

CUSTOMER COMPLAINT VALIDATION

# Check whether a returned device really has the fault the customer reported.

The Configuration Wizard builds the validation program from one plain-language goal. The run uses your diagnostics test plan, and shows in reporting as Customer Complaint Validation.

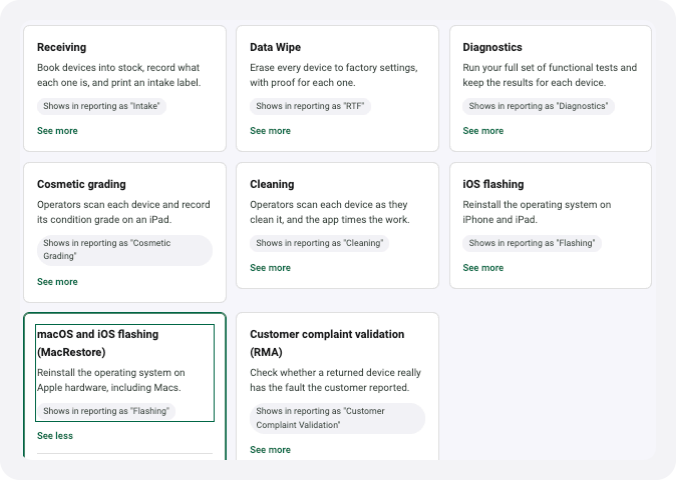



**FIG. 2** Control Center → Configuration Wizard → Goal. The Customer complaint validation (RMA) card, alongside Receiving, Data Wipe, Diagnostics, Cosmetic grading, Cleaning and flashing. Shows in reporting as Customer Complaint Validation.

### WHAT THE GOAL BUILDS

**A running program, in the right order.**

The wizard assembles the services, a test plan, a label and the sites you pick. The RMA goal carries the same test plan and Wi-Fi push steps as the Diagnostics goal, so the validation run is a real diagnostic run on the returned unit.

### WHAT THE OPERATOR SEES

**Automatic tests, then guided tests.**

Battery, storage, OS, lock state and the rest are read without touching the device. Guided tests are handed to the operator one screen at a time, in a fixed order, in seven languages.

### WHAT THE RECORD SHOWS

**Confirmed, or not reproduced.**

The run's pass and fail results, with the fail code where a fault was found, sit on the unit's history next to the run that passed it before it shipped.

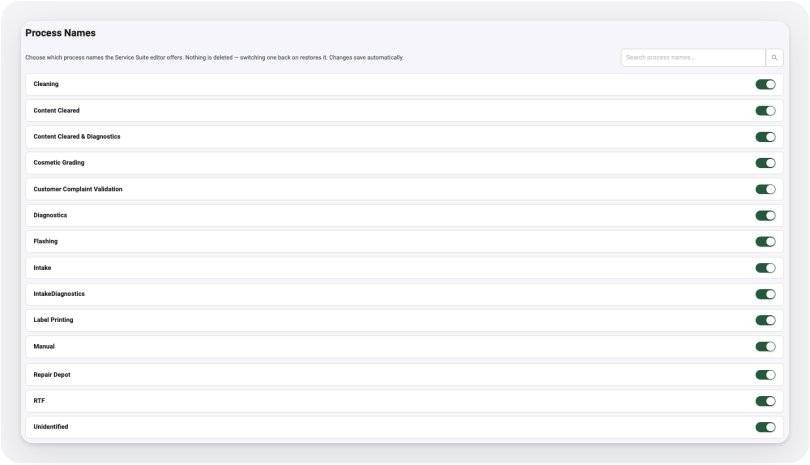



**FIG. 3** Control Center → Operation Management → Process Names. Customer Complaint Validation and Repair Depot among the names the Service Suite editor offers.

ERP AND WMS INTEGRATION

# The disposition lands in the system that runs your inventory.

Integrations push the outcome to the ERP or WMS that runs your inventory. Three routes exist, and they are not mutually exclusive.

NETSUITE

### Native: send results to NetSuite.

A program-level switch in the Configuration Wizard sends each device's results into your NetSuite system automatically. It is switched on per program.

AUTOMATION FLOWS

### Call any web service when a record arrives.

An IF/THEN flow in Control Center triggers on the record, for example on Pass or Fail, and calls a reusable REST connection: POST to your URL with a bearer token stored write-only, sending either the full recording or custom fields plus the record ID.

BACK-OFFICE API

### Pull the record over REST.

Uniform REST endpoints across services, authenticated with a bearer token and scoped by licence key to a tenant, a facility or a single deployment, so an integration at one site cannot read another.

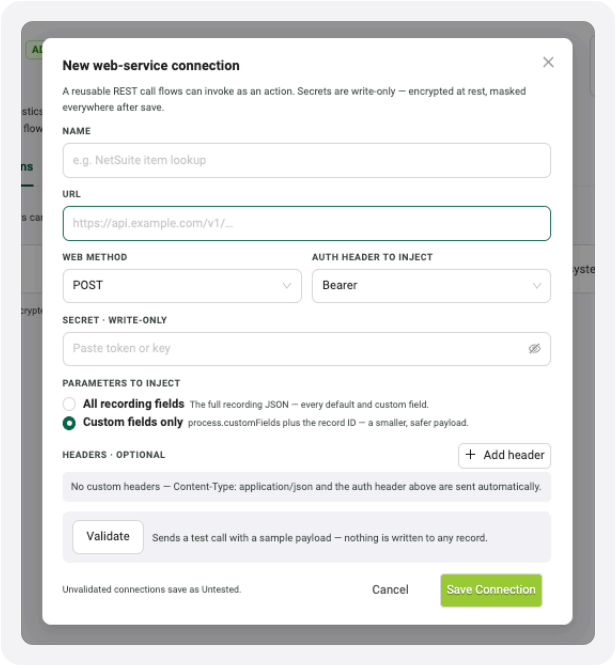



FIG. 4 Control Center → Automation → New web-service connection. Name, URL, method, auth header, a write-only secret, the payload scope, and a Validate call that writes nothing to any record.

REPORTING AND API HANDOFF

- **Reporting** lists RMA runs with every other process run; 47 selectable columns, CSV or JSON, by download or email.
- **Scheduled reports**, weekly or monthly, emailed on your cadence.
- **Device History** shows the return's runs on the same page as the unit's earlier diagnostics and erase, with a summary across all runs.
- **Data Import** accepts a device list by CSV or a single manual entry with result, fail category, fail code and custom fields, for returns that arrive with paperwork rather than a station run.
- **CSV and Excel export** on every plan. No export fee, no plan gate.
- **Performance dashboards** and operator audits cover RMA stations like any other.

WHY HISTORY MATTERS

## The most useful fact about a return is what the unit tested as before it left.

The RMA Treatment Module keeps that fact attached. The validation run, the treatment and the disposition are written on the same record as the original diagnostics and erase, and the outcome goes to the system that runs your inventory.

# Talk to us about your returns stream.

The RMA Treatment Module is set up with us rather than self-served. Start a free trial of the platform to see Control Center, the Configuration Wizard and Reporting on your own devices, then tell us how your returns flow today.

FREE TRIAL
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