

RMA Request Form Training Guide

All material being returned to TechnipFMC must have an RMA number assigned. If the material does not have an RMA number the shipment may be rejected. This includes material returned by TFMC Direct Sales and Service Centers (DSSC).

All material returned must be clearly marked with the RMA number on the outside of the packaging. All material returned should also be accompanied by a completed Material Safety Data Sheet (MSDS). Material not including a completed MSDS may be rejected.

In order for an RMA to be created, the RMA Request Form must be completed and returned to the Revolve RMA Specialist.

This form is intended to be filled out electronically via PDF form.

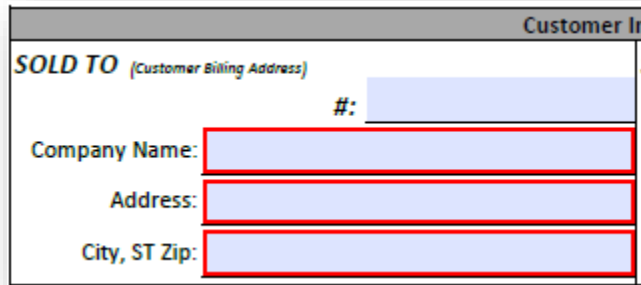
Required fields are indicated on the PDF form and this training guide.

<i>Date</i>	<input type="text"/>	<i>RMA Requester</i>	<input type="text"/>
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The above fields are defined as:

- “Date” (Required)
 - This field indicates the date the RMA is being requested.
 - Type the date into the field.

- “Requestor” (Required)
 - This field indicates the name of the individual requesting the RMA.
 - Type the name into the field.
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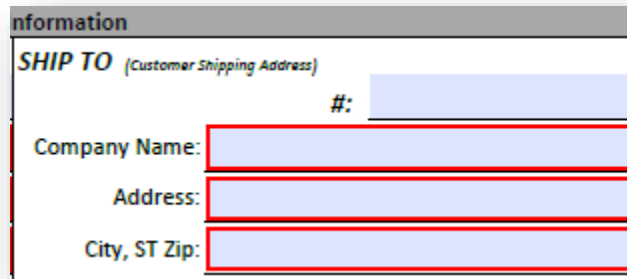
The screenshot shows a form titled "Customer Information" with a tab labeled "Customer Information". The form contains the following fields:

- SOLD TO** (Customer Billing Address): A field with a red border and a blue background, containing the text "#: []".
- Company Name:** A field with a red border and a blue background.
- Address:** A field with a red border and a blue background.
- City, ST Zip:** A field with a red border and a blue background.

The above fields are defined as:

- Sold To – “#”
 - #: []
 - This field indicates the sold to SAP number of the company that purchased the product.
 - Type the 5-digit SAP customer number into the field if available.
- Sold To – “Company Name” (Required)
 - Company Name: []
 - This field indicates the billing name of the company that purchased the product.
 - Type the company name into the field.
- Sold To – “Address” (Required)
 - Address: []

- This field indicates the billing address of the company that purchased the product.
 - Type the billing address into the field.
 - **Sold To – “City, ST Zip” (Required)**
 - **City, ST Zip:**
 - This field indicates the billing city, state and zip code of the company that purchased the product.
 - Type the billing city, state and zip code into the field.
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The screenshot shows a form titled "SHIP TO (Customer Shipping Address)". It contains five input fields, each with a red border: a "#:" field, a "Company Name:" field, an "Address:" field, a "City, ST Zip:" field, and a "#:" field. The form is set against a light gray background with a subtle shadow.

The above fields are defined as:

- **Ship To – “#”**
 - **#:**
 - This field indicates the ship to SAP number of the company that is returning the material.
 - Type the 6-digit SAP customer number into the field if available.
- **Ship To – “Company Name” (Required)**

- **Company Name:**
 - This field indicates the shipping name of the company that is returning the material.
 - Type the company name into the field.
 - **Ship To – “Address” (Required)**
 - **Address:**
 - This field indicates the shipping address of the company that the material would be returned to.
 - Type the shipping address into the field.
 - **Ship To – “City, ST Zip” (Required)**
 - **City, ST Zip:**
 - This field indicates the shipping city, state, and zip code of the company that the material would be returned to.
 - Type the shipping city, state and zip code into the field.
-

Customer Contact Information:	
Name: <input type="text"/>	Email: <input type="text"/>
Phone: <input type="text"/>	

The above fields are defined as:

- **“Name” (Required)**
 - **Name:**

- This field indicates the name of the contact person for the company that is returning the material.
 - Type the name into the field.
 - “Email” (Required)
 - **Email:**
 - This field indicates the email of the contact person for the company that is returning the material.
 - Type the email into the field.
 - “Phone” (Required)
 - **Phone:**
 - This field indicates the phone number of the contact person for the company that is returning the material.
 - Type the phone number into the field.
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Reason For Return			
<input type="text"/>			
Type of RMA Requested	<input type="text"/>	Original TFMC SO #:	<input type="text"/>
		Original Customer PO#:	<input type="text"/>

The above fields are defined as:

- “Reason For Return” (Required)
 -
 - This field indicates the reason the material is returned.

- Reasons can include but are not limited to; wrong item shipped, shipping damage, repair, etc...

- “Type Of RMA Requested” (Required)

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- This field indicates the service the customer is requesting regarding the material.
 - This field determines the type of RMA that will be created.
 - Select one of the options from the drop-down menu.

- “Original TFMC Sales Order #

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- This field indicates the TechnipFMC Sales Order the material was originally purchased on.
 - Type the sales order # into the field if available.

- “Customer Original PO #”

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- The Purchase Order # that was provided by the customer for the original sales order the material was purchased on.
 - Type the PO # into the field if available.

QTY	Part #	Product Description	Serial #

The above fields indicate the specific material that will be returned. Each row represents a unique material. There is a second page consisting of additional rows if needed.

- “Qty”

QTY

- This field indicates the quantity of a specific material being returned.
- Type the numeric quantity into the field.

- “Part Number”

Part #

- This field indicates the part number for the material that will be returned.
- The correct part number can be found on the original sales order.
- Type the name or part number into the field if available.

- “Product Description”

Product Description

- This field indicates the name or a brief description of the material that is being returned.
- Type the name or a brief description of the material in the field.

- “Serial #”

- | Serial # |
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- This field indicates the serial number for the material that will be returned.
 - Type the serial number(s) into the field if available.
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Description Of Product Issue

This above field is defined as:

- “Description Of Product Issue” (Required)

- | Description Of Product Issue |
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- This field indicates the issues that are being experienced with the material that will be sent back.
 - Type a brief summary of the issues being experienced with the product. If no issues are being experienced and the material is being returned for a different reason, type that reason into the field.
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For Mechanical Warranty Evaluation Only			
Operating Pressure: (Include Units)		Operating Temperature: (Include Units)	
Flow Rate: (Include Units)		Chemical Spec Sheet Provided:	
Fluid Being Pumped/Measured:		Date Of Finding:	

This section is to be completed only when mechanical products are being returned for the purpose of warranty evaluation.

This information is required by the TechnipFMC quality department to conduct a warranty evaluation on mechanical products.

The above fields are defined as:

- “Operating Pressure”

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| Operating Pressure:
(Include Units) | |
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- This field indicates the pressure of the fluid that the product interacted with.
 - Type the pressure of the fluid into the field and include its units.

- “Operating Temperature”

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| Operating Temperature:
(Include Units) | |
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- This field indicates the temperature of the fluid that the product interacted with.
 - Type the temperature of the fluid into the field and include its units.

- “Flow Rate”

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| Flow Rate:
(Include Units) | |
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- This field indicates the flow rate of the fluid that the product interacted with.
- Type the flow rate of the fluid into the field and include its units.

- “Chemical Spec Sheet Provided”

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| Chemical Spec Sheet Provided: | |
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- This field indicates if there is a Chemical Specification Sheet provided for the chemicals the product interacted with.
- Type “Yes” or “No” into the field.

- “Fluid Being Pumped/Measured”

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| Fluid Being Pumped/Measured: | |
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- This field indicated the specific name of the fluid that was being pumped through or measured by the product.
- Type the name of the fluid into the field.

- “Date of Finding”

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| Date Of Finding: | |
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- This field indicates the date on which the product was found to be functioning properly.
- Type the date of finding into the field.

For Internal Use Only			
Credit to be Issued: <small>(Select Yes or No. If yes enter the \$ or TBA)</small>	<input type="text"/>	Restocking Charge: <small>(Select Yes or No. If yes enter the % or TBA)</small>	<input type="text"/>
RMA # <small>(Recorded after creation)</small>	<input type="text"/>	RMA Creation Date	<input type="text"/>

This section is for internal use only and is to be completed by a TechnipFMC employee.

The above fields are defined as:

- “Credit to be issued”

- ☐

Credit to be Issued: <small>(Select Yes or No. If yes enter the \$ or TBA)</small>	<input type="text"/>	\$
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- ☐ This field indicates if the customer is requesting a credit to be issued to their account for the material being returned.
- ☐ If the RMA is being requested by a TFMC salesperson, this field is to be completed by the requestor. If the RMA is requested by a customer, this field is to be completed by the Revolve RMA Specialist.
- ☐ Select “Yes” or “No” from the drop-down list.
- ☐ If “Yes” is selected type the dollar amount of the credit, or “TBA” into the box to the right of the drop-down field.

- “Restocking Charge”

- ☐

Restocking Charge: <small>(Select Yes or No. If yes enter the % or TBA)</small>	<input type="text"/>	%
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- ☐ This field indicates if this customer is to be billed for a restocking charge due to the order being canceled, a customer ordered the wrong part or some other similar case.

- Reference the Bulletin PPMK044 for the TechnipFMC Cancellation Policy.
- Select “Yes” or “No” from the drop-down list.
- If “Yes” is selected type the percentage the customer is to be charged into the box to the right of the drop-down field.

- **“RMA #”**

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| RMA #
(Recorded after creation) | |
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- This field indicates the RMA number that has been generated in SAP from this request.
- This field is to be completed by the Revolve RMA Specialist after creating the RMA in SAP.
- Type or write the RMA number into the field.

- **“RMA Creation Date”**

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| RMA Creation Date | |
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- This field indicates the date on which the RMA was created.
- This field is to be completed by the Revolve RMA Specialist following the creation of the RMA.
- Type or write the date into the field.

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