

GE Industrial Communications

eRMA User Training Guide

The screenshot shows the GE eRMA user interface. At the top left is the GE logo and the tagline "imagination at work". At the top right, contact information is provided: "1.877.805.6777", "+878.844.6777", and "GEDigitalEnergy.com". Below this is a navigation bar with "Digital Energy", "Post Sales", and "Customer Service" options. The main content area features a background image of power lines and a city skyline at sunset, with the text: "DIGITAL ENERGY OVER 100 YEARS OF INDUSTRY LEADING ADVANCED PRODUCTS AND SERVICES THAT MODERNIZE THE GRID". The login section includes fields for "Username:" and "Password:", a "Remember me:" checkbox, a "Forgot Password" link, and a "Log In" button. A "Not registered yet?" section lists benefits of registration: "Request an RMA", "View your Warranty status", "View your RMA status and history of your RMA cases", and "Edit your profile", with a "Create a new account" button.

imagination at work

1.877.805.6777
+878.844.6777
GEDigitalEnergy.com

Digital Energy
Post Sales
Customer Service

DIGITAL ENERGY
OVER 100 YEARS OF INDUSTRY LEADING ADVANCED
PRODUCTS AND SERVICES THAT MODERNIZE THE GRID

Username:

Password:

Remember me:

[Forgot Password](#)

[Log In](#)

Not registered yet?

Once you register you will be able to:

- Request an RMA
- View your Warranty status
- View your RMA status and history of your RMA cases
- Edit your profile

[Create a new account](#)

Agenda

Item 1 – eRMA Registration & Login

Item 2 – Warranty Status Check

Item 3 – RMA Request

Item 4 – RMA Status Check

Item 5 - Help Videos & Customer Feedback

Item 6 – Questions & Help

eRMA Registration & Login

eRMA Registration

1.877.605.6777
+678.844.6777
GEDigitalEnergy.com

Digital Energy
Post Sales
Customer Service

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OVER 100 YEARS OF INDUSTRY LEADING ADVANCED
PRODUCTS AND SERVICES THAT MODERNIZE THE GRID

Username:
Password:
Remember me:
Forgot Password

Log In

Not registered yet?

Once you register you will be able to:

- Request an RMA
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- Edit your profile

Create a new account

Web Address for eRMA Registration

<https://store.gedigitalenergy.com/PSSPortal/Registration/Register.aspx>

1. Click on the “Create a new account” to register for an eRMA account. A window will pop-up to complete the registration form.

2. If you have an Online Store Login, then select “YES”.

If you don't have an Online Store Login, then select “NO” and fill out the required fields. In the PRODUCT LINES section, select “Industrial Communications”.

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+678.844.6777
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eRMA Registration Form

Do you have Online Store Login Yes No

First Name* Last Name*
Email* Company Name*
SSO

Product Lines

Please select a product line:

Smart Metering Industrial Communications

Billing Information

Address*
City/StateProv/Zip* / /
Country*
Notes

Submit

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eRMA Login

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DIGITAL ENERGY
OVER 100 YEARS OF INDUSTRY LEADING ADVANCED
PRODUCTS AND SERVICES THAT MODERNIZE THE GRID

Username:

Password:

Remember me:

Forgot Password

Log In

Not registered yet?

Once you register you will be able to:

- Request an RMA
- View your Warranty status
- View your RMA status and history of your RMA cases
- Edit your profile

Create a new account

After you have registered for an eRMA account, your User Name and Password will be e-mailed to you. You may then access the eRMA portal using the Web Address below. If you have any login issues then please use the "Forgot Password" option or contact us via email

gemds.productservices@ge.com

Web Address for eRMA login

<https://store.gedigitalenergy.com/PSSPortal/logon.aspx?ReturnUrl=%2fPSSPortal%2fdefault.aspx>

eRMA Landing Page

imagination at work

You are logged in as PSS_westfarm1 . Logout 1.877.805.6777
+678.844.6777
GEDigitalEnergy.com

Digital Energy
Post Sales
Customer Service

Industrial
Communications

Help

Industrial Communications

Warranty Status

RMA Request

RMA Status

Technical Support Case

Notice:

Service is no longer available for the following units and replacements are recommended upon failure of Transceiver products with models MDS 2300, 2310RN, 2310, 4310RN AND 4310A; Master products with models MDS2100, 2101, 2130, 2131 and 2131A and MDS450D, 460A, 400 & 1400-LEDR 1 radios. Contact Product Services by email at gemds.productservices@ge.com. You can contact us via our toll-free number at 1-800-474-0954, select Option #2 at voicemail prompt or you can also call us direct at 585-241-5540.

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This is the landing page for eRMA. You can click on any of these features to get started.

If you get stuck you can always click on the “Industrial Communications” link at the top menu bar to return to this screen.

Warranty Status

Warranty Status

The screenshot shows the GE Digital Energy Post Sales Customer Service website. At the top left is the GE logo and the tagline "imagination at work". On the top right, it indicates the user is logged in as "PSS_westfarm1" with a "Logout" link, and provides contact information: "1.877.605.6777", "+678.844.6777", and "GEDigitalEnergy.com". Below this is a navigation bar with "Digital Energy Post Sales Customer Service", "Industrial Communications", and "Help" links. The main content area is titled "Industrial Communications - Warranty Status". It features a form with a "Serial Number" label, a text input field with a placeholder "Enter the serial or a list of serial numbers separated by commas.", and a "Submit" button. Below the form, a message reads "Please enter the serial number and click on the Submit button." At the bottom of the page, there are links for "Privacy Policy", "Website Terms of Use", "International Regulatory Notice", and "Copyright © General Electric Company 2012".

This feature will search the eRMA database for the GE MDS serial number(s) entered.

If entering multiple GE MDS serial numbers at once, they must be separated by a comma “,”.

Once you are ready to query, click on the “Submit” button.

Warranty Status - example

The screenshot shows the GE warranty status web application. At the top left is the GE logo and the tagline "imagination at work". On the top right, it says "You are logged in as PSS_westfarm1 . Logout" and provides contact information: "1.877.605.6777 +678.844.6777 GEDigitalEnergy.com". Below this is a navigation bar with "Digital Energy Post Sales Customer Service", "Industrial Communications", and "Help". The main heading is "Industrial Communications - Warranty Status". There is a search box for "Serial Number" containing "2115188,2203865" and a "Submit" button. Below the search box is a table with columns: "Serial Number", "Expiration Date", "Status", and "Check All Import". The table contains two rows: one for "2115188" with "06/30/2013" and "Out of Warranty", and one for "2203865" with "03/28/2014" and "In Warranty". There is a "Create RMA" button at the bottom right of the table area. At the very bottom of the page are links for "Privacy Policy", "Website Terms of Use", "International Regulatory Notice", and "Copyright © General Electric Company 2012".

GE imagination at work

You are logged in as PSS_westfarm1 . Logout 1.877.605.6777 +678.844.6777 GEDigitalEnergy.com

Digital Energy Post Sales Customer Service Industrial Communications Help

Industrial Communications - Warranty Status

Serial Number 2115188,2203865 Submit

Enter the serial or a list of serial numbers separated by commas.

Serial Number	Expiration Date	Status	Check All Import
2115188	06/30/2013	Out of Warranty	<input type="checkbox"/>
2203865	03/28/2014	In Warranty	<input type="checkbox"/>

Create RMA

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eRMA will report back the following:

- Serial Number
- Warranty Expiration Date
- Warranty Status

RMA Request

RMA Request - Import

The screenshot shows the GE warranty status interface. At the top, the GE logo and 'imagination at work' tagline are on the left. On the right, it says 'You are logged in as PSS_westfarm1 . Logout' with contact numbers '1.877.605.6777' and '+678.844.6777' and the website 'GEDigitalEnergy.com'. Below this is a navigation bar with 'Digital Energy Post Sales Customer Service', 'Industrial Communications', and 'Help'. The main heading is 'Industrial Communications - Warranty Status'. A search box contains '2115188, 2203865' with a 'Submit' button. Below the search box is a table with columns 'Serial Number', 'Expiration Date', and 'Status'. The table has two rows: one for '2115188' (Out of Warranty) and one for '2203865' (In Warranty). To the right of the table is a 'Check All Import' button with a 'Create RMA' button below it. A blue box highlights the 'Check All Import' button and the 'Create RMA' button.

Serial Number: 2115188, 2203865

Submit

Serial Number	Expiration Date	Status
2115188	06/30/2013	Out of Warranty
2203865	03/28/2014	In Warranty

Check All Import

Create RMA

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If you used the warranty status feature and need to submit the same serial numbers that you searched for on RMA, you can import them.

Simply “check” the box next to the applicable serial number and then click “Create RMA.”

RMA Request - Import

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You are logged in as Roosely Delica Logout 1.877.805.8777
+078.844.8777
GEDigital@energy.com

Digital Energy
Post Sales
Customer Service

Industrial Communications Help Customer Feedback

Industrial Communications - RMA Request

Please note: If you experience any problems while using this website, or if your radio serial number(s) are not found, please contact Product Services via our toll-free number at 1-800-474-0964 and select Option#2 at the voicemail prompt. You can also contact us directly by phone at +1-385-241-9540 or via email at gemds.productservices@ge.com

1 Request 2 Review 3 Confirmation

STEP 1: Select SHIP TO address before proceeding.
If your SHIP TO address is not listed then please contact Product Service per the instructions above.

Customer Number: _____ Customer Ship To: _____

Customer Bill To: _____ Company: _____

Address: _____ Address: _____

City: _____ City: _____

Prov/State: _____ Prov/State: _____

Country: United States Country: United States

Zip: _____ Zip: _____

Contact: _____ Contact: _____

Bus. Phone: _____ Bus. Phone: _____

Email: _____ Email: _____

Product Return Information

Download Template Upload Data

Use this template to upload multiple serial numbers

Download Template

Instructions: Please enter a Serial Number then "tab" to enter the Description of Failure. If you need to change a serial number, please enter the new serial number then "tab" to populate the Model Number field.

Serial Number	Model Number	Description of Failure	In Warranty
2500822	EL605-MD8X1AFC80M	test	

This is the RMA Entry form.

Most of the customer information will be automatically populated or be easily selectable from drop down menus.

All Sections must be completed.

It is imperative that a "Description of Failure" is entered or you will not be able to go forward.

All Returned product must be packaged in appropriate packaging, any Printed Circuit Boards must be in a Static Shielded Packaging or warranty may be voided

**In order to expedite your service request, the following information is required: **

Payment Method:

Credit Card

Purchase Order

No Problem Found Units:

Always contact me when a unit is deemed a NPF (No Problem Found)

No call needed, return as is

Unrepairable units:

Always contact me when a unit is deemed Unrepairable

No call needed, return unrepairable unit

Always order replacement for unrepairable

No replacement needed

No call needed, scrap unrepairable unit at MDS

Always return unrepairable unit as is

Call to advise of unrepairable unit, always scrap at MDS, no replacement wanted

New Customers Only:

Customer Type: FSP (FS Distributor) End User VAR OEM

Market: Water/Waste Water Oil & Gas Electric Auto Commercial Other

Please specify: _____

Financial GPS Government ISP Lottery

Military Public Safety Railroad Telco Traffic

Additional Comments or Information

Submit

Payment Methods can be completed using a credit card or Purchase Order. If you choose Purchase Order then a Box will appear were you can enter the PO #. Please click on the appropriate action for No Problem Found (NPF) and Un-Repairable (UNR) Units.

After all fields are populated, click on "SUBMIT" button to to go the confirmation page.

RMA Request – Final Review

Industrial Communications - RMA Request Review

Please note: If you experience any problems while using this website, or if your radio serial number(s) are not found, please contact Product Services via our toll-free number at 1-800-474-0964 and select Option#2 at the voicemail prompt. You can also contact us directly by phone at +1-585-241-5540 or via email at gemds.productservices@ge.com

1 Request 2 Review 3 Confirmation

Please review the RMA Request information below and confirm your entry.
If you need to edit your entry then click the "BACK" button.
If your entry is correct then click the "CREATE RMA REQUEST" button to submit your request.

[Back](#)

RMA Summary

Customer Name	Roossely Delica		
Date	6/24/2015		
Additional Comments			
Customer Number:			
Customer Bill To:	Customer Ship To:		
Company	Company		
Address	Address		
Contact	Contact		
City	City		
Prov/State	Prov/State		
Country	United States	Country	United States
Zip	79706-4310	Zip	79706-4310
Bus. Phone		Bus. Phone	
Email		Email	

RMA Lines

Serial No	Model	Customer Issue
1912467	9710B-S	test

Payment Method:

-

No Problem Found Units:

Unrepairable units:

Customer Type:

Market:

[Create RMA Request](#)

Final Review before Submission
On the RMA Request review screen, review all field's for accuracy before clicking "Create RMA Request".

If everything looks correct, click on "Create RMA Request."

This will send the request to GE.

RMA Request – Confirmation

The screenshot displays the GE Digital Energy eRMA portal. At the top left is the GE logo and the tagline "imagination at work". On the top right, it shows the user is logged in as "Roossely Delica" with a "Logout" link and contact numbers: 1.877.605.6777 and +678.844.6777, along with the website "GEDigitalEnergy.com". Below this is a navigation bar with "Digital Energy Post Sales Customer Service" on the left and "Industrial Communications", "Help", and "Customer Feedback" on the right. The main heading is "Industrial Communications - RMA Request Review". A progress bar shows three steps: "1 Request", "2 Review", and "3 Confirmation", with "3 Confirmation" being the active step. The main content area contains a confirmation message: "Your RMA Request has been sent. Your Reference Number is SRVT01230741. Thank you for submitting an RMA request through GE Digital Energy's eRMA portal. Your request is being processed and you will be emailed a confirmation with an RMA number shortly. Please feel free to give the eRMA team feedback through our customer feedback survey." Below this is a link to "Click Here" to go back to the COMMS main page. There are two sections: "RMA Summary" and "RMA Lines". The "RMA Summary" section contains two columns of information. The first column lists: Customer Name (Roossely Delica), Date (6/24/2015), Additional Comments, Customer Bill To, Company, Address, Contact (Roossely Delica), City, Prov/State, Country (United States), Zip (79706-4310), and Email. The second column lists: Customer Ship To, Company, Address, Contact (Roossely Delica - Test), City, Prov/State, Country (United States), Zip (79706-4310), and Email. The "RMA Lines" section contains a table with three columns: Serial No, Model, and Customer Issue.

RMA Summary

Customer Name	Roossely Delica	Customer Ship To:	
Date	6/24/2015	Company	
Additional Comments		Address	
Customer Bill To:		Contact	Roossely Delica - Test
Company		City	
Address		Prov/State	
Contact	Roossely Delica	Country	United States
City		Zip	79706-4310
Prov/State		Email	
Country	United States		
Zip	79706-4310		
Email			

RMA Lines

Serial No	Model	Customer Issue
1917367	SD04-MD-S	test

Confirmation

Once the form is submitted you will get a confirmation screen like the example shown. In addition, you will receive emails with instructions for next steps.

RMA Status

RMA Status - example

The screenshot shows the GE 'imagination at work' portal. At the top right, it indicates the user is logged in as 'PSS_westfarm1' with a 'Logout' link and contact numbers: 1.877.605.6777 and +678.844.6777, along with the URL 'GEDigitalEnergy.com'. A navigation bar includes 'Digital Energy Post Sales Customer Service', 'Industrial Communications', and 'Help'. The main heading is 'Industrial Communications - RMA Status'. Below this is a search form with four input fields: 'RMA #', 'Serial #', 'RMA Received Start Date', and 'RMA Received End Date', followed by a 'Submit' button. A disclaimer text reads: 'Disclaimer: To follow up on RMA's not listed in your search or for further details, please contact Product Services via our toll-free number at 1-800-474-0954, select Option #2 at the prompt or you can also call us direct at 585-241-5540 or you can email us at gemds.productservices@ge.com.' Below the disclaimer is the instruction: 'Please enter the criteria and click on the Submit button.' At the bottom, a process flow diagram consists of five colored circles connected by arrows: 'Request Received' (yellow), 'RMA Issued' (green), 'Awaiting Customer Action' (pink), 'In Repair' (light green), and 'Shipped to Customer' (light blue).

RMA Status

This feature will allow you to search for the status of an RMA at GE.

You can search by the following parameters:

- RMA #
- Reference #
- Window of Time

Once you enter (1) of the parameters you will click on "Submit."

To view all open RMAs, do not enter any values in the fields and just click the "Submit" button.

RMA Status - example

The screenshot shows the GE RMA Status web application. At the top, there is a GE logo and the text "imagination at work". On the right, it says "You are logged in as Barbara Harvey Logout" with phone numbers "1.877.605.6777" and "+678.844.6777" and the URL "GEDigitalEnergy.com". Below this is a navigation bar with "Digital Energy Post-Sales Customer Service" and "Industrial Communications Admin Help Customer Feedback". The main heading is "Industrial Communications - RMA Status". A search form contains fields for "RMA #", "Serial #", "RMA Received Start Date", and "RMA Received End Date", with a "Submit" button. A "Last Refreshed Date: 6/24/2015 8:08:31 AM" is displayed. A disclaimer and a note are present below the form. A table shows RMA details with columns: RMA #, Catalog, Received SN, Received Date, Status, Shipped Item #, Shipped Date, Tracking #, Carrier, and Order Type. A progress flow diagram at the bottom shows stages: Request Received, RMA Issued, Awaiting Customer Action, In Progress, Shipped to Customer, and RMA Complete.

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You are logged in as Barbara Harvey Logout 1.877.605.6777
+678.844.6777
GEDigitalEnergy.com

Digital Energy Post-Sales Customer Service

Industrial Communications Admin Help Customer Feedback

Industrial Communications - RMA Status

Last Refreshed Date: 6/24/2015 8:08:31 AM

RMA # Serial #

RMA Received Start Date RMA Received End Date

Disclaimer: To follow up on RMA's not listed in your search or for further details, please contact Product Services via our toll-free number at 1-800-474-0964, select Option #2 at the prompt or you can also call us direct at 585-241-5540 or you can email us at gemds.productservices@ge.com.

Note: RMA numbers will take one day to be displayed on the RMA status page after being assigned.

Page 1 of 1

RMA #	Catalog	Received SN	Received Date	Status	Shipped Item #	Shipped Date	Tracking #	Carrier	Order Type
	SD09-S	2325629	06/01/2015 07:44:18	Shipped to Customer		06/04/2015 11:37:00	1Z8AR4811200131197	UPS Orange-Air-3rd Day PM	WARRANTY_ROC
	SD09-S	2315383	06/01/2015 07:45:29	Shipped to Customer		06/04/2015 11:37:00	1Z8AR4811200131197	UPS Orange-Air-3rd Day PM	WARRANTY_ROC

Request Received → RMA Issued → Awaiting Customer Action → In Progress → Shipped to Customer → RMA Complete

RMA Status-example

The RMA Status data will be returned with the following data:

- RMA #
- Catalog Number
- Received Serial# (SN)
- Received Date
- Status of RMA
- Shipped Item #
- Shipped Date
- Carrier Tracking #
- Carrier
- Order type

You can also sort the results by clicking on one of the columns.

Help Videos & Customer Feedback

eRMA Help Videos & Customer Feedback



imagination at work

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+678.844.6777
GEDigitalEnergy.com

Digital Energy Post Sales Customer Service | Industrial Communications | Help | Customer Feedback

For additional inquiries, send an email to GEMDS.productservices@ge.com



- Retain Login Info When Using IE10
- Smart Metering Main Page Tutorial
- Smart Metering Warranty Status Tutorial
- Smart Metering RMA Status Tutorial
- Smart Metering Create RMA Tutorial
- Industrial Communications Main Page Tutorial
- Industrial Communications Warranty Status Tutorial
- Industrial Communications Create RMA Tutorial

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RMA Help Videos

By clicking “Help” on the menu bar you will have a several help video options to assist you with using eRMA.

For GE MDS products please choose “Industrial Communications” Videos

Customer Feedback

By clicking “Customer Feedback” on the menu bar an eRMA Survey/Feedback window will pop-up so that you can provide your candid feedback regarding eRMA.

We take your feedback seriously and will be using it to improve our services.

19

eRMA Survey

On a scale of 1 to 10, where 1= Very Unlikely, 10 = Very Likely.

Ease of finding the eRMA Portal?

1 2 3 4 5 6 7 8 9 10

Ease of using the eRMA Portal (Warranty Status, RMA Request, and RMA Status)?

1 2 3 4 5 6 7 8 9 10

Overall satisfaction with the eRMA portal?

1 2 3 4 5 6 7 8 9 10

How likely are you to recommend GE Digital Energy eRMA Portal to a friend or colleague?

1 2 3 4 5 6 7 8 9 10

Do you have any comments that you would like to share related to the eRMA Portal?

Maximum Allowed: 250 words. Currently Used: words.

Submit Close



Questions and Help

Questions and Help

If you need help using the eRMA tool, you can send an email to the following email address:

GEMDS.productservices@ge.com

OR

Call: +1-585-241-5540