



# Dahua RMA Reservation System Guide

60073 dahua 2021-02-13



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# Introduction



RMA Reservation System is designed to optimize the RMA demand process.

Now, customers can make RMA reservations and track RMA status online.

It aims to make after-sales service more efficient.



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 Notice



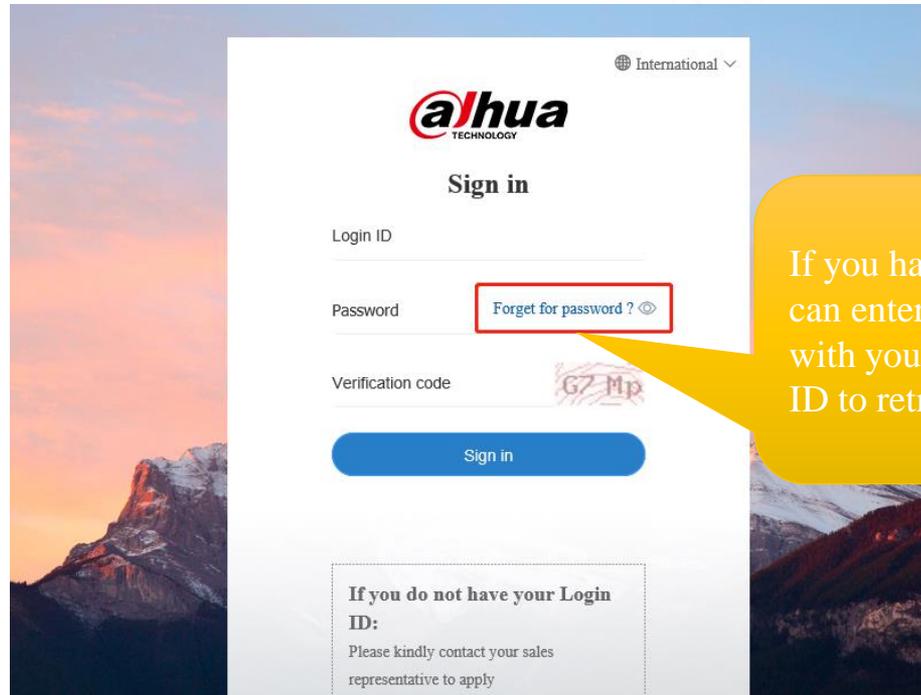
Support

# Introduction



## Step 1: Sign In

You can sign in with your Login ID and password, which can be acquired from your sales representative.

A screenshot of the a/hua sign-in page. The page features the a/hua logo at the top, followed by the text "Sign in". Below this are three input fields: "Login ID", "Password", and "Verification code". The "Password" field has a red box around it with a link that says "Forget for password ?". Below the input fields is a blue "Sign in" button. At the bottom, there is a section titled "If you do not have your Login ID:" with instructions to contact a sales representative.

International

**a/hua**  
TECHNOLOGY

**Sign in**

Login ID

Password [Forget for password ?](#)

Verification code 

**Sign in**

**If you do not have your Login ID:**  
Please kindly contact your sales representative to apply

If you have forgotten your password, you can enter the E-mail address associated with your RMA account and your Login ID to retrieve your password.

# Introduction



## Password Assistance:

If you have forgotten your password, you can enter the E-mail address associated with your RMA account and your Login ID to retrieve your password.

The screenshot shows a web form titled "Password assistance" on the Hua Technology website. The form is set against a background image of a mountain peak at sunset. At the top right of the form, there is a language selector set to "International". The form contains two input fields: "E-mail" and "Login ID". Below these fields are two buttons: a blue "Submit" button and a grey "Sign in" button. A dashed box at the bottom of the form contains the following text: "Enter the E-mail address associated with your RMA account and your Login ID then click Submit".

# Introduction

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## Step 2: Reset Password

To ensure the security of personal information, please change your password after signing in for the first time.

Old Password \*

New Password \*

Confirm New Password \*

Submit

# Introduction



## Website Introduction

You can find the overall process here.



[Website Introduction](#)

[My Account](#)

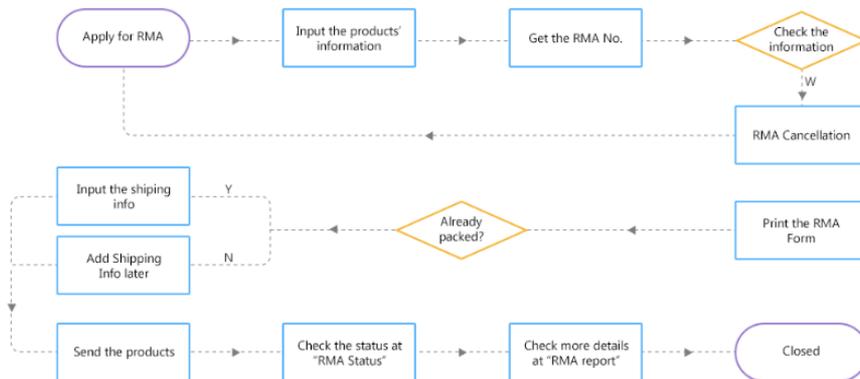
[My RMA](#)

[International](#)

## Dahua RMA Website Introduction

Dahua RMA System is designed for the customer to apply for RMA service online.

The system website: <https://www.dahuasecurity.com>, click "Support", "RMA" to enter the RMA System.



# Account Management



**Add New Address :** You can add new address or manage your address book here.

The screenshot shows the 'My Account' section of the website. On the left, there are two menu items: 'Manage Address' and 'Reset Password'. The main area contains a table with the following columns: Company, Contact Name, E-mail, Telephone, and Country. The table has one row of data. To the right of the table, there are three icons: a green checkmark, a red X, and a blue plus sign. A blue arrow points from the plus sign icon to a blue button labeled 'Add New Address'.

Company	Contact Name	E-mail	Telephone	Country
INTEGRAL ME REPRESENTATIVE	ASH FU	Integrator@M ADynal.com	(43-04)	Philippines

1. Add New Address

The screenshot shows the 'Customer Info' form. It contains several input fields for: Company, State, E-mail, Dahua Sales Representative, Country, Address, Contact Name (with radio buttons for Mr. and Ms.), Telephone, Ext., Fax, Postal Code, and City. At the bottom of the form, there is a blue button labeled 'Submit', which is highlighted with a red rectangular box.

2. Click "Submit" to save your address

# Account Management



**Manage Address :** You can manage all your address book here.



[Website Introduction](#)

[My Account](#)

[My RMA](#)

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## My Account

[Manage Address](#)

[Reset Password](#)

Company	Contact Name	E-mail	Telephone	Country	
XXXXX XXXXX XXXX XXXXXXXXXXXX	XXXX XXX	XXXXXXXXXXXX@ XXXXXX.com	XXXXXXXXXX	Philippines	  

Edit, Default, or Delete your address here

[Add New Address](#)

# RMA Reservation



**RMA Service Selection :** You can make RMA reservation here.

**Apply for RMA :** You will enter the following interface after selecting“Apply for RMA”, and you need to fill in the following information: 1. Customer Info ; 2. RMA return address ; 3. Products Info ; 4. RMA service center

The screenshot shows the 'My RMA' section of the Dahua website. The navigation bar includes 'Website Introduction', 'My Account', 'My RMA', and 'Inquire'. The 'My RMA' sidebar contains options: 'Apply for RMA' (highlighted with a red box), 'Print RMA Form', 'Add Shipping Info', 'RMA Status', 'Quotation To Be Confirmed', 'RMA Cancellation', and 'RMA Report'. The main content area shows a form for 'Customer Info' with a 'Company' field. A callout points to the 'Apply for RMA' button, stating 'Apply for RMA'. Another callout points to the 'Customer Info' section, stating '1. Input Customer Info : You can select your saved address here'. A third callout points to the 'Dahua will return repaired item(s) to' section, stating '2. Input Return Address Info : You can select YES if shipping address and return address are the same'. The form includes a radio button for 'Yes' and a selected radio button for 'No'.

# RMA Reservation



**Apply for RMA** : You can only select the problem type, and add in Remark if it cannot be found in options.

Once submitted, the RMA list cannot be modified.

## Products Info

No.	Product Model *	Part Number	Serial Number *	Problem Description (Opt list) *	Remark *	
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="-- Plea ^"/>	<input type="text"/>	Delete

3. Input Products Info

Download Template and upload for batch request

Download the template for batch request

Download: [Template.xls](#)

Upload

4. RMA service center

Please select your RMA service center

- No power
- Others
- Water leakage
- IR light problem
- Case broken
- Clock problem
- Mouse/Fan/Panel problem

If the defective problem cannot be found here, please select 'Others' and fill in 'Remark'

# RMA Reservation

## My RMA

 [Apply for RMA](#)

 [Print RMA Form](#)

 [Add Shipping Info](#)

 [RMA Status](#)

 [Quotation To Be Confirmed](#)

 [RMA Cancellation](#)

 [RMA Report](#)



Apply for  
RMA



Schedule a  
(DHL) Pickup



Print RMA  
Form



Tracking  
Record

### RMA Reservation Form(DHL Pick-Up)Shipment Detail

No..	Piece(ctns)	Weight(kgs)	L(cms)	Weight(kgs)	H(cms)	
						Add

Total(weight/kgs):

\*

Description Of  
Contents: \*

- VISUAL INTERCOM EQUIPMENT
- POWER SUPPLY

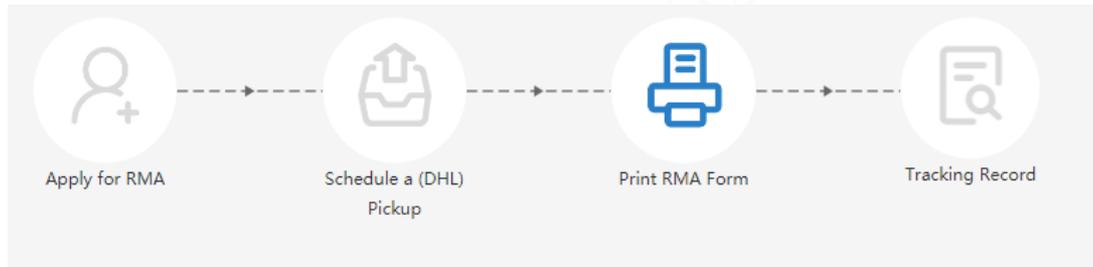
- DIGITAL VIDEO RECORDER
- HARD DISK

Submit

Submit after filling in the information above.

# RMA Reservation

**Print RMA Form :** After RMA reservation, please print your form. You can download the RMA list and enter the tracking number immediately or later. You will also receive an auto-reply e-mail with the RMA list attached after making RMA reservation successfully.



The flowchart illustrates the RMA reservation process in four steps: 1. Apply for RMA (person icon), 2. Schedule a (DHL) Pickup (DHL truck icon), 3. Print RMA Form (printer icon), and 4. Tracking Record (document with magnifying glass icon). Dashed arrows connect the steps from left to right.

Congratulations! Your RMA Request was successful.

RMA No. RMA\_CS2018120497432

- [RMA Form](#)
- [Shipping Label](#)

Print completed RMA form and attach to goods being returned.

[Next](#)

# RMA Reservation

**Tracking Record** : Please fill in the tracking number after delivery



RMA No.

Shipping method  Logistics  Door to door delivery

\* Shipping Carrier

\* Tracking No.

Please fill in shipping info now (if there is), or add at "Add Shipping Info" later.

Save

Close

# RMA Reservation

**Print RMA :** You can also choose to print it later at “Print RMA Form”.

## My RMA

 [Apply for RMA](#)

 [Print RMA Form](#)

 [Add Shipping Info](#)

 [RMA Status](#)

 [Quotation To Be Confirmed](#)

 [RMA Cancellation](#)

 [RMA Report](#)

### Print RMA Form

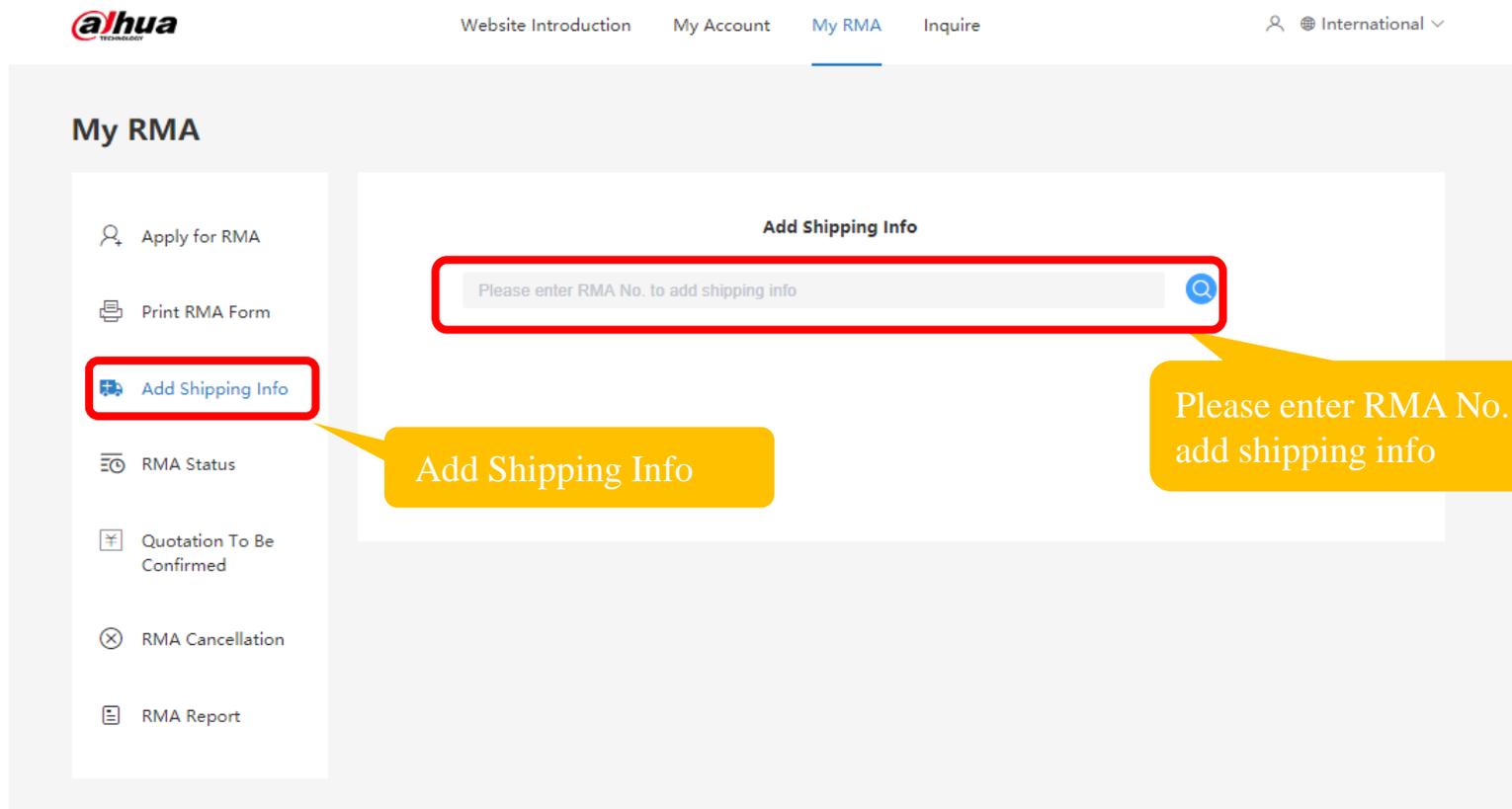
Please enter RMA No. to search for list

Print RMA form

Enter your RMA Number here for searching list

# RMA Reservation

**Ship RMA** : You can also choose to enter the tracking number later at “Add Shipping Info”.



The screenshot displays the 'My RMA' section of a website. On the left is a navigation menu with the following items: 'Apply for RMA', 'Print RMA Form', 'Add Shipping Info' (highlighted with a red box), 'RMA Status', 'Quotation To Be Confirmed', 'RMA Cancellation', and 'RMA Report'. The main content area is titled 'Add Shipping Info' and features a text input field with the placeholder text 'Please enter RMA No. to add shipping info'. A red box highlights this input field, and a yellow callout bubble points to it with the text 'Please enter RMA No. to add shipping info'. Another yellow callout bubble points to the 'Add Shipping Info' menu item with the text 'Add Shipping Info'. The top navigation bar includes 'Website Introduction', 'My Account', 'My RMA' (underlined), 'Inquire', and 'International' with a dropdown arrow.

# RMA Status Inquiry

**Track RMA :** You can track your RMA status at “RMA Status”.

**My RMA**

Website Introduction My Account **My RMA** Inquire International

**RMA Status**

You can check your RMA status by RMA number, serial number, or tracking number.

RMA No.:  SN:  Tracking No.:

Pickup Status:  Status:

RMA No.	Shipping method	Quantity	Service Center	Pickup Status	Status	Inquiry
RMA_PH2018042784148		39	Philippines Repair Center	In Process	Evaluation	<input type="button" value="🔍"/>
RMA_PH2018040479188		95	Philippines Repair Center	In Process	Evaluation	<input type="button" value="🔍"/>
RMA_HK2017101149209	Logistics	39	Hong Kong Repair Center	In Process	Evaluation	<input type="button" value="🔍"/>
RMA_HK2017081141759		66	Hong Kong Repair Center	In Process	Evaluation	<input type="button" value="🔍"/>
RMA_HK2017072430113		89	Hong Kong Repair Center	In Process	Evaluation	<input type="button" value="🔍"/>
RMA_CS2018120497432		1	Test Repair Center	Unsubmitted	Open	<input type="button" value="🔍"/>
RMA_HK2017050219912		0	Hong Kong Repair Center	-	Closed	<input type="button" value="🔍"/>

**Check RMA status**

**Click here to View**

# RMA Status Inquiry



You can check the RMA status by RMA number, serial number, or tracking number.

Website Introduction My Account My RMA Inquire International

**RMA Status**

RMA Number: RMA\_PH2018042784148

Shipping method

Tracking Number

Shipping Carrier

Customer Info

Company	BMEJ GENERAL MERCHANDISE	Contact Name	Mr MIKE TIU
Telephone	742-5961	Fax	
E-mail	Bestautomation.RMA@gmail.com	State	PHILIPPINES
Dahua Sales Representative	MIKE TIU	Postal Code	1100
Country	PHILIPPINES	RMA Applied	N CITY
Address	#262 Del Monte Avenue Quezon	RMA Center Received	

Global State

RMA Applied	0	RMA Center Received	0	Quotation	0
Repaired	0	Shipped Out	1	Closed	

Product Model Serial Number

OOW

Product Model Serial Number Promise Cycle Status Delivery Tracking Number

IW

**RMA Applied:**

RMA Reservation has been applied successfully.

**RMA Center Received:**

Service center received the device

**Quotation:**

Out of warranty, waiting confirmation from customer

**Repairing:**

Analyzing and repairing by RMA service center

**Repaired:**

Repaired and tested by RMA service center

**Shipped Out:**

Shipped by RMA service center

**Closed:**

The RMA process ends

# RMA Status Inquiry



Please rate our service based on the repair service you get.

## My RMA

Apply for RMA

Print RMA Form

Add Shipping Info

RMA Status

Quotation To Be Confirmed

RMA Cancellation

RMA Report

## RMA Status

RMA No.:  SN:  Tracking No.:

Pickup Status:  Status:

Request Time	RMA No.	Shipping method	Quantity	Service Center	Pickup Status:	Status
2018-04-27 16:28:04	RMA_PH201804278414 8		39	Philippines Repair Center	In Process	<a href="#">Evaluation</a>
2018-04-04 13:39:09	RMA_PH201804047918 8		95	Philippines Repair Center	In Process	<a href="#">Evaluation</a>

## Your Voice Is My Key Point

\* How satisfied are you with this RMA efficiency?:



\* How satisfied are you with this RMA quality ?:



\* How satisfied are you with the repair service people's attitude?:



What Can We Do For You?

Hope you are always happy to give five stars.

# RMA Status Inquiry

You can confirm the Quotation by filling in the OOW Quotation Unconfirmed List.

## My RMA

 [Apply for RMA](#)

 [Print RMA Form](#)

 [Add Shipping Info](#)

 [RMA Status](#)

 [Quotation To Be Confirmed](#)

 [RMA Cancellation](#)

 [RMA Report](#)

## OOW(out-of-warranty)Quotation List

Choose the status of the Quotation

Status: [Confirmed](#) [Unconfirmed](#)

No.	Request Time	RMA No.	Quantity	Status	Inquiry
1	2017-06-22 13:52:21	RMA_HK2017062025851	8	Confirmed	<a href="#">View</a>

[Home](#) [Prev](#) [1](#) [Next](#) [End](#)

To confirm the Quotation

Query details

# RMA Status Inquiry

You can cancel your RMA reservation before shipping out your device. Once cancelled, the RMA number cannot be found at “Print RMA” or “Ship RMA”.

### My RMA

- Apply for RMA
- Print RMA Form
- Add Shipping Info
- RMA Status
- Quotation To Be Confirmed
- RMA Cancellation**
- RMA Report

### RMA Cancellation

You can choose to cancel if the list need to be modified, or temporarily not repaired.

Note: Your RMA cannot be cancelled after adding shipping info.

If you have any problem with RMA, please feel free to contact our RMA Team or your sales representative.

Status: **All** Canceled Not canceled

RMA No.:  SN:

Login ID	Request Time	RMA No.	Quantity	RMA Service Center	<b>Inquiry</b>
APD0574	2018-12-04 19:35:42	RMA_CS2018120497432	1	Test Repair Center	Cancel
APD0574	2018-11-27 19:41:20	RMA_CS2018112797202	0	Test Repair Center	Canceled

1. You can search your RMA by RMA No. or SN.

2. If you select 'Yes'

Please confirm if you REALLY want to cancel?

Yes

No

RMA Cancellation

APD0574	2018-12-04 19:35:42	RMA_CS2018120497432	0	Test Repair Center	<b>Canceled</b>
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Back

# RMA Status Inquiry



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[International](#) ▾

## My RMA

-  [Apply for RMA](#)
-  [Print RMA Form](#)
-  [Add Shipping Info](#)
-  [RMA Status](#)
-  [Quotation To Be Confirmed](#)
-  [RMA Cancellation](#)

 [RMA Report](#)

### RMA Report

RMA No.

If you need more details, please feel free to contact your corresponding Technical Support Engineer or Sales.

[Submit](#)

Enter the RMA No. and you can get your RMA report

# Product Information Query

[Website Introduction](#)[My Account](#)[My RMA](#)[Inquire](#)[International](#)

## Inquire

[Inquire](#)

### Dahua product Information Query

Your purchase record is as follows

Model	Serial No.	Shipment Time	Distributor	Manufacture
XVR5216AN-4KL-16P	XVR5216AN-4KL-16P	2018-03-26 20:35:53	PTC INC, Cambridge, MA	Dahua

#### Instruction:

1. This system only applies for the information of Dahua brand products. You need to ENTER the serial No. of the whole unit or the information will not be found.
2. Customer can judge the expiration of warranty by the date of manufacture and guarantee period, if having queries, you can contact us according to the following information.
3. The system only supports querying the device information after June 2016.

You can query Dahua product information by entering the SN of the whole unit.

You can see the unit's specific information here.



「 让社会更安全 让生活更智能 」

ENABLING A SAFER SOCIETY AND SMARTER LIVING