

OWS

How to Create Returns for Processors



For Warranty Replacement requests you will Create Returns. There are two main types of returns: Return for Processor and Return for Board and Others.

Important Notes:

- Before creating a 'Return', check if you still have available entitlements.
- Please ensure that you check your products for Customer Induced Damages ("CID") before returning to Intel for warranty support. CID are not covered under Intel's warranty policy. For more information visit <http://www.intel.com/support>.
- These Return processes appear separately in the training, however, you may create return orders with any mix of products (multiple returns).

Steps for creating a Return:

1 From the Product Support section under the Create heading, click Returns.

2 Select how you want your items shipped:

- SWR (Standard Ship)
- AWR (Cross Ship)

3 Confirm the Shipping Address

Notes:

If you would like the Return shipped to a different address, click the Alternate Shipping Address button and enter the address.

intel Intel Business Portal Welcome, Tom TEST_B2B | Log Off

Product Support

Product Support Home

Welcome to the Online Channel Partner Technical Support tool. Select Returns (RMA Ticket for technical troubleshooting requests under the Create menu of the left navigation.

Membership Information

Company :	Hewlett Packard	Ent
Member ID :	301057740	Mon
Contact :	Tom TEST_B2B	AW
Address :	22 SJP road, Bangalore, KA, , IN.	SW
Phone :	9000000000	
Email :	test_b2b_New@hpc.com	

Create Returns

NOTE: Only one request type (SWR or AWR) and one shipping address may be entered for a single request. *Required

Request Type:** SWR (Standard Ship) AWR (Cross Ship) More Info

Tax/Customs Info:

Customer Reference Number:

Shipping Address:**

Shipping Address
1900 Prairie City Rd
Folsom,
CA, 95630-9501, US.

Alternate Shipping Address More Info

Address1:**
Address2:
Address3:
City:**
State/Province:**
Postal Code:**
Country: USA

If using an Alternate Shipping Address it **must** be in the same country as the address on file.

Product Selection

Product Type : 4 Processor Board & Others

If your processor is used in a dual- or multi-processor system, call Intel Customer Support. [More Info](#)

FPO Number :* 5

Enter the processor FPO number and click search. For FPO number identification, click [More Info](#)

Item Selected :

Item Description :

Failure Type :*

4 Choose Processor as the Product Type

5 Enter the FPO Number of the processor that needs to be returned and click Search

6 IF: the FPO entered was valid, a list of products appears. Select the product by clicking on the product link under the Product Name heading. This will populate the Item Description area on the Return.

Note:

Click the More Info link below this field for instructions on locating the FPO Number on the processor.

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Welcome, XP_EdGov_01 XP_EdGov_01 | Log Off

Product Support

Create Returns

Search

FPO Number :

Click a product for your return request.

Product Name	Item Description	Product Code	PBA Number	AA Number	TA Number	Stacking Number
INTEL® PENTIUM® PROCESSOR E2180 (1M CACHE, 2.00 GHZ, 800 MHZ FSB) LGA775'	INTEL® PENTIUM® PROCESSOR E2180 (1M CACHE, 2.00 GHZ, 800 MHZ FSB) LGA775'	BX80536NC1600EJ	BX80536NC1600EJ			BX80536NC1600EJ
INTEL® PENTIUM® PROCESSOR E2180 (1M CACHE, 2.00 GHZ, 800 MHZ FSB) LGA775'	INTEL® PENTIUM® PROCESSOR E2180 (1M CACHE, 2.00 GHZ, 800 MHZ FSB) LGA775'					BX80551KG2800HA

IF the FPO entered was NOT valid, you will receive one of two messages:

Create Returns

This product is not supported via web. If you have entered the correct product number, please call Intel Customer Support for further assistance. For contact information, click the Channel Support Phone Numbers link on the left side of the page.

Search

Part Number : Common format for AA, TA and PBA Numbers: XXXXXX-XXX or XXXXXX-XXX(X).

A An error message

B Or no records found message

Results

Product Name	Item Description
No records found.	

You MUST select the Cancel button to return to previous screen to continue the process.

Product Selection

Product Type : Processor Board & Others
 If your processor is used in a dual- or multi-processor system, call Intel Customer Support. [More Info](#)

FPO Number :*
 Enter the processor FPO number and click search. For FPO number identification, click [More Info](#)

Item Selected : BX80551KG2800HA
Item Description : CPU, 2.80 GHZ, ACTIVE, 2X2MB CACHE, 800 MHZ FSB, 6

Failure Type :* 7
Additional Information : [More Info](#)

Not working since purchase 8

Never Worked
 No Appropriate Failure Type
 Intermittent Function Failure
 Physical Damage
 Worked, Then Failed

Fan Part Information : *(Failure to provide fan part information may delay the processing of your RMA.)* [More Info](#)

Part Number 1 :

Part Number 2 :

Part Number 3 :

Fan Manufacturer :

Customer Part Number : **ATPO Number :** [More Info](#) 9

Click Add for each product you want to add to your product list for this return. 10

Review and verify your return and product list. Click Submit once all products have been added.

7 Select the appropriate Failure Type (if needed click the More Info link for details)

8 Enter the reason for return and any other Additional Information

9 Enter the Fan Part Information and ATPO Number. (*This information is required)

10 Click Add, to add this item to the Product List on your Return order

Notes:

- Each item (product) needs to be added using the Add button **BEFORE** you click Submit.
- The More Info link will give instructions on locating the ATPO and Fan Part Information.
- The **Customer Part Number** is an optional field that the customer can use for their own internal reference.

Customer Part Number : ATPO Number : [More Info](#)

[Add](#) [Update](#) [Clear](#)

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[Submit](#) [Cancel](#)

11

After clicking Add for all items (multiple Returns) on your Return order, click Submit.

Return Order Confirmation

THANK YOU! Your request has been successfully submitted. Your order number is 7500001555

You will receive an email confirmation.

Transaction Details:

Product List

Item	Item Description	Product Type	ATPO/Serial Number	Failure Type
BX80551KG2800HA	CPU, 2.80 GHZ, ACTIVE, 2X2MB CACHE, 800 MHZ FSB, 6	Processor	2L752395M0713	Intermittent Function Failure

[return to Product Support Home](#)

The Result:

- The Return Order Confirmation screen appears with the Order Number and the summary information.
- You will also receive an email notification.
- Please note Order Number for future reference.

For more detailed information, please utilize the resources listed below:

- The OWS Training
- OWS Job Aids
- Tool Demonstrations for an overview