

OWS

How to Create Returns for Motherboards & Other Products



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 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.

Product Support Links

- Product Support Home
- My Profile
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- Create**
 - Returns** (1)
 - Service Ticket
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 - Returns
 - Service Ticket

Membership Information

Company : Hewlett Packard
Member ID : 301057740
Contact : Tom TEST_B2B
Address : 22 SJP road,
Bangalore, KA, , IN.
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 (2)

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](#)

Part Number: 5
 Enter the AA Number, TA Number, PBA Number, Product Code or Stocking Number for the product and click Search. [More Info](#)
 Common format for AA, TA and PBA Numbers: XXXXXX-XXX or XXXXXX-XXX(X).

4 Choose Board & others as the Product Type

5 Enter the Part Number and click Search

6 IF: the Part Number entered was valid, a list of products appears. Select the product by clicking on the product link under the Product Name heading.

Note:

Click the More Info link for instructions on how to identify a Motherboard.

Create Returns

Search

Part Number : Common format for AA, TA and PBA Numbers: XXXXXX-XXX

Click a product for your return request.

Results

Product Name	Item Description	Product Code	PBA Number	AA Nu
BOXED DESKTOP BOARD D845GVFN LAN 6	C72418-107 BD,MB,D865GVHZ	D865GVHZ		C7241

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

Create Returns

A 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](#)

Part Number :
 Enter the AA Number, TA Number, PBA Number, or PBA Number and click Search. [More Info](#)
 Common format for AA, TA and PBA Number is AA-TA-PBA

Item Selected : C72418-107
Item Description : C72418-107 BD,MB,D865GVHZ

Failure Type :* 7
 Never Worked
 No Appropriate Failure Type
 Intermittent Function Failure
 Physical Damage
 Worked, Then Failed

Customer Part Number :
Serial Number : 8

Click Add for each product you want to add to your product list for this Return. **9**

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

7 Select the appropriate Failure Type

8 Enter the Serial Number (use the More Info for instructions on how to identify the Serial Number)

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

Note:
 Before submitting the Return you may Edit the details by clicking on the Edit icon, select Update, before Submit.

Product List						
Item	Item Description	Product Type	ATPO/Serial Number	Failure Type	Edit	Delete
C72418-107	C72418-107 BD,MB,D865GVHZ	Board & Others	000000xxxxxx269VSPP	Intermittent Function Failure	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

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

Notes:

Each item (product) needs to be added using the Add button **BEFORE** you click Submit.

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.

Return Order Confirmation

THANK YOU! Your request has been successfully submitted. Your order number is **7500002624**

You will receive an email confirmation.

Transaction Details:

Product List				
Item	Item Description	Product Type	ATPO/Serial Number	Failure Type
*Motherboard Test-Varun	D95688-152 SERIAL ATA,PCI,8CH,WILLAPA BAY	Board & Others	000000XXXXXX269VSPP	Intermittent Function Failure

[return to Product Support Home](#)

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

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