

OWS

How to Create Multiple Product Return



You may create return orders with any mix of products.

Steps for Creating Multiple Product Returns:

1 Select the Product Type for a new item and enter Part Number for Board & Others (FPO for Processor) and click Search

2 Select the product by clicking on the product link under the Product Name heading

Notes:

- Serial Number is mandatory for Boards ONLY and NOT required for other products.
- The Customer Part Number is an optional field that the customer can use for their own internal reference.

3 Select Failure Type

4 Enter Serial Number

5 Click Add

An Item has been added to the Product List AND BEFORE clicking the Submit button:

Product List

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

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, 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).

Item Selected :
Item Description :
Failure Type :*

Customer Part Number : Serial Number :

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

Review and verify your return and product list. Click Submit once all products have been added.
[Submit](#) [Cancel](#)

Create Returns

Search

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

Click [Add](#) for your return request.

Results

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

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, 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).

Item Selected : C72418-107
Item Description : C72418-107 BD,MB,D865GVHZ
Failure Type :*

Customer Part Number : Serial Number :

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

Review and verify your return and product list. Click Submit once all products have been added.
[Submit](#) [Cancel](#)

Results:

- Two items appear on the Product List
- Continue to add items by repeating the steps in Processor and Motherboard and Other Returns

Product List						
Item	Item Description	Product Type	ATPO/Serial Number	Failure Type	Edit	Delete
BX80551KG2800HA	CPU, 2.80 GHZ, ACTIVE, 2X2MB CACHE, 800 MHZ FSB, 6	Processor	2L752395M0713	Intermittent Function Failure		
C72418-107	C72418-107 BD,MB,D865GVHZ	Board & Others	000000xxxxxx269VSPP	Physical Damage		

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, 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).

Item Selected :

Item Description :

Failure Type :* :

Customer Part Number : **Serial Number :**

[More Info](#)

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

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

6

When finished adding products click Submit to process Return

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](#)

The Result:

- The Return Order Confirmation screen appears displaying multiple products with the Order Number and the summary information included.
- 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