



Submitting an RMA Request (via Android Device)

OVERVIEW

These steps assume the user is familiar with the desktop version and will list the steps relevant to a mobile device.

Disclosure: This is not a mobile version, it is a desktop version accessible on a mobile device. It is recommended to zoom in where needed. We tested Android and iPhone devices and were successful with both.

PROCESS:

1. Go to this link: store.bpi.build and click on the RMA Request Icon.
2. Please save this to your phone's home screen to create an App Icon for one-click access next time.

Android Icon:



3. After your icon is saved: Click on the BPI Return Material Authorization (RMA) Request Form.
4. Enter Contact Information and the four required fields of the Invoice Information.

With these four fields filled in, Either click "Return" on your phone's keyboard, or click into any blank field, such as the "Return PO Number" field on the RMA form.

The reason: This form will auto-populate the returnable items for this invoice. Since our phones do not have a "Tab" button like a computer, you can click into another field and that will initiate the form to auto-populate the data from the invoice.

5. Return PO Number field, is an optional field for the user to enter anything they'd like to appear on the credit memo.
6. Take a photo of the material being returned with your phone and save to your photo library. Upload to your RMA Request.
7. Review your entries for accuracy then Click Submit.

NOTE: If you have any troubles, see the steps below for how it works best for an Android.

QUESTIONS?

If you have any questions regarding this process, please contact your Sales Representative, or our Credit Specialist at (605)336-3460.

Mobile Version Screen Image Example

The screenshot shows a mobile browser interface. At the top, the status bar displays the time 3:26, signal strength, 5G connectivity, and battery level. The address bar shows the URL bpinc.myworldviewltd.com. The main content area features the BPI logo and contact information: 805.886.3495, 405 1ST AVE NE, WATERTOWN, SD 57201. To the right, the BPI RETURN POLICY is listed with several bullet points. Below this is the 'Return Material Authorization (RMA) Request' section, which includes a warning that the form will time out after 5 minutes of inactivity. The form itself is divided into several sections: 'Contact Information' (Name, Email, Phone Number), 'Invoice Information' (Invoice ID, Shipment Number, Account ID, Ship-To Sequence), 'Customer Information from Invoice' (Customer Name, Invoice Date, Customer PO Number, Return PO Number), 'Invoice Line Detail' (Customer Entry, Item Code, Return Qty, Reason Code, Orig Qty, Notes), and an 'Attach All Supporting Documentation' section with an 'Upload' button. At the bottom of the form is a 'Submit' button. Below the form, there is a disclaimer: 'By submitting this form, you agree to Building Product Inc's return policy.' followed by 'Terms & Conditions:' and a list of four conditions. The bottom of the screen shows a mobile navigation bar with back, forward, and other navigation icons.

BPI
805.886.3495
405 1ST AVE NE
WATERTOWN, SD 57201

BPI RETURN POLICY
- All requests for material return must be made within 60 days of the invoice date
- A 25% restock fee will be applied to all material returned
- BPI will not take returns on material that is a special order
- Returned product must be in saleable condition, which includes proper packaging to ensure damage-free transportation
- All returns must have the proper information which includes: Original invoice number, reason for return, pictures of product or inspection by BPI employee
- A copy of the RMA generated by BPI must be attached to the items being returned
- Credit requests with a total amount less than \$100.00 will not be processed, please contact your sales representative with any questions

Return Material Authorization (RMA) Request
This RMA Request form will time out after 5 minutes of inactivity and will need to be reinitiated.

Contact Information
Name *
Email *
Phone Number *

Invoice Information
Invoice ID *
Shipment Number *
Account ID *
Ship-To Sequence *

Customer Information from Invoice
Customer Name
Invoice Date
Customer PO Number
Return PO Number

Invoice Line Detail
Customer Entry
Item Code *
Return Qty
Reason Code
Orig Qty
Notes

Attach All Supporting Documentation - all file types accepted - Required
Upload

Submit

By submitting this form, you agree to Building Product Inc's return policy.
Terms & Conditions:
1) BPI reserves the right to ask for additional information needed to assist in processing this return request.
2) BPI reserves the right to reject the return upon receipt and review of the product.
3) BPI reserves the right to charge a redelivery fee if we have to return the product.
4) BPI reserves the right to charge a no show fee if the product is not ready for pickup as described.

ANDROID:

1. ATTACHING A PHOTO:

For most Androids, you can only use existing photos that were taken and saved in Files.

a. To upload from "Files"

Click Upload, Choose Photo Library, and click on your photo. The picture will then attach itself to the RMA Request. Repeat if you have additional images to attach.

b. Take Live Photo- This does NOT work for Android.

You can take a photo, but it will not attach to the form.

Instead, please take the photo first, and save it the Files, then upload from files.

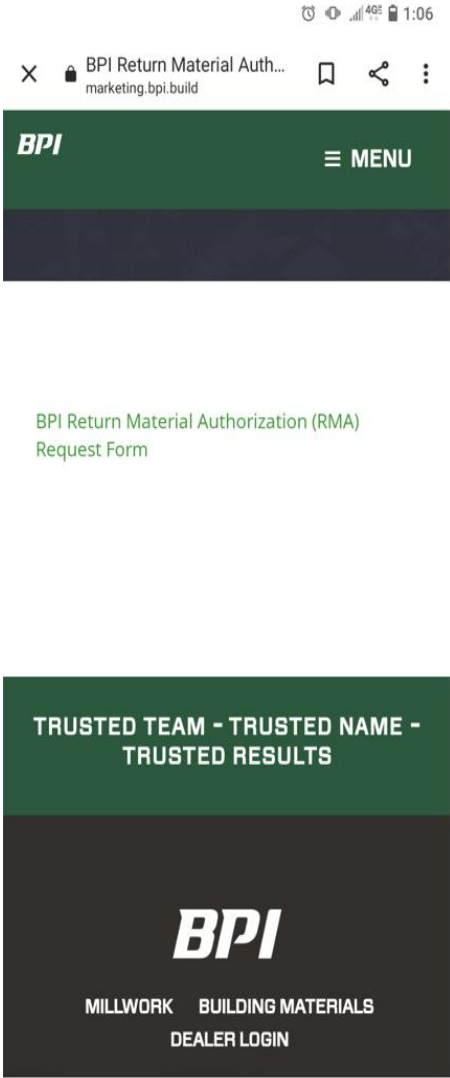
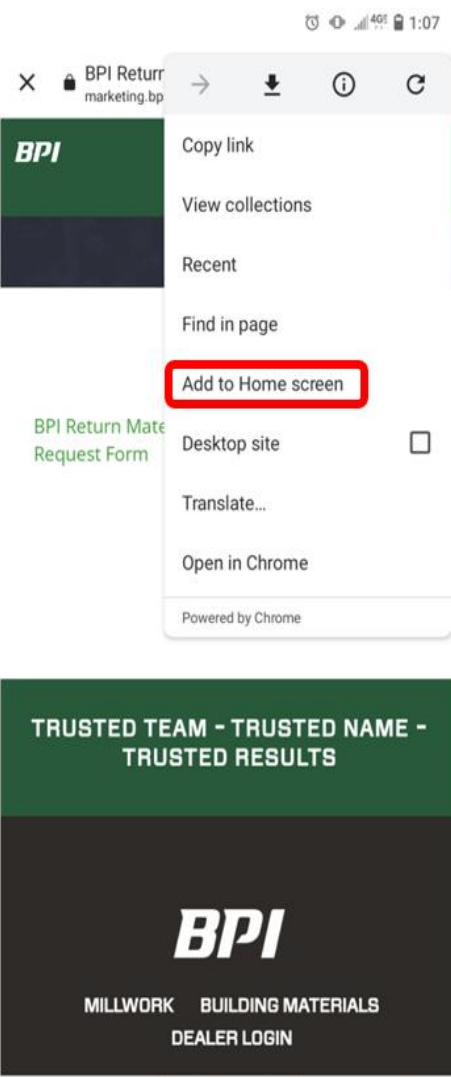
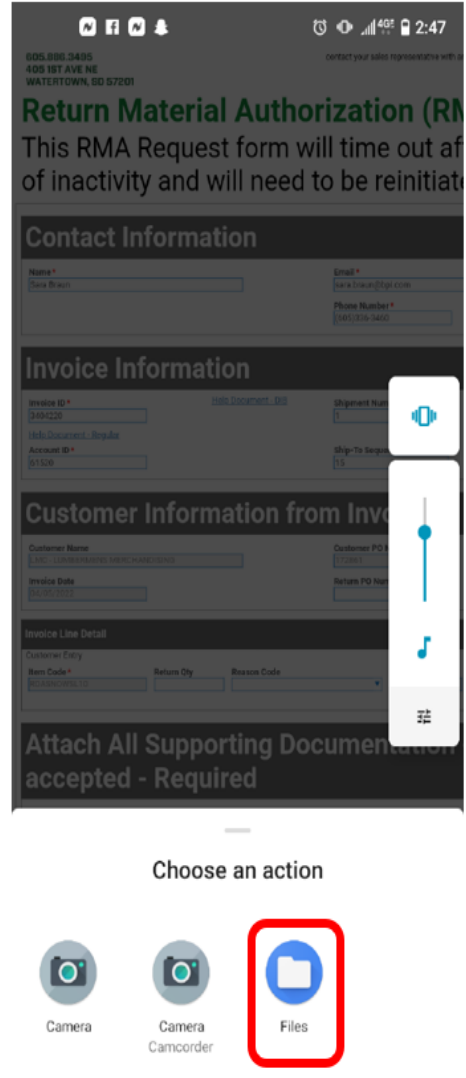
2. STARTING A NEW RETURN

When entering back-to-back RMA Requests with an Android:

IMPORTANT: For most Androids, after successfully submitting your first RMA Request, we found it best to **click the back button twice**, which should put you back to the main screen where you can enter another RMA Request. Otherwise, we experienced an error when trying to attach or submit new forms after the first one.

Android Screen Image Examples (Page 1)

Note: You may want to zoom into these images to see them better.

Link for submitting RMA Requests Click on the link	Add Link to Home Screen To create an Icon on home screen	Add Photo from Photo Library/Files To attach to the RMA Request
		

Android Screen Image Examples-(Page 2)

Note: You may want to zoom into these images to see them better.

Completed RMA Request Just prior to Clicking "Submit"

Return Material Authorization (RMA) Request

This RMA Request form will time out after 5 minutes of inactivity and will need to be reinitiated.

Contact Information

Name * Email *
Phone Number *

Invoice Information

Invoice ID * [Link Document - PDF](#) Shipment Number *
Help Document - Register
Account ID * Ship-To Sequence *

Customer Information from Invoice

Customer Name Customer PO Number
Invoice Date Return PO Number

Invoice Line Detail

Customer Entry [Link to 20% Restock Fee](#)
Item Code * Return Qty Reason Code Orig Qty Notes

Credit requests for product returns with a total amount of less than \$100.00 will be processed, please contact your sales representative with any questions

Attach All Supporting Documentation - all file types accepted - Required

* [Remove](#)

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The form is being submitted to BPI. Message: "The form is being saved".

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Contact Information

Name * Email *
Phone Number *

Invoice Information

Invoice ID * [Link Document - PDF](#) Shipment Number *
Help Document - Register
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Customer Information from Invoice

Customer Name Customer PO Number
Invoice Date Return PO Number

Invoice Line Detail

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RMA submission received by BPI Message: "Nothing to Display"

Nothing to display