



Submitting an RMA Request (via iPhone 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.

iPhone 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 iPhone.

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 web 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 on the left and the 'BPI RETURN POLICY' on the right. The policy text includes details about return timelines, restock fees, and conditions for returns. Below the policy is a 'Return Material Authorization (RMA) Request' section with 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, Customer PO Number, Invoice Date, 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. A 'Submit' button is located at the bottom of the form. Below the form, there is a 'Terms & Conditions' section stating that by submitting the form, the user agrees to BPI's return policy, followed by four numbered terms.

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 * [Help Document - DIB](#) Shipment Number *
[Help Document - Regular](#)
Account ID * Ship-To Sequence *

Customer Information from Invoice

Customer Name Customer PO Number
Invoice Date Return PO Number

Invoice Line Detail [Add](#)

Customer Entry

Item Code *	Return Qty	Reason Code	Orig Qty	Notes
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Remove](#)

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.

IPHONE:

8. **ATTACHING A PHOTO:**

For most iPhone's, you can upload a saved picture, or take a live picture and upload that.

a. To upload from "Photo Library"

Click Upload, Choose Photo Library, click on your photo, then in the lower right corner of the picture, you will click "Choose". The picture will then attach itself to the RMA Request.

b. Take Live Photo (iPhone only)

Click Upload, choose 'Take Photo or Video', snap the picture, then click either 'Use Photo' or 'Retake'. Once you choose 'Use Photo', the picture will attach itself to the RMA Request.

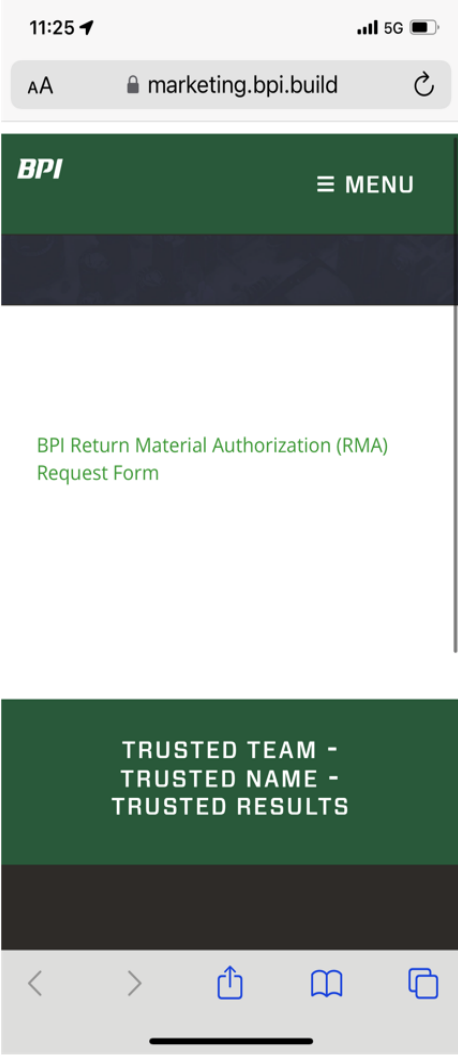
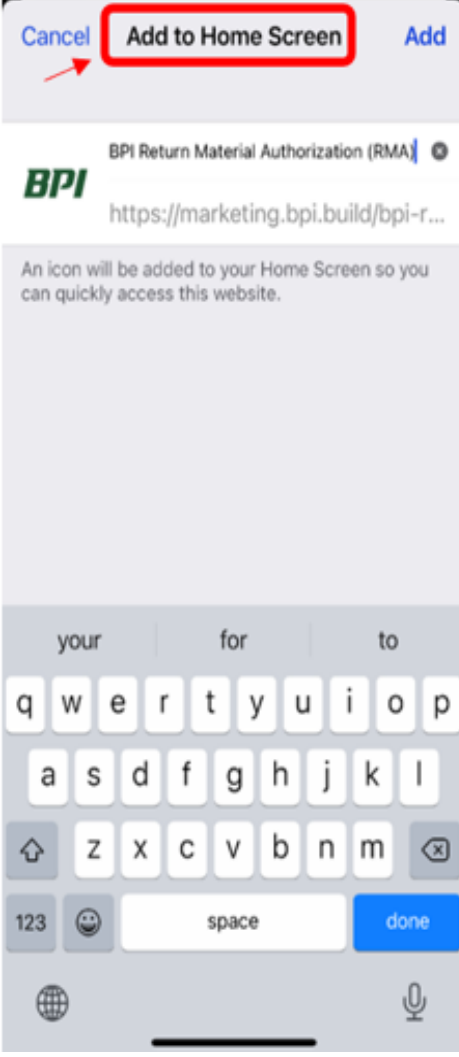
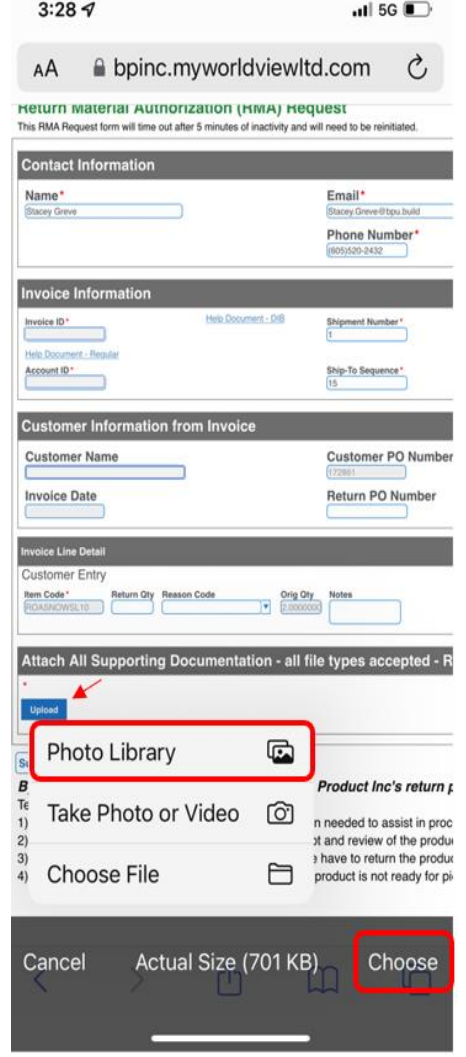
9. **STARTING A NEW RETURN:**

For most iPhones, you can re-click on your saved icon and enter a new return.

If you run into an error at any time, just close out and restart the entry. We rarely ran into errors with our iPhone testing.

iPhone 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 To attach to the RMA Request
		

iPhone 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"

12:24 Outlook
bpinc.myworldviewltd.com

BPI BPI RETURN POLICY

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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* Stacy Greve
Email* Stacy.Greve@bpiu.build
Phone Number* 805/620-2432

Sales Order Information

Invoice ID* 1047982
Help Document - Regular
Account ID* 1047982

Customer Information from Sales Order

Customer Name* Stacy Greve
Customer PO Number* 1047982
Invoice Date* 10/18/2022
Return PO Number* 1047982

Attach All Supporting Documentation - all file types accepted

image.jpg Remove
Upload

Submit

By submitting this form, you agree to Building Product Inc's return policy.
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The form is being submitted to BPI. Message: "The form is being saved".

3:28 Outlook
bpinc.myworldviewltd.com

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* Stacy Greve
Email* Stacy.Greve@bpiu.build
Phone Number* 805/620-2432

Invoice Information

Invoice ID* 1047982
Help Document - Regular
Account ID* 1047982

Customer Information from Sales Order

Customer Name* Stacy Greve
Customer PO Number* 1047982
Invoice Date* 10/18/2022
Return PO Number* 1047982

Attach All Supporting Documentation - all file types accepted

F63BCBF6-68C0-4529-A89F-08DEC8A6D307.png Remove
Upload

Submit

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

12:24 Outlook
bpinc.myworldviewltd.com

Nothing to Display