# How to Submit an RMA Request (Overview)

## PURPOSE

To provide a brief overview of how to enter an RMA Request.

**Helpful Hint**: We recommend having your *invoice information and pictures ready* prior to starting your return. Once in the form, it'd advised to use the *Tab key* on your keyboard to move between the fields.

- Enter Your Contact Information:
  Email notifications of the RMA Request being received by BPI, and the RMA Document will be sent to this email address.

- Enter Invoice Information.
  - Invoice ID
  - Shipment #
  - Account ID
  - Ship-to Sequence

  These four fields are required. When they are complete the system will auto-fill in the invoice data. This information can be found on the upper right corner of the invoice or delivery ticket.

- Invoice Information
  These three fields will auto populate from Step 4 and 5. You cannot enter information here.

- Return PO Number field (optional field)
  Any information you enter here will be added to the credit memo for this RMA.

- Invoice Line Detail
  Items and quantities eligible for return will auto-populate here from Step 4 and 5.
  Enter the Return Qty, Reason Code, and Notes.

- BPI requires pictures for returns.
  Click "Upload" to attach your picture(s) or document(s).

- Click 'Submit' when you are ready.
  Once it's submitted, the screen will turn grey with a message of "Nothing to display".
  You will get an email notification that BPI has received your RMA Request. You can close out, or re-click the link listed above to start a new return.

**Next Steps:**

1) BPI will review your RMA Request.

2) If your request is accepted, you will be emailed your RMA Number and Document. This detailed RMA document must be attached to product being sent back to BPI.

3) When BPI has received your product in our warehouse and it's accepted, you will be issued a Credit Memo.

**Questions?**
**If you have any questions regarding this process, please contact your Sales Representative.**