OVERVIEW
If you run into any troubles submitting an RMA Request, we likely have a solution for you.

TROUBLESHOOTING:
1. **If no data auto-populates:**
   a. Verify the accuracy of these four required fields from the upper right corner of the invoice:
      Invoice ID
      Shipment Number
      Account ID
      Ship-To Sequence
      Then click into the "Return PO Number" field, which will also initiate the auto-populate feature.

   b. If you continue to not have data auto-populate in the Invoice Line Detail section, double check that the items are not Special-Order items. BPI does not accept returns on Special-Order items.

   c. If the items are not Special-Order, and you continue to have troubles, please reach out to your customer service representative.

2. **If you receive an error at any time:**
   a. Or try closing the browser page and reopening a new browser to start with a fresh link.

DESKTOP COMPUTER:
3. **ATTACHING A PHOTO**
   a. Save image to a folder, or on the desktop. You can also print an image to PDF and save that.
   b. Click "Upload". This will open up a box where you can go find your file.
   c. Double click on the document. It may take a moment for the file to upload, depending on the size of the file.
   d. If you have an additional document to submit, click upload again, and repeat this process until you have attached all relevant documents.
   e. You can also try dragging and dropping your picture to the Upload button. That works on some computers.
4. **STARTING A NEW RETURN**
   a. Re-Click on your saved link, or go back to store.bpi.build and click on RMA Request

IPHONE:
5. **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.

6. **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.

7. **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.

8. **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.

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