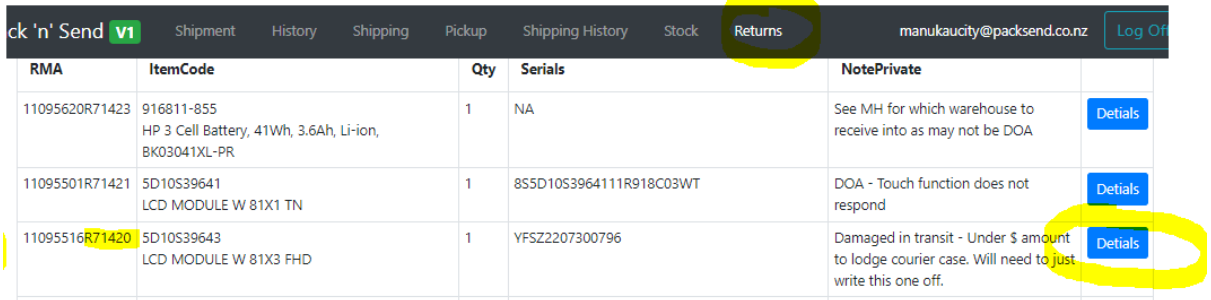


P&S Portal Usage Manual

Returns

The steps to complete a return are as follows:

1. Open P&S Portal, login and go to Returns tab.
2. Identify the return to be processed. Easier to just use the numbers after the R, so 11095564**R71420** is just **R71420**.
3. Find the return in the main Returns view and click **Details**.



RMA	ItemCode	Qty	Serials	NotePrivate	
11095620R71423	916811-855 HP 3 Cell Battery, 41Wh, 3.6Ah, Li-ion, BK03041XL-PR	1	NA	See MH for which warehouse to receive into as may not be DOA	Details
11095501R71421	SD10S39641 LCD MODULE W 81X1 TN	1	8S5D10S3964111R918C03WT	DOA - Touch function does not respond	Details
11095516 R71420	SD10S39643 LCD MODULE W 81X3 FHD	1	YFSZ2207300796	Damaged in transit - Under \$ amount to lodge courier case. Will need to just write this one off.	Details

4. Within the details view, the top area is the data EMPR has captured, P/N, Serial if capture (a dot is shown when no S/N captured) and expected condition.

RMA: 11095516R71420

Part: **SD10S39643** (LCD MODULE W 81X3 FHD)

Return Qty: **1**

Serials: **YFSZ2207300796**

Note: **Damaged in transit - Under \$ amount to lodge courier case. Will need to just write this one off.**

5. Check the three items we require, P/N match, S/N match (if we scanned), and any physical damage.

RMA: 11095516R71420

Part: **5D10S39643** (LCD MODULE W 81X3 FHD)

Return Qty: **1**

Serials: **YFSZ2207300796**

Note: **Damaged in transit - Under \$ amount to lodge courier case. Will need to just write this one off.**

Does the part number match?

Yes

No

If no, what is it?

Does the serial number match, if there is one in our system?

Yes

No

If no, list the serial numbers found on the parts

Is there any physical damage to the part?

Yes

No

If yes, short description of damage

[Save](#)

6. Click **Save**