

## ONLINE RETURNS

You have to log onto the Ingram Micro Imonline to do online returns (You also have to have the returns privileges)

1. To do an online return you have to search for the invoice that the item was delivered on.
  - a. Click on My Account>Account statements or
  - b. Click on Invoice list/Account statements in Quick Links

The screenshot displays the Ingram Micro Imonline interface. At the top, the user is logged in as Jayne van den Berg (IM Account #: 144536). The navigation bar includes 'My Account', which is highlighted with a red box. Below the navigation bar is a search bar and a 'Quick Links' section. The 'Quick Links' section contains several buttons, with 'Invoice list/Account statement' highlighted by a red box. A red arrow points from this box to the 'Account Statements' link in the left-hand navigation menu, which is also highlighted with a red box. The main content area shows sections for My Profile, Baskets, Order List, and Quotes. A sidebar on the right contains promotional banners for 'IM ACTION' and 'Website User Guides'.

2. Search for the invoice using the multiple search options
  - a. Once you've found the invoice click on the invoice number to get into the invoice detail.

Home > My Account > Account Statements

My Account

**My Profile**

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**User Administration**

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**Baskets**

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**Quotes**

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**Order List**

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**Account Statements**

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**Returns Management**

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**Saved Searches**

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**Saved Events**

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**Favourite Products**

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**Recent Viewing History**

[View All](#)

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**Compare**

Select up to 4 products/services

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**MSI GTX 670**

Account Statements

Showing statements for payer STAFF ACCOUNT, Ingram Micro Staff account

**Document Type**

Invoice

Credit Memo

Debit Memo

And

**Search By**

Invoice Number ▼

For:

Partial Match Supported i

And

**Date**

From:

To:

[Search Account Statements Archive](#) i

Your search found 1 result(s)

[Export](#)

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Due Date	Invoice Date	Invoice Number	Customer PO	Value	Status	Document Type
31/05/2013	31/05/2013	0094633950	P.Vaega-30.05.13	\$ 190.15	Paid	Invoice

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[Export](#)

# INVOICE DETAIL

Invoice Details 0094633950 Status: C

Invoice Date 31/05/2013	Order Date 30/05/2013	Retailer P.O. P.Vaega-30.05.13	<a href="#">Return Items</a>
IM Order Number 26608963	End Customer P.O.		

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<b>Billing Address</b> Attn: STAFF ACCOUNT Ingram Micro Staff account Address: APOLLO DR C/- INGRAM MICRO (NZ) LTD City: AUCKLAND Postal Code: 0632	<b>Shipping Address</b> Attn: STAFF ACCOUNT Ingram Micro Staff account Address: APOLLO DR C/- INGRAM MICRO (NZ) LTD City: AUCKLAND Postal Code: 0632	<b>Payment Type</b> COD
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**Details:**

#	Item Description	Unit Price	Invoice Qty	Line Price
1	Slate 7 Wifi 8GB Silver VPN EDH92AA SKU 2407741 END-USER: SHIPS FROM: NZ01 <a href="#">Hide Serial Numbers for this Line</a> Serial Number(s): 6CY3180053	\$ 165.35	1	\$ 165.35

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Shipping:	\$ 0.00
Total Fees:	\$ 0.00
Online Order Discount:	\$ 0.00
Order Subtotal:	\$ 165.35
GST:	\$ 24.80
<b>Total:</b>	<b>\$ 190.15</b>
Currency:	NZD

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[Return to Account Statements](#) [Print](#) | [Request PDF](#)

3. Click on return items [Return Items](#) (top right hand side of the invoice detail)
  - a. Select the item + enter Qty + tick on the correct serial number. At reseller return number enter your ref number (freight no if you have it) Select a reason for return, drop down and select. Enter as much detail as possible. Click on continue. Make sure you understand the policies. Tick that you read the policies. Click on Continue. Check the detail and edit or SUBMIT. In additional comments: Enter your Name + contact number and email address. Preview and submit. If rejected make a note of your ref number and contact Ingram Micro "click on contact us" If approved return the goods to Ingram Mico

Return Items from Invoice 0094633950

Please complete the information below to get started:

\* Required

\* Reseller Return Number:

\* Reason for Return:

Invoice Date 31/05/2013    Order Date 30/05/2013    IM Order Number 26608963    Reseller P.O. P.Vaega-30.05.13    End Customer P.O.

#	Description	Invoice Qty	* Return Qty	* Serial Numbers	Vendor RMA	Additional Comments
1	Slate 7 Wifi 8GB Silver <input checked="" type="checkbox"/> SKU #2407741 VPN #E0H92AA	1	1	<input checked="" type="checkbox"/> 6CY3180053		ENTER YOUR CONTACT NAME AND NUMBER + EMAIL ADDRESS

Cancel

Return Application

INGRAM MICRO TERMS AND CONDITIONS FOR RETURNS

Product Warranty and Return Procedures

There is a standard Return Policy for returning product back to Ingram Micro. Depending on the type of return you need to make (faulty or non-faulty) an RA (Return Authorisation) request needs to be made to our Returns Department. You can do this either by fax or using the Ingram Micro on-line RA request form.

First you need to determine the type of request you wish to make:

Non-Faulty: Product within 14 days of invoice date and not required  
Please see [\(1\) Non Faulty Policy](#) for more details

Faulty: Product that is faulty  
Please see [\(2\) Faulty Policy](#) for more details, then  
Please see [\(3\) Manufacturer Warranty for the Warranty Process for each Vendor. IE. First Point of Contact](#)

If your product is returnable to Ingram Micro then you need to request an RA number from our Returns Department. You can either complete [\(4\) Online RA Request Form](#): Complete all the details online and submit. Your request will be emailed straight to our Returns

I have read and accepted Ingram Micro's Terms & Conditions of Return

**Preview Application**

**Reason for Return**  
Open-Box Return

**Return Date**      **Invoice Number**  
02/06/2013      0094633950

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**Return Items**

#	SKU	VPN	Item Description	Qty	Value
000010	2407741	E0H02AA	Slate 7 Wifi 8GB Silver	1	165.35
Serial Numbers(s): 6CY3180053					
Vendor RMA Number:					
Additional Information: ENTER YOUR CONTACT NAME AND NUMBER + EMAIL ADDRESS					

[Edit](#) [Submit](#)

[Back to Returns Management](#)

If Rejected - as per below please contact our team via email: [rma@ingrammicro.co.nz](mailto:rma@ingrammicro.co.nz) please provide your contact details and include the web reference ID number.

**Application Rejected**

Unfortunately, your application is not compliant with our terms and conditions. See the vendor policies? details below for more information.

Please [Contact Us](#) , for further information about returning items. You can also find more information on the [Returns](#) page of this site.

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**See the details of your application below**

**Reason for Return**  
Open-Box Return

**Return Date**      **Web Reference ID**      **Invoice Number**  
02/06/2013      EVG13621NOP7      0094633950

**Return Items**

#	SKU	VPN	Item Description	Qty	Value
000010	2407741	E0H02AA	Slate 7 Wifi 8GB Silver	1	165.35
Serial Numbers(s): 6CY3180053					
Vendor RMA Number:					
Additional Information: ENTER YOUR CONTACT NAME AND NUMBER + EMAIL ADDRESS					
Reason for Rejection: Failed Compliance Check					
Return Policy Details Failed Compliance Check					

[Back to Returns Management](#)      [Print Page](#)


If Accepted please follow onscreen steps 1 + 2

 [Print Page](#)

## Application Accepted

Your Application is compliant with our terms and conditions. These Items will be evaluated and processed. Once the application is processed, the items will be credited to your Ingram Micro Account

### Your Next Steps:

- 1** Print a copy of this confirmation:  [Print Page](#)
- 2** Prepare your items for Ingram Micro pickup

Please bring your return items to an Ingram Micro location

### See the details of your application below

<b>RMA Number</b> 60751064	<b>Reason for Return</b> Within Return Policy	
<b>Return Date</b> 04/06/2013	<b>Invoice Number</b> 0094627797	<b>Web Reference ID</b> EVG13643FT3R

### Return Items

#	SKU	VPN	Item Description	Qty	Value
000010	2065379	F8W138QEC01	iPhone 5 Grip Candy Sheer, Blacktop/Glow	1	16.45

Serial Numbers(s):