



Global Order Management Customer Handoff for TAC & HTOM

Global Order Management - Change Management & Training
March 2020 Rev 0

Table of Contents

- 1 Summary
- 2 Customer Handoff Process in PRR
- 3 Customer Email Notifications

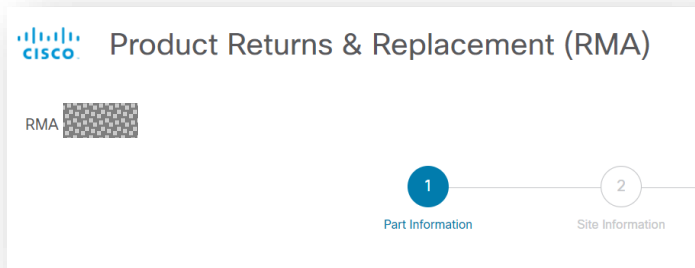
Customer Handoff Summary

- Engineers are recommended to use the customer handoff feature in the Product Returns and Replacement (PRR) Tool where at all possible
- This feature allows the customer to complete the RMA
- There are several emails that are automatically generated to give the customer situational awareness of the handed-off RMA
- There are scenarios where the customer handoff is not an option;
 - Entitlement Failures
 - Order is initiated as Non-Contract

Customer Handoff Process in PRR

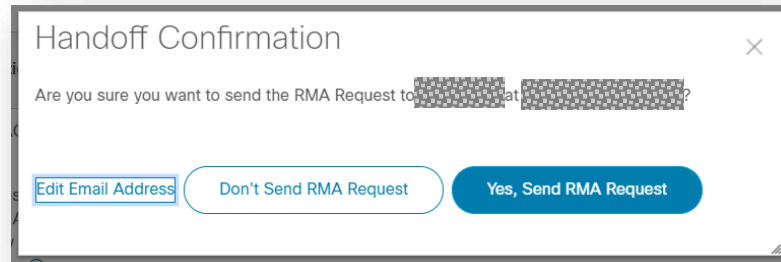
Engineer logs into PRR, and creates RMA

1



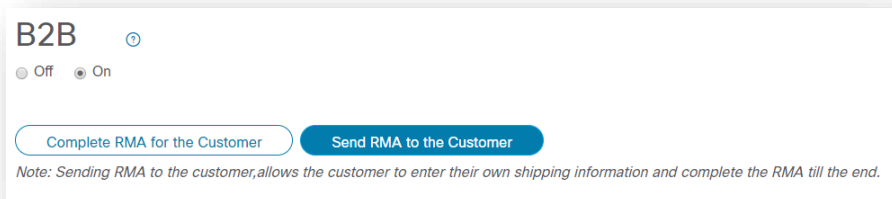
A Handoff Confirmation will appear, select “Yes, Send RMA Request”

3



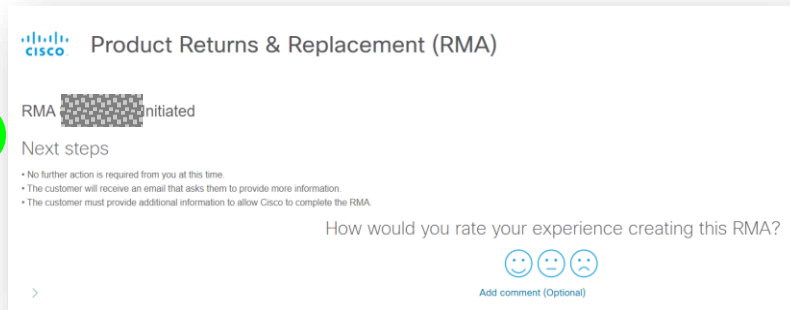
At the bottom of the Part Information tab in PRR, the Engineer can select “Send RMA to the Customer” option

2



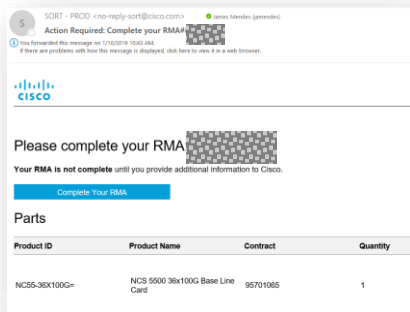
A window will pop-up in PRR notifying that agent that RMA was successfully handed off to the customer

4

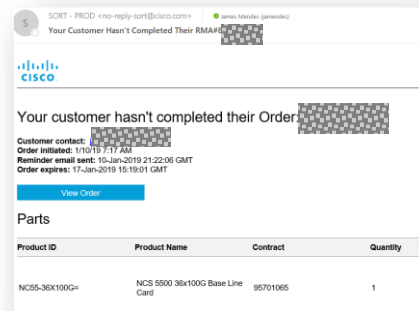


Customer Handoff Customer Email Notifications

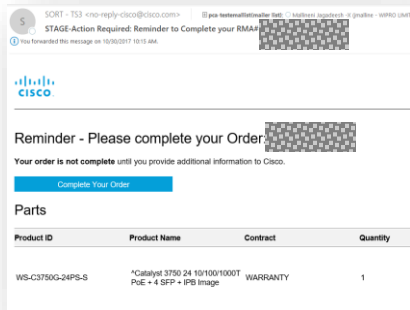
The customer will receive an initial email advising them that the RMA had been handed off. They can select the link to complete the RMA.



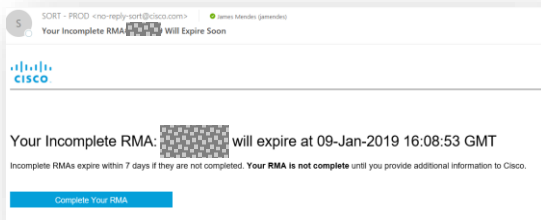
If the customer still does not complete the RMA within 4 days, the agent will receive an email indicating this



If the customer does not complete the RMA within 3 days, then they will receive another notification



If the customer does not complete the RMA, then on the 5th day of it being in draft, they will receive a notification indicating that it will expire soon.



On the 7th day an RMA is in draft, it will expire, and the customer will receive this email notification

