



Return Merchandise Authorization (RMA) Process

This document is a step-by-step guide to create and manage RMA cases.

If you do not have access to the MySolidigm portal, email customer.access@solidigm.com and provide the following information:

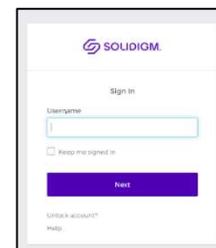
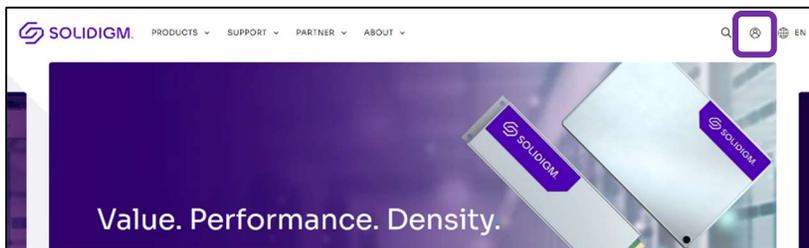
Name:
Company Name:
Sold to #:
Request: MySolidigm RMA Access

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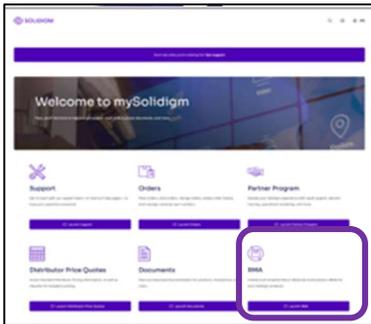
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Access MySolidigm Portal

1. Visit www.solidigm.com, then go to the top right of the webpage to login to 'mySolidigm' using your single sign on provided from Solidigm Customer Access team.



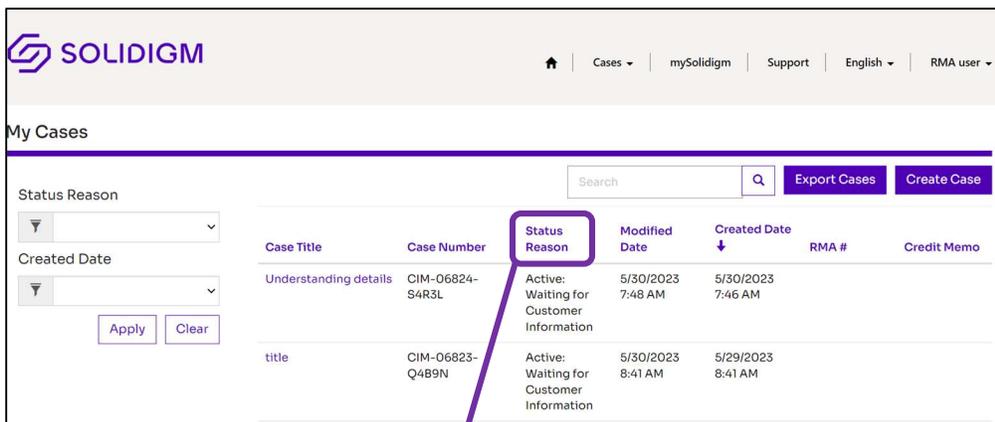
- Once logged in, on the mySolidigm customer dashboard, select the 'RMA' tile button to access the RMA application portal.



- Once in the RMA portal, use the header navigation bar and click on 'Cases'.
- You can either 'Create Case' or view 'My Cases'.



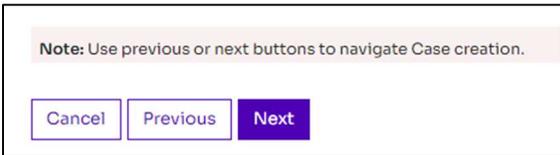
- "My Cases", will show you a list of all your cases from the past and present and their status.



Status Reason	Definition
Active New	Solidigm has acknowledged case but not yet assigned an agent
Active In Process	Agent assigned and is processing the case
Active Investigating	Case requires additional research by assigned agent
Active RMA Approved	Agent has sent the customer the RMA# and shipping instructions
Active: Waiting for Customer Information	Agent needs information from the customer before they can move forward with processing the return
Resolved Credit Issued	Case has been resolved and a credit issued
Cancelled	Case has been cancelled (duplicate, no longer needed, etc)

Navigating within a Case During Case Creation

1. Use 'Previous' or 'Next' buttons to navigate pages in 'Case Creation' (do not use browser arrows).
2. When entering information on a page, you must click on 'Next' to save the information. If you click on 'Previous' before saving the information, you will need to re-enter the data on that page.



3. To cancel a case from the first page ('Case Information') prior to clicking 'Next', click on the 'Cancel' button.



4. In the 'Cancel Case' pop-up, click on 'Yes'.

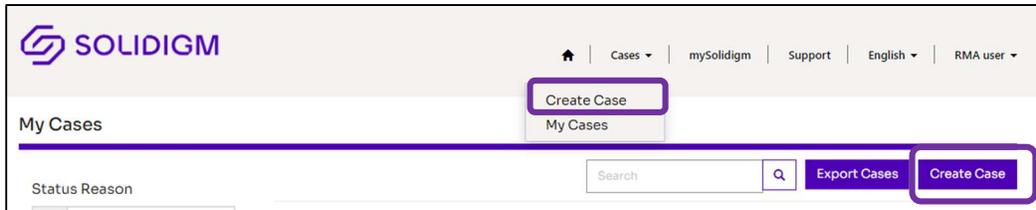


5. Cases cancelled from the 'Case Information' page will not appear in the 'My Cases' view because the case was never saved. Canceling the case from the first page results in an exit from the web page.
6. To cancel a case from a subsequent page, follow the same process as cancelling it from the first page.
7. Canceling a case from a subsequent page will cause the case to appear in the 'My Cases' view with a status of 'Active: Incomplete-Resubmit New Case' because the case was saved when you clicked on the 'Next' button to navigate to the next page. Resubmit the case when you have all of the details.

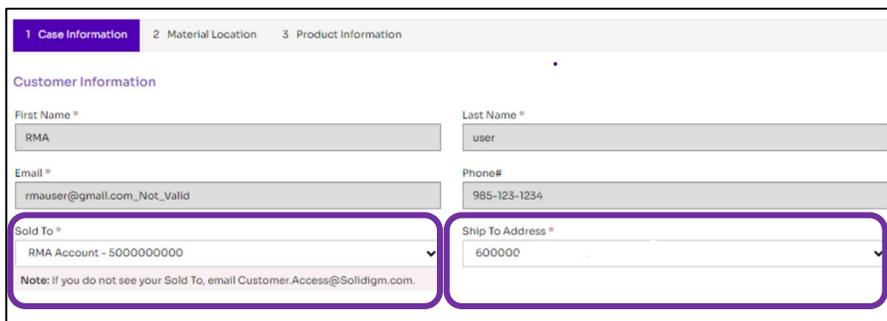
Case Title	Case Number	Status Reason	Modified Date	Created Date ↓	RMA #	Credit Memo
test rma-admin-11	CIM-07136-ZOP2Z	Active: Incomplete-Resubmit New Case	7/11/2023 9:23 AM	7/11/2023 9:23 AM		

Create Case: Case Information

1. Click on 'Create Case' from the menu bar or by using the button in 'My Cases'.



2. 'Create RMA Case' opens to 'Case Information' page.
3. Select your company 'Sold To' from the drop-down button. Customer Information will auto populate according to the "Sold To" you selected.
4. Select your company 'Ship To' from the drop-down button. Ship To accounts will display based on the Sold To account selected.

A screenshot of the 'Case Information' form. The form is divided into three tabs: '1 Case Information', '2 Material Location', and '3 Product Information'. Under the 'Case Information' tab, there is a 'Customer Information' section. It contains several input fields: 'First Name *' (with 'RMA' entered), 'Last Name *' (with 'user' entered), 'Email *' (with 'rmauser@gmail.com_Not_Valid' entered), and 'Phone#' (with '985-123-1234' entered). Below these are two dropdown menus: 'Sold To *' (with 'RMA Account - 5000000000' selected) and 'Ship To Address *' (with '600000' selected). A note below the dropdowns reads: 'Note: If you do not see your Sold To, email Customer.Access@Solidigm.com.'

Note: 'Sold To' must be your Solidigm Sold To ID. If you do not have your Solidigm Sold To or Ship To ID, reach out to your account team. All Solidigm 'Sold To' numbers start with "500000xxxx".

5. Fill out the Case Information which includes:
 - a) **Title:** Insert title to help in identifying your RMA case.
 - b) **RMA Subtype Options:**
 - Technical issue
 - Exception/Pre-approved return (pre-approved by management- include the SCA contact name in description.)
 - Shipment damage/ discrepancy (previously 'Admin')

Return Reasons (required for Shipment/damage/discrepancy):

 - Damaged in Transit
 - Wrong product received
 - Incorrect Labelling
 - Product excess/shortage
 - Order cancellation
 - Other

c) Description: Provide us with a brief description of your case or any other important details.
*If the request is a Virtual RMA, note 'vRMA' in the description field.

6. Click 'Next' to save the information on this page and proceed to 'Material Location' page.

The screenshot shows a 'Case Information' form with the following fields and options:

- Title ***: RMA 50000000 Technical Issue - CG
- Case Type ***: RMA
- RMA Subtype ***: Exception/Pre-approved return, Shipment damage/discrepancy, Technical Issue
- Customer Reference**: (Empty)
- Description**: Enter text... (Rich text editor with font, size, bold, italic, underline, link, unlink, list, and other icons)

Buttons: Cancel, Next

Create Case: Material Location

1. Enter the location information of the product being returned.
2. Select the record from the look up record.

Note: Country is mandatory to determine the carrier details for the return.

Note: For 'United States of America', use 'USA'.

The screenshot shows a 'Lookup records' dialog box with the following details:

- Search bar:** usa
- Table:**

Country Name	Created On
<input type="checkbox"/> USA	7/26/2022 7:07 AM

Buttons: Select, Cancel

3. Click 'Next' to save the information on the 'Material Location' page and proceed to 'Product Information' page.

Create Case: Product Information Technical RMAs:

1. Select the radio button next to either 'Solidigm Serial Number' or 'Customer Serial Number'.
2. Paste Serial Numbers (SNs) into the text box.
3. Click on 'Add Serial Numbers'.
4. A popup box will provide the count of Serial Numbers added successfully. Click 'Close'.

SOLIDIGM | Cases | mySolidigm | Support | English | RMA user

Create RMA Case

1 Case Information ✓ | 2 Material Location ✓ | **3 Product Information**

Add Products

Click here if you have more than 500 Serial Numbers

Solidigm Serial Number | Customer Serial Number

Note: Only 50 products can be added at a time. If serial number is not found, add a generic number. Commas not required, use a space or hard return after each serial number.
Example:
AAA123456789
BBB123456789
CCC123456789

BTKA21460A1V512A
BTKA21460A1R512A
BTKA21460A1S512A
BTKA21460A1T512A
BTKA21460A1V512A

Add Serial Numbers

Product Result
10 Serial Number(s) Added Successfully.
Close

5. To add additional SNs, clear the text box before pasting additional SNs and clicking 'Add Serial Numbers'.
6. Scroll down and see the 'Product Line Items' detail.

Product Line Items

Search [] [] **Export Products**

Serial Number	Customer Serial Number	Product ID (Product)	Warranty Expiration Date	Sales Order#	Created On ↓	
PHAB0280001M1P9SG N		99A56A	2/6/2026	0017506511	5/30/2023 4:15 PM	▼
PHKA136001TU2POC		99A42D	3/2/2027	0018155329	5/30/2023 4:15 PM	▼
BTAB110401W07P6GGN		99A569	6/13/2026	0017586421	5/30/2023 4:15 PM	▼
CVLY640507MS256J		950902	3/15/2022	0014884795	5/30/2023 4:15 PM	▼
PHHH92260393256B		963290	6/21/2024	0016453455	5/30/2023 4:15 PM	▼
BTKA21460A1V512A		99A42F	5/6/2027	0018278626	5/30/2023 4:15 PM	▼
BTKA21460A1T512A		99A42F	5/6/2027	0018278626	5/30/2023 4:15 PM	▼
BTKA21460A1S512A		99A42F	5/6/2027	0018278626	5/30/2023 4:15 PM	▼
BTKA21460A1R512A		99A42F	5/6/2027	0018278626	5/30/2023 4:15 PM	▼
BTKA21460A1V512A		99A42F	5/6/2027	0018278626	5/30/2023 4:14 PM	▼

Total Product Line Items
10

Note: If an expiration number is not returned, it will be added after review by the RMA Agent.

7. To remove a SN, click the drop-down arrow at the end of the line and select 'Remove Product'.



Serial Number	Customer Serial Number	Product ID (Product)	Warranty Expiration Date	Sales Order#	Created On
PHAB028000IMIP95G N		99A56A	2/6/2025	0017506511	5/30/2023 4:15 PM
PHKA13600ITU2POC		99A42D	3/2/2027	0018155329	5/30/2023 4:15 PM

8. To add more than 500 SNs, click the check box.

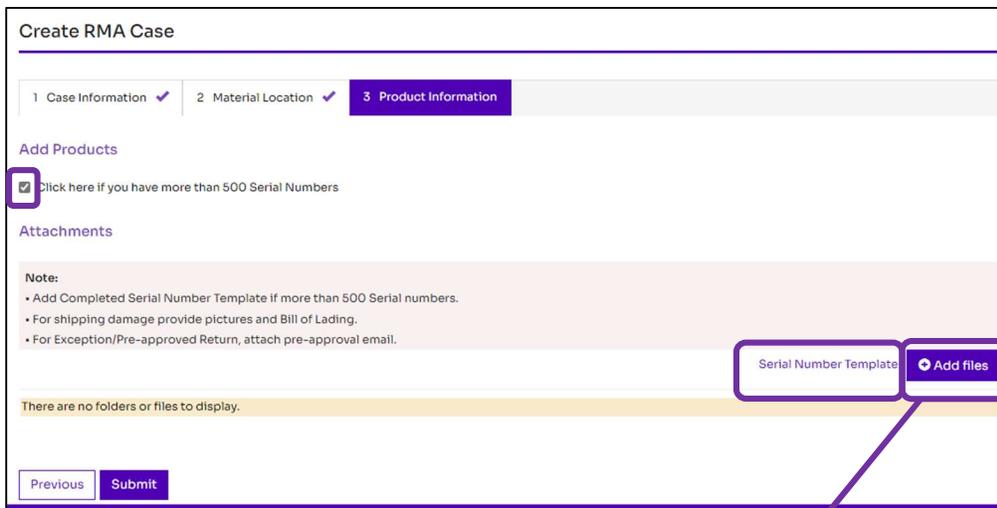
9. Select the link 'Serial Number Template'.

10. Open, populate, and save the downloaded 'Serial Number Template' excel file.

11. Click on the '+ Add files' button.

12. In the pop-up box click on 'Choose files' and browse your computer to attach the file.

13. Click on 'Add files'.



Create RMA Case

1 Case Information ✓ 2 Material Location ✓ 3 Product Information

Add Products

Click here if you have more than 500 Serial Numbers

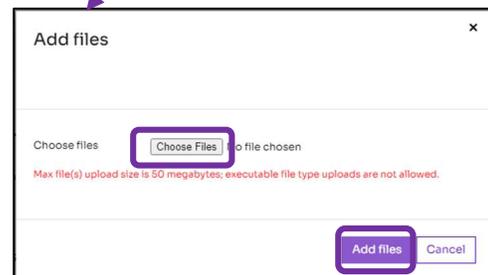
Attachments

Note:

- Add Completed Serial Number Template if more than 500 Serial numbers.
- For shipping damage provide pictures and Bill of Lading.
- For Exception/Pre-approval Return, attach pre-approval email.

Serial Number Template

There are no folders or files to display.



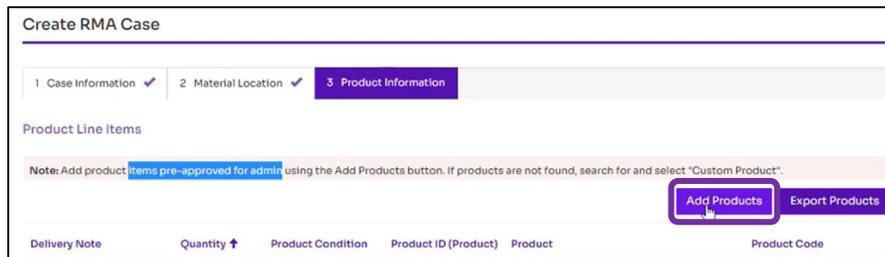
Add files

Choose files 0 file chosen

Max file(s) upload size is 50 megabytes; executable file type uploads are not allowed.

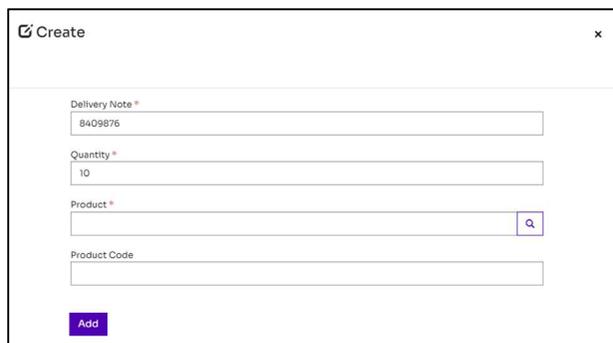
Create Case: Product Information Shipment damage/discrepancy RMAs:

1. Click on 'Add Products'.



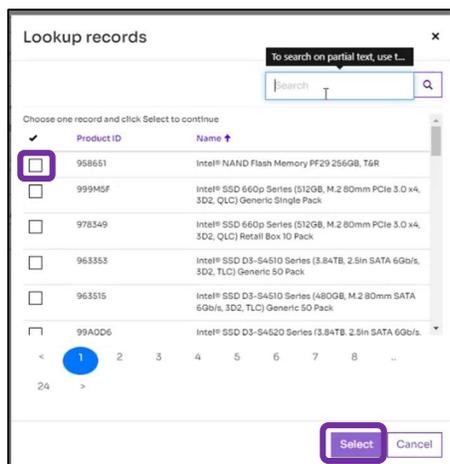
The screenshot shows the 'Create RMA Case' interface with three steps: 1. Case Information, 2. Material Location, and 3. Product Information. The 'Product Information' step is active. Below the steps, there is a 'Product Line Items' section with a note: 'Note: Add product items pre-approved for admin using the Add Products button. If products are not found, search for and select "Custom Product".' There are two buttons: 'Add Products' and 'Export Products'. At the bottom, there are input fields for 'Delivery Note', 'Quantity', 'Product Condition', 'Product ID (Product)', 'Product', and 'Product Code'.

2. In the 'Create' pop-up, type in the Delivery Note and Quantity.
3. Click on the magnifying glass in the 'Product' field.



The screenshot shows a 'Create' pop-up form with the following fields: 'Delivery Note *' (containing '8409876'), 'Quantity *' (containing '10'), 'Product *' (with a magnifying glass icon), and 'Product Code'. There is an 'Add' button at the bottom left.

4. Use the 'Lookup records' tool to search by 'Product ID' or 'Name'.
5. Place a checkmark in the box and click 'Select'.



The screenshot shows the 'Lookup records' tool with a search bar and a list of records. The first record is selected, indicated by a checkmark in a box. The records are as follows:

Product ID	Name
958651	Intel® NAND Flash Memory PF29 256GB, T&R
999M5F	Intel® SSD 660p Series (512GB, M.2 80mm PCIe 3.0 x4, 3D2, QLC) Generic Single Pack
978349	Intel® SSD 660p Series (512GB, M.2 80mm PCIe 3.0 x4, 3D2, QLC) Retail Box 10 Pack
963353	Intel® SSD D3-S4510 Series (3.84TB, 2.5in SATA 6Gb/s, 3D2, TLC) Generic 50 Pack
963315	Intel® SSD D3-S4510 Series (480GB, M.2 80mm SATA 6Gb/s, 3D2, TLC) Generic 50 Pack
99A0D6	Intel® SSD D3-S4520 Series (3.84TB, 2.5in SATA 6Gb/s)

At the bottom, there are 'Select' and 'Cancel' buttons.

6. If Products are not found, search for and select Product ID '00000' or 'Custom Product' and type the Product Code in the 'Product Code' field.

Product *

Custom Product

Product Code

MM 656788

Add

7. Click 'Add'.

Create Case: Product Information Exception RMAs:

1. Click on 'Add Products'.

Create RMA Case

1 Case Information ✓ 2 Material Location ✓ 3 Product Information

Product Line Items

Note: Add product items pre-approved for exception return using the Add Products button. If products are not found, search for and select "Custom Product".

Add Products Export Products

Product ID (Product) Quantity ↑ Product Condition

There are no records to display.

2. In the 'Edit' pop up, click on the magnifying glass in the 'Product' field.
3. Use the 'Lookup records' tool to search by 'Product ID' or 'Name'.
4. Place a checkmark in the box and click 'Select'.
5. Type in the Quantity.
6. In the 'Product Condition' field, select the relevant condition from the drop-down list.
7. Click 'Update'.

Edit

Product *

Intel® SSD D3-54510 Series (480GB, M.2 80mm SATA 6Gb/s, 3D2, TLC) Generic 50 Pack

Quantity

100

Product Condition

Box Closed - Factory Sealed

Update

Lookup records

To search on partial text, use !.

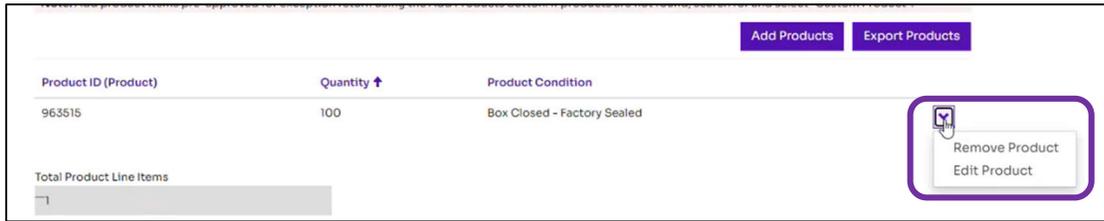
Search

Choose one record and click Select to continue

Product ID	Name
<input type="checkbox"/>	958651 Intel® NAND Flash Memory PF29 256GB, T&R
<input type="checkbox"/>	99945F Intel® SSD 660p Series (512GB, M.2 80mm PCIe 3.0 x4, 3D2, QLC) Generic Single Pack
<input type="checkbox"/>	978549 Intel® SSD 660p Series (512GB, M.2 80mm PCIe 3.0 x4, 3D2, QLC) Retail Box 10 Pack
<input checked="" type="checkbox"/>	963333 Intel® SSD D3-54510 Series (3.84TB, 2.5in SATA 6Gb/s, 3D2, TLC) Generic 50 Pack
<input type="checkbox"/>	963315 Intel® SSD D3-54510 Series (480GB, M.2 80mm SATA 6Gb/s, 3D2, TLC) Generic 50 Pack
<input type="checkbox"/>	99A0D6 Intel® SSD D3-54520 Series (3.84TB, 2.5in SATA 6Gb/s)

Select Cancel

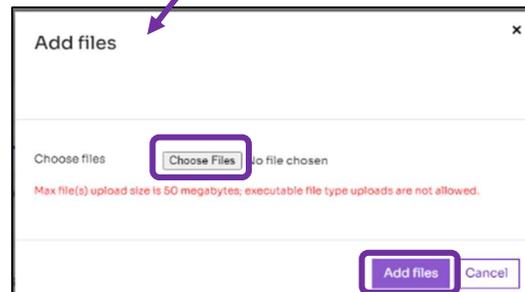
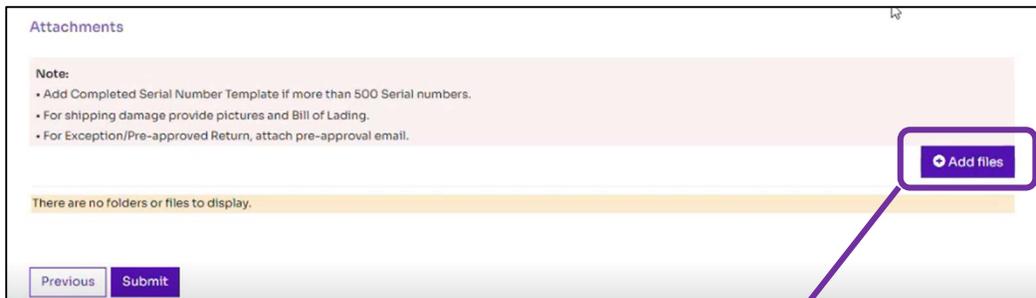
8. To remove or edit a product, click the drop-down arrow at the end of the line and select 'Remove' or 'Edit'.



Attach Supporting Documentation

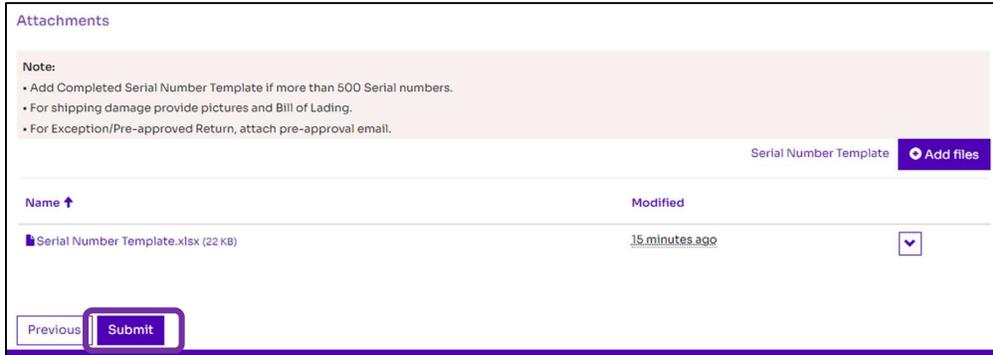
Note: Supporting documentation is required for more than 500 Serial Numbers, Shipping Damages, and Exception approvals.

1. Click on the '+ Add files' button
2. In the pop-up box click on 'Choose files' and browse your computer to attach the file.
3. Click on 'Add files'.



Submit RMA

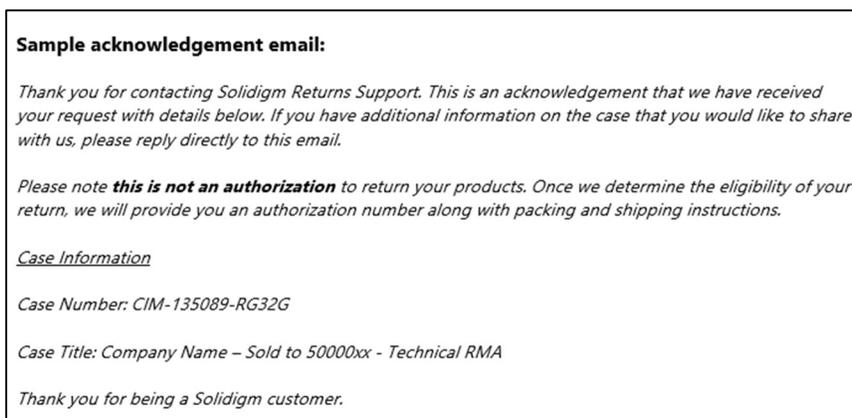
1. Click on 'Submit'.



2. The Case Number will appear, along with options to navigate to other areas of the portal.



3. Once your case has been created, you will also receive an acknowledgement email with your case number.



- Once your return is approved, you will receive an RMA approval email that will include your RMA number and shipping instructions to return your material.

Sample RMA approval email:

Dear Customer,

We would like to inform you that your Solidigm return request has been approved.

The following items have been approved to be returned:
[approved items shown here]

This email includes one attachment
[Attached label or shipping link]

Your RMA number is 60000xxx and is valid for the **next 30 days** only. Your action is required for the case to proceed. Please read and follow the instructions below carefully for shipping your Solidigm product(s).

Packing and Shipping Instructions: Solidigm will process your return after receiving and inspecting your returned product.

For ALL packages, please consider:

- Package the product(s) to prevent physical damage. Solidigm is not responsible for product that has been physically damaged due to improper packaging
- You MUST indicate** your RMA number on the outside of each box and enclose a copy of this email with your shipment, along with any other necessary information such as Commercial Invoice, Packing List, RMA form, Airwaybill, etc. (if applicable)
- Return **ONLY** product(s) listed on this case confirmation. Your return may be delayed or cancelled if the Serial Number or condition of the returned part(s) does not match the number/condition you provided
- Keep all accessories with you. Solidigm does not retain any parts or accessories

- The approved RMA number will appear in the RMA portal when you 'View Cases'.
- After your return is received, Solidigm will update the RMA portal and send you a credit confirmation email. The credit memo will appear in the RMA portal and your case will be closed.

The screenshot shows the Solidigm RMA portal interface. At the top, there is a navigation bar with the Solidigm logo, a home icon, and links for 'Cases', 'mySolidigm', 'Support', 'English', and 'RMA user'. Below the navigation bar, the 'My Cases' section is visible. On the left, there are filters for 'Status Reason' and 'Created Date', with 'Apply' and 'Clear' buttons. A search bar and 'Export Cases' and 'Create Case' buttons are located at the top right of the case list. The case list contains one entry with the following details:

Case Title	Case Number	Status Reason	Modified Date	Created Date	RMA #	Credit Memo
RMA 50000000 Technical Issue - CG2	CIM-06826- R9N1R	Active: RMA Approved	5/30/2023 6:23 PM	5/30/2023 3:40 PM	60012878	

Note: For Credits: Once the credit memo has been issued, you will need to follow up with your company's accounts payable department to manage the credit. Solidigm does not manage your credit.

Revision History

Revision	Date	Author	Reason
V2	10-NOV-2022	Carla Gordon	Add Status Reasons to step "View cases"
V3	23-APR-2023	Nicole Dukes	Added vRMA option
V4	30-MAY-2023	Carla Gordon	Revise to include portal updates; new format
V5	10-JUL-2023	Carla Gordon	Update screenshots and minor enhancements