ADTRAN Bulk .csv RMA Uploader User Guide

To accommodate our Distributors and Third Party Logistics Partners who have bulk RMA requests which need to be directed to multiple shipping locations, use unique purchase order numbers, and/or receive unique RMA numbers for each serial number submitted, this utility has been developed. Follow the steps below to ensure a seamless RMA Request transaction.

Creating a .csv File for Upload

1. Download the blank template from the second page of the Submit an RMA Request web utility.
2. Obtain the ship-to-codes you will need to assign return shipping locations to each serial number. Provide your email address and bill-to company name by email to rmarequest@adtran.com and request your ship-to-codes.
3. You may leave the column headings in the file. Please format all entries as TEXT. If the file converts long number to scientific, the upload will fail. Edit the columns as follows:
    a. In column A, enter or paste serial numbers.
        i. Ensure you have not entered duplicates using Data, Remove Duplicates, or by sorting and removing duplicates manually. If duplicates remain, the file will not upload.
        ii. The column must contain only valid ADTRAN serial numbers up to 18 characters in length. You may check the validity of your serial number by entering it in the warranty lookup tool at this link:
        http://www.adtran.com/web/page/portal/Adtran/wp_support_warranty
    b. Enter a ship-to-code for each line where a serial number is present. 3 character limit.
    c. Enter a purchase order number for each line – 30 character limit.
        i. This purchase order number will be billed for any No Trouble Found (NTF) or Out-of-Warranty (OOW) fees applicable to the RMAs.
        ii. If you need to use a credit card for potential NTF fees or expected OOW fees, you will need to open a support case.
        iii. You may enter the same purchase order number for each line.
    d. If your company has a service plan with RMA entitlements, please include the service plan number that applies in this column. Any entitlement due based on the RMA received will be applied.
    e. Enter a failure description for each serial number. 256 character limit.
    f. Enter the original customer name if different from your company. This is a required field for Third Party Logistics Partners and the name supplied must be an exact match to the Eligible Original Customer list. You may obtain this list by emailing rmarequest@adtran.com.

    Example of completed .csv file:

	A	B	C	D	E	F
1	Serial Number	Ship to Code	Purchase Order #	Service Plan #	Failure Description	Original Customer Name
2	Q27HC101	3	XQ564	0088431	No power	HORIZON
3	P27SW859	2	XQ564	0088431	Card won't boot	HORIZON
4	S27ER223	1	XQ564	0088431	Losing authentication	HORIZON
5	T27WD563	1	TR556	0088431	Screaming capacitor	TELETRON
6	A27HG277	4	TR556	0088431	Bouncing	TELETRON
7	X27BC108	5	TR556	0088431	Bad ports	TELETRON

Uploading a Bulk .csv RMA

1. Once the file is set up and saved as a .csv, go to www.adtran.com/submitrma and log in.
2. On the first page of the Submit an RMA Utility:
   a. Click the option of your choice for disposal of unrepairable product.
   b. Click the option "Continue to Bulk RMA .csv Uploader"
   c. Click Continue
3. On the second page of the Submit an RMA Utility:
   a. Click Choose File
   b. Navigate to and select the .csv file you created and click Open
   c. Click Upload File
4. You may see error messages. Go to your .csv file and correct any errors, then repeat #3a-c.
5. If you see a duplicate serial number message but no serials are duplicated, try highlighting and deleting all rows following your data.
6. If any serial numbers are out of warranty, click the checkbox to approve OOW fees, or remove the serial numbers that are out of warranty by clicking "Remove this item" in the table. Keep in mind, if you have provided a service plan number with fee waiver entitlement that applies to the products submitted for repair, these fees will not be charged.
7. Click Submit RMA Request
8. A confirmation screen will contain a table showing the serial numbers, RMA numbers, and Warranty Status for each line you submitted.
9. The information in this confirmation table may be copied and pasted back to your original file, or to any other file you wish.
10. The confirmation page provides general return shipping information. Within a few hours of the submission, you will receive an email containing the appropriate return shipping location for each serial number submitted. Returning to the shipping location specified in that email will decrease turnaround time of the repaired product.

Important to remember:

1. Save the file as a .csv. Excel formats xls or xlsx cannot be uploaded.
2. Format all cells as text.
3. Insert data into the correct column.
4. Use valid data that conforms to the requirements above.

If you need assistance with this process, please contact us at rmarequest@adtran.com or by phone at 1-888-423-8726.