



Quality One Wireless

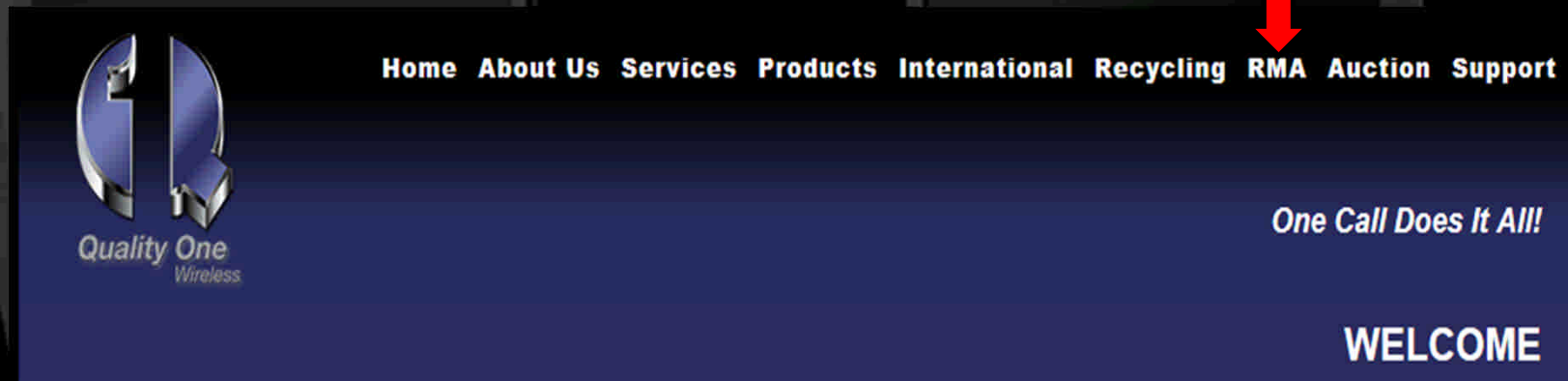
Automated online RMA System

RMA System overview

- Fully integrated online RMA system
- Easily submit multiple handsets per request
- Real time alert notification to the RMA department
- Track RMA requests, RMA approvals, Shipment tracking online
- View repair results
- Access Q1W portal from any web browser

RMA System

- Access the Q1W RMA system online via any browser by going to www.q1w.net , click the RMA tab



Quality One Wireless is a leading global distributor providing one point product and device solutions. Collaborating with industry partners, our team develops optimum mobility strategies to maximize benefits and minimize your risks. We ensure satisfaction through innovative products and superior services.




Q1W attends THE BIG ANDROID BBQ event in Austin Texas! Stay tuned for what's new in Android development



Create an Account/Register

Click New customer button. Ensure you have the device you will be returning on hand; you will need to refer to your device to get some information necessary to register



Quality One
Wireless

Welcome to the Quality One Wireless RMA Request System

User Name:

Password:

←

Complete the registration form

- Fill in all required fields (*)
- To locate your IMEI remove the battery and battery door, refer to the label on the back of the handset (15-18 digit number located on top of a bar code)

Quality One Wireless - RMA WEB Portal User Request Form

Email Address:	<input type="text"/>	*
Contact Name:	<input type="text"/>	*
Company Name:	<input type="text"/>	*
Address1:	<input type="text"/>	*
Address2:	<input type="text"/>	
City:	<input type="text"/>	*
State:	<input type="text"/>	*
Zipcode:	<input type="text"/>	*
Phone Number:	<input type="text"/>	*
Fax Number:	<input type="text"/>	
Username:	<input type="text"/>	*
Password:	<input type="text"/>	*
Carrier Name:	<input type="text"/>	
Enter Phone ESN Number:	<input type="text"/>	**Required for Account Activation**

* Fields Required

Save

IMEI Validation

- If the IMEI is entered incorrectly or not found in our database you will get an error notice. If the IMEI was enter correctly please contact your provider for warranty support

Enter Phone ESN Number: 0112454542587 ****Required for Account Activation****
* Fields Required

Save

Serial Number not found in database - Please try again

Detailed description: This screenshot shows a web form with a text input field containing the number '0112454542587'. A red arrow points to the input field. To the right of the input field is a red label that reads '**Required for Account Activation**'. Below the input field is a red label that reads '* Fields Required'. Below the input field is a 'Save' button. Below the 'Save' button is a red error message that reads 'Serial Number not found in database - Please try again'.

- If the IMEI is correct you will receive a confirmation notice

Enter Phone ESN Number: 00611187428 ****Required for Account Activation****
* Fields Required

Save

Confirmation account on approval. Press Save Button

Detailed description: This screenshot shows a web form with a text input field containing the number '00611187428'. A red arrow points to the input field. To the right of the input field is a red label that reads '**Required for Account Activation**'. Below the input field is a red label that reads '* Fields Required'. Below the input field is a 'Save' button. Below the 'Save' button is a red confirmation message that reads 'Confirmation account on approval. Press Save Button'.

Confirmation Emails

(Please don't reply to any of these messages)

- Approval Email: this messages is to confirm your registration

From: q1wrmaform@gmail.com [mailto:q1wrmaform@gmail.com]
Sent: Wednesday, October 12, 2011 10:07 PM
To: rmacustomer@yahoo.com
Subject: Q1W RMA Web System - Notification request for approval

Hi Joe Smith
You will receive an electronic e-mail approval confirmation to get access to the Q1W RMA Web System.

Please do not reply this e-mail. This e-mail is autogenerated by the Quality One Wireless RMA Web System. Thank you.

- Account information Email: contain your credentials for your Q1W RMA account

From: q1wrmaform@gmail.com [mailto:q1wrmaform@gmail.com]
Sent: Wednesday, October 12, 2011 10:07 PM
To: rmacustomer@yahoo.com
Subject: Q1W RMA Web System - Web Access approval confirmation

Hi Joe Smith
Thank you for becoming a registered user of Q1W RMA Web System.

Your account password is Officemgr1


You can access the Q1W Web RMA System.

Please do not reply this e-mail. This e-mail is autogenerated by the Quality One Wireless RMA Web System. Thankyou.

Submitting RMA Request

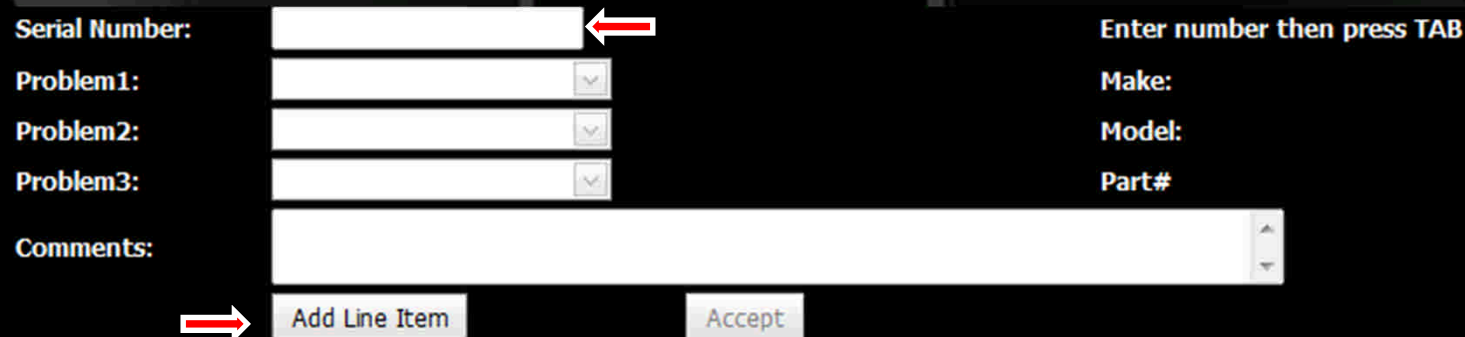
- Log in with your credentials and click Login

Welcome to the Quality One Wireless RMA Request System



User Name: FernandoR
Password: ●●●●
Login
New Customer? Click Here

- Click Add line Item, enter the IMEI (location of IMEI on slide 5) and press the Tab key



Serial Number: Enter number then press TAB
Problem1: Make:
Problem2: Model:
Problem3: Part#
Comments:
Add Line Item Accept

Submitting RMA Request cont.

- Choose a problem from the drop down menu add any additional details in the Comments Box and Click Accept
- Repeat this process for additional units
- Units diagnosed with Physical or Liquid Damage will be returned Unrepaired

Handset RMA Request Form

Serial Number: Enter number then press TAB

Problem1: ←

Problem2: ↓

Problem3:

Comments: →

Make: PANTECH

Model: P205

Part# N-34-PA-P205-CP-SL

←

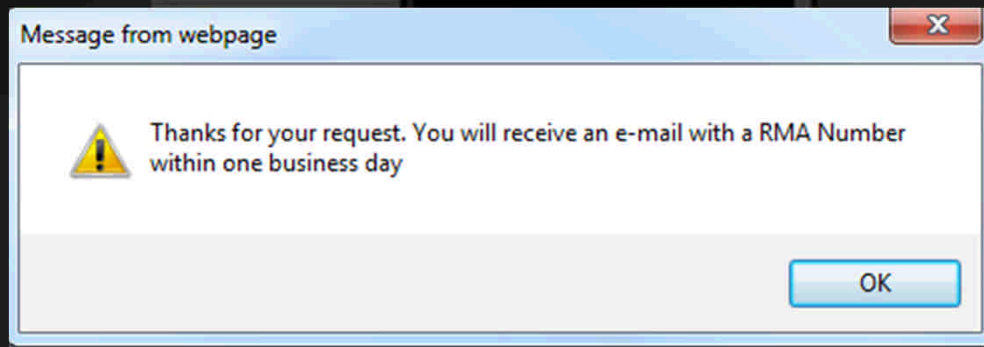
Serial Number Accepted

Serial #	Product Item	Make	Model	Problem 1	Problem 2	Problem 3	Timestamp
No data to display							

Product will be returned unrepaired at customer expenses if deemed to be physical abuse or liquid damaged

Submitting RMA request

- After the RMA request has been submitted, you will see a confirmation message



- You will also receive an email confirmation with a Reference number

Q1W RMA Web System - RMA Request sent for approval -/Reference number :WRMA-09192011-112020

q1wrmaform@gmail.com

Sent: Mon 9/19/2011 11:21 AM

To: fdiaz@sesurgical.us

Thank you for your request.

You will receive an RMA number within one business day.

This e-mail is autogenerated by the Quality One Wireless RMA Web System. Please do not reply to this e-mail. Thank you.

RMA Number

- An RMA number will be sent via email within 1 business day

Q1W RMA Web System - RMA Approved # 6541/Reference number :WRMA-09192011-112020

q1wrmaform@gmail.com

Sent: Mon 9/19/2011 11:55 AM

To: fdiaz@sesurgical.us

RMA Request has been approved. RMA # 6541 has been assigned to your request. Please print a copy of this e-mail and include in the shipment. A Pre-Paid UPS label will be sent via e-mail within 24-48 hours. This e-mail is autogenerated by the Quality One Wireless RMA Web System. Please do not reply to this e-mail. Thank you.

Status Updates

- You will receive real time updates of return via email. Some examples below

Q1W RMA Web System - RMA Package Received -RMA number :6541

q1wrmaform@gmail.com

Sent: Mon 9/19/2011 11:56 AM

To: fdiaz@sesurgical.us

RMA Package # 6541 was received on 9/19/2011 /Tracking # 70890890890890

This e-mail is autogenerated by the Quality One Wireless RMA Web System.

Please do not reply to this e-mail. Thank you.

Q1W RMA Web System - Shipping Confirmation RMA# 6541

q1wrmaform@gmail.com

This might be a phishing message and is potentially unsafe. Links and other functionality have been disabled. Click here to enable functionality (not recommended).

Sent: Mon 9/19/2011 11:57 AM

To: fdiaz@sesurgical.us

Please be advised that RMA 6541 unit(s) has been shipped. Tracking number is UPSRMATEST. Repair Status is available in the RMA Portal through the following link: <http://65.82.108.197/q1webmarequest/mainquiries.aspx?custnumber=FernandoR> This e-mail is autogenerated by the Quality One Wireless RMA Web System. Please do not reply to this e-mail. Thank you.