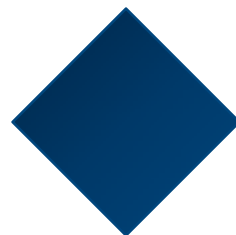


Portail repair

ALPHA
INNOVATIONS

Alpha innovations presents its
tool to send your products for
repair and second life!

www.alphainnovations.eu



How does it works ?



Visit our page : www.extranet.alphainnovations.eu

Alpha Innovations Extranet

Register

Log in

Alpha Innovations SA Extranet

Welcome to our new customer portal. This website allows to manage the Return Materials Authorizati (viewing orders, invoices, manuals, etc.). Once you are registered, we will keep you informed.

If you don't have credentials for login, please Register. After validation of your account, you will be abl

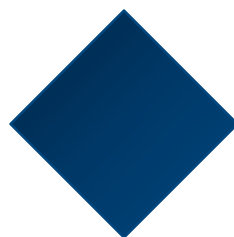
- request RMA for your products
- follow the approval
- follow the repair status

If you have questions, please send an email to mail@alphainnovations.eu



If you don't have an account, please register first

If you have an account, please log in



To Register

www.extranet.alphainnovations.eu

Alpha Innovations Extranet

Register with your Customer Number.

Please fill in your information:

Customer Number *

You can find it on your invoices (View Example).

First Name *

Last Name *

Telephone *

Email *

Password *

Must contain at least 1 uppercase, 1 lowercase and one special char (!-?#... etc.).

Confirm password *

Fields with * are mandatory

Register

Your customer number is available on an INVOICE

Page: 1 of 1



Invoice

Bill To: 121617

VAT Reg:

Invoice: 2310748
Date:

Payment Terms:
Currency:

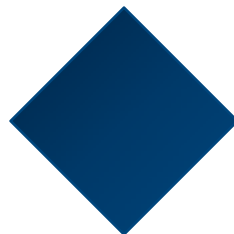
| | | Packages | Weight | Del Terms | | |
|----------|----|-------------|--------------|------------------------|----------------|----------|
| | | 1 | 81,00 | Free Carrier (any mot) | | |
| Line Rel | UM | Qty Ordered | Qty Invoiced | Unit Price | Extended Price | Tax Code |

Your data

3

You must wait for approval and you will receive a mail to confirm your registration





Get logged in

www.extranet.alphainnovations.eu

Alpha Innovations Extranet

Log in

Please use your Alpha Innovations Extranet account to log in:

Email

Password

☐ Remember me?

[Register as a new user](#)

[Forgot your password?](#)

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Your sales orders



Your products



Alpha Innovations Extranet

My Sales Orders

My Repairs

My Products

My Company



The RMA and new
RMA request



Details about the company
(adress, contact ..)



My repairs for NEW RMA



Alpha Innovations Extranet

My Sales Orders

My Repairs

My Products

My Company



RMA Requests

New RMA

RMA History

RMA Order Lines

Request for Return Materials Authorisation (RMA)

Customer Number

Your customer number (available on a INVOICE)

Select a ship to address ▾

Address

Verify your address

Ship To Address

Client Reference *

Your product reference

Client PO Number

Remark

Your Products

Show 10 ▾ entries

Search:

Part Number

Cust Part Number

Serial

Description

Comment

PO

Status

No data available in table

Showing 0 to 0 of 0 entries

Alpha Innovations S.A.
BELGIUM

MADE IN
CHINA

Recycling of this component is
under the same responsibility
the finished product

Part Number*

PART NUMBER = 12 digits XXXX YYY ZZZZZ

Description

Client Item PO Number

Add Product

Upload Products from Excel file

Type: EGOB1048TN 7

NC 9411 011 05101

ID NFFJ1312 REV 07

S/N: 1902F0000925

AC IN: 100-250V; 50-60Hz; 7A max

DC OUT: -54V DC

500W at 100-120V

1000W at 200-250V

My repairs for NEW RMA



Alpha Innovations Extranet

My Sales Orders

My Repairs

My Products

My Company



RMA Requests

New RMA

RMA History

RMA Order Lines

Request for Return Materials Authorisation (RMA)

Customer Number Your customer number (available on a INVOICE)

Address Verify your adress

Client Reference * Your product reference

Remark

Your Products Show 10 entries

Part Number Cust Part Number

Showing 0 to 0 of 0 entries

Please fill in information about your product - [Here is help about finding it](#). Fields marked (*) are mandatory.

Part Number* PART NUMBER = 12 digits XXXX YYY ZZZZZ

Description

Client Item PO Number

Add Product

Upload Products from Excel file

Select a ship to address ▾

| | | |
|-----------------------------------|-------------------------------|---|
| Alpha Innovations S.A. BELGIUM | MADE IN CHINA | Recycling of this component is under the same responsibility the finished product |
| Type ECOR1048TN Z | AC IN:100-250V;50-60Hz;7A max | |
| NC 9411 011 05101 | DC OUT:-54V DC | |
| S/N:1902F0000925 | 500W at 100-120V | |
| | 1000W at 200-250V | |
| | Safety | Final test |

Previous Next

Customer Part Number

Serial Number*

SERIAL NUMBER = Digits & Letters

Comment

More than 1 RMA ? Use the EXCEL TEMPLATE to gain time



Alpha Innovations Extranet My Sales Orders **My Repairs** My Products My Company Rma Requests Users



RMA Requests

New RMA

RMA History

RMA Order Lines

Request for Return Materials Authorisation (RMA)

Customer Number 235007

Address

Select a ship to address

Ship To Address

Client Reference *

D

Client PO Number

Remark

Your Products Show 10 entries

Part Number

Cust Part Number

Serial Number

Showing 0 to 0 of 0 entries

Please fill in information about your product - [Here is help about finding it](#). Fields marked (*) are mandatory.

Part Number*

Description

Client Item PO Number

Add Product

Upload Products from Excel file

1

Alpha Innovations Extranet

My Sales Orders

My Repairs

My Products

Excel tool for RMA encoding

Download template as example : [Download template](#)

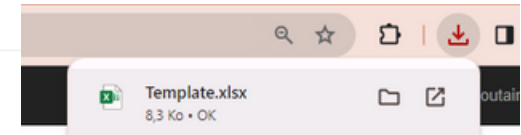
2

Select your Excel file:

Choisir un fichier

Process File

4



3

| PartNumber | CustomerPartNumber | SerialNumber | Remark | PoNumber |
|----------------|--------------------|--------------|----------|----------|
| 4004 112 83381 | LCP | 123456789 | defect 1 | 4566 |
| 4004 112 83381 | LCP | 123456788 | defect 2 | 4566 |
| 4004 112 83381 | LCP | 123456789 | defect 3 | 4566 |

PART NUMBER = 12 digits XXXX YYY ZZZZZ



Confirmation Mail

Alpha Innovations Extranet My Sales Orders My Repairs My Products My Company Rma Requests Users Sarah Houlan Log off

Client Reference * Client PO Number

Remark

Your Products Show 10 entries Search

| Part Number | Cust Part Number | Serial Number | Description | Comment | PO | Status | |
|----------------|------------------|---------------|-------------|---------|----|--------|---|
| 9400 022 00000 | -- | 1256 | | | -- | | Update Remove 1 |

Showing 1 to 1 of 1 entries Previous 1 Next

Please fill in information about your product - [Here is help about finding it](#). Fields marked (*) are mandatory.

Part Number*

Description

Client Item PO Number

Customer Part Number

Serial Number*

Comment

[Add Product](#) [Upload Products from Excel file](#)

[Transfer RMA to Alpha Innovations](#)



- Send the RMA to Alpha Innovations

- You should receive a confirmation mail from « noreply@alphainnovations.eu »



- Look at your RMA status in « My Repairs » tab



RMA Status

RMA Status

In creation

Transferred to Alpha Innovations

RMA issued

Complete



When Alpha has accepted the RMA, status is updated for each line (= product)



For RMA with multiple products
(1 product = 1 line)

RMA Line status

Waiting Item

Item Received

In Repair

Shipped



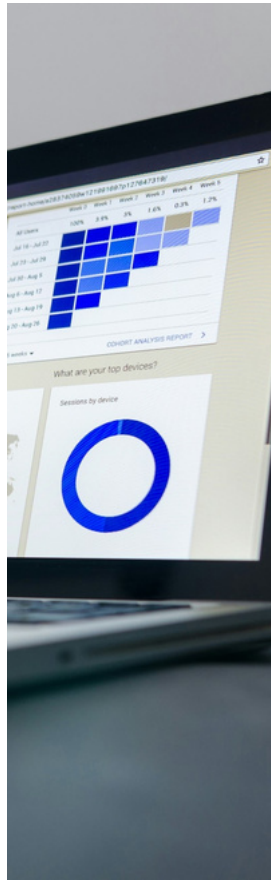
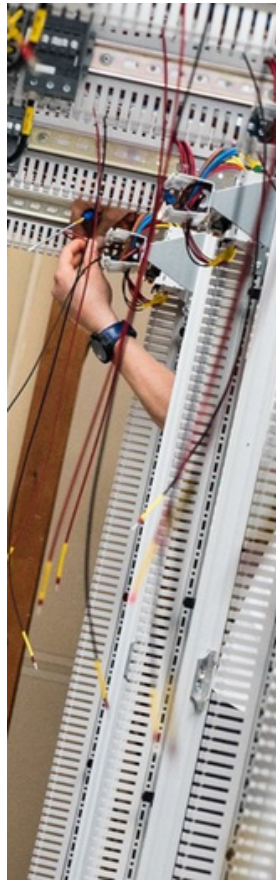
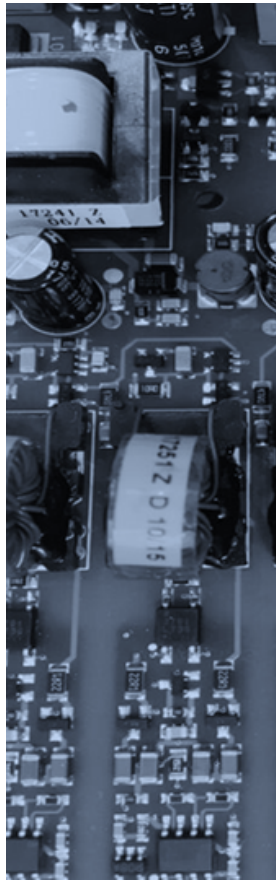
If you have any problem

Please try to enlarge the windows !
Sometimes, some details are hidden...



If the issue persists, contact us by mail with as much details as possible about your problem : repair-rma@alphainnovations.eu





www.alphainnovations.eu

Follow us for more !

