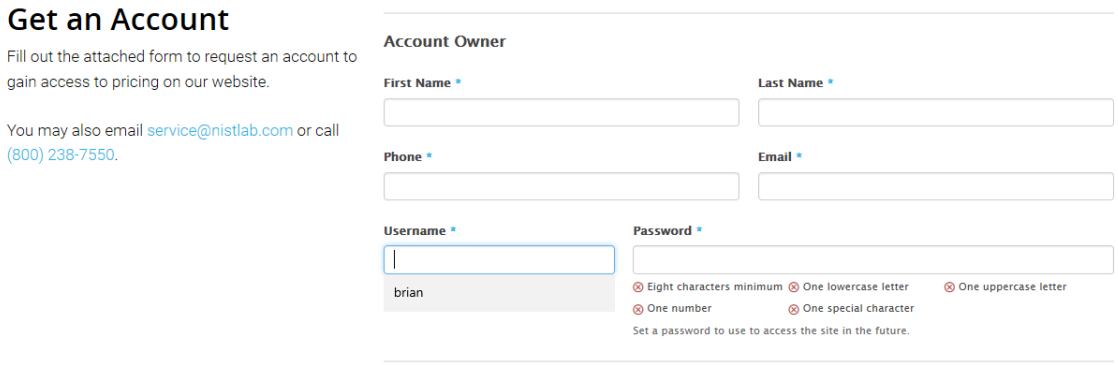
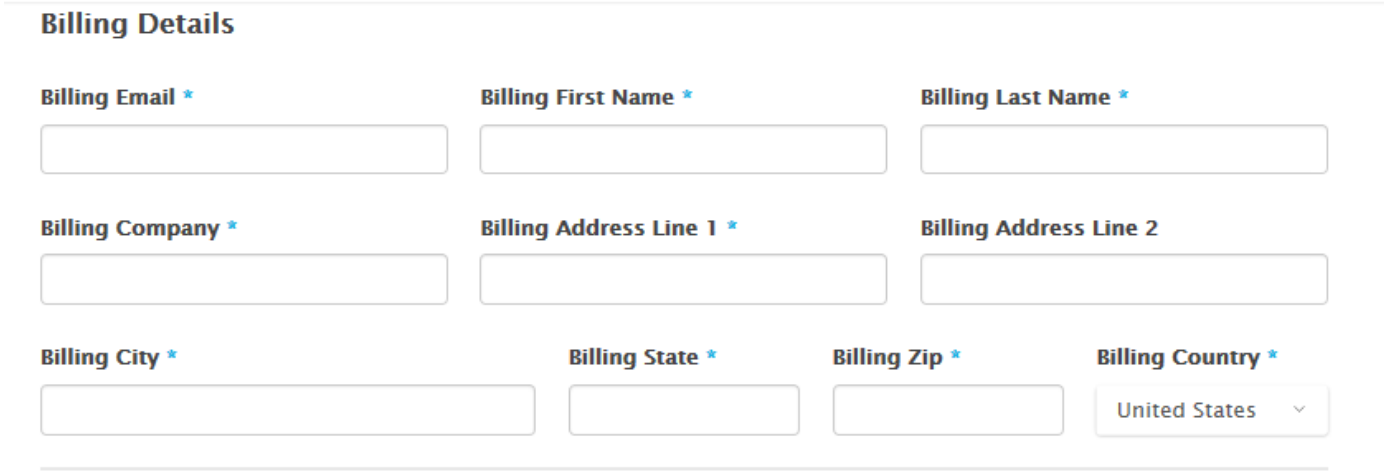
NISTLab SAI – online RMA generation (REV 3.0)

- Log into your account
  - https://nistlab.com/my-account/
  - If you do not have an account please visit https://nistlab.com/account-request/
  - Account creation is easy
  - Complete the account owner information
    - (note username cannot be changed once saved, we can create a new account and change your password, but cannot change the username.



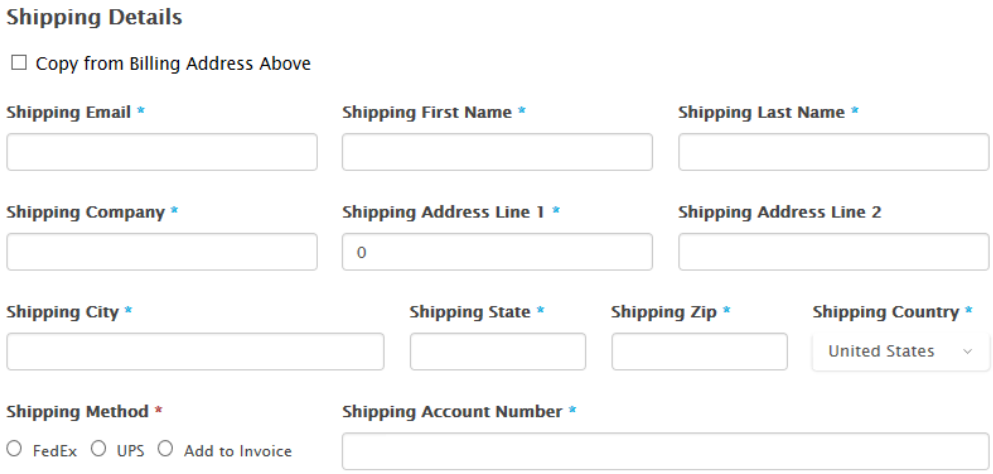
NISTLab SAI – online RMA generation (REV 3.0)

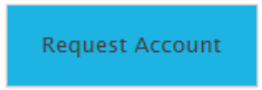
- Complete the billing information
  - If you have an existing relationship with NISTLab, then new billing information is not required. We suggest filling this information in with your primary shipping address. We DO NOT invoice from the RMA system, billing information will be transferred internally to our invoice system if required.



NISTLab SAI – online RMA generation (REV 3.0)

- Copy billing to shipping information or enter new.



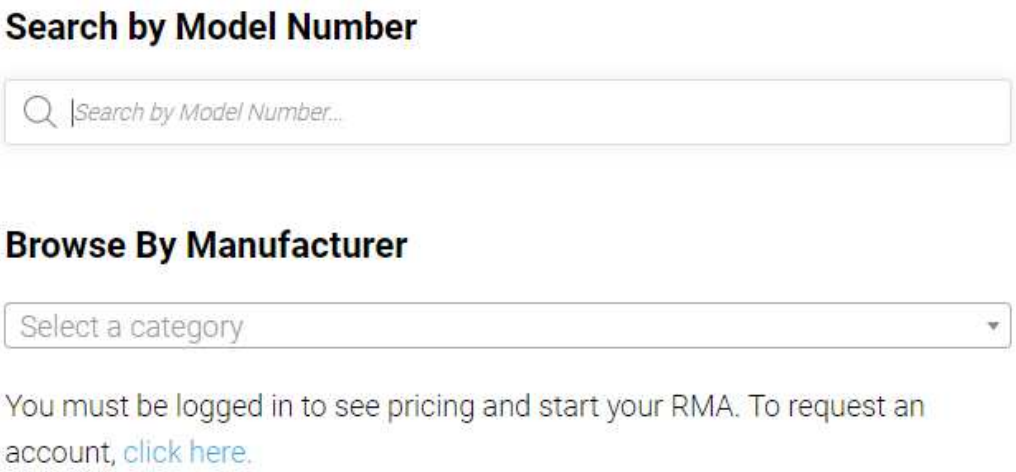
- Click  and we will activate and alert you via email within 1 business day.

NISTLab SAI – online RMA generation (REV 3.0)

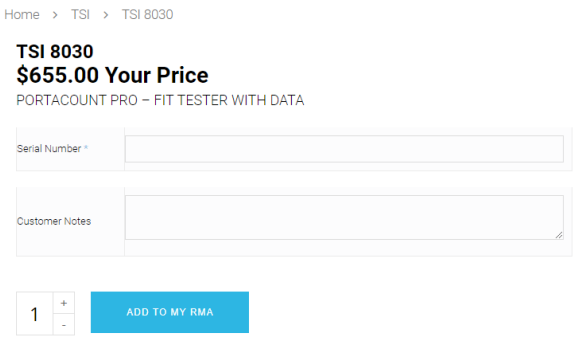
- Log into your account
  - https://nistlab.com/my-account/
  - If you do not have an account please visit https://nistlab.com/account-request/

- Once logged in click on the RMA Instrument Catalog at the upper left
  - https://nistlab.com/services-rma/

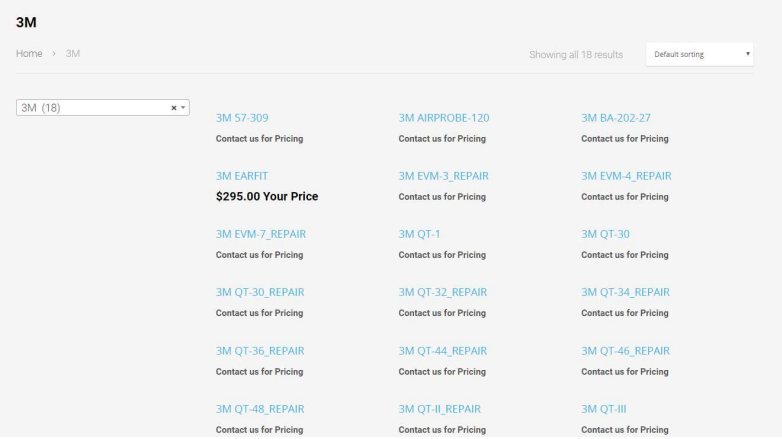
- Search for your equipment by model or manufacturer
  - The fields will autofill a dropdown menu as you type for any matching items



- If a model is selected, you will be direct to a screen to add serial number and customer notes

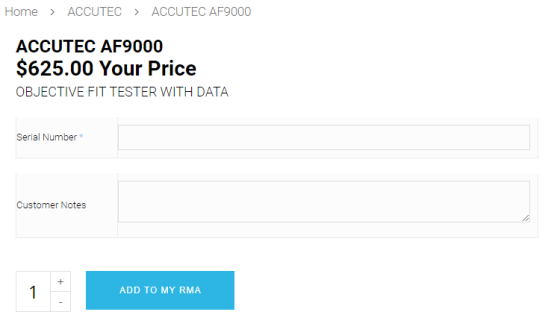


- If you select a manufacturer, you will be directed to a screen with all models for that manufacturer
  - You can sort the results if desired from pulldown in upper right.

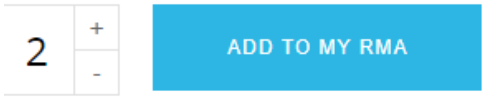


- You may select a model with pricing from the manufacturer screen to proceed to serial number and customer notes screen

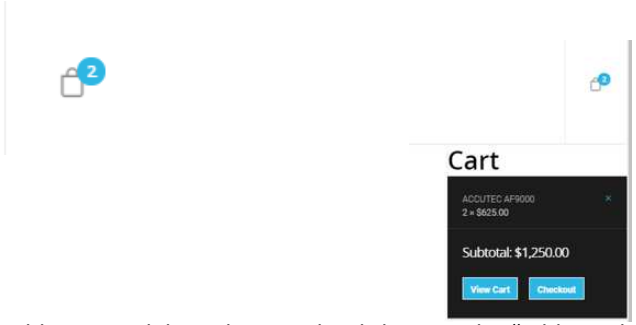
- You can move around the web site at anytime by clicking on active links (HOME etc).



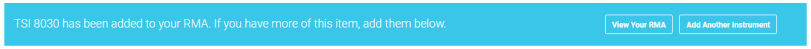
- Once you have completed the s/n and notes, click on ADD TO MY RMA.
- If you have more units of the same model number, just add the new serial number to the now blank serial number field (the last serial number has been added to the RMA).
- Click



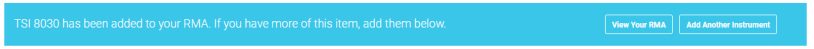
- Once you have all of your serial numbers added you can go to cart
- Hovering the mouse pointer over the cart icon will show details of the cart. You can view cart or proceed to checkout from the popup screen if desired



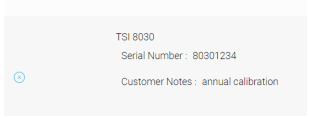
- Or you can add new models to the RMA by clicking on the "Add Another Instrument"

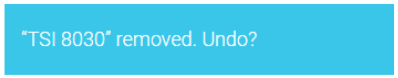


- Clicking on the RMA catalog link will also allow you to add additional model numbers to the RMA in the same manner as the original equipment
- As you add equipment a bar will be highlighted allowing you to view the RMA at any time. You can also add another piece of equipment from the link provided.



- Once all items are added, click View Your RMA or click View Cart in the cart pop up to go to the 1st review screen. From here you can delete unwanted items by clicking the "X". You can also undo deletions prior to leaving the screen.

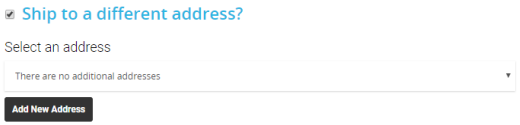




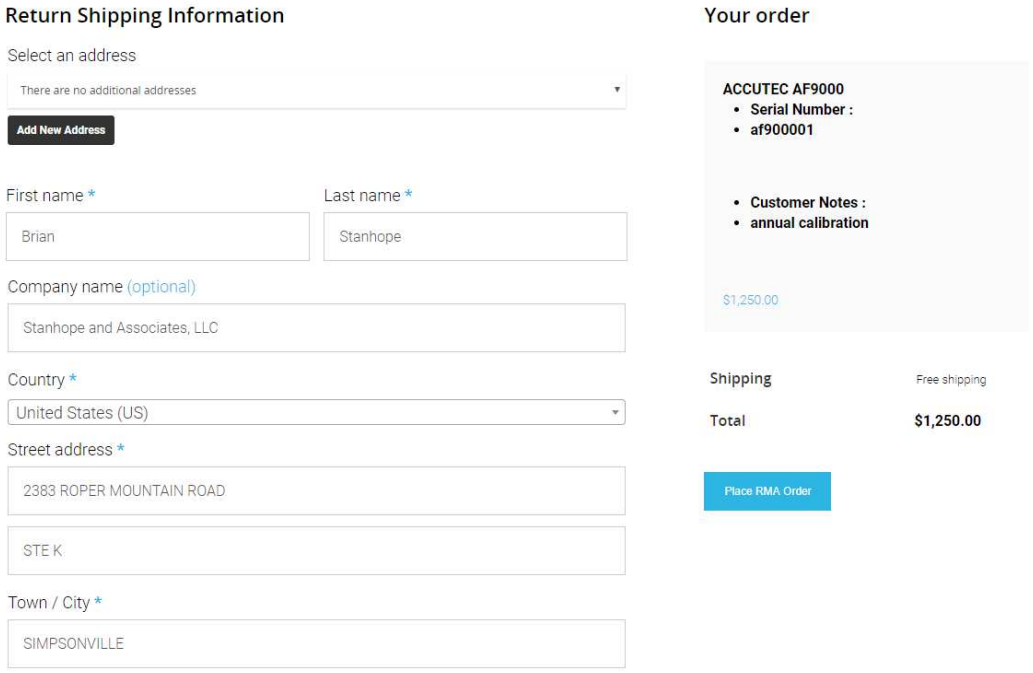
- After item review is complete click

- Here you can see your order to the right. You can add new shipping addresses or simply edit the current shipping address if it is not correct.

- If you select “ship to different address at the bottom you will also have the opportunity to add or edit shipping address that is different from the original.



- PO is optional, but please note that your order will not begin processing at the lab until PO or credit card information is received. Listing the PO here ensures that there are no delays.
- Once you are satisfied with all information Press



- A summary is displayed and a link to print your shipping manifest. This manifest MUST be included with your shipment.
- You will also receive and email copy of the RMA if you need to reprint for shipping.

IMPORTANT

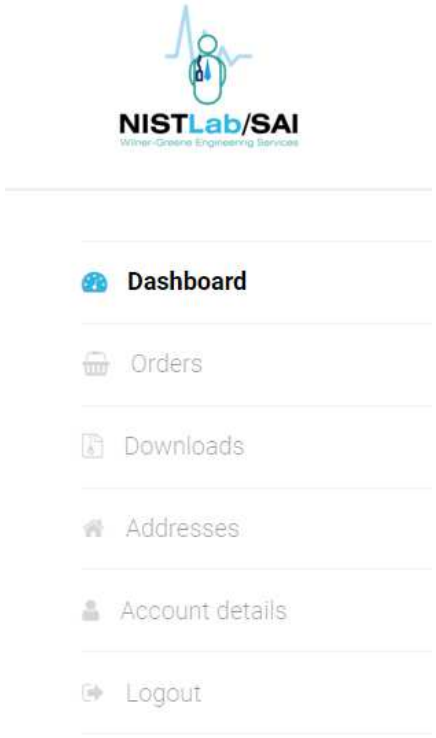
Print this manifest and place inside with your shipment.

Print Manifest

SHIP TO

NISTLab SAI
ATTN: RMA 20-6520
111 Smith Hines Road
Suite K
Greenville, SC 29607

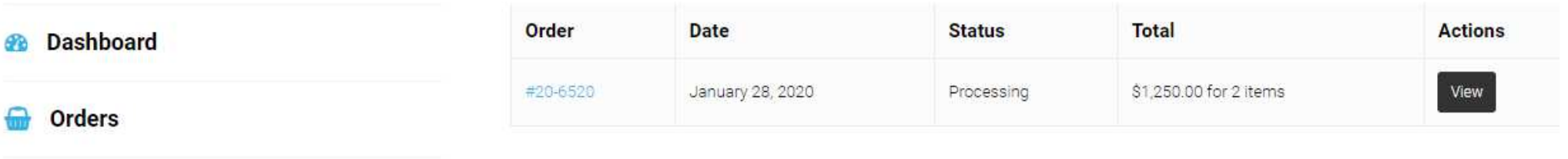
- Once orders are replaced, they can be reviewed from your DASHBOARD.
- Click on my account and this menu appears at the left
- This is the DASHBOARD



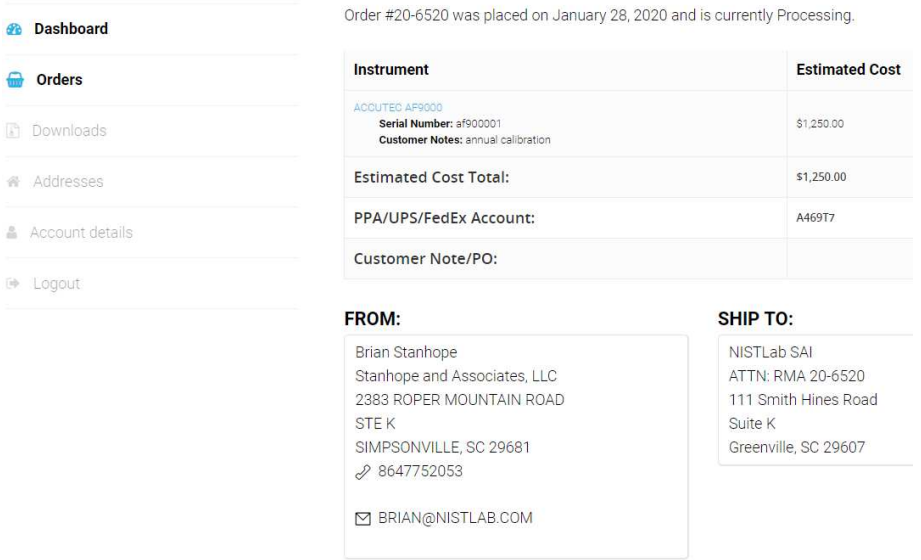
• DASHBOARD

From your account dashboard you can view your recent orders, manage your shipping and billing addresses, and edit your password and account details.

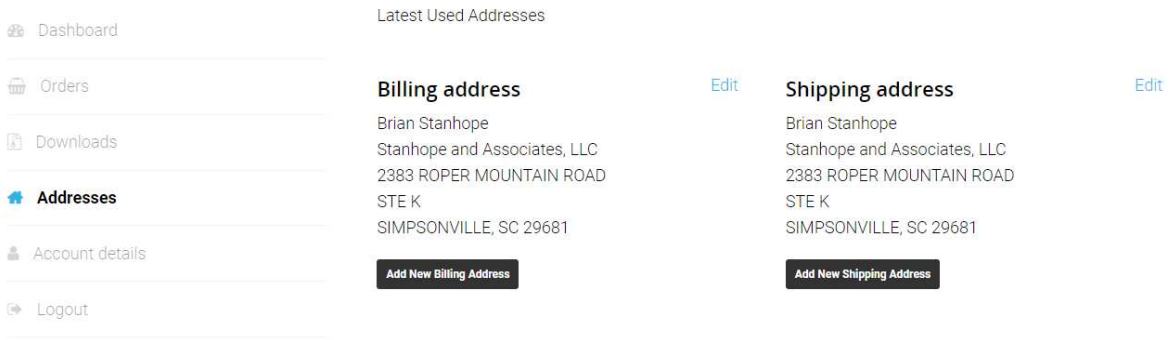
- Orders:

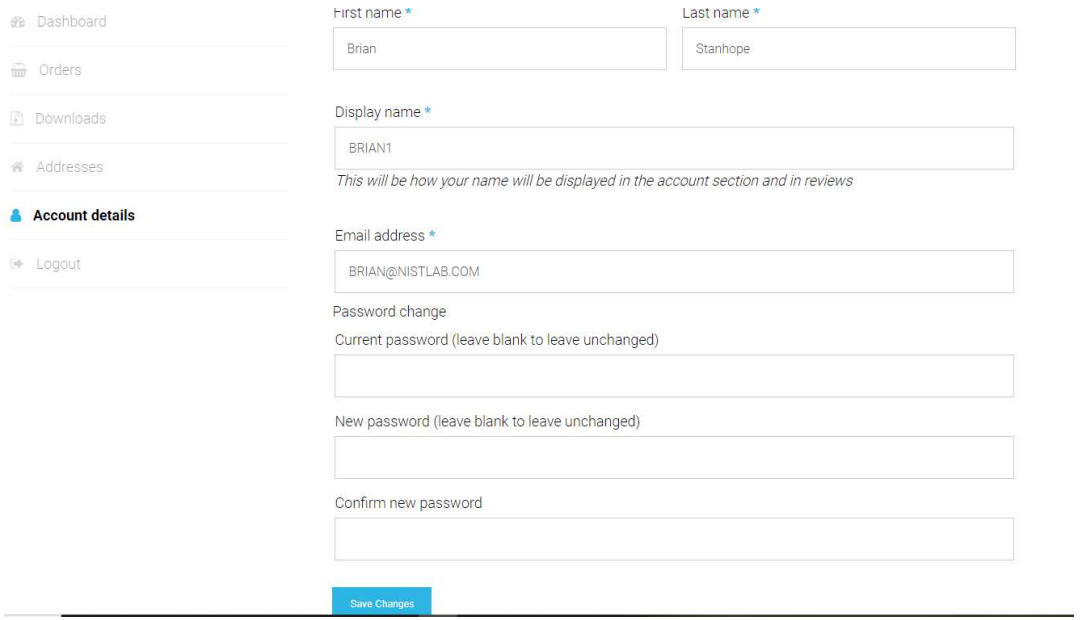


- Here you can review any order – open or closed.



- Downloads
  - Not available yet, but you can browse the catalog from this screen
- Addresses
  - You can manage and add addresses from this screen.



- Account Details
  - Edit account display name, passwords etc, from this screen

- Logout screen is for logging out of the system.