

NISTLab SAI – online RMA generation (REV 4.0)

- 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.

Get an Account

Fill out the attached form to request an account to gain access to pricing on our website.

You may also email service@nistlab.com or call (800) 238-7550.

Account Owner

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Phone *	Email *
<input type="text"/>	<input type="text"/>
Username *	Password *
<input type="text" value="brian"/>	<input type="password"/>

Eight characters minimum One lowercase letter One uppercase letter
 One number One special character

Set a password to use to access the site in the future.

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- 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.

Billing Details

Billing Email *

Billing First Name *

Billing Last Name *

Billing Company *

Billing Address Line 1 *

Billing Address Line 2

Billing City *

Billing State *

Billing Zip *

Billing Country *



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- Copy billing to shipping information or enter new.

Shipping Details

Copy from Billing Address Above

Shipping Email *	Shipping First Name *	Shipping Last Name *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Shipping Company *	Shipping Address Line 1 *	Shipping Address Line 2	
<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	
Shipping City *	Shipping State *	Shipping Zip *	Shipping Country *
<input type="text"/>	<input type="text"/>	<input type="text"/>	United States ▾
Shipping Method *	Shipping Account Number *		
<input type="radio"/> FedEx <input type="radio"/> UPS <input type="radio"/> Add to Invoice	<input type="text"/>		

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

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- 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/>



[About](#) [Quality](#) [Sales & Rentals](#) [Contact](#) [My Account](#) [RMA Instrument Catalog](#)

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

Search by Model Number

Browse By Manufacturer

You must be logged in to see pricing and start your RMA. To request an account, [click here](#).

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

Home > TSI > TSI 8030

TSI 8030

\$655.00 Your Price

PORTACOUNT PRO – FIT TESTER WITH DATA

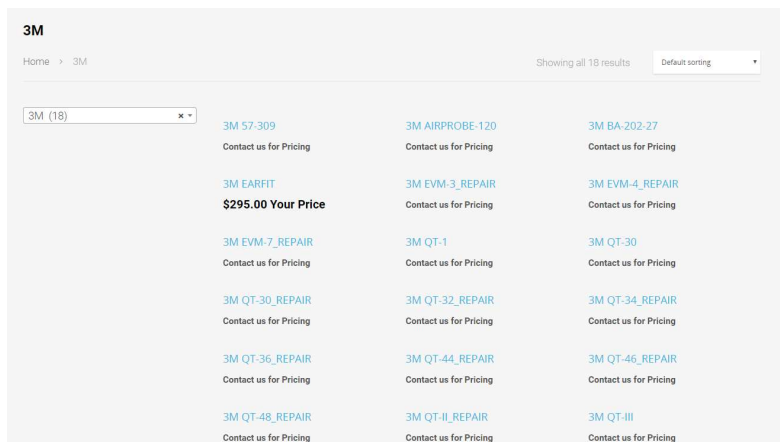
Serial Number *	<input type="text"/>
Customer Notes	<input type="text"/>

1	+	ADD TO MY RMA
	-	

- 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).



Home > ACCUTECH > ACCUTECH AF9000

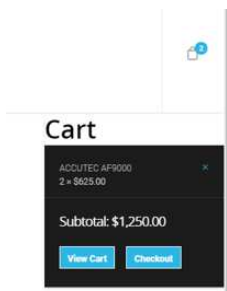
ACCUTECH AF9000
\$625.00 Your Price
 OBJECTIVE FIT TESTER WITH DATA

Serial Number *

Customer Notes

1

- Once you have completed the s/n and notes, click on ADD TO MY RMA.
- 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”

TSI 8030 has been added to your RMA. If you have more of this item, add them below.

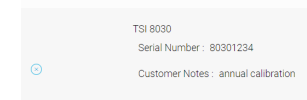
[View Your RMA](#) [Add Another Instrument](#)

- 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.

TSI 8030 has been added to your RMA. If you have more of this item, add them below.

[View Your RMA](#) [Add Another Instrument](#)

- 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.



“TSI 8030” removed. Undo?

- After item review is complete click

Proceed To Checkout

- Here you can see your billing/invoice address to the left and shipping address to the right. Your default shipping address is automatically filled in. You can choose other saved shipping addresses from the pull down located below "Select and Address"

Return Shipment Address

Select an address
Shipping address used for the previous order

Add New Address

- You can also add a new address that is not available on the pull down by clicking "Add New Address".

Select an address
Shipping address used for the previous order

Add New Address

↑ Click here to add a new address to your address book.

- You will need to fill the form (depicted to the right here) completely and click save at the bottom when done. If you click off of the form, it will close, and your new address will not be saved
- After completing the form, click save and you will be returned to your order, the new address will be automatically filled in for shipping and it will also be saved to the pull down for future use.
- PO/ notes 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

Place RMA Order

Identifier / Name (Examples: "Office address," "Mary Jones," "MJ 2145," etc.) *

Make this address the default shipping address (optional)

First name * Last name *

Company name (optional)

Select a country *

Street address *

Apartment, suite, unit, etc. (optional)

City *

ZIP Code *

Phone (optional) Email address *

Save

- A summary is displayed and a link to print your shipping manifest. This manifest **MUST** be included with your shipment.

- You will also receive an email copy of the RMA if you need to reprint for shipping.

Click here on order to print manifest

IMPORTANT

Print this manifest and place inside with your shipment.

[Print Manifest](#)

SHIP TO

**** PLEASE NOTE OUR NEW SHIPPING ADDRESS ****

NISTLab SAI
ATTN: RMA 22-9146
102 Pilgrim Road
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**

 Orders

 Downloads

 Addresses



 Account details

 Logout

- **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:

 Dashboard
 Orders

Order	Date	Status	Total	Actions
#20-6520	January 28, 2020	Processing	\$1,250.00 for 2 items	View

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

 Dashboard
 Orders
 Downloads
 Addresses
 Account details
 Logout

Order #20-6520 was placed on January 28, 2020 and is currently Processing.

Instrument	Estimated Cost
<small>ACQUICED AP9000</small> Serial Number: af900001 Customer Notes: annual calibration	\$1,250.00
Estimated Cost Total:	\$1,250.00
PPA/UPS/FedEx Account:	A469T7
Customer Note/PO:	

FROM:

Brian Stanhope
 Stanhope and Associates, LLC
 2383 ROPER MOUNTAIN ROAD
 STE K
 SIMPSONVILLE, SC 29681
 ☎ 8647752053
 ✉ BRIAN@NISTLAB.COM

SHIP TO:

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

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

The screenshot displays a user interface with a left-hand navigation menu and a main content area. The navigation menu includes: Dashboard, Orders, Downloads, **Addresses** (highlighted with a blue star icon), Account details, and Logout. The main content area is titled "Latest Used Addresses" and features two address cards. The first card is for a "Billing address" and the second is for a "Shipping address". Both cards show the same address: Brian Stanhope, Stanhope and Associates, LLC, 2383 ROPER MOUNTAIN ROAD, STE K, SIMPSONVILLE, SC 29681. Each card has an "Add New" button and an "Edit" link.

Dashboard

Orders

Downloads

Addresses

Account details

Logout

Latest Used Addresses

Billing address [Edit](#)

Brian Stanhope
Stanhope and Associates, LLC
2383 ROPER MOUNTAIN ROAD
STE K
SIMPSONVILLE, SC 29681

[Add New Billing Address](#)

Shipping address [Edit](#)

Brian Stanhope
Stanhope and Associates, LLC
2383 ROPER MOUNTAIN ROAD
STE K
SIMPSONVILLE, SC 29681

[Add New Shipping Address](#)

- Account Details
 - Edit account display name, passwords etc, from this screen
- Logout screen is for logging out of the system.

The screenshot shows a web interface for account management. On the left is a sidebar menu with the following items: Dashboard, Orders, Downloads, Addresses, **Account details** (highlighted), and Logout. The main content area is titled 'Account details' and contains the following fields and sections:

- First name ***: Input field containing 'Brian'.
- Last name ***: Input field containing 'Stanhope'.
- Display name ***: Input field containing 'BRIAN1'. Below this field is the text: *This will be how your name will be displayed in the account section and in reviews*.
- Email address ***: Input field containing 'BRIAN@NISTLAB.COM'.
- Password change** section:
 - Current password (leave blank to leave unchanged)**: Input field.
 - New password (leave blank to leave unchanged)**: Input field.
 - Confirm new password**: Input field.
- Save Changes**: A blue button at the bottom of the form.