



World Wide Customer Service (WWCS)

1-888-367-3774 (Option 2) / (+63) 702-1888

wwcs.custserv@emerson.com

What we do:

- **AMS Machinery Manager or AMS ARES™ software registration (activation)**
- **Issue Return Material Authorization (RMA) for services (calibration, repair, etc.) on CSI and/or AMS brand products.**
- **RMA questions/issues and status updates**
- **Support Agreement Reminders**
- **Loaner unit request, Advances Exchange shipments, tracking**

For RMA: provide as much info as possible regarding your issue(s).

RMA forms and RMA instructions are listed in the next few pages.

Escalation for WWCS:

Paolo Beltran 1-888-367-3774 option 2
or (+63) 702-1888

PaoloSantino.Beltran@Emerson.com

Escalation for Repair Center:

Robyn Buckner 865-207-9979

Robyn.Buckner@Emerson.com



RMA Required Information

For US Customers and CSI or AMS brand products only

Company: _____ Contact: _____
 Address 1: _____ Phone: _____
 Address 2: _____ Fax: _____
 City: _____ Email: _____
 State: _____ Zip Code: _____ RMA number issued by Product Support: _____

If this equipment requires a purchase order (PO), the following information must be on the PO or it will be rejected.

The PO should be made out to: **Emerson Process Management LLLP**

Please note the equipment's serial number or RMA # on the PO.

The correct dollar amount must be shown - \$0 and \$0.01 PO's will be rejected.

Payment terms NET 30

Ship To address - ***Note:** We will ship to the 'Ship To' address provided on the PO regardless of the return address provided above.

Please note - we cannot ship to a PO (Post Office) box.

Please email your PO to MHM.OrderProcessing@emerson.com or fax it to 865-218-1406

Special return shipping instructions? (Return of this item will be to the address above, or the address on the PO - see **note** above)

Special return shipping? _____

Please list ALL items being returned for service in the space provided below.

Model#: _____ Serial#: _____, Model#: _____ Serial#: _____
 Model#: _____ Serial#: _____, Model#: _____ Serial#: _____
 Model#: _____ Serial#: _____, Model#: _____ Serial#: _____
 Model#: _____ Serial#: _____, Model#: _____ Serial#: _____

Please do not forget to list and enclose any and all applicable accessories (accelerometers, cables, chargers, etc.).

Note that 90 day warranty on billable repairs will ONLY cover issues reported on this RMA form.

In the space provided below please describe the problems you are experiencing in as much detail as possible.

Empty box for describing problems.

Please ship equipment shown above to:
Please include RMA Number on outside of the box
 Emerson Automation Solutions
 835 Innovation Drive
 Knoxville, TN 37932

Estimated turnaround time (TAT) is quoted at time of issued Service Request and can change anytime without notice. If quoted TAT expires, please email customer support at wwcs.custserv@emerson.com or call 888-367-3774 for a status update. If this is a billable repair, TAT starts when the PO is approved or the equipment is received, whichever is later. If you need faster turnaround, ask about our 72 hour expedite fee. ***Please note that failure to complete this form properly may result in delays in servicing your item(s).***

!!! IMPORTANT INFORMATION !!!

If returning an AMS 9420, the power module must be removed before shipping back to Knoxville. The power module is a primary lithium battery and considered dangerous goods [regulated shipment]. **DO NOT SHIP AN AMS 9420 POWER MODULE TO KNOXVILLE.** It is the shipper's responsibility to ensure compliance with all transportation regulations. Failure to do so may result in hazardous conditions, loss of life or property, and refusal of receipt by Knoxville receiving department. For shipping questions, please email PSGTradeCompliance.Notification@Emerson.com.

Please print a copy of this completed form and include it in the box with the equipment being returned.

Thank you for placing your trust in Emerson products.



RMA Required Information

For US Customers and CSI or AMS brand products only

Check List

1. Have you talked with Technical Support prior to getting a Service Request (SR)? Yes No

If you answered yes above, what is the ticket number?

2. What troubleshooting steps were made, if any before sending the equipment in?

3. When does this issue occur?

4. What hardware or software is effected?

5. What type of environment is the equipment in when the issue occurs? Hot, cold, office environment, humid?

6. Where there any activities that led to the reported problem? If so please explain.

7. Did the issue start after a new install or upgrade? If so, what install or upgrade was performed?

8. Is there any additional information that you can give that could help us during the repair?

Please print a copy of this completed form and include it in the box with the equipment being returned.

Thank you for placing your trust in Emerson products.



International Return Material Authorization (RMA) Instructions

If your technology will be returned to an address **OUTSIDE** the United States - please complete International RMA form and email to wwcs.custserv@Emerson.com to be issued an RMA. Once you have received the RMA number, print a hard copy of the form and ship with your equipment. No product should be returned without a completed and approved form. Please note the following:

1. *Bill To/Invoice To* - this is the party that will be responsible for payment of invoice and/or customs duties.
2. *Freight Forwarder* - this is the address where Emerson will return the equipment. If you are NOT using a Freight Forwarder, please enter NONE in the contact field.
3. *Ship To* - If you are using a Freight Forwarder, this is the address where they will return the equipment. If you are NOT using a Freight Forwarder, this is the address where Emerson will return the equipment.
4. *End User* - this is the customer contact information. Forms containing contact information for local Emerson representation will be rejected unless the equipment belongs to the Emerson representative and is noted as such on the form.
5. The **RMA Import Procedure** should be followed when shipping products to the United States. Failure to follow these procedures will cause delays in the processing and return of the equipment.
6. You must provide an email address to receive tracking information related to your return shipment. You may provide up to three (3) addresses.

Trade Compliance questions or issues should be directed to PSGTradeCompliance.Notifications@Emerson.com. Your Commercial Invoice should be made out to Computational Systems, Inc. If you have questions related to a commercial Invoice that was provided by Emerson, contact MHM.Shipping@Emerson.com.

If you are returning an AMS 9420 Wireless Vibration Transmitter, the power module must be removed before shipping the unit back to Knoxville. The power module is a primary lithium battery and considered a dangerous good/regulated shipment. **DO NOT SHIP THE POWER MODULE TO KNOXVILLE**. It is the shipper's responsibility to ensure compliance with all transportation regulations. Failure to do so may result in hazardous conditions, loss of life or property, and refusal of receipt by the Knoxville receiving department.

Purchase orders or questions regarding submitted orders should be directed to MHM.Orderprocessing@Emerson.com. All purchase orders should be made out to Emerson Process Management LLLP.



RMA Required Information

For Asia/Pacific, Latin American and Canadian customers and CSI or AMS brand products only

<u>Invoice or Bill To</u>	Ship To (from freight forward) <input type="checkbox"/> Same as Bill To	<u>End User</u>
Company _____	Company _____	Company _____
Contact _____	Contact _____	Contact _____
Phone _____	Phone _____	Phone _____
Email _____	Email _____	Email _____
Address 1 _____	Address 1 _____	Address 1 _____
Address 2 _____	Address 2 _____	Address 2 _____
Address 3 _____	Address 3 _____	Address 3 _____
City/Province _____	City/Province _____	City/Province _____
Postal Code _____	Postal Code _____	Postal Code _____
Country <input type="text"/>	Country <input type="text"/>	Country <input type="text"/>

Freight Forwarder

Company _____

Contact _____

Phone _____

Email _____

Address 1 _____

Address 2 _____

Address 3 _____

City/Province _____

Postal Code _____

Country

Special return shipping instructions? List special instructions below.

Special return shipping? _____

RMA number issued by product support _____

Please list ALL items being returned for service

Model Number _____	Serial Number _____
Model Number _____	Serial Number _____
Model Number _____	Serial Number _____
Model Number _____	Serial Number _____

Please enclose a **Commercial Invoice** made out to
and ship equipment shown above to:
Please include the RMA Number on outside of the box
Computational Systems, Inc.
835 Innovation Drive, Knoxville, TN, USA 37932

If this equipment requires a purchase order (PO), the following information must be on the PO or it will be rejected. The PO should be made out to: **Emerson Process Management LLLP** Please note the equipment's serial number or RMA # on the PO. The correct dollar amount must be shown - \$0 and \$0.01 PO's will be rejected. Payment terms NET 30

Ship To address - ***Note: We will ship to the 'Ship To' address provided on the PO regardless of the return address provided above.**

Please note - we cannot ship to a PO (Post Office) box.

Please email your PO to MHM.OrderProcessing@emerson.com or fax it to +1-865-218-1406

Please do not forget to list and enclose any and all applicable accessories (accelerometers, cables, chargers, etc.).

Note that 90 day warranty on billable repairs will ONLY cover issues reported on this RMA form.

In the space provided below please describe the problems you are experiencing in as much detail as possible.

Estimated turnaround time (TAT) is quoted at time of issued Service Request and can change anytime without notice. If quoted TAT expires, please e mail customer support at wucs.custserv@Emerson.com or call +1-888-367-3774 (US or Canada) or +63-702-1888 for a status update. If this is a billable repair, TAT starts when the PO is approved or the equipment is received, whichever is later. If you need faster turnaround, ask about our 72 hour expedite fee.

Please note that failure to complete this form properly may result in delays in servicing your item(s).

If returning an AMS 9420, the power module must be removed before shipping back to Knoxville. The power module is a primary lithium battery and considered dangerous goods [regulated shipment]. **DO NOT SHIP AN AMS 9420 POWER MODULE TO KNOXVILLE.** It is the shipper's responsibility to ensure compliance with all transportation regulations. Failure to do so may result in hazardous conditions, loss of life or property, and refusal of receipt by Knoxville receiving department. For shipping questions, please email PSGTradeCompliance.Notification@Emerson.com.

Please print a copy of this completed form and include it in the box with the equipment being returned.
Thank you for placing your trust in Emerson products.