



## RMA Portal Tutorial Transcript

### **RMA Portal Launch**

Hi, my name is Dragana Culjkovic. I'm a Senior Customer Quality Engineer at Xilinx and I will introduce you to the RMA Portal, an application that enables you to manage all of your Xilinx RMA cases with ease.

### **RMA Portal Introduction**

RMA Portal is an interactive online tool that improves your RMA experience in the following ways. It allows you to open RMA cases easily and receive notification of the case you have created. A Customer Quality Engineer at Xilinx will also be instantly notified of the case you have submitted. You will know when your cases will complete and you will be viewing Xilinx commitments at each process step. You will know where your RMA cases are in terms of status and receive real-time case status updates. The RMA Portal will allow you to track all open and closed cases in one place, as well as view complete RMA history and performance.

### **RMA Portal Demo Agenda**

Let's take a look at the RMA Portal demo agenda. We will cover Portal Access, MyCases view, which is the landing page of the RMA Portal, how you will open a new case, how you can receive update alerts, how you would add notes, query a case and provide feedback. Let's start with the login.

### **RMA Portal Leverages Xilinx.com Login**

The RMA Portal leverages Xilinx.com login. What this means is that you can use your existing Xilinx account to access the RMA Portal. If you do not have a Xilinx account you can create one easily within minutes by clicking on the Create Account button. After you're signed into Xilinx you would click on the support link highlighted on top to access the RMA and returns page.

### **MyCases View**

The first page you would see within the RMA Portal is the MyCases view. This is a list of all of your open and closed cases.

### **Real Time Case Status and Next Update**

Each case will have a unique case ID number, a date when it was created, a device involved in case title, as well as the real-time case status and the date for when you can expect to hear next from Xilinx. All of this information can be sorted by clicking on any of the column titles.

### **Next Update Link**

If you were to click on the particular date within the next update column, you would access a typical flow. Let's see what that looks like.

## **Typical Failure Analysis RMA Flow**

A typical failure analysis RMA flow will tell you where your case is at, as well as what next process steps you can expect within the failure analysis. Let's go back to the MyCases view.

## **MyCases (continued)**

Any case that enters extended analysis will have a resolution commit date, which is the date when we expect the case to close. Any case that has closed will have a findings result, as well as the cycle period captured which is the delta between when the case was submitted and when the case closed.

## **How to Access CaseView**

If you were to click on any particular case ID link, you would enter a detailed case view. Let's see what that looks like.

## **CaseView Detail**

In CaseView, you will be able to view reports and results in the documentation section. You will be able to use the case notes and history section to add notes and in that way communicate to Xilinx. This is also the way in which Xilinx will be communicating to you. What this means is that you will no longer have to search through your e-mail to find information that was sent to you regarding a particular RMA case. It will all be in this one place. You can use the people involved section to manage secure case access. This is where you would add anyone who you think should be involved with the case, as well as change your settings about receiving update alerts. You can receive changes to the case or you can receive notification when the case is closed.

## **Open New Case**

Opening a new case within the RMA portal is very simple. You would click on the Open New Case link and you will be asked to provide your contact information.

## **Contact Information**

I highly encourage you to complete your profile by clicking on the My Profile link so that all of your contact information would be prepopulated when you start a new case.

## **Failure & Device Information**

The second page will ask you for basic failure and device marking information.

## **Dynamic Control of Subsequent Questions**

You will notice that several fields, such as product family and failure type will dynamically control subsequent questions that you will be asked, in this way we minimize the number of questions that you're asked to answer.

## **Failure Device Detail**

The next page will ask for device failure detail. The intelligent flow simplifies case creation by asking only those questions that pertain to the failure type you selected on the previous page. In this example, that is the parametric continuity failure type.

## **Intelligent Flow Simplifies Case Creation**

At this point you're ready to click on the Submit button.

## **New Case Confirmation**

You would instantly receive a confirmation of the case you have created and a case ID will be assigned to your case. That case becomes part of the list of your open cases.

**Update Alerts**

At the same time you will receive an e-mail that tells you about the case you have submitted and gives you a direct link to the RMA portal that you can bookmark.

**Adding Notes**

From this point on you can access that case using the case ID link within the MyCases view. That will take you to the CaseView that we went over. You can use the Add Notes link to add notes and in that way communicate to Xilinx.

**Case Query**

To query a case, you would click on the Case Query button. This is where you would enter the case ID, the status, the keyword that you're looking for or list all cases that have been created, closed or cancelled within a particular timeframe.

**Feedback**

We very much appreciate your feedback. You can click on the Feedback link to let us know what your experience with the RMA Portal is like.

**Contact Information**

You can also submit feedback directly to [RMA\\_portal\\_feedback@xilinx.com](mailto:RMA_portal_feedback@xilinx.com). I very much hope that you enjoy the RMA Portal and let me know if you have any questions or comments. Thank you very much.