Initiating an order return
through ScanSource

Returns happen. While the return process can be a hassle, working with ScanSource makes it as simple and seamless as possible. In just a few clicks within our eCommerce tool, you can initiate a return. **It's that easy.**

Steps to submit return request within eCommerce

1 In the *"Account"* drop-down, click on *"Order history."*

2 A subfolder will display. Click on *"Invoices."*

3 Next to the invoice containing the product you'd like to return, select the *"Submit RMA"* button.

(This launches a screen from which you can select the part, quantity, and serial number you need to return. You will need to complete the form to begin the process.)

Too many invoices to look through? Search by PO# or Serial# from the search bar located on the *"Invoice"* tab.

Here you will find screenshots for visual guidance on the return process.

The page below is found on the *"Invoices"* screen. This is where you'll locate the invoice from which you need to initiate a return. Then click on the *"Initiate RMA"* button.

From the next page, select the part and serial number you wish to return, or choose *"Select ALL items on invoice"* if you need to return every item on your invoice. If you're returning a non-serialized part, just adjust the quantity to reflect the number of items you plan to return.

Once the form is completed you'll receive a pop-up message with your case number, like the one below. **Please reference that number if you need to follow up on your RMA request.**

You'll also receive an email confirmation from our customer service group with this same information for your records. You can reply to the same email with any additional comments you'd like to add to your request.

RMA SUBMISSION FORM - INVOICE 5406206519

Thank you for submitting your RMA request. We will review your request and respond to you as quickly as possible. If you need to add more information or to request the status of your submission, please contact us via:

Chat with us using the "Chat with an Expert" option at the bottom of your screen
Call us at 800.944.2439 x4046
Email us at nacs@scansource.com

Here is your RMA case# for reference: 00544641