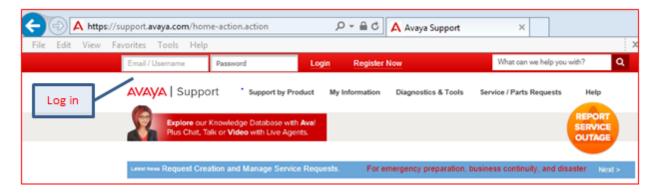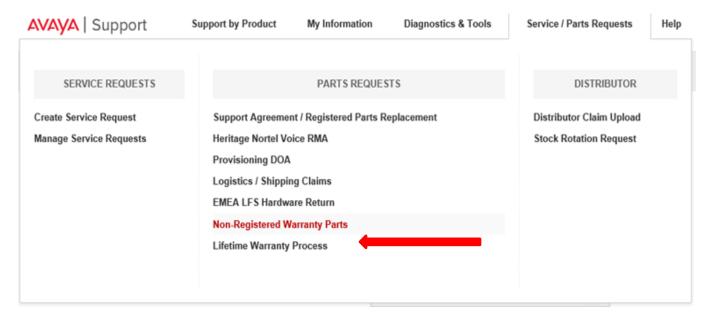# Avaya Warranty Claim Submission Process – Updated 11/26/18

Log onto the Avaya Support website (https://support.avaya.com), making sure you're registered to access the site. Please watch the following video (Avaya SSO Registration) for step-by-step instructions of how to register your support.avaya.com account:

1. Log onto the support site using your Avaya SSO/CXP ID credentials.

2. One you've logged in scroll over the "Service/Parts Requests" tab of the home page, and select "Non Registered Warranty Parts "

3. You will select the following information from the drop down boxes on the next page:
   Was the equipment purchased directly from Avaya – No

4. A box will pop up requesting information pertinent to your claim including the following:
   - Sold to (If known)

- Part number/Quantity to be returned
- Any additional comments
- Proof of Purchase attachment

Warranty Flow - Not Purchased from Avaya

Sold To (if known)   [Choose one ⌄]

Part Number *	Part Description	Quantity to be Returned *
[ ]		[ ]
Enter Part Number		[ ]
Enter Part Number		[ ]
Enter Part Number		[ ]
Enter Part Number		[ ]

Additional Comments *
(250 Characters max.)

[Please provide any other comments]

Attach proof of purchase here:*   [   ] [Browse...]

Note: Only files having extensions .jpg, .doc, .png, .pdf, .xls, .gif, .tif are allowed with maximum size of 10MB

[SUBMIT] [CANCEL]

> Once all information has been entered and a proof of purchase has been attached please hit the submit button. **(Proof of Purchase will be required to validate your claim)**

5. Enter material code serial number and failure reason.

Items 1 - 1 of 1

PART NUMBER	PART DESCRIPTION	SERIAL NUMBER	FIELD FAILURE REASON
WOS9100E	WLAN 9100 ORCH SYSTEM LIC: NU	[ ]	Unit will not power up/cannot be turned on ⌄

> On the following screen you will be prompted to enter a valid serial number if the material code entered is serialized, and a field failure reason.

6. Select an address where you would like the materials shipped.

Postal/Zip Code	City	State/Prov	Country	Sold To	
		North Carolina			Filter Address

Items 1 - 1

STREET	CITY	STATE/PROV	POSTAL/ZIP CODE	ADDRESS TYPE	COUNTRY	SOLD TO
4001 E. Chapel Hill-Nelson Hwy	Research Triangle Park	North Carolina	27709	Mail Out	USA	0002643262

On the following page you'll select the address where you would like the material shipped that are associated with your "sold to". You can filter by a number of variables shown above. Select "Filter Address" then click the address below.

*Ship-to Address

Unit 8 Radway Road, Swindon,

*Ship Attention To (30 Characters max.):

Distributor 1 RMA 360

*Phone Number(please include an extension if needed in the format 9995551234-1111):

9999999999

*Email Address:

geransom@avaya.com

Please verify that all information pertinent to your claim is accurate, and be sure to enter an email address that you would like updates sent to.

Commitment Time(Site time):

TBD

CANCEL   SUBMIT

Once you've verified the correct information is there, hit the "Submit" button.

Avaya Service Request

Successful Service Request Submission – Shipping Claim

SERVICE REQUEST # 1-2531954482 ◄━━━━━━

Thank you. Your request regarding Avaya Parts was successfully created. Yo[...]
Request details. In some cases an Avaya Associate will reach out to you. Yo[...]
Support Website at any time to edit, update, or cancel the Service Request.

If your request requires part(s) to be returned, they are due back in 30 days

Assuming you've entered your email address on the previous page, you will receive an email with your Service Request number. It will also be on this page for your reference.

A complete view of your Avaya Service Requests (SRs) can be found on your homepage:

Your Recent Open Service Requests	Your Closed Service Requests	Pending Returns
SR # Last Updated	Updated By Customer/Sold To	Status

Any of your SRs (Open, Closed, And Pending) can be found on your **homepage**

You can query the SR you've just created following the steps below:

AVAYA | Support   Support by Product   My Information   Diagnostics & Tools   Service / Parts Requests   Help

SERVICE REQUESTS	PARTS REQUESTS	DISTRIBUTOR
Create Service Request	Support Agreement / Registered Parts Replacement	Distributor Claim Upload
Manage Service Requests	Heritage Nortel Voice RMA	Stock Rotation Request
	Provisioning DOA	
	Logistics / Shipping Claims	
	EMEA LFS Hardware Return	
	Non-Registered Warranty Parts	
	ocess	

Scroll over "Service/Parts Requests" and select "Manage Service Requests" to access information pertaining to any SR that you've initiated from the claims process inside Support.Avaya.com.

Manage Service Requests

New Service Request

| Find Q | See all my Company's Open SRs | Advanced Search |

SR Number ▾   Search   1-2531424728   × Q   ☐ Only show open service requests

Please enter the SR you're inquiring about

SR # 1-2532132102   Status: Assigned

| Add Update or Attachment | Request Status | Escalate | Print | Email | Request Return Label |

SR Type : Provisioning Parts / PDO Advanced Replacement

Attachments : 0

Once inside your SR, you're able to perform various activities that help expedite the processing of your service request, including: Adding an update or attachment, requesting a status update or return label etc…

LAST UPDATED ▾	UPDATED BY	ORGANIZATION	TYPE	STATUS
30 Jan 2017 11:43:50 EST	Avaya Support	Avaya		Done

Once the parts have been received, a notification will be posted at the bottom of them page along with other events critical to your SR.

DESCRIPTION: Returned Parts Receipt notification

COMMENTS: We received the Part, 55547-30021 - SCOPIA ELITE 6000 FOR AURA COLLAB PH, that was returned by you on the Service Request '1-2531424728'. Below are the received Parts details for reference. Received Part#: 55547-30021 Received Quantity: 1 Received Date: 1/30/2017 04:43:50 PM   See less ▲

| 30 Jan 2017 11:30:21 EST | Avaya Support | Avaya | | Done |

Replacement order information will be communicated as well.

DESCRIPTION: Parts Replacement Status Update

COMMENTS: Your Order has been shipped, below are the details. Shipped Part#: 55547-30021 Shipped Quantity: 1 Tracking Number: 123TRACK NO Shipped Date: 1/30/2017 04:30:15 PM Return Required: Y   See less ▲