

# RMA Processing for Cantaloupe devices

## How to Create and Submit an RMA in SeedLive

**To create the RMA and submit it for processing, follow these steps:**

1. Log in to SeedLive. Click the **Administration** tab and click **RMA** in the menu.
2. Click the **Create RMA** button. (For accessories, click the Create Parts RMA button).
3. Check the box on the second line for advanced swap and click the **Yes** button.
4. Enter the Serial Number(s) in the Serial Number box and click **Search**.
5. Click the box next to the Serial number in the lower section, then click the **Add Selected** button.
6. Enter a description in the box to the right of the device number, then copy and paste the text into the RMA Description box below. We need a description of what the problem is, so we have an idea of what the issue with the device is.
7. Enter the Contact Name, and Shipping information in the appropriate boxes.
8. In the last section, select the shipping speed from the upper radio button options. If you prefer to be billed to your own shipping carrier account, write the account number in the large box, and select the carrier from the choices underneath. If the carrier is DHL, enter the account number in the box provided.

When all the information has been entered correctly, click the **Create RMA** button.

9. When you click the **Create RMA** button, it will take a moment to process before bringing up the receipt screen. You can keep a copy for your records, but the data will also be stored in SeedLive under Administration Tab > RMA > View RMAs button.

Please note the language on the bottom of this screen about turn-around time.

**Shipping:** Lengthier times during bank holidays, Christmas and New Year's based on UPS's schedule.