



**SCANLAB Repair Portal**

## Agenda

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# 1. General information

## General information

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- Launch on **2025.07.01** as a web portal
  - for customer repair return registrations
- Automatic creation of a return order for each repair
  - Return Merchandise Authorization (RMA) generated and sent
- Registration of the return by acceptance in the SCANLAB-Receiving Dept.
  - Start of repair process

## 2. Registration/Login

## Registration/Login

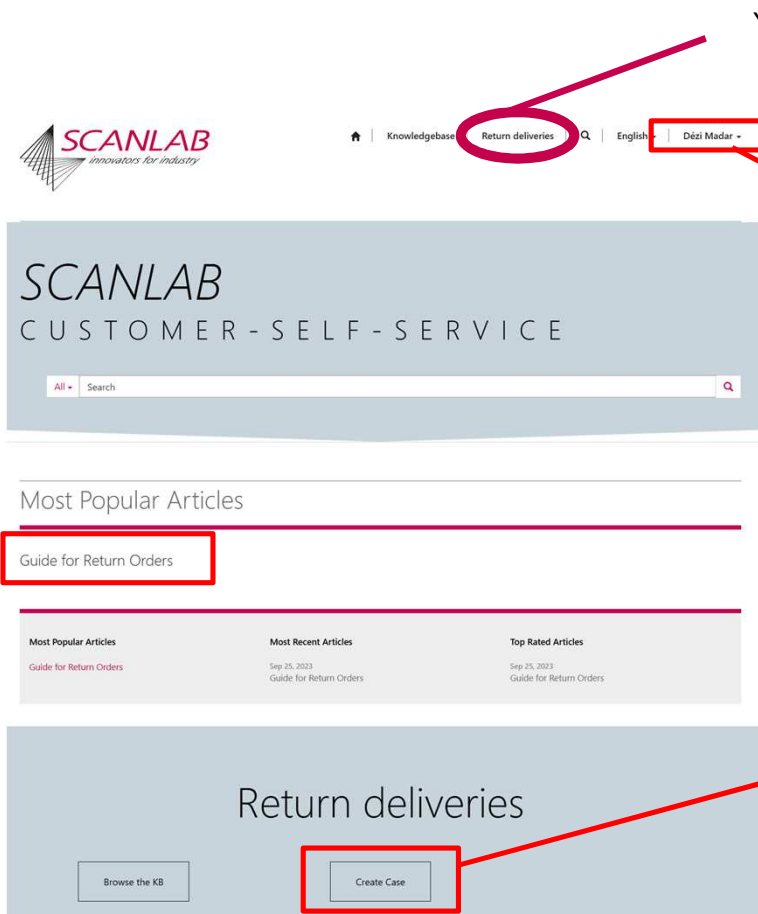
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- Responsible contacts receive access to the portal
  - access request via [CustomerService@scanlab.de](mailto:CustomerService@scanlab.de)
  - multiple contacts per customer & bulk emails possible
- Providing customer access via email
  - Invitation link
- Registration required before access
- Login via email address and password
- Central link on the SCANLAB homepage
  - under „Repairs and Returns“ + on the sign in page for the SCANLAB customer portal

## 3. View

# View

## Homepage Repair Portal



The screenshot shows the SCANLAB Customer Self-Service portal. At the top, there is a navigation bar with the SCANLAB logo, a home icon, a 'Knowledgebase' link, a 'Return deliveries' link (circled in red), a search icon, a language dropdown set to 'English', and a user profile dropdown labeled 'Dázi Madar' (boxed in red). Below the navigation bar is a large header section with the SCANLAB logo and the text 'CUSTOMER - SELF - SERVICE'. Underneath is a search bar with a dropdown menu set to 'All' and a search icon. The main content area is divided into sections. The first section is 'Most Popular Articles', with the first article 'Guide for Return Orders' boxed in red. Below this is a section with three columns: 'Most Popular Articles' (listing 'Guide for Return Orders'), 'Most Recent Articles' (listing 'Sep 25, 2023 Guide for Return Orders'), and 'Top Rated Articles' (listing 'Sep 25, 2023 Guide for Return Orders'). The bottom section is titled 'Return deliveries' and contains two buttons: 'Browse the KB' and 'Create Case' (boxed in red).

You can view your repair orders here

Here you can view your profile, edit it and log out

Here you find the instructions on how to create a repair request

You can create a new request here



# View

## View of Repairs



[Home](#) | 
 [Knowledgebase](#) | 
 [Return deliveries](#) | 
 [Q](#) | 
 [English](#) | 
 [Dézi Madar](#)

Home > Return deliveries

### Return deliveries

Q How can we assist?

Web – Offene Anfragen / Abschlussdatum

Create

Here you can select the view of your repairs (active/completed/all)

You can create a new request here

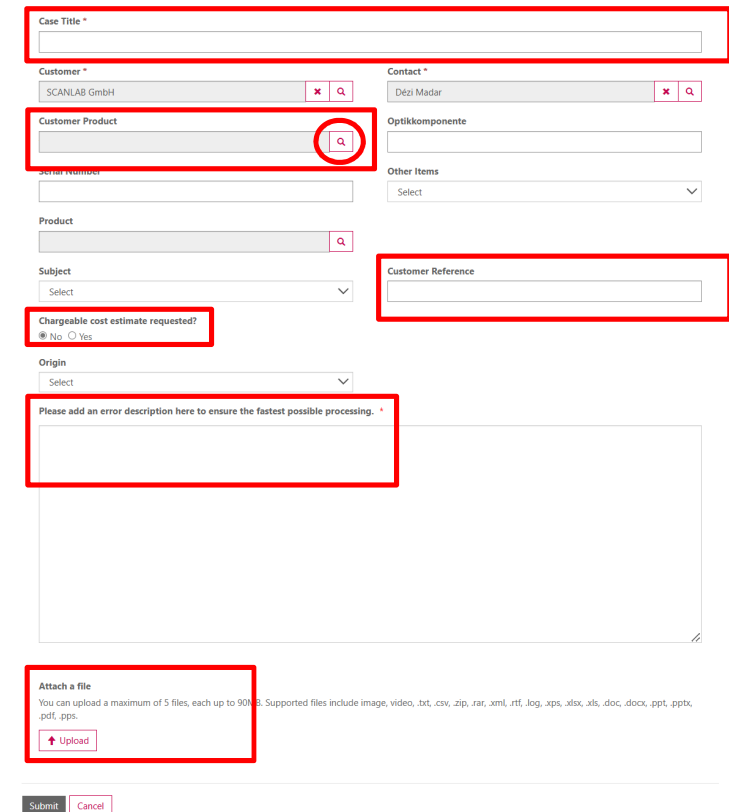
Case Number	RMA Number	Case Title	Serial Number	Name (Customer Product)	Subject	Status Reason	Resolve By	Created On
CS-0008246	RA006591	RA 77525	735001366		Repair - Control	Product received		2/3/2025 8:40 AM
CS-0008245	RA006590	RA 77524	735001369		Repair - Control	Product received		2/3/2025 8:28 AM
CS-0008242	RA006587	Dézi3 Test zum Löschen	20090290	varioSCAN de II 20i; ohne Optik		Waiting for Product Receipt		1/30/2025 1:48 PM
CS-0007839	RA006414	Dézi2 Test zum Löschen	20090290	varioSCAN de II 20i; ohne Optik		Waiting for Product Receipt		1/15/2025 10:40 AM
CS-0007835	RA006410	Dézi Test zum Löschen	20090290	varioSCAN de II 20i; ohne Optik		Waiting for Product Receipt		1/15/2025 8:37 AM

## 4. Creation of repair requests

## Creation of repair requests

- „Case Title“: Titling
- „Customer Product“: enter the serial number and select the product from the list
- Chargeable cost estimate?: yes/no
- „Description“: error description
- „Customer Reference“: optional
- Upload of documents possible

Create new return delivery



Case Title \*

Customer \*  
SCANLAB GmbH

Contact \*  
Dezi Madar

Customer Product

Serial Number

Product

Subject  
Select

Chargeable cost estimate requested?  
☒ No ☐ Yes

Origin  
Select

Optikkomponente

Other Items  
Select

Customer Reference

Please add an error description here to ensure the fastest possible processing. \*

Attach a file  
You can upload a maximum of 5 files, each up to 900 KB. Supported files include image, video, txt, csv, zip, rar, xml, rtf, log, xps, xls, doc, docx, ppt, pptx, pdf, pps.

Upload

Submit Cancel

# Creation of repair requests

- Automatic sending of RMA form by email and upload in the portal

## Overview

### Zeitleiste



3 months ago

Modified on 3/10/2025  
12:54 PM

# CE-Admin → SCANLAB GmbH

Created by # CE-Admin

 RMA Report.pdf (216.64 KB)

+ Add comment

### Add file

You can upload a maximum of 14 files, each up to 50MB.

↑ Upload

Submit



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SCANLAB GmbH  
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Seite 1 von 1

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Kundennummer: 199100

### Rücklieferschein RA006410

15. Jan. 2025

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Bitte hier abtrennen

✂

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## Creation of repair requests

- Attachment of RMA form to package + in the package  
→ repair ready for shipment
- Scanning of RMA document in SCANLAB-Receiving Dept.  
→ start of tracking  
→ start of repair process steps
- Repair status changes displayed in the portal

Home > Return deliveries > CS-0008245

RA 77524

Return Order Active – Product received

### Case Details

**Created On**

2/3/2025 8:28 AM

**Customer \***

SCANLAB GmbH

**Modified On**

3/10/2025 1:34 PM

**Case Type**

Return Order

## Creation of repair requests

- Option to send additional documents via the portal


Overview

Zeitleiste

3 months ago  
Modified on 1/15/2025  
8:55 AM

Dézi Madar

Created by # Portals-Scanlab-Customer-Service

 17364315380534234151234950252835.jpg (3.37 MB)

3 months ago

Dézi Madar


Test Bild

Created by # Portals-Scanlab-Customer-Service

3 months ago  
Modified on 1/15/2025  
8:39 AM

# CE-Admin → SCANLAB GmbH

Created by # CE-Admin

 RMA Report.pdf (216.11 KB)

Comments can be added here

Add comment

Documents of any kind can be uploaded here

Add file  
You can upload a maximum of 13 files, each up to 50MB.

Upload

Submit

## 5. Exeptions when creating a request

## Items without serial number

- Manual entry of the serial number in the “Serial Number” field
- Description of the product as precisely as possible in the “Description” field
- The corresponding article number is determined by SCANLAB after the request has been sent
- The RMA form is sent after identification

### Create new return delivery

Form fields for creating a new return delivery:

- Case Title \*
- Customer \* (SCANLAB GmbH)
- Contact \* (Dézi Madar)
- Customer Product
- Optikkomponente
- Serial Number (highlighted with a red box)
- Other Items (Select)
- Product
- Subject (Select)
- Customer Reference
- Chargeable cost estimate requested? (No selected)
- Origin (Select)
- Please add an error description here to ensure the fastest possible processing. \* (highlighted with a red box)

Attach a file

You can upload a maximum of 5 files, each up to 90MB. Supported files include image, video, .txt, .csv, .zip, .rar, .xml, .rtf, .log, .xps, .xlsx, .xls, .doc, .docx, .ppt, .pptx, .pdf, .pps.

Upload

Submit Cancel



## Optical components

- Manual entry of the exact name or wavelength and focal length in the “optic components” field
- Enter additional information under “Description”
- The corresponding article number will be determined by SCANLAB after transmission of the request
- The RMA form is sent after identification

Create new return delivery

Case Title \*

Customer \*

SCANLAB GmbH ✖ 🔍

Contact \*

Dézi Madar ✖ 🔍

Customer Product

Optikkomponente

Serial Number

Other Items

Select ▼

Product

Subject

Select ▼

Customer Reference

Chargeable cost estimate requested?

☒ No ☐ Yes

Origin

Select ▼

Please add an error description here to ensure the fastest possible processing. \*

Attach a file

You can upload a maximum of 5 files, each up to 90MB. Supported files include image, video, txt, csv, zip, rar, xml, rtf, log, xps, xls, doc, docx, ppt, pptx, .pdf, .pps.

📎 Upload

Submit

Cancel

## Serial number not in customer product list

- Manual entry of the serial number in the “Serial Number” field
- Enter the product name under “Description”
- The corresponding article number is determined by SCANLAB after the request has been submitted
- The RMA form is sent after identification

### Create new return delivery

Form fields for creating a new return delivery:

- Case Title \*
- Customer \* (SCANLAB GmbH)
- Contact \* (Dézi Madar)
- Customer Product
- Serial Number (highlighted with a red box)
- Product
- Subject (Select)
- Chargeable cost estimate requested? (No selected)
- Origin (Select)
- Optikkomponente
- Other Items (Select)
- Customer Reference

Please add an error description here to ensure the fastest possible processing. \*

Attach a file

You can upload a maximum of 5 files, each up to 90MB. Supported files include image, video, .txt, .csv, .zip, .rar, .xml, .rtf, .log, .xps, .xlsx, .xls, .doc, .docx, .ppt, .pptx, .pdf, .pps.

Upload

Submit Cancel

## 6. Repairs without prior registration

## Creation of repair requests

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- **Case 1: you have no active portal access**
    - manual creation of repair request by SCANLAB until activation
  - **Case 2: you already have active portal access**
    - You will be contacted after the goods have arrived
      - Please create the request afterwards in order to comply with the process
- ! Repairs will only be started once the request has been registered in the portal !**

## 7. Advantages

## Advantages

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- Central location for all repair orders
- Packaging instructions / handling instructions for hazardous substances on RMA form  
→ ZnSe / Be-components
- Status tracking through the portal
- Document upload for repair documents

**Further help needed?**

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**If you have any questions, you can contact [CustomerService@scanlab.de](mailto:CustomerService@scanlab.de) or your responsible sales manager at any time**