

# Qservice User Guide

Reseller RMA on-line Request

## Index

Apply your Qservice Account .....	Page 2
Qservice Login .....	Page 2
Fill out your request form on-line.....	Page 3
Modify your request.....	Page 5
Delete record(s).....	Page 8
Attach document (invoice).....	Page 11
Inquire your RMA Request Status.....	Page 12
Email notice when your RMA number is created.....	Page 14
Email notice when your RMA request is rejected.....	Page 14
How to re-submit a rejected request.....	Page 15
Print out the RMA shipping document to attach with your return.....	Page 17
Inquire the status of your returned items.....	Page 18

**MAINTEQ**

## Applying for your QService Account

1. Contact to receive application form:

[service.us@mainteq.us](mailto:service.us@mainteq.us)

1-866-600-2367

2. Your email notice once your account is created:

Dear Customer:

Thank you for signing up as a Qservice member. By becoming a member, you will now be able to send and track your RMA request on line. MainteQ is dedicated in providing the best service possible to our valuable resellers. Of course, you can also call our toll free service hotline 1-866-600-2367 for your service needs. Your account information is as follows:

PartnerID: MAINTEQ0

PartnerName: MainteQ America Corp.-Fontana

UserID: user.test

UserName: User Test

Password: bqa

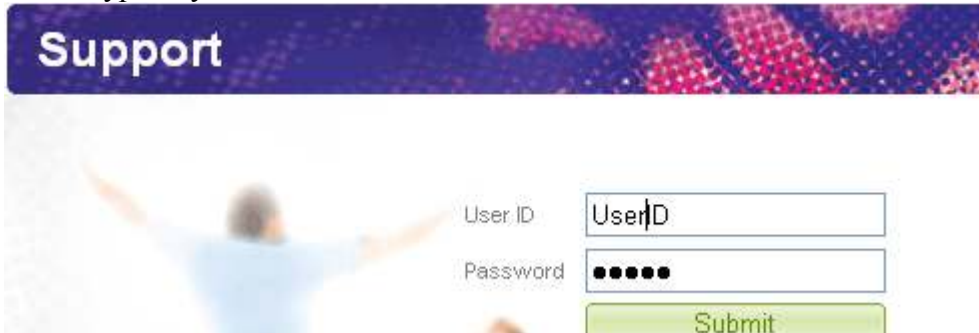
Qservice Web Site: <http://mainteq.qservice.biz/qservice/>

## QService Login:

1. Click on the Qservice URL:

<http://mainteq.qservice.biz/qservice/>

2. Type in your User ID & Password



Support

User ID

Password

3. MainteQ Contact for trouble shooting:

Toll Free 866-600-2367 x6571

Direct 909-428-8998

Fax 909-428-8999

Email [service.us@mainteq.us](mailto:service.us@mainteq.us)

Hours 8:30AM to 5:30PM PDT Monday - Friday

## Fill Out Your Request Form

1) Enter your User Name and Password. Click Submit:

**MAINTEQ**

**QService**  
Warranty Policy  
Application Form

**Support**

User ID

Password

2) Click Reverse Logistics:

**MAINTEQ**

BESTCA00  
Inquiry  
Report  
**Reverse Logistics**  
Recent  
About  
Logout

**QService**

[QService >>](#)

- **Child Group**  
Inquiry Reverse Logistics  
Report
- **Child Page**  
Change Password Find Module

3) Click RMA Request:

**MAINTEQ**

BESTCA00  
Inquiry  
Report  
Reverse Logistics  
Recent  
About  
Logout

**QService**

[QService >>](#) [Reverse Logistics >>](#)

- **Child Group**  
**RMA Request**

4) Click Reseller Request:

**MAINTEQ**

BESTCA00

- Inquiry
- Report
- Reverse Logistics
- Recent
- About
- Logout

## QService

QService >> Reverse Logistics >> RMA Request >>

- Child Page
  - Reseller Request**

Notice: Your operation system is Windows XP SP2.  
If the pop window was blocked, please click [here](#) and run this tool to resolve it

5) Complete the product information:

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Attachment

File Name	Upload Date	Detail	Delete

---

6) Once Complete, click Confirm:

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Attachment

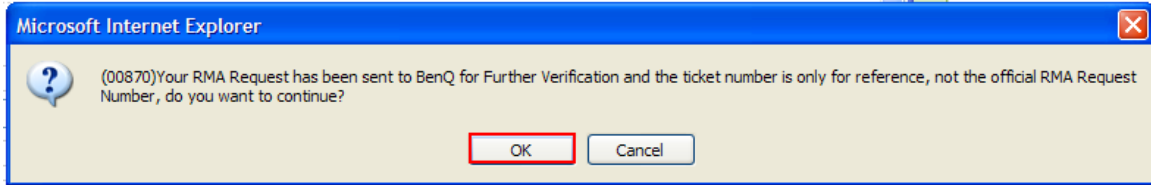
File Name	Upload Date	Detail	Delete

---

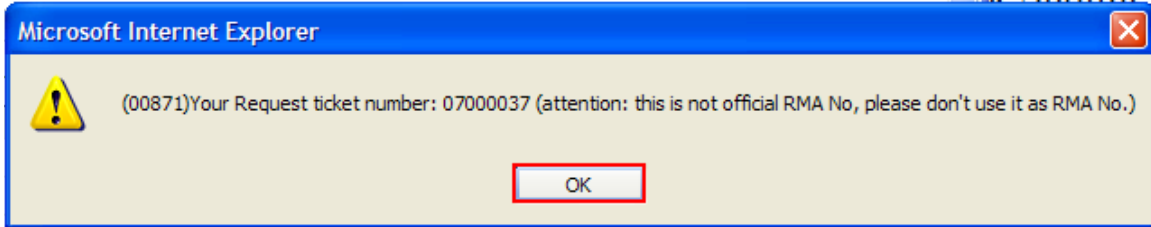
7) If more than one item, repeat steps 5 and 6. If you have only one, click Submit:

Item	Product Type	Item No.	Serial Number	Problem Description	Detail Delete
1	PRJ	99.J2977.B31	99J2977B3122200081H	No PC signal	

8) Click OK:



9) Click OK Again:



10) It is now added to your Ticket Number List, waiting for MainteQ Approval:

Ticket No.	Review Status	Detail Delete
07000026	WaitApprove	
07000028	WaitApprove	
07000031	Rejected	
07000035	WaitApprove	
07000036	WaitApprove	
07000037	WaitApprove	

## Modify Your Request

1) Click Reseller Request:

2) Select Ticket Number click Detail:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	WaitApprove		
07000031	Rejected		
07000035	WaitApprove		
07000036	WaitApprove		

3) Click Recall and add the new S/N to your request and Click Submit:

Item	Product Type	Item No.	Serial Number	Problem Description	Detail	Delete
1	LCD	99.L9072.XSA	99L9072XSA51100059TAGXSA	No Display / Video		
2	LCD	9J.L1C72.THA	ET78601126SL0	OSD Fail		

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Attachment  Browse...

File Name	Upload Date	Detail	Delete

4) Click confirm after all of the information in inputted:

Item	Product Type	Item No.	Serial Number	Problem Description	Detail	Delete
1	LCD	99.L9072.XSA	99L9072XSA51100059TAGXSA	No Display / Video		
2	LCD	9J.L1C72.THA	ET78601126SL0	OSD Fail		

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Attachment  Browse...

File Name	Upload Date	Detail	Delete

5) The system auto updates your request. Click Submit:

Item	Product Type	Item No.	Serial Number	Problem Description	Detail	Delete
1	LCD	99.L9072.XSA	99L9072XSA51100059TAGXSA	No Display / Video		
2	LCD	9J.L1C72.THA	ET78601126SL0	OSD Fail		
3	PRJ	99.J0D77.B81	PDM7500027TV0	No PC signal		

**Product Information**

Serial No.  \*

Product Type  \*

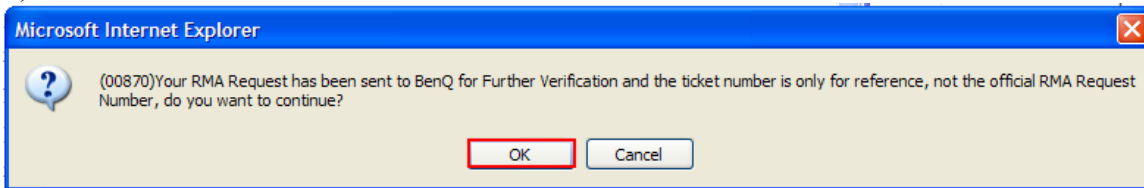
Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

File Name	Upload Date	Detail	Delete

6) Click OK:



7) Done:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	WaitApprove		
07000031	Rejected		
07000035	WaitApprove		
07000036	WaitApprove		

Approve Comment

Item	Product Type	Item No.	Serial Number	Problem Description	Detail	Delete

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

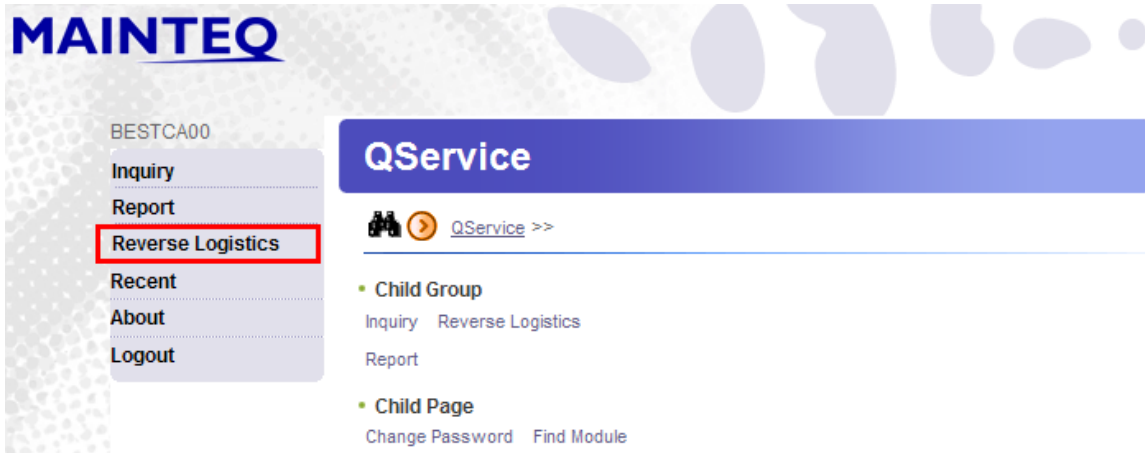
Problem Code  \* Description

Brand  \* Manufacturing Date

File Name	Upload Date	Detail	Delete

## Delete A RMA Record

1) Click Reverse Logistics:



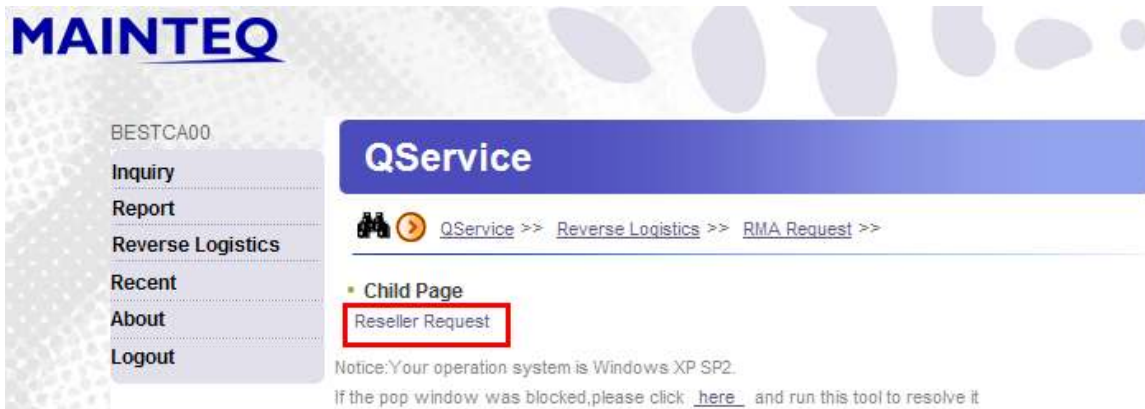
The screenshot shows the MAINTEQ QService interface. On the left, a navigation menu lists: BESTCA00, Inquiry, Report, **Reverse Logistics** (highlighted with a red box), Recent, About, and Logout. The main content area has a blue header 'QService' and a breadcrumb trail 'QService >>'. Below this, there are two sections: 'Child Group' with links for Inquiry, Reverse Logistics, and Report; and 'Child Page' with links for Change Password and Find Module.

2) Click RMA Request:



The screenshot shows the MAINTEQ QService interface. The navigation menu on the left now has 'Reverse Logistics' highlighted with a red box. The breadcrumb trail in the main content area is 'QService >> Reverse Logistics >>'. Under the 'Child Group' section, 'RMA Request' is highlighted with a red box.

3) Click Reseller Request:



The screenshot shows the MAINTEQ QService interface. The navigation menu on the left now has 'Reseller Request' highlighted with a red box. The breadcrumb trail in the main content area is 'QService >> Reverse Logistics >> RMA Request >>'. Under the 'Child Page' section, 'Reseller Request' is highlighted with a red box. At the bottom, there is a notice: 'Notice:Your operation system is Windows XP SP2. If the pop window was blocked,please click [here](#) and run this tool to resolve it'.

4) Select the Ticket Number and click Recall:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	Recalled		
07000031	Rejected		
07000034	WaitApprove		

Approve Comment

Item	Product Type	Item No.	Serial Number	Problem Description	Delete
1	PRJ	99.J0D77.B81	PDM7500027TV0	LED present no light	

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Attachment	File Name	Upload Date	Detail

Copyright © 2004-2006 BenQ Corp. All rights reserved.  
Programming by Information Technology Service Division

5) Click Item and Delete:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	Recalled		
07000031	Rejected		
07000034	Recalled		

Approve Comment

Item	Product Type	Item No.	Serial Number	Problem Description	Detail	Delete

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \*

Problem Code  \*

Brand  \* Manufacturing Date

Attachment	File Name	Upload Date	Detail	Delete

6) Click OK:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	Recalled		
07000031	Rejected		
07000034	Recalled		

Approve Comment

Item	Pro	Number	Problem Description	Detail	Delete
					1

Microsoft Internet Explorer

(00484)Do you really want to delete?

OK Cancel

Product Information

Serial No.

Done.


## Attach a Document to your Request


1) Once you have submitted all of your RMA product:


**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \*  Description

Problem Code  \*  Description

Brand  \* Manufacturing Date  

Attachment  Browse...


File Name	Upload Date	Detail	Delete


2) Click Browse, then open:


**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \*  Description

Problem Code  \*  Description

Brand  \* Manufacturing Date  

C:\Documents and Settings\APlacencia\Desktop\Cop...  Browse...


Attachment

File Name	Upload Date	Detail	Delete

3) Click upload:

Browse...

Attachment

File Name	Upload Date	Detail	Delete
Copy of BQ Customer Pixel Spec By Model.xls	05/01/2007	<a href="#">Detail</a>	

4) Click Confirm, then Submit.

Process Done

## Inquire your RMA Request Status

1) Select Reverse Logistics:

The screenshot shows the MAINTEQ QService interface. On the left, a sidebar menu lists: BESTCA00, Inquiry, Report, Reverse Logistics (highlighted with a red box), Recent, About, and Logout. The main content area has a blue header 'QService' and a navigation bar with 'QService >>'. Below this, there are two sections: 'Child Group' with links for 'Inquiry' and 'Reverse Logistics', and 'Child Page' with links for 'Change Password' and 'Find Module'.


2) Select Inquiry:

The screenshot shows the MAINTEQ QService interface. The sidebar menu lists: BESTCA00, Inquiry, Report, Reverse Logistics (highlighted with a red box), Recent, About, and Logout. The main content area has a blue header 'QService' and a navigation bar with 'QService >>'. Below this, there are two sections: 'Child Group' with links for 'Inquiry' and 'Reverse Logistics', and 'Child Page' with a link for 'Report'.

3) Select RMA Status Check For Reseller:

The screenshot shows the MAINTEQ QService interface. The sidebar menu lists: BESTCA00, Inquiry, Report, Reverse Logistics (highlighted with a red box), Recent, About, and Logout. The main content area has a blue header 'QService' and a navigation bar with 'QService >> Inquiry >>'. Below this, there are two sections: 'Child Group' with links for 'Inquiry' and 'Reverse Logistics', and 'Child Page' with a link for 'RMA Request Status Check For Reseller' (highlighted with a red box). At the bottom, there is a notice: 'Notice:Your operation system is Windows XP SP2. If the pop window was blocked,please click [here](#) and run this tool to resolve it'.

4) Apply User ID and Click Inquiry:




User ID:james.bqa Partner Name:Best Buy Canada - BC


**QService**  
RMA Request Status Check For Reseller.

---


Partner ID:

Partner Name:

Apply User ID  

Apply Date Form:  


Status:  All  Open  Close

To:  

Inquiry

---

Ticket No.

Ticket No.	Request Date	Request Qty	Status	RMA No.	RMA Type	Issued Qty	Issued Date	Out of Warranty Qty	Detail
1									

---

Item


Serial No

Product Type

Item No.

Problem Description

Detail

1									
---	--	--	--	--	--	--	--	--	-------------------------------------------------------------------------------------

---

**Product Information**

Serial No.

Product Type

Item No.  Description


Problem Code  Description

Brand  Manufacturing Date

Reference No.

Attachment	File Name	Upload Date	Detail

5) All of your RMA requests will appear, Approved or Waiting for Approval:




User ID:james.bqa Partner Name:Best Buy Canada - BC


**QService**  
RMA Request Status Check For Reseller.

---


Partner ID:

Partner Name:

Apply User ID:  

Apply Date Form:  











Status:  All  Open  Close

To:  

Inquiry

---

Ticket No.

Ticket No.	Request Date	Request Qty	Status	RMA No.	RMA Type	Issued Qty	Issued Date	Out of Warranty Qty	Detail
07000001	06/06/2007	8	Approved	<a href="#">C7000001</a>	Repair	8	06/06/2007	0	
07000002	06/06/2007	8	Approved	<a href="#">C7000002</a>	Repair	8	06/06/2007	0	
07000009	06/13/2007	4	Approved	<a href="#">C7000004</a>	Repair	4	06/15/2007	0	
07000012	06/14/2007	9	Approved	<a href="#">C7000006</a>	Repair	9	06/15/2007	0	
07000015	06/20/2007	4	Approved	<a href="#">C7000016</a>	Repair	4	06/20/2007	0	
07000030	06/20/2007	8	Approved	<a href="#">C7000017</a>	Repair	8	06/20/2007	0	
07000037	06/21/2007	6	Approved	<a href="#">C7000030</a>	Repair	6	06/21/2007	0	
07000050	06/25/2007	7	Approved	<a href="#">C7000043</a>	Repair	7	06/25/2007	0	
07000067	06/27/2007	4	Approved	<a href="#">C7000056</a>	Repair	4	06/27/2007	0	
07000068	06/28/2007	7	Approved	<a href="#">C7000061</a>	Repair	7	06/29/2007	0	

1 2 3 4 5 6 7 8 9 10 ...

## **Email Notice When Your RMA is Created**

1) You will receive a email when your RMA is created with instructions:

Dear Customer:

Your RMA Request: 09000462 is approved by administrator.

The RMA Number of the ticket number: A9002097.

Note: Please print out the RMA Request Form from Qservice >> Inquiry >> RMA Request Status Check: A9002097 and place it in the box with the product(s).

Please make sure the RMA number(s) is (are) clearly posted on 3 sides of the box.

Any product that was sold to your customer beyond the 30-day return period will be repaired or replaced with a refurbished unit at MainteQ's discretion.

Any questions please contact 866-600-2367 X 6571.

Thank You,

MainteQ CSD

## **Email Notice When Your RMA Request is Rejected**

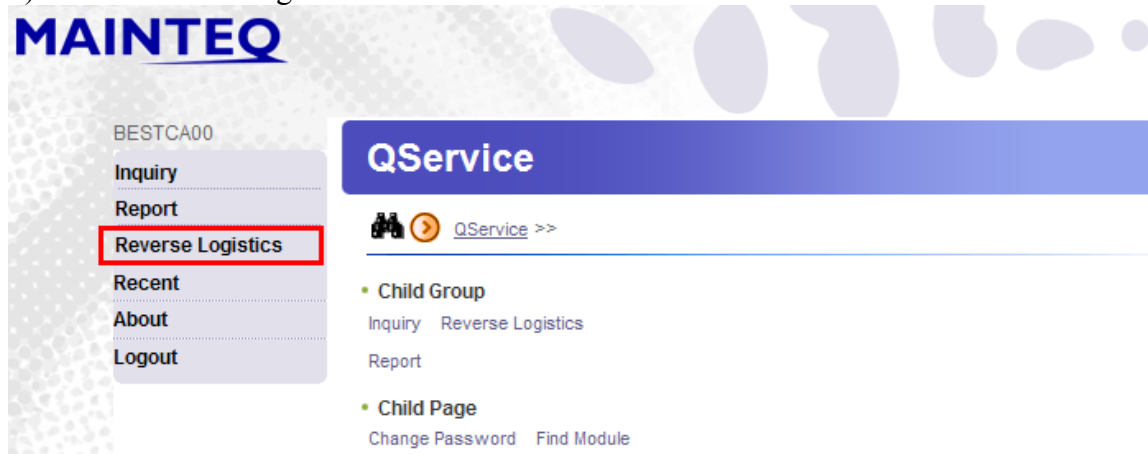
1) You will receive a email rejecting your request with a reason:

Your RMA Request: 07000021 is rejected by administrator

Reason: KDB is not a BENQ model

## How To Re-Submit A Request

1) Select Reverse Logistics:



The screenshot shows the MAINTEQ QService interface. On the left, a vertical menu contains the following items: BESTCA00, Inquiry, Report, **Reverse Logistics** (highlighted with a red box), Recent, About, and Logout. The main content area has a blue header with 'QService' and a breadcrumb trail: 'QService >>'. Below the header, there are two sections: 'Child Group' with links for 'Inquiry' and 'Reverse Logistics', and 'Child Page' with links for 'Change Password' and 'Find Module'.

2) Select RMA Request:



The screenshot shows the MAINTEQ QService interface. The left menu is the same as in the previous step, but 'Reverse Logistics' is now selected and highlighted with a red box. The main content area's breadcrumb trail is updated to 'QService >> Reverse Logistics >>'. Under the 'Child Group' section, 'RMA Request' is now listed and highlighted with a red box.

3) Select Reseller Request:



The screenshot shows the MAINTEQ QService interface. The left menu is the same, but 'Reverse Logistics' is now selected and highlighted with a red box. The main content area's breadcrumb trail is updated to 'QService >> Reverse Logistics >> RMA Request >>'. Under the 'Child Page' section, 'Reseller Request' is now listed and highlighted with a red box. At the bottom of the page, there is a notice: 'Notice:Your operation system is Windows XP SP2. If the pop window was blocked,please click [here](#) and run this tool to resolve it'.

4) Select Your Rejected Request, click detail:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	WaitApprove		
07000031	Rejected		
07000035	WaitApprove		
07000036	WaitApprove		
07000037	WaitApprove		

5) Select Detail:

Item	Product Type	Item No.	Serial Number	Problem Description	Detail	Delete
1	PRJ	99.J0C77.B51	PDT6600098TV0	Other (Please describe more defect)		

6) Make your necessary changes, click confirm:

**Product Information**

Serial No.  \*

Product Type  \*

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Attachment  Browse...

File Name	Upload Date	Detail	Delete

7) Click Submit, then OK:

**Product Information**

Serial No.

Product Type

Item No.  \* Description

Problem Code  \* Description

Brand  \* Manufacturing Date

Microsoft Internet Explorer

(00870)Your RMA Request has been sent to BenQ for Further Verification and the ticket number is only for reference, not the official RMA Request Number, do you want to continue?

8) Your Request is now changed from Rejected to WaitApprove:

Ticket No.	Review Status	Detail	Delete
07000026	WaitApprove		
07000028	WaitApprove		
07000031	WaitApprove		
07000035	WaitApprove		
07000036	WaitApprove		
07000037	WaitApprove		

## Print Out A RMA Shipping Document

1) Select Inquiry:

**MAINTeQ**

BESTCA00

- Inquiry**
- Report
- Reverse Logistics
- Recent
- About
- Logout

**QService**

QService >>

- Child Group
  - Inquiry** Reverse Logistics
  - Report

2) Select RMA Request Status Check For Reseller:

**MAINTeQ**

BESTCA00

- Inquiry**
- Report
- Reverse Logistics
- Recent
- About
- Logout

**QService**

QService >> **Inquiry >>**

- Child Page
  - RMA Request Status Check For Reseller.**

Notice:Your operation system is Windows XP SP2.  
If the pop window was blocked,please click [here](#) and run this tool to resolve it

3) Apply your user ID and click Inquiry:

**MAINTeQ**

User ID:james.bqa Partner Name:Best Buy Canada - BC

**QService**  
RMA Request Status Check For Reseller.

Partner ID:

Partner Name:

**Apply User ID**

Apply Date Form:

Status:  All  Open  Close

To:

**Inquiry**

4) Select the RMA number you want to print the document for:

Ticket No. <input type="text"/>									
Ticket No.	Request Date	Request Qty	Status	RMA No.	RMA Type	Issued Qty	Issued Date	Out of Warranty Qty	Detail
07000025	04/15/2007	2	Approved	<b>A7000011</b>	Repair	1	04/15/2007	0	
07000025	04/15/2007	2	Approved	<a href="#">A7000012</a>	Replace	1	04/15/2007	0	
07000026	04/15/2007	3	WaitApprove			0			
07000027	04/15/2007	2	Approved	<a href="#">A7000014</a>	Repair	2	04/15/2007	0	
07000028	05/01/2007	4	WaitApprove			0			
07000030	04/16/2007	1	Approved	<a href="#">A7000017</a>	Repair	1	04/30/2007	0	
07000031	05/02/2007	1	WaitApprove			0			
07000032	04/30/2007	1	Approved	<a href="#">A7000016</a>	Repair	1	04/30/2007	0	
07000035	05/01/2007	1	WaitApprove			0			
07000036	05/01/2007	3	WaitApprove			0			

5) The Document window will appear, select print:

### RMA Request Form

**RMA No.:** A7000011  
**Customer Name:** Michael Yanez  
**Phone No:** 714-840-7840  
**Email:** jwy\_my@yahoo.com

**Bill To:**  
 5771 Marshall Dr.  
 Huntington Beach , CA 92649  
 UNITED STATES

**Ship To:**  
 5771 Marshall Dr.  
 Huntington Beach , CA 92649  
 UNITED STATES

**Return Defective Product To:**  
 MainteQ America Corp.  
**Address:**  
 13112 Santa Ana Avenue, Unit A-1  
 Fontana, CA 92337  
 UNITED STATES

Serial Number	Item Number.	Problem	Purchase Date
99L8372Y2A43701935TABY2A	99.L8372.Y2A	No picture	

**Warranty Status:** Repair

## Inquire The Status Of Your Returned Items

1) Click Report:

**MAINTEQ**

BESTCA00

- [Inquiry](#)
- [Report](#)
- [Reverse Logistics](#)
- [Recent](#)
- [About](#)
- [Logout](#)

### QService

[QService >>](#)

- **Child Group**
  - [Inquiry](#)
  - [Reverse Logistics](#)
  - [Report](#)
- **Child Page**
  - [Change Password](#)
  - [Find Module](#)

Notice: Your operation system is Windows XP SP2.  
If the pop window was blocked, please click [here](#) and run this tool to resolve it

2) Select "RMA Order Status":

**MAINTEQ**

BESTCA00

- [Inquiry](#)
- [Report](#)
- [Reverse Logistics](#)
- [Recent](#)
- [About](#)
- [Logout](#)

### QService

[QService >>](#) [Report >>](#)

- **Child Page**
  - [Re Print Document](#)
  - [RMA Order Status](#)

Notice: Your operation system is Windows XP SP2.  
If the pop window was blocked, please click [here](#) and run this tool to resolve it

4) Input the RMA number and click inquiry:

**MAINTEQ** **QService**

User ID:james.bqa Partner Name:Best Buy Canada - BC RMA Order Status

---

RMA Number 

Contains

Inbound Tracking No 

Contains

Incoming Serial No

---

Search Result Display

RMA Number	Total Qty Return	Customer Name	Ship-To Address
1			

---

Sort By  Incoming Serial No

Incoming Serial Number	Item No	RMA Type	ReceiveDate	Incoming Ship Date	Carrier	Tracking No	Outgoing Serial No	Outgoing Item No	Outgoing Ship Date	Outgoing Carrier	Outbound Tracking No.	RepairDetail No.

5) Click the RMA Number. All of the information then comes up for you:

RMA Number  
 Inbound Tracking No  
 Incoming Serial No

---

Search Result Display

RMA Number	Total Qty Return	Customer Name	Ship-To Address
<b>A7000011</b>	1	US Army	13131 Discovery

Sort By:

Incoming Serial Number	Item No	RMA Type	Receive Date	Incoming Ship Date	Carrier	Tracking No	Outgoing Serial No	Outgoing Item No	Outgoing Ship Date	Outgoing Carrier	Outbound Tracking No	Repair Detail No
09L0B72QWA43900661TAPQWA 09L0B72 QWA	Repair	04/16/2007	04/16/2007	FedEx GR	12345678	09L0B72QWA43900661TAPQWA 09L0B72 QWA	04/16/2007	FedEx GR	12345678			

6) Repair Detail:




---

**Product Disagnosis**

Problem Code Description	Problem Description
No picture	t701 manuf 9/2004 Customer claims the lcd is black or dim and there is a power light. They have tried it on another computer and this didn't work. Customer claims they have tried different cables, this didn't work.

**Unpack**

Accessory Code	Accessory Description
Base	Swival Base

**Repair**

Failure Description:

Technician Comment:

Action Description	Reason Description	Item No