

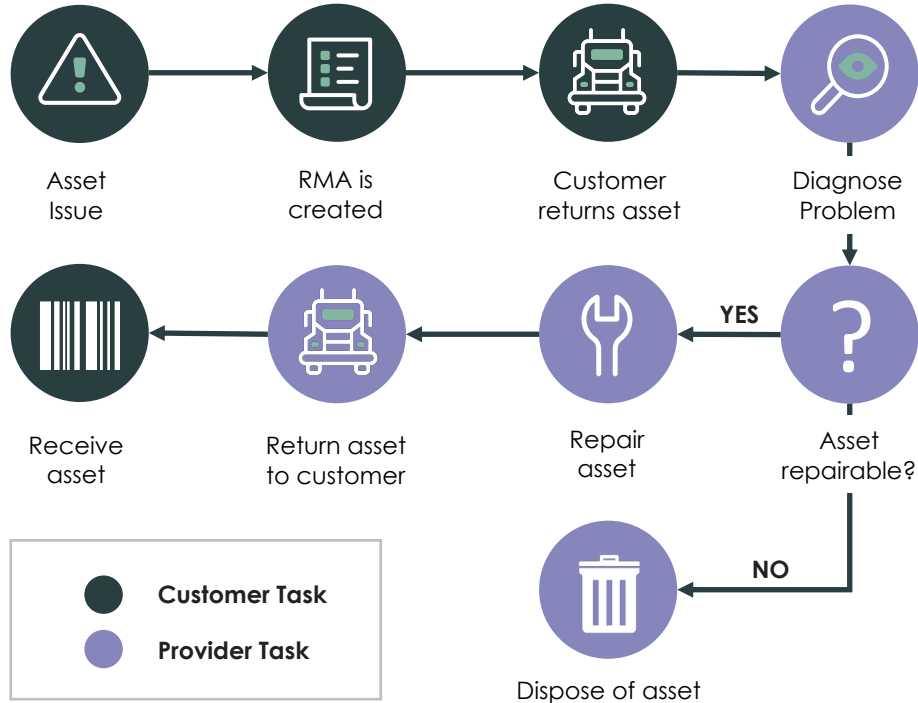
# Return Merchandise Authorization (RMA)

## Automate and simplify RMA processes

A return merchandise authorization (RMA) gives businesses the ability to repair, replace, or return products if they arrive faulty or broken, don't meet expectations, or if hardware breaks down in the field during the warranty period. With ServiceNow Hardware Asset Management (HAM), gain support for your RMA processes with automated, prescriptive workflows to reduce manual tasks associated with tracking assets being returned or fixed in the field.

- Gain visibility into the progress of all open RMA requests in one place
- Deliver quick time to resolution to ensure assets are always in working order
- Get standard RMA practices into motion for repair requests, returns, or ordering and shipping new equipment
- Reduce the time and resources needed to conduct proper RMA tasks

## Prescriptive workflow with standard, best-practice RMA tasks



## Support RMA processes with automated, prescriptive workflow

### Eliminate manual work

Reduce manual processes by automating RMA tasks for asset repairs, replacements, and returns with automatic updates to asset records

### Speed up IT service delivery

Streamline RMA processes to ensure assets are delivering value and the correct actions are in place to address faulty assets

### RMA workflows available:

- On-site Repair
- Off-site Repair
- Off-site Replace