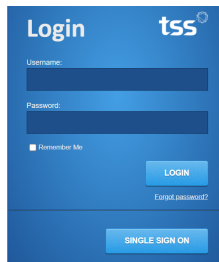# Return for failure analysis process

1

Login

a. Open the Internet browser and access az.ccis.se

b. Login with your username and password or click on Single Sign On
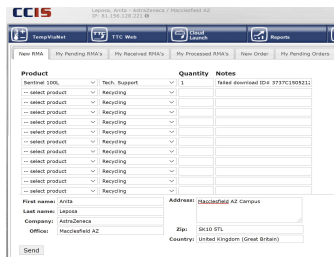

2

Create a new RMA

a. Click on Orders & Returns in the bottom menu bar

b. Click on the New RMA tab

c. Select the type of the device from the drop down list *Please make sure you select technical support*
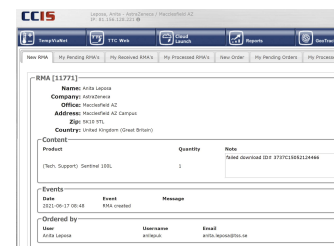
3

a. Add the quantity that you will return and copy the device ID in the notes field
b. Add your first and last name and the office to which you belong to
c. Add your address details
d. Click on 'Send'

4

After sending the RMA, a summary screen will be displayed

a. Please print the RMA summary page

b. Package your return device and attach the printed document

5

Shipment

a. Book the transport using the Fedex AstraZeneca account #137882060 or any courier of your choice and send the package back to the TSS office:

b. Return the package to
TSS AB
Berzelius väg 25
171 65 Solna
Sweden

For additional support please visit our support site www.help.tss.se/az