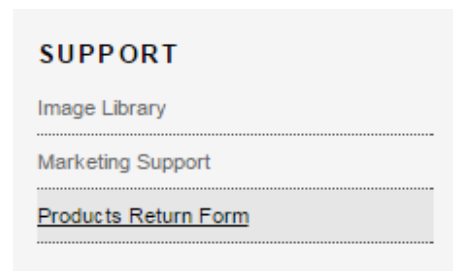


## S2 Returns – Customers Guide.

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### **Finding the web portal.**

The portal can be found at <https://www.hubbardproductsservice.com> or is available as a link from the Support section at <https://www.hubbard.co.uk/>



### **Using S2 Returns.**

Please note that this is a button and link driven system using web forms. This means that the back button on your browser does not work. This will just expire the page you were looking at.

Also please use the 'Tab' key or a mouse left click to move between input fields. Do not use the 'Enter' key. This may activate a button or link unexpectedly.

Any text coloured maroon will be a link to a download or open up another program of the system in another tab.


To close a tab once complete and dependant on the browser used. Click on the 'X' on the tab at the top of the page. Do not close off the 'S2 Customers Menu' tab if not finished else the logon process will need to be restarted.

Any input fields with a red border are mandatory and must be completed.

The links at the top of each page once logged will link to a help page which may contain extra information.

### **Requesting access.**

To register on the S2 system an access request will need to be submitted. Please click on 'Request Access' on the logon page.

A screenshot of the 'S2 Logon.' page. The page has a light blue background. At the top left, it says 'S2 Logon.' in bold. Below this, there are two input fields: 'User Name' and 'Password'. Both fields have a red border. Below the input fields, there are three buttons: 'Logon', 'Send Password', and 'Request Access'. A red arrow points from the 'Request Access' button to the text above it. At the bottom of the page, there are several links: 'Service Guide', 'Returns Guide', 'Contact Support', 'Remote Support', 'Privacy Policy', 'Terms and Conditions', and 'Contact'.

The following page will be displayed.

## S2 Returns – Customers Guide.

### S2 Logon.

Email Address

Company

Address

Post Code

Name

Telephone

System Reference

Access Requirements

[S2 Guide](#) | [Returns Guide](#) | [Contact Support](#)  
[Privacy Policy](#) | [Terms and Conditions](#) | [Contact](#)

Complete all the mandatory and non-mandatory fields if possible. And click 'Submit Access'.

This generates an email which is sent to the support team.

From this a user account is created linked to customer records on Hubbard Products Limited back office systems.

An email will then be sent back to the email address as entered in the access request with a username and temporary password. Please allow 48 hours for a response.

### Logging on.

### S2 Logon.

User Name

Password

[Service Guide](#) | [Returns Guide](#) | [Contact Support](#) | [Remote Support](#)  
[Privacy Policy](#) | [Terms and Conditions](#) | [Contact](#)

Enter your username which will be your email address and password. Then click 'Logon'. If this is a temporary password from the introductory email then the following page will be displayed.

### S2 Logon.

**A new password must be saved before logon can be completed.**

New Password  Minimum 8 Characters

Validate New Password  Minimum 8 Characters

[S2 Guide](#) | [Returns Guide](#) | [Contact Support](#)  
[Privacy Policy](#) | [Terms and Conditions](#) | [Contact](#)

## S2 Returns – Customers Guide.

Enter and validate a new password. Minimum of 8 Characters and click 'Save'. Then re-enter the new password on the logon page and click 'Logon'.

### Forgotten password.

For a forgotten password make sure your email address is entered in the username field. Then click on the 'Send Password' button. The existing password will be sent to your email address.

**S2 Logon.**

User Name

Password

[Service Guide](#) | [Returns Guide](#) | [Contact Support](#) | [Remote Support](#)

[Privacy Policy](#) | [Terms and Conditions](#) | [Contact](#)

### Contacting support.

On the Logon page and at the bottom of every page once logged in is a 'Contact Support' link. To request support when encountering problems completing a new return request or with any other aspect of the portal. Please click on the link and complete the form as below. Additionally, if a Remote Support session is required then under the 'Remote Support' link a copy Team viewer quick support can be downloaded.

**Contact Support.**

Name

Company

Email Address

Telephone

Problem / Request

If support is requested once logged in then the contact details will automatically be completed. Complete the Problem / Request section and click 'Submit'. An email with these details will be sent to the support team. Please allow 48 hours for a response.

### The S2 Customers Menu.

**S2 Customer Menu**

- [Inventory.](#)
- [Call Live Status.](#)
- [Call Search.](#)
- [New Return.](#)
- [Returns Search.](#)
- [Account Maintenance.](#)

[Logoff.](#)

[S2 Guide](#) | [Returns Guide](#) | [Contact Support](#)

For the purpose of processing returns the 'Inventory', 'Call Live Status' and 'Call Search' links can be ignored.

To logoff click on the 'Logoff' link at the bottom of this page. This will return the Logon screen.

Also there are links to download this guide again and the Service guide if required.

## S2 Returns – Customers Guide.

### Raising a new return.

On the main menu click on the 'New Return' link and the page below will be displayed in a new tab.

In summary the process of completing this form is as follows.

Input data to complete at least all the mandatory red border fields and click 'Save'. An email containing a Returns label will be sent to the email address provided.

Then if everything is complete click 'Save and Finish'.

If extra items are to be returned or additional Original or Replacement Invoice numbers are to be added then enter and click 'Save'. Once complete click 'Save and Finish'.

**New Return.**

Customer

Contact

Email

Phone

Mobile

Details of fault

Please enter at least one Original Invoice or Hubbard Serial No.

Hubbard Serial No.

Original Invoice(s)

Please enter at least one (RMA) Return Material or (SEO) Service Engineers Order number printed on the documents sent with the replacement item(s). In the format of RMA999999 or SEO999999. Please [Returns Guide](#). for examples.  
If no replacement item is being supplied please enter 'N/A' in the Replacement Ref(s) box.

Replacement Ref(s)

Delivery Note(s)

Date of Install    Date of Failure

Line  Item number to return

Quantity to return

Item Serial number

Reason for return

Comments

The Customer will have defaulted to the main address your account has been linked to. The 'Show Address' and 'Hide Address' button will display those address details. If the address is incorrect you can check to see multiple customer numbers are linked to your account. And change if available and necessary. Click 'Reset'.

## S2 Returns – Customers Guide.

Customer Select S2 FISH SUPPLIES---THE FISHERIES, FISH ROAD, OTLEY, SUFFOLK---IP69NP---S2CUST01 Set  
 Contact NEW USER

Then select the correct Customer from the dropdown and click 'Set'.

Enter Contact, Email and Telephone details. The email address is where the returns label will be sent.

Enter the details of fault if applicable that instigated this return process.

Enter a Hubbard Serial number if known. This will be from the serial plate on the main unit.

Enter the Original invoice number of the equipment supplied. An example of an Original invoice and where to find the number is shown below. At least one Original invoice or a Hubbard Serial number must be entered.

```

I N V O I C E

Invoice: 1362875 Revision: 0
Invoice Date: 02/09/16 Page: 1
Print Date: 02/09/16

Sold To: ██████████
██████████
██████████
██████████
██████████

Ship To: ██████████
██████████
██████████
██████████
██████████

Your VAT Reg: GB

Sales Order: ██████████
Order Date: 18/08/16
Salesperson(s): SC13

Ship Date: 02/09/16
Purchase Order: ██████████
Bill To: ██████████
Ship Via: NEXT DAY
BOL:
End Inv Month + 28 Days
FOB Point: ██████████

Credit Terms: EOM28
Resale:
Remarks:

THIS ORDER HAS BEEN VERIFIED BY ██████████ DATED 18.08.16 AND IS SUBJECT TO OUR
TERMS OF BUSINESS, A COPY OF WHICH IS ON THE REVERSE OF OUR INVOICE.

**PLEASE NOTE** IF GOODS NOT CHECKED ON DELIVERY, PLEASE SIGN FOR AS
"UNEXAMINED". HUBBARD MUST BE NOTIFIED WITHIN 48 HOURS OF
DELIVERY OF ANY DISCREPANCIES OR DAMAGE.

ORDER PLACED BY : EMAIL
PART NO. SUPPLIED BY : CUSTOMER
DELIVERY 03.09.16
NEXT DAY

Item Number      UM      Shipped Backorder Tax      Price      Net Price
-----
██████████      EA      1.0      0.0 yes      926.00      926.00
██████████
██████████
██████████
██████████

* * * D U P L I C A T E * * *

-----
Non-Taxable: 0.00      Currency: GBP      Line Total:      926.00
Taxable: 926.00      0.00%      Discount:      0.00
Tax Date: 02/09/16      Carriage C1 :      0.00
Carriage T1 :      0.00
.. :      0.00
A 20.000%      0.000%      0.000%      Total Tax:      185.20
926.00      0.00      0.00      Total:      1,111.20
185.20      0.00      0.00
    
```

## S2 Returns – Customers Guide.

Enter the Replacement invoice number in the form of a RMA or SEO number. Examples of the despatch notes showing either the RMA or SEO number are show below. Or 'N/A' if not applicable or available.

D E S P A T C H   N O T E

Despatch Note: 496524    Page: 1  
 Despatch Date: 02/08/16  
 Print Date: 02/09/16

Sold-To: [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

Ship-To: [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

Your VAT Reg: GB

Sales Order: RMA19833  
 Order Date: 02/09/16  
 Salesperson[1]: [REDACTED]    [2]:  
 Resale:  
 Remarks:

Purchase Order: 123456  
 Ship Via:  
 BOL:  
 FOB Point:

Ln	Item Number	Description	UM	Ship Qty	Loc/Serial / Ref
1	000136	[REDACTED]	EA	1.0	#HH5

No. Cartons: \_\_\_\_    Haulier: \_\_\_\_\_    Vehicle: \_\_\_\_\_    Load: \_\_\_\_\_    Seal: \_\_\_\_\_  
 Driver Received By: \_\_\_\_\_    Customer Received By: \_\_\_\_\_

E N G I N E E R   D E L I V E R Y   N O T E

Doc : 00087005    Page: 1  
 Date : 05/09/16  
 Call :  
 Eng : [REDACTED]  
 SEO : SEO83104  
 Charg:

Ship to: [REDACTED]

Ln	Item Number	Qty Ordered	Site	Locn	Lot/Serial	Qty Delivered	Due	UM	Shipped
1	000136	1.00				1.00	EA		05/09/16
				329		1.00	(		)

## S2 Returns – Customers Guide.

Enter the Date of Install and the Date of Failure if known by selection the date from the dropdown date selector.

Optionally enter a Delivery Note number as shown above.

Enter the Item number as shown above.

Enter the Quantity to return.

Enter the Item Serial number if known.

Enter a Reason for return from the dropdown list.

Click on the small black triangle to see the list.

Then click on the option required.

Finally enter any comments specific to the item.

Reason for return  
Comments

01---WARRANTY CLAIM  
03---DAMAGED BY CARRIER  
04---ORDERED INCORRECTLY  
05---NOT REQUIRED  
06---SALES ERROR  
99---OTHER

ad New Document

se note:

A completed form should now look as the example below.

### New Return.

Customer: S2CUST01 | S2 FISH SUPPLIES | Show Address

Reset

Contact: NEW USER

Email: user@s2fish.co.uk

Phone: 01234567890

Mobile:

Details of fault: ITEM HAS FAILED

Please enter at least one Original Invoice or Hubbard Serial No.

Hubbard Serial No.: 123456

Original Invoice(s): 4567643

Please enter at least one (RMA) Return Material or (SEO) Service Engineers Order number printed on the documents sent with the replacement item(s). In the format of RMA99999 or SEO99999. Please [Returns Guide](#). for examples.

If no replacement item is being supplied please enter 'N/A' in the Replacement Ref(s) box.

Replacement Ref(s): RMA123456

Delivery Note(s):

Date of Install: 00 ▾ 00 ▾ 0000 ▾ | Date of Failure: 00 ▾ 00 ▾ 0000 ▾

Line: | Item number to return: 000136

Quantity to return: 1

Item Serial number: 5374398509

Reason for return: 01---WARRANTY CLAIM ▾

Comments:

Save

Upload New Document

Comment input fields can be re-sized here if your browser supports that functionality.

## S2 Returns – Customers Guide.

Click 'Save' to continue.

The page will be refreshed as the example below with a number of new options.

First note that a PDF of a Returns label will have been emailed to the address provided.

**New Return.**

**Returns Label Emailed**  
**Record saved**

Customer: S2CUST01 | S2 FISH SUPPLIES | Show Address  
Reset

Contact: NEW USER  
Email: user@s2fish.co.uk  
Phone: 01234567890  
Mobile:

Details of fault: ITEM HAS FAILED

Please enter at least one Original Invoice or Hubbard Serial No.

Hubbard Serial No.: 344378  
Original Invoice(s): 34895893 |

Please enter at least one (RMA) Return Material or (SEO) Service Engineers Order number printed on the documents sent with the replacement item(s). In the format of RMA99999 or SEO99999. Please [Returns Guide](#), for examples.  
If no replacement item is being supplied please enter 'NA' in the Replacement Ref(s) box.

Replacement Ref(s): RMA34834 |

Delivery Note(s):

Date of Install: 00 ▾ 00 ▾ 0000 ▾ | Date of Failure: 00 ▾ 00 ▾ 0000 ▾

Save | Save and Finish  
New Line

Item	Description	Quantity	Price	Total	
1 000136	SIGHT GLASS 3/8 MFXFF	1	0.00	0.00	Edit   Review   Delete

Upload New Document

It is now possible to edit what has already been entered or to add additional Original Invoice, Replacement Invoice and Delivery Note Numbers if required. Note that the 2<sup>nd</sup> input fields for the Original and Replacement Invoices are shown as mandatory but only one input is actually required for each.

Clicking 'Save' again will apply these updates.

If the Email address is updated then a Returns label will be sent to the new email address at this point.

To maintain the Items to be returned the following options are available.

To review the Item line details already entered click 'Review' against the Item line.

Edit | Review | Delete

Review the Item line and click 'Reset' once complete.

Line 1 | Item number from RMA or SEO 000136  
Quantity to return 1  
Item Serial number   
Reason for return 01 | WARRANTY CLAIM  
Comments   
Reset

To delete an Item line click 'Delete'.

Edit | Review | Delete



## S2 Returns – Customers Guide.

To add an Item line click 'New Line' or

New Line

To edit an existing Item line click 'Edit'.

Edit Review Delete

Input or update as page 7.

Once complete click 'Save' or 'Reset' to undo any changes or the addition of a new Item line.

Line  Item number from RMA or SEO   
Quantity to return   
Item Serial number   
Reason for return   
Comments

Finally it's possible to upload PDF scans of documents or supporting photographs.

Item	Description
1 000136	SIGHT GLA
2 327-871	

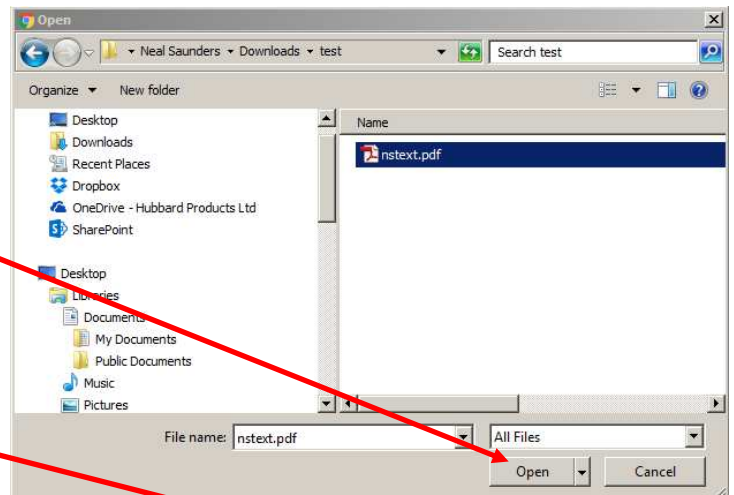
Click 'Upload New Document' at the bottom of the page.

Upload New Document

Click 'Choose File' to browse to the document to be uploaded.

Upload  No file chosen

Select the file and click 'Open' in the browser window.



Click 'Upload'.

Upload  nstext.pdf

Repeat the process for additional PDFs or photographs if required.

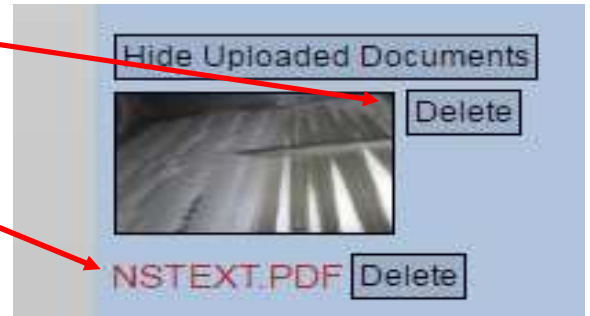
Now an additional button is available to maintain documents already uploaded. Click 'Show/Hide Uploaded Documents'.

Show Uploaded Documents

## S2 Returns – Customers Guide.

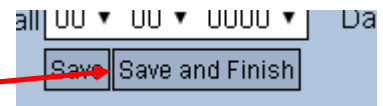
Either click 'Delete' to remove a document not required.

Or click on the link to download the documents or on the thumbnail to download the photographs.



Once everything is complete and at least one Item is recorded a 'Save and Finish' button is available.

Click 'Save and Finish' to complete the input process.



The Return as shown below is now only in review mode and is available to the warranty team for processing and awaiting the return of the Items listed.

Note the status and close the tab once review is complete.

### Returns Inquiry.

RGR  Date

Customer

Contact

Email

Phone

Details of fault

Hubbard Serial No.

Status

Credit Note(s)

Original Invoice(s)

Replacement Ref(s)

Delivery Note(s)

Item	Description	Quantity	Price	Total	
1 <input type="text" value="000136"/>	<input type="text" value="SIGHT GLASS 3/8 MFXFF"/>	<input type="text" value="1"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="button" value="Review"/>

[Service Guide](#) | [Returns Guide](#) | [Contact Support](#) | [Remote Support](#)  
[Privacy Policy](#) | [Terms and Conditions](#) | [Contact](#)

## S2 Returns – Customers Guide.

### Tracking Process.

On the main menu click on the 'Returns Search' link and the page below will be displayed in a new tab.

**Returns Search.**

Refresh

<input type="checkbox"/> RGR	<input type="checkbox"/> Date	<input type="checkbox"/> Status	<input type="checkbox"/> Name	<input type="checkbox"/> Amount
93452	06/09/2016	WAITING FOR ITEMS	S2 FISH SUPPLIES	0.00

[Service Guide](#) | [Returns Guide](#) | [Contact Support](#)

Click 'Refresh' to refresh the page to check for status changes.

If there are multiple Returns in progress these can be sorted using the buttons against the column headings.

Click on the Returns number link to show the detail of the return on a new tabbed page. As the example on page 10.

Note the status column here for current progress. Close the tab once the review is complete.

### Account Maintenance.

On the main menu click on the 'Account Maintenance' link and the page below will be displayed in a new tab.

**Account Maintenance.**

Name

Company

New Email Address

Verify New Email Address

New Password  Min 8 Characters

Verify New Password  Min 8 Characters

Telephone

Fax

[Service Guide](#) | [Returns Guide](#) | [Contact Support](#)

On this page the account details can be updated.

Name and Company are mandatory input.

If no change is required to the email address or password then these can be left blank.

If the email address is changed then this will be used as the logon username next time the system is used.

Email address must be of a valid format and the password must be at least 8 characters in length.

Once complete click 'Save' or click 'Reset' to restore the settings if required.

Close the tab once the review is complete.