



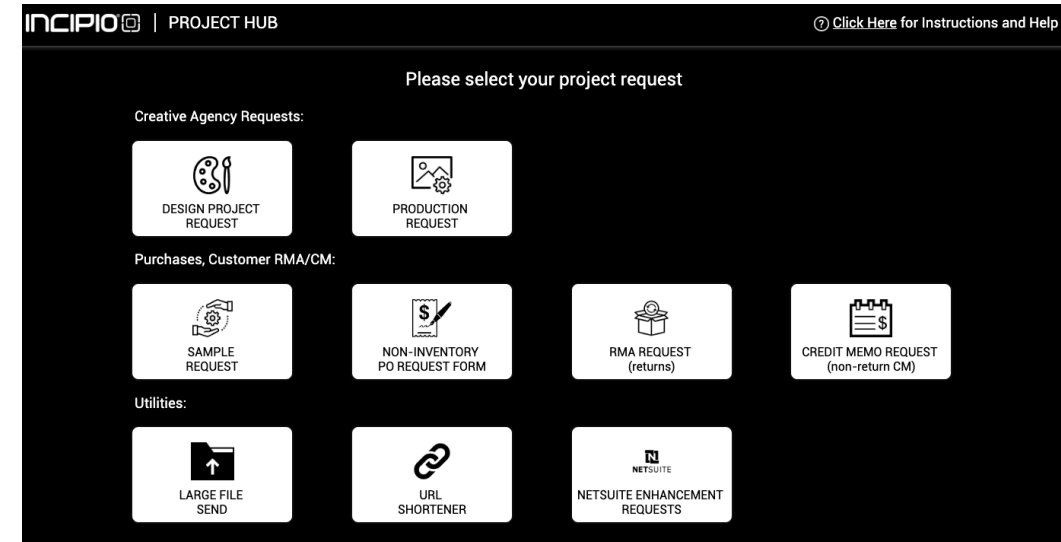
Incipio Project Hub

Projects.Incipro.com

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Submit internal project requests for the following purposes:

- **Creative Agency Requests:** Design/Photography/Visual Requests
 - **Design Project Request:** Packaging Designs, Copy Requests, etc.
 - **Production Request:** 3D Renderings, Photography, etc.
- **Purchases, Customer RMA/Credit Memos**
 - **Sample Request:** Production samples pulled from inventory for Customer Meetings, Marketing/Seeding, etc.
 - **Non-Inventory PO Request:** non-inventory related purchase requests (e.g. Sales/Marketing promotional material, software, etc.)
 - **RMA Request:** Physical return requests only
 - **Credit Memo Request:** non-return related credits (discounts, MDF, DIF in lieu of physical returns, etc.)
- **Utilities:** productivity tools
 - **Large File Send:** Send large files that can't be sent via email (> 20MB)
 - **URL Shortener:** create short URLs for short message purposes
 - **Netsuite Enhancement Requests:** ERP-related process improvement requests



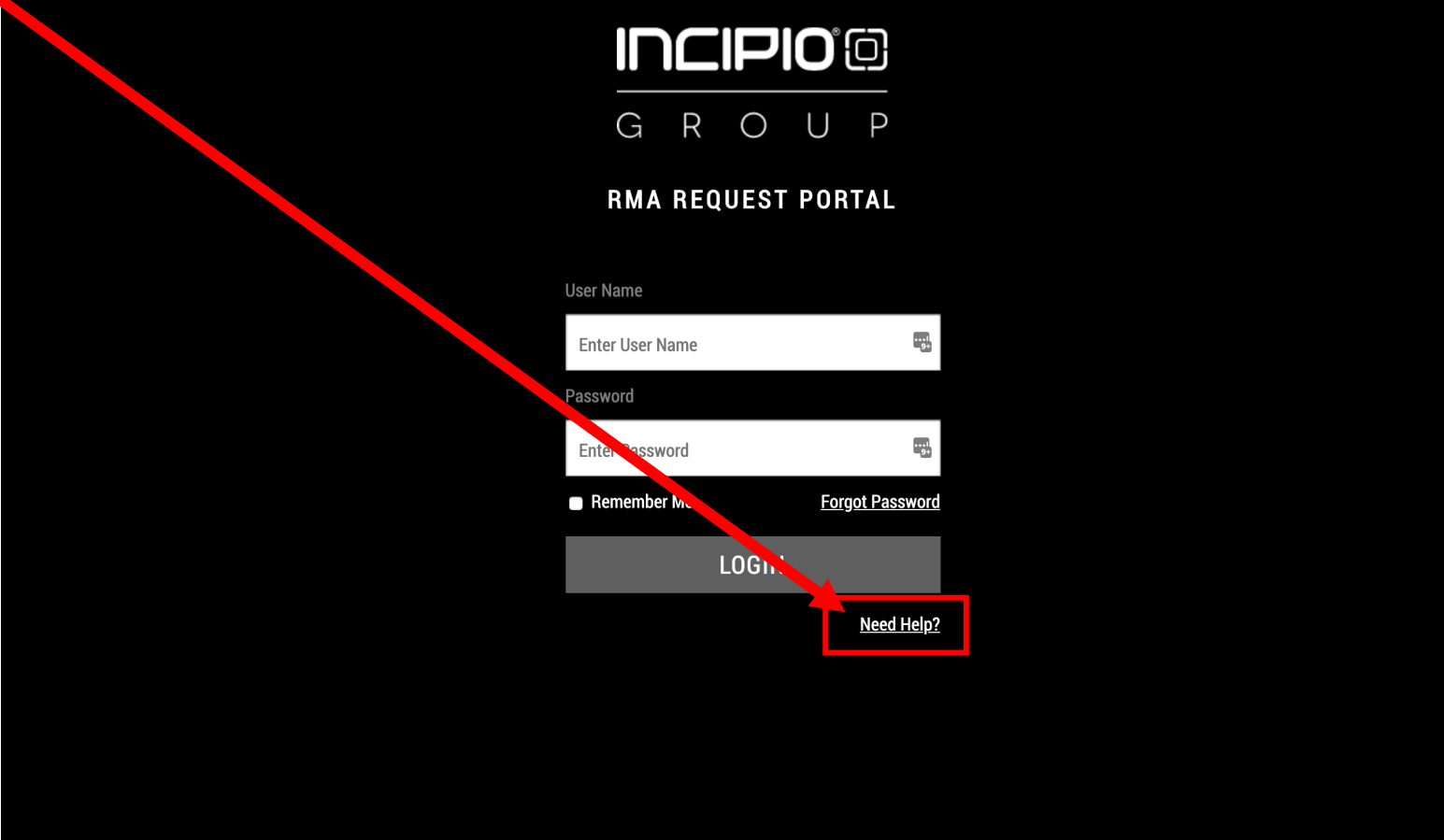
<https://projects.incipio.com>


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Need Help? Submit a ticket.

- **Find the support button:**


At the login page...




INCIPIO 
G R O U P

RMA REQUEST PORTAL

User Name

Enter User Name 

Password

Enter Password 

Remember Me [Forgot Password](#)

LOGIN

[Need Help?](#)

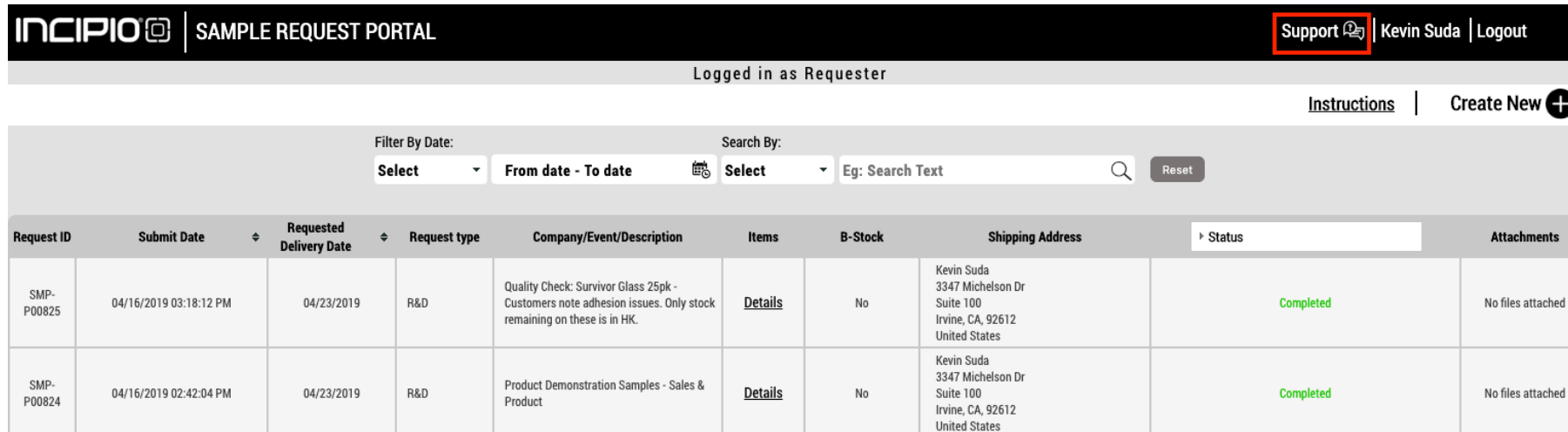
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- Find the support button:

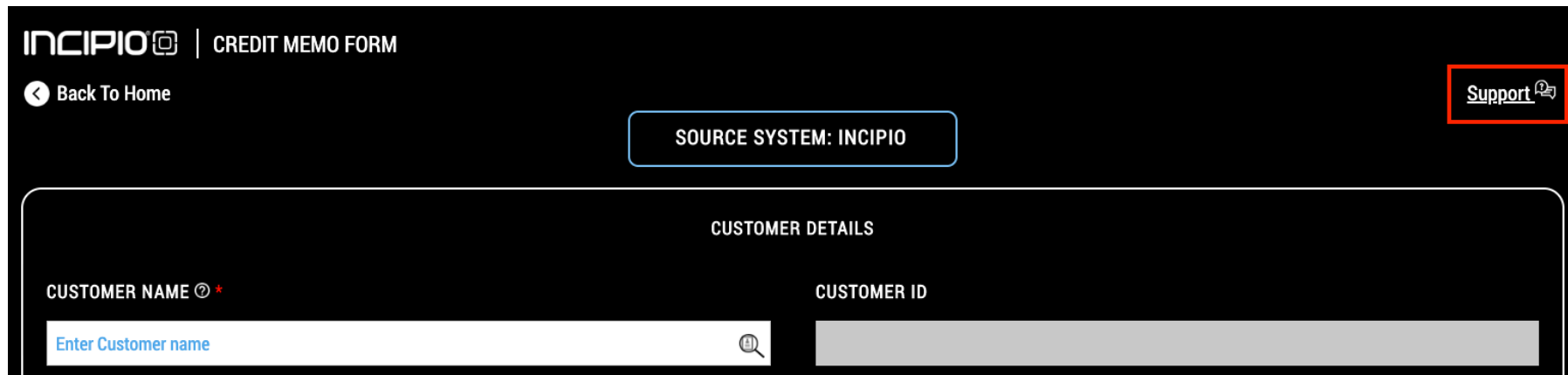
From the Requester Dashboard after logging in...



The screenshot shows the 'SAMPLE REQUEST PORTAL' interface. At the top right, the 'Support' button is highlighted with a red box. Below the header, there are filters for 'Filter By Date' and 'Search By'. The main content is a table of requests.

Request ID	Submit Date	Requested Delivery Date	Request type	Company/Event/Description	Items	B-Stock	Shipping Address	Status	Attachments
SMP-P00825	04/16/2019 03:18:12 PM	04/23/2019	R&D	Quality Check: Survivor Glass 25pk - Customers note adhesion issues. Only stock remaining on these is in HK.	Details	No	Kevin Suda 3347 Michelson Dr Suite 100 Irvine, CA, 92612 United States	Completed	No files attached
SMP-P00824	04/16/2019 02:42:04 PM	04/23/2019	R&D	Product Demonstration Samples - Sales & Product	Details	No	Kevin Suda 3347 Michelson Dr Suite 100 Irvine, CA, 92612 United States	Completed	No files attached

While you're on the submission form...



The screenshot shows the 'CREDIT MEMO FORM' interface. At the top right, the 'Support' button is highlighted with a red box. Below the header, there is a 'Back To Home' link and a 'SOURCE SYSTEM: INCIPIO' button. The main content is a form for 'CUSTOMER DETAILS' with input fields for 'CUSTOMER NAME' and 'CUSTOMER ID'.

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Need Help? Submit a ticket.

- **Subject:** Please use a short but descriptive phrase. (e.g. “The form won’t submit when I click ‘Submit’”)
- **Service Type:**
 - **Bug** (“I can’t...”, “It won’t let me...”, “It’s not supposed to do that...”)
 - **Question** (“Is it possible to...”, “How should I...”)
 - **Feature Request** (“The portal can’t currently do ___ but it’s important that I am able to...”)
- **Severity:**
 - **Highest** (“I’m unable to do anything related to my job unless this is fixed immediately”)
 - **High** (“I can work around this for the next __ hrs but this is severely impacting my work”)
 - **Medium** (“It’s very annoying that I can’t __ but I will get by for now.”)
 - **Low** (“I’m somewhat annoyed by this but I won’t lose sleep over it.”)
 - **Lowest** (“It’s not urgent and I can wait but still think this is important.”)
- **Description:** Enter as much detail as possible. Please do not skimp on details as it will prolong a resolution.
 - **Bugs:** what browser you’re using, how many times it happens [all the time vs only occasionally], What are the exact steps you’re taking
 - **Question:** self-explanatory
 - **Feature:** As a [User] I want to [description of task] so that I can [justification].

CREATE NEW TICKET

Subject :
The form won't submit when I click "Submit"

Service Type :
Bug

Severity :
High

Description :
Using Chrome browser for Mac
I fill out the entire form and click "Submit" and receive no error messages but the page doesn't reload.

Requester Name :
Kevin Suda

Requester Email :
kevin@incipro.com

Additional CC's :
Please enter Additional CC's

Attachment(s) :
+ FILE ATTACHMENTS UP TO 100MB

SUBMIT CANCEL

Other Questions?

Technical Questions: Incipio Development (incipiodev@incipio.com)

Workflow/Business Rules Questions:

- **Design/Creative Services Portal:** Brandon Jaime <brandon@incipio.com>
- **Production Portal:** Brandon Jaime <brandon@incipio.com>
- **Credit Memo Portal:** Matt Elliott <melliott@incipio.com>
- **RMA Portal:** Matt Elliott <melliott@incipio.com>
- **Sample Portal:** Account Ops <accountops@incipio.com>
- **Non-Inventory PO Request Portal:** Andrea Graf <agraf@incipio.com>