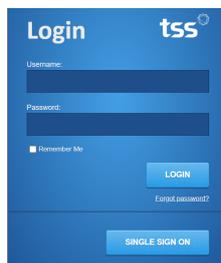


# Return for failure analysis process

1

## Login

- Open the Internet browser and access [az.ccis.se](http://az.ccis.se)
- Login with your username and password or click on Single Sign On



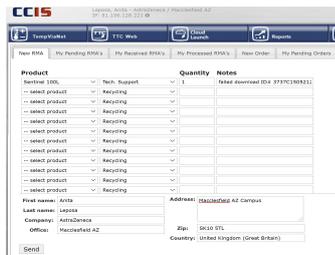
2

## Create a new RMA

- Click on Orders & Returns in the bottom menu bar
- Click on the New RMA tab
- Select the type of the device from the drop down list  
*Please make sure you select technical support*

3

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



4

After sending the RMA, a summary screen will be displayed

- Please print the RMA summary page
- Package your return device and attach the printed document



5

## Shipment

- Book the transport using the FedEx AstraZeneca account or any courier of your choice and send the package back to the TSS office
- Return the package to  
TSS AB  
Berzelius väg 25  
171 65 Solna  
Sweden

