

# Changes to the Acer DOA process – now easier and quicker!

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## The Scenario

Based on feedback from our End Users and Channel Partners, Acer has made a number of enhancements to our DOA return process to efficiently track a DOA return from the end user's first point of contact with the Acer National Call Centre.

## The Solution

Effective Monday 16<sup>th</sup> May, Acer's new DOA process is designed to allow Dealers and End Users to initiate the DOA process themselves, rather than relying on an Acer Distributor to do so.

The new process is as follows:

1. Customers (either End Users or Dealers) will contact the Acer National Call Centre on 1300 365 100 to discuss the product issue.
2. Upon acceptance of a DOA issue with the product, the customer will receive an NCC Reference Number. This number can be used to return the product to the relevant Acer Distributor.
3. Acer Distributor can use this NCC Reference Number when raising a DOA request with Acer, confident that this issue is pre-approved as a DOA, allowing end-to-end traceability of call details.
4. Acer will provide the Distributor with a DOA number, which can be used by the Distributor to return goods to Acer.

### The two main reasons for implementing this process change are:

1. Confidence for the customer that on upon reporting a DOA that Acer has the issue logged and acknowledged.

2. Once the AcerLink DOA request is placed by the Distributor, the NCC Reference number (if supplied) will show Acer that the fault was reported within Acer's standard DOA period, avoiding any further queries during the approval process of the claim.

### Important Points to Note (as per standard DOA process):

1. **The NCC Reference number is not the DOA return authority number** to send the product back to Acer. Under no circumstances should goods be returned to Acer under the NCC Reference Number.
2. **All DOA returns must be logged by the Distributor via the AcerLink DOA link.**
3. **After submitting the DOA request, the returning Distributor will be e-mailed a DOA return number.** This DOA number will be in the format of "DOA-XXXXX".
4. **This DOA number must appear on any product being returned, and also on any credit claims. If this number is not noted, the product will be rejected by our warehouse back to the returning Distributor, and any credit claim for this case will be rejected by our Accounts Receivable Department.**
5. Any product returned to **Acer on a CRA Number (repair authority) will be repaired and returned to the customer** (some returns have been received quoting a CRA, expecting to be credited). Please always have an authorised DOA number on any faulty return.

Please contact your authorized Acer Distributor should you require any further information or assistance.

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