
Guidelines and Procedures to Ship Devices to Microsemi for Failure Analysis

Introduction

Use FA CASE numbers or return materials authorization (RMA) number to return the devices that require failure analysis (FA).

Note: Non ITAR devices do not need the RMA number, instead FA CASE number can be used.

However, if non ITAR devices are to be returned for FA and the quantity to return is more than five devices, then the RMA number is required (that is, you should follow the RMA process). If the devices are: ITAR or non ITAR devices that are programmed with ITAR design, then the RMA number is required.

Also, for hardware equipments the RMA number is required.

Shipping Devices using the RMA Number

1. Include a detailed packing list reflecting all products and quantities that are returned to Microsemi. Ensure that the RMA number is on the packing list.
2. Devices must be returned using the same tray types, as they were shipped with from Microsemi. Refer to the RMA form for other return shipment instructions.
3. Shipment must be addressed to and shipped per the Return Instructions received with the RMA.
4. Microsemi Tech Support notifies you about the Recipient Name when required.
5. The RMA number must be written on the outside of the shipping container so that it is clearly visible; the RMA number must also be referenced on all documentation such as the waybill and commercial invoice.
6. Each outer carton must be numbered. For example, when three cartons are shipped, the cartons must be numbered as follows: 1/3, 2/3, and 3/3.
7. Do not mix RMAs inside of the same inner carton. RMAs can be combined in the same shipping container provided the individual RMA number is referenced outside the inner cartons as described in [Step 5](#) and [Step 6](#).

Failure to comply with any of the above might result in refusal of the customer's shipment under RMA number at Microsemi's dock and return of the product to you at your expense.

Shipping Devices using the FA CASE Number (Excludes RH and RT Devices)

1. Include a detailed packing list reflecting all products and quantities that are returned to Microsemi. Ensure that the FA CASE number is on the packing list.
2. Devices should be shipped in original packaging whenever possible. If not possible, devices should be shipped in a clamshell, or in similar ESD-safe packaging that does not alter the condition of the device pins.
3. Shipment must be addressed to and shipped per the instruction provided by the Microsemi Tech Support.
4. Write the FA CASE number and “Attention” (provided by Microsemi Tech Support) clearly and boldly on the outside of the package.
5. Each outer carton must be numbered. For example, when three cartons are shipped, the cartons must be numbered as follows: 1/3, 2/3, and 3/3.
6. Do not mix FAs inside of the same inner carton. FAs can be combined in the same shipping container provided the individual FA CASE number is referenced outside the inner cartons as described in [Step 4](#) and [Step 5](#).
7. Devices using FA CASE numbers must be returned to Microsemi using the following approved carriers:

North America

- FedEx®
 - Ground or Overnight
 - Freight To Collect

Note: Bill to Microsemi account # 1023-0581-7.

International

- DHL international service
 - Freight To Collect

Note: Bill to Microsemi account # 964156629.

Failure to comply with any of the above might result in refusal of the customer's shipment under FA CASE number at Microsemi's dock and return of the product to you at your expense.



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