



Cypress FA / RMA Processes

Cypress has two separate but linked processes, the Failure Analysis (FA) process and the Return Material Authorization (RMA) process. This hand-out is meant to clarify the roles each system performs.

The FA process is used to determine the cause of failure. Requests are submitted via CyLink and are automatically routed for validation and root cause analysis. Please note that credit is not initiated from a FA request.

The RMA process is the vehicle to authorize and process customer requests for distribution stock rotations, end customer price adjustment, credit requests and return of material.

Quality RMAs (non Stock Rotations) usually require justification such as a FA report or Recall Notice (PRN).

Example: Customer A determines that manufacturing line fall-out is caused by a Cypress component. To validate his internal analysis he enters a 5 piece FA request via CyLink. The FA report confirms the failure from a single manufacturing lot. Customer A requests a return via his local Sales Representative, who enters a RMA for return of the lot using the FA# as justification and a replacement order is automatically generated.

Example: Customer B believes that a Cypress component is causing line fall-out and requests a RMA for \$31,500 via a Cypress Inside Sales Rep (ISR). However, Customer B does not have Cypress validation for the claim thus Customer B is requested to have a sample analyzed via an FA request. FA analysis determines that the problem is an applications issued covered by an Applications Note. Cypress Applications Engineering assist the customer, thus improving the customer's yield and avoids costly returns and shipment processing.

Q: Would a completed FA report automatically generate a RMA request?

A: No, as explained above, the FA system is a separate process. The customer may have a larger quantity for return.



Q: What is the Failure Analysis (FA) process?

A: The Failure Analysis on a customer return is a process used to determine:

1. Does the component pass or fail?
2. If the component fails, then use electrical and physical analysis techniques to identify the cause of the failure.

Q: Why is the FA required?

A: The FA is needed to determine if the component passes or fails the datasheet specifications. Generally, more than 50% of customer returns pass all tests. This indicates the customer problem may be related to other issues, such as a PCB board assembly issue or an application issue.

The FA results can help the customer to resolve issues that are not related to the functionality of the Cypress component.

Q: What is the cycle time for a FA request?

A: A FA request generally takes 14 days from receipt of the sample through analysis to sending of the FA report.

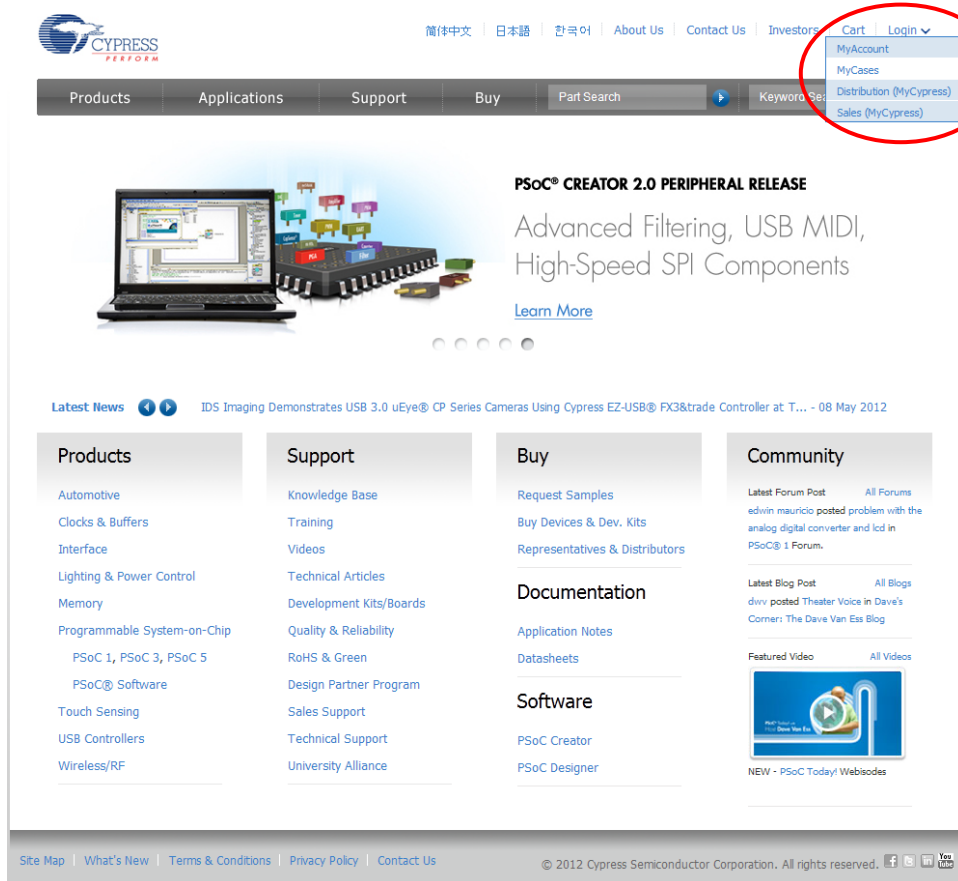
Q: What if I only want to return product, can I still use the FA process?

A: Unfortunately no. A return request for credit or replacement needs to be made in the RMA system since the approval loops are different.



Q: How do I initiate a FA request?

A: A new FA request is created using the Cypress Web site (www.cypress.com). Login to “MyCases” and select the “Failure Analysis” as the Case Type (see below). By submitting the required information, a tracking number and a shipping address will be provided.





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- Q:** I submitted parts for FA which confirmed the failure. Since these are high value devices, will the FA process automatically generate credit?
- A:** No, the FA process only validates failures and determines root cause, it does not track return information like unit price, or Sales Order number. Please contact your local Sales Representative or Customer Marketing person for the proper request for credit.
- Q:** My Company recently experienced a field failure of a device we bought from Cypress over 7 years ago. Can I still submit an FA?
- A:** Cypress normal warranty period is 12 months; however, we review each FA submission on a case by case basis. Due to the age of your example, Cypress will make best efforts depending upon availability of test hardware.
- Q:** Is RMA process only for material?
- A:** No, the RMA process is used for a variety of returns and claims, including end customer contract price adjustments.
- Q:** Why would the RMA process handle claims and adjustments?
- A:** The RMA process is essentially a single approval system that is applicable to a variety of returns and claims.



Q: What is the approval cycle time for a RMA request?

A: In general if all of the supporting documentation is attached, a RMA request takes less than 2 days. If the value of the RMA is greater than \$25,000, then additional authorization level is required.

Q: What are common reasons for delay in approving RMAs?

A: The RMA system is based on a valid Sales Order number in the system. Therefore customer part number mapping, order information or pricing that do not match the Order type require resolution before the order can be booked.

Q: I submitted an RMA but did not receive confirmation and shipping information, why?

A: Unfortunately, the current RMA system performs order validation after approval. Validation issues must be resolved before the RMA order is booked. Only after the RMA authorization is booked is notification and shipping instructions e-mailed.

Q: The above example states that a replacement order is automatically generated. What if the request is for credit only since I separately entered a replacement order?

A: You can request credit upon return of material or credit only, however you must have supporting information that will enable the approvers to approve your request.

Q: How do I submit an RMA?

A: Please contact your local Sales Representative or Customer Marketing. See www.cypress.com home page, to find the Sales Representatives in the Support→Sale Support tab.

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