



# RMA Portal Launch

Q1 2008

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Customer Quality Engineering



# RMA Portal

- Interactive Online Tool for Your RMA Needs
- Improves Your RMA Experience by Allowing You to:
  - Open RMA Cases Easily
    - Instant Factory Notification of Your Case
  - Know When Your Case Will Complete
    - View Xilinx Commitments at Each Process Steps
  - Know Where Your RMA Cases Are
    - Receive Real-Time Case Status and Updates
  - View Complete RMA History and Performance
    - Track All Open & Closed Cases in One Place



# RMA Portal Demo

- Portal Access
- MyCases
- Open New Case
- Update Alerts
- Adding Notes
- Case Query
- Feedback

The screenshot displays the Xilinx RMA Portal interface. At the top, there are navigation links for Language, Documentation, Download, and Contact Us. Below this is the Xilinx logo and a search bar with a 'Search' button and an 'Advanced Search' link. The main navigation menu includes Technology Solutions, Products & Services, Support, Online Store, and About Xilinx. The 'Support' menu is expanded, showing options like MyCases, Open New Case, Case Query, Feedback, My Profile, Help, Forums, How to Find Answers, and Site Map. The main content area is titled 'RMA Portal - My Cases' and features a table of 'My Open Cases'.

Case ID	Created	Device / Case Title	Status	Next Update
<a href="#">6</a> Cust:XYZ	27-SEP-07	XC2V3000: Device not working	Final Report Available	<a href="#">12-OCT-07</a>
<a href="#">5</a> Cust:XYZ	26-SEP-07	XC95288XL: Part will not program	In Extended Analysis <i>Est. close date 07-OCT-07</i>	<a href="#">05-OCT-07</a>
<a href="#">4</a> Cust:XYZ	26-SEP-07	XC2V3000: Device balls no. attaching	In Initial Analysis	<a href="#">28-SEP-07</a>
<a href="#">3</a> Cust:XYZ	26-SEP-07	XC95288XL: Device not working	Awaiting Parts	Upon Receipt
<a href="#">1</a> Cus:XYZ	26-SEP-07	XC4VLX50: Test Case#1: Failing Part	Reviewing Request	<a href="#">30-SEP-07</a>

Below the 'My Open Cases' table, there is a section for 'Closed Cases in Last 6 Months' with a similar table structure including columns for Case ID, Created, Device / Case Title, Findings, and Cycle Period.

# RMA Portal Leverages Xilinx.com Login

The image shows a screenshot of the Xilinx.com website. At the top, there is a navigation bar with links for Language, Documentation, Download, and Contact Us. Below this is the Xilinx logo and a search bar with the text 'Sign in to access account' and 'Enter Keyword/Part #' followed by a Search button. A red arrow points from the 'Sign in to access account' link to the 'Sign in to Xilinx' section. Below the search bar is a navigation bar with links for Technology Solutions, Products & Services, Market Solutions, Support, Online Store, and About Xilinx. The 'Support' link is highlighted with a red box. Below this is another Xilinx logo and a search bar with the text 'Sign in to access account' and 'Enter Keyword/Part #' followed by a Search button. Below the search bar is a navigation bar with links for Technology Solutions, Products & Services, Market Solutions, Support, Online Store, and About Xilinx. The 'Support' link is highlighted with a red box. Below this is a section titled 'Sign in to Xilinx' with a form for User ID and Password, a 'Forgot your password?' link, and a 'Sign In' button. To the right of the form is a section titled 'Don't have a Xilinx account yet?' with a list of benefits and a 'Create Account' button. On the left side of the page, there is a sidebar with links for Products & Services, Design Tools, Intellectual Property, and Boards & Kits. At the bottom of the page, there is a footer with links for Feedback, Jobs, Sitemap, Trademarks, Privacy, and Legal, and a copyright notice for 1994-2007 Xilinx, Inc. All Rights Reserved.

Language | Documentation | Download | Contact Us

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Sign in to access account

Enter Keyword/Part # Search

Advanced Search

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**Sign in to Xilinx**

User ID

Password

[Forgot your password?](#)

> Sign In

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- > Choose to receive important news and product information
- > Gain access to special content
- > Personalize your web experience on Xilinx.com

> Create Account

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Virtex-4 FPGA  
Spartan™-3 Ger  
CoolRunner™-II  
XC9500XL CPLD  
Configuration P  
EasyPath™ Ser

**Design Tools >**

ISET™ Foundatio  
ISET™ WebPACK  
PlanAhead™  
System Generat  
AccelDSP™  
ChipScope™ Pr  
ModelSim XE  
EDK and Platfor

**Intellectual Prop**

☐ -By Function  
☐ -By Type  
☐ -By Vendor  
All Intellectual P

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# MyCases

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WebCase

**RMA Portal**

- My Cases
- Open New Case
- Case Query
- Feedback
- My Profile
- Help

Forums

How to Find Answers

Site Map


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## RMA Portal - My Cases

### My Open Cases

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Status</u>	<u>Next Update</u>
<a href="#">6</a> Cust.XYZ	27-SEP-07	XC2V3000: Device not working	Final Report Available	<a href="#">12-OCT-07</a>
<a href="#">5</a> Cust.XYZ	26-SEP-07	XCF01SV: Part will not program	In Extended Analysis <i>Est. close date: 07-OCT-07</i>	<a href="#">05-OCT-07</a>
<a href="#">4</a> Cust.XYZ	26-SEP-07	XC2V3000: Device balls not attaching	In Initial Analysis	<a href="#">28-SEP-07</a>
<a href="#">3</a> Cust.XYZ	26-SEP-07	XC95288XL: Device not working	Awaiting Parts	Upon Receipt
<a href="#">1</a> Cust.XYZ	26-SEP-07	XC4VLX50: Test Case#1: Failing Part	Reviewing Request	<a href="#">30-SEP-07</a>

### Closed Cases in Last 6 Months

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Findings</u>	<u>Cycle Period</u> 
<a href="#">7</a>	27-SEP-07	XC2V3000: Part failing	Pass Xilinx Test	10 days

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**RMA Portal - My Cases**

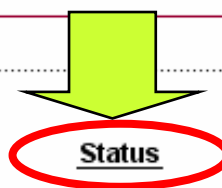
**My Open Cases**

**Real-Time Case Status & Update Commits**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Status</u>	<u>Next Update</u>
<a href="#">6</a> Cust.XYZ	27-SEP-07	XC2V3000: Device not working	Final Report Available	<a href="#">12-OCT-07</a>
<a href="#">5</a> Cust.XYZ	26-SEP-07	XCF01SV: Part will not program	In Extended Analysis <i>Est. close date: 07-OCT-07</i>	<a href="#">05-OCT-07</a>
<a href="#">4</a> Cust.XYZ	26-SEP-07	XC2V3000: Device balls not attaching	In Initial Analysis	<a href="#">28-SEP-07</a>
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<a href="#">1</a> Cust.XYZ	26-SEP-07	XC4VLX50: Test Case#1: Failing Part	Reviewing Request	<a href="#">30-SEP-07</a>

**Closed Cases in Last 6 Months**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Findings</u>	<u>Cycle Period</u> <a href="#">?</a>
<a href="#">7</a>	27-SEP-07	XC2V3000: Part failing	Pass Xilinx Test	10 days



# MyCases

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**RMA Portal - My Cases**

**My Open Cases**

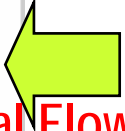
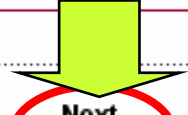
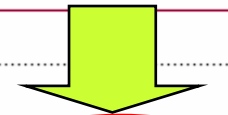
<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Status</u>	<u>Next Update</u>
<a href="#">6</a> Cust.XYZ	27-SEP-07	XC2V3000: Device not working	Final Report Available	<a href="#">12-OCT-07</a>
<a href="#">5</a> Cust.XYZ	26-SEP-07	XCF01SV: Part will not program	In Extended Analysis <i>Est. close date: 07-OCT-07</i>	<a href="#">05-OCT-07</a>
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**Closed Cases in Last 6 Months**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Findings</u>	<u>Cycle Period</u> <a href="#">?</a>
<a href="#">7</a>	27-SEP-07	XC2V3000: Part failing	Pass Xilinx Test	10 days

**Real-Time Case Status & Update Commits**

**View Typical Flow**




## Typical Failure Analysis RMA Flow

### Customer Submits Request

### Xilinx Reviews Request

- > If authorized, shipping instructions are sent to customer.
- > If not authorized, Xilinx may request additional information and/or close the case.

Your case is here   
Estimated completion of case review on 30-SEP-07

### Customer Ship Parts to Xilinx

- > If authorized, shipping instructions are sent to customer.
- > If not authorized, Xilinx may request additional information and/or close the case.

### Initial Analysis

- > Interim reports may be issued

### Extended Analysis

- > Interim Reports may be issued

### Final Report Available

### Close Case



# MyCases cont'ed

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- My Cases
- Open New Case
- Case Query
- Feedback
- My Profile
- Help

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Site Map

---

**RMA Portal - My Cases**

**My Open Cases**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Status</u>	<u>Next Update</u>
<a href="#">6</a> Cust.XYZ	27-SEP-07	XC2V3000: Device not working	Final Report Available	<a href="#">12-OCT-07</a>
<a href="#">5</a> Cust.XYZ	26-SEP-07	XC1	In Extended Analysis <i>Est. close date: 07-OCT-07</i>	<a href="#">05-OCT-07</a>
<a href="#">4</a> Cust.XYZ	26-SEP-07	XC1 atta	In Initial Analysis	<a href="#">28-SEP-07</a>
<a href="#">3</a> Cust.XYZ	26-SEP-07	XC95288XL: Device not working	Awaiting Parts	Upon Receipt
<a href="#">1</a> Cust.XYZ	26-SEP-07	XC4VLX50: Test Case#1: Failing Part	Reviewing Request	<a href="#">30-SEP-07</a>

**Closed Cases in Last 6 Months**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Findings</u>	<u>Cycle Period</u>
<a href="#">7</a>	27-SEP-07	XC2V3000: Part failing	Pass Xilinx Test	10 days

**Resolution Commit** →

Process TAT ← **Cycle Period**

# MyCases cont'ed

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**RMA Portal**

- My Cases
- Open New Case
- Case Query
- Feedback
- My Profile
- Help

Forums

How to Find Answers

Site Map

**RMA Portal - My Cases**

**My Open Cases**

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**Closed Cases in Last 6 Months**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Findings</u>	<u>Cycle Period</u>
<a href="#">7</a>	27-SEP-07	XC2V3000: Part failing	Pass Xilinx Test	10 days

**Resolution Commit**

**Access CaseView**

**Process TAT**

# CaseView

**CASE ID: 1**

**Test Case#1: Failing Part**

**Description**  
Part failing

Status	<b>Reviewing Request</b>
Next update	<a href="#">30-SEP-07</a>
Customer	Customer XYZ
Family	FPGA
Line 1 of topmark	XC3S1000

**Documentation** [Mail File](#) [View Request Form](#)  
None

**Case Notes / History** [Add Note](#)

Date /Who	Description
26-SEP-07 11:19 PM by Dragana Culjkovic	Case submitted to Xilinx: Xilinx will now perform a case review. <a href="#">View Email Sent</a>

**People Involved** [Add/Modify](#)

Role	Company	Name	Notify on Case Change	Notify on Case Close
End Customer > Case Creator > Main External Contact	Customer XYZ	Mark Smith	Yes	Yes
Xilinx Employee > Main Xilinx Contact	Xilinx/QR	Dragana Culjkovic	Yes	Yes

Two-way  
Communication

Manage Secure  
Case Access

# Open New Case

[Home](#) : [Support](#) : [Contact Support](#) : RMA Case Portal

## Open New Case

Fields marked with an asterisk \* are required.

**Contact Info** Failure & Device Info Failure Detail

### CONTACT INFORMATION

Your Role *	End Customer
Purchased From *	Select

The values for "Your Role" and "Purchased From" were auto-filled based on your previous case. You can change the values if they are incorrect.

End Customer Information

Company *	Customer Inc.
Contact Name *	Mark Smith
Contact Email *	msmith@cust_inc.com
Contact Phone *	4088797139
Address *	2100 Logic Dr.
City *	San Jose

# Open New Case

Home : [Support](#) : [Contact Support](#) : RMA Case Portal

## Open New Case

Fields marked with an asterisk \* are required.

**Contact Info** Failure & Device Info Failure Detail

### 1 CONTACT INFORMATION

Your Role *	End Customer
Purchased From *	Select

The values for "Your Role" and "Purchased From" were auto-filled based on your previous case. You can change the values if they are incorrect.

#### End Customer Information



Company *	Customer Inc.
Contact Name *	Mark Smith
Contact Email *	msmith@cust_inc.com
Contact Phone *	4088797139
Address *	2100 Logic Dr.
City *	San Jose

**My Profile**



Mark
Smith
4088797139
2100 Logic Dr
San Jose

Autoset → Fewer Fields to Populate

## 2 FAILURE & DEVICE INFORMATION

Case Title *	<input type="text" value="Device issue"/>
Reference Number <a href="#">?</a>	<input type="text"/>
Severity *	<input type="text" value="Critical"/>
Product Family *	<input type="text" value="FPGA"/>
End Market *	<input type="text" value="Consumer"/>
Failure Type * <a href="#">?</a>	<input type="text" value="Parametric/Continuity"/>
Failure Stage *	<input type="text" value="Prototype"/>
Devices to be Returned *	<input type="text" value="1"/> <small>Limited to 5 devices or less</small>
Full Part Marking <a href="#">?</a>	<div style="display: flex; align-items: flex-start;"><div style="flex: 1;"> <input type="text" value="Line 1 *XC4VFX20"/> <input type="text" value="Line 2 *FF672IAMG0723"/> <input type="text" value="Line 3 *D1233214A"/> <input type="text" value="Line 4 10C"/></div><div style="flex: 1; border: 1px solid black; padding: 5px; margin-left: 10px;"> XC2V3000™ FF1152AMT0233 D1229687A 4C <i>- Sample - Topmark</i></div></div>
Number of devices that failed *	<input type="text" value="1"/>

## 2 FAILURE & DEVICE INFORMATION

Case Title *	<input type="text" value="Device issue"/>	<b>Dynamic Control of Subsequent Questions</b> ★ ★
Reference Number <a href="#">?</a>	<input type="text"/>	
Severity *	<input type="text" value="Critical"/>	
Product Family *	<input type="text" value="FPGA"/>	
End Market *	<input type="text" value="Consumer"/>	
Failure Type * <a href="#">?</a>	<input type="text" value="Parametric/Continuity"/>	
Failure Stage *	<input type="text" value="Prototype"/>	
Devices to be Returned *	<input type="text" value="1"/> <small>Limited to 5 devices or less</small>	
Full Part Marking <a href="#">?</a>	 <input type="text" value="Line 1 *XC4VFX20"/> <input type="text" value="Line 2 *FF672IAMG0723"/> <input type="text" value="Line 3 *D1233214A"/> <input type="text" value="Line 4 10C"/> 	
Number of devices that failed *	<input type="text" value="1"/>	

### 3 DEVICE FAILURE DETAIL

Contact Info

Failure & Device Info

**Failure Detail**

#### General Information

Failure Description \*

test

Is this the first occurrence of this type of failure? \*

Yes  No  Unsure

Has the failing part been replaced with a new/good part? \*

Yes  No  Unsure

Was the device tested stand-alone after failure? \*

Yes  No  Unsure

#### Parametric/Continuity Failure Details

Failing device pins \*

a22

Current and impedance readings

Which test method was used to verify failure?

Please provide any additional failure details

**Intelligent  
Flow  
Simplifies  
Case  
Creation**

Back

Save Progress

Submit

### 3 DEVICE FAILURE DETAIL

Contact Info

Failure & Device Info

**Failure Detail**

#### General Information

Failure Description \*

test

Is this the first occurrence of this type of failure? \*

Yes  No  Unsure

Has the failing part been replaced with a new/good part? \*

Yes  No  Unsure

Was the device tested stand-alone after failure? \*

Yes  No  Unsure

#### Parametric/Continuity Failure Details

Failing device pins \*

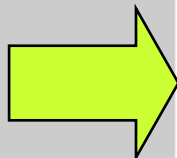
a22

Current and impedance readings

Which test method was used to verify failure?

Please provide any additional failure details

**Intelligent  
Flow  
Simplifies  
Case  
Creation**



Back

Save Progress

Submit

# New Case Created

MySupport  
WebCase  
**RMA Portal**  
My Cases  
Open New Case  
Case Query  
Feedback  
My Profile  
Help  
Forums  
How to Find Answers  
Site Map

**RMA Case Portal - My Cases**

**CONFIRMATION**

Your request has been forwarded to a Customer Quality Engineer for review. **Case ID 36** has been assigned to this request (see My Open Cases below).

**My Open Cases**

<u>Case ID</u>	<u>Created</u>	<u>Device / Case Title</u>	<u>Status</u>	<u>Next Update</u>
<u>36</u>	14-SEP-07	xc4v: test	Reviewing Request	15-SEP-07
<u>35</u>	14-SEP-07	xc2v: VirtexII fail	Reviewing Request	16-SEP-07
<u>34</u>	13-SEP-07	XC95128XL: title	Awaiting Parts	Upon Receipt

# Update Alerts

[View Email](#)

**Sent:** Monday, October 15, 2007 3:34 PM

**To:** msmith@cust\_inc.com

**Subject:** Case ID: 10 Analysis request acknowledgement

\*\*\*The following is an email from the Xilinx [RMA Portal](#). Please do not reply directly to this email. If you have any questions please post questions via the [RMA Portal](#). Please reference the Case ID indicated below.\*\*\*

Case ID: 10

Case title: Test

Case initiator: Mark Smith

End Customer: Customer Inc.

Part Number: XC Part#

Severity: Line Down

Dear valued customer,

Thank you for submitting your request for return of material for analysis. The request has been logged in our system under Case ID 10.

At this time, please do not mail the devices to Xilinx. A Customer Quality Engineer has been notified of your request and will contact you within 0.5 days.

Please post any inquiries or questions via your [RMA Portal](#)

Please take time to visit our support website at [www.xilinx.com/support](http://www.xilinx.com/support) for Product Information, Solutions and Application Notes that may help you with your inquiry.

Best Regards,  
Xilinx, Inc.

# Adding Notes



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[Home](#) : [Support](#) : [Contact Support](#) : RMA Case Portal

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- My Cases
- Open New Case
- Case Query
- Feedback
- My Profile
- Help

Forums

How to Find Answers

Site Map

## Add Note for Case 6

Notes:

[Cancel](#)

# Case Query

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Sign in to access account

Enter Keyword/Part #

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Xilinx : Support : Contact Support : RMA Tool : Case Query

**Case Query**

MySupport

WebCase

**RMA Portal**

- My Cases
- Open New Case
- Case Query
- Feedback
- My Profile
- Help

Forums

How to Find Answers

Site Map

Case ID

Status

Keyword

List Case

- within past 1 month
- within past 6 months
- within past 1 year
- from  to

**Case Query Status Options:**

- All
- Not Yet Submitted
- Reviewing Request
- Awaiting Parts
- In Initial Analysis
- In Extended Analysis
- Final Report Available
- Case Closed
- RMA Not Authorized - Case will be close
- Case Closed - No parts received

# Feedback

[Home](#) : [Support](#) : [Contact Support](#) : RMA Case Portal

MySupport  
WebCase

**RMA Portal**

- My Cases
- Open New Case
- Case Query
- Feedback
- My Profile
- Help

Forums  
How to Find Answers  
Site Map

---

## Submit Feedback

**Opening a New Case:**

How easy was it to complete the form for opening a new case?	<input type="radio"/> 5 (Easy to Use) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Hard to Use)
How accessible was the information required for opening a case?	<input type="radio"/> 5 (Easy to Use) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Hard to Use)

**Status Updates:**

How useful were the status updates?	<input type="radio"/> 5 (Easy to Use) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Hard to Use)
How satisfied were you with the status update frequency?	<input type="radio"/> 5 (Very Satisfied) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Not Satisfied)

**Additional Comments:**



# Contact Information

- Questions / Comments can be sent to:  
[rma\\_portal\\_feedback@xilinx.com](mailto:rma_portal_feedback@xilinx.com)