



## Contents

- System Requirements..... 2**
  - Screen Resolution..... 2
  - Browser ..... 2
- Main page..... 3**
  - Login Page..... 3
  - Welcome Page..... 4
- Operating Instructions ..... 5**
  - New User Registration..... 5
  - Login..... 6
  - Forget Password..... 7
  - Change Password ..... 8
  - New RMA Request..... 9
  - How to upload attachment into eRMA ..... 13
  - My Request ..... 15
  - Bulk RMA Request ..... 16
  - Status Tracking ..... 19
  - Warranty Lookup ..... 20
  - Report..... 21
- Report Platform..... 23**
  - RMA Statists..... 23
  - RMA Information & Monitoring ..... 24
  - RMA Analysis & Statics Information ..... 25

# System Requirements

## Screen Resolution

1024 \* 768 or more.

## Browser

IE	Fire Fox	Chrome
		
IE 8.0 or more	Fire Fox 12.0 or more	Chrome 20.0 or more

# Main page

## Login Page

NEXCOM eRMA portal: <http://rma.nexcom.com.tw/rma/>



The image shows a screenshot of the eRMA login page. At the top, there is a banner with the text "eRMA Online Technical & Repair Services for Complete Product Support" and an illustration of technicians working on a circuit board. Below the banner is a login form with the following elements:

- Account**: A text input field labeled 'a'.
- Password**: A text input field labeled 'b'.
- Language**: A dropdown menu showing "English" labeled 'c'.
- Login**: A button with a key icon labeled 'd'.
- Forgot Your PassWord**: A link labeled 'e'.
- New User Registration**: A link labeled 'f'.
- NEXCOM RMA Policy**: A link labeled 'g'.
- User Guide**: A link labeled 'h'.

To the right of the form is a notice:

**Notice:**  
For the RMA (Return Merchandise Authorization) shipment, customer is responsible for packaging and shipping the product to the designated NEXCOM service sites, with shipping charges prepaid by the customer. The original NEXCOM shipping box should be used whenever possible. NEXCOM shall pay for the return of the product to the customer's location. In case of expedited shipping request, an extra service charge shall be assessed and the customer is responsible for this extra return shipping charge.

- a. Field of the User to enter account.
- b. Field of the User to password
- c. Select Language
- d. Press Login Button
- e. Click if You Forgot Your Password
- f. Click to Start New User Registration
- g. Click to Read NEXCOM RMA Policy
- h. Click to Read User Guide

# Welcome Page

The screenshot shows the NEXCOM eRMA System Welcome Page. At the top left is the NEXCOM logo (a). The top right contains the text 'Welcome' and links for 'Change Password' (b) and 'Logout' (c). On the left is a 'NEXCOM eRMA System' menu with items: 'New RMA Request', 'My Request', 'Bulk RMA Request', 'Status Tracking', 'Warranty Lookup', 'Report', and 'Report Platform' (d). The main content area is titled 'Registration Information' and lists fields: 'Company', 'Tel', 'Fax', 'Email', 'Address', and 'Shipping Address' (e). Below this is an 'RMA Information' section with statistics: '2024Total records : 551' and '2024Shipped : 22'. At the bottom are four data state cards (f): 'Requested' (551), 'Wait For Receive' (2), 'Under Repair' (526), and 'Wait For Ship' (1).

- a. The NEXCOM Logo, it can be linked to the welcome page.
- b. Link to change password page.
- c. Log off the account link.
- d. Feature List area.
- e. Registration Information.
- f. Annual RMA data state

# Operating Instructions


## New User Registration

The screenshot shows a web browser window with a 'Register' form. The form is divided into two columns. The left column contains fields for 'First Name \*', 'Company \*', 'Area Code \*', 'Tel \*', 'Fax', 'Company Address', 'Address1 \*', 'Address2', 'City \*', 'State/Province', and 'Post/ZIP Code'. The right column contains fields for 'Last Name \*', 'Email \*', 'Country \*' (a dropdown menu with 'Please select ...'), 'Extension', 'Mobile Number', 'Shipping Address', 'Address1 \*', 'Address2', 'City \*', 'State/Province', and 'Post/ZIP Code'. At the bottom of the form are 'Submit' and 'Back' buttons. Two green arrows point from the 'Company Address' section to the 'Shipping Address' section, indicating a copy/paste function.

1. Click **【New User Registration】** link in Login Page (Please refer to “project d” of Welcome Page).
2. Enter Applicant’ s basic information (The **red asterisks** indicate required fields)
3. Click **【Submit” button】**

After submitting your registration request, you may expect to receive a confirmation email (notifying your account ID and password) from System Administrator **within two days**.

# Login



**NEXCOM**

## eRMA


Online Technical & Repair Services  
for Complete Product Support

**Login**

Account

Password

Language  
English

 Login

[Forgot Your PassWord](#)  
[New User Registration](#)

[NEXCOM RMA Policy](#)  
[User Guide](#)

This eRMA web site is a web-based eRMA system. It allows you to track any units under repair at anytime, anywhere. Moreover, you can access the most update information on repair and test reports. With instant information, it lets you provide better services to your customers. Before using this system, you need to create an account. Please click New User Registration to apply for your personal eRMA ID and password. User Manual will lead you to get acquainted with this web site.

**Notice:**  
For the RMA (Return Merchandise Authorization) shipment, customer is responsible for packaging and shipping the product to the designated NEXCOM service sites, with shipping charges prepaid by the customer. The original NEXCOM shipping box should be used whenever possible. NEXCOM shall pay for the return of the product to the customer's location. In case of expedited shipping request, an extra service charge shall be assessed and the customer is responsible for this extra return shipping charge.

1. Open the RMA system login page.
2. Enter the correct "Account" and "Password" .
3. Select "Language" as you like.
4. Click **【Login】** button to next page.

Note: When data validation is successful, will be redirect welcome page.



# Forget Password



**NEXCOM**

**eRMA**  
Online Technical & Repair Services  
for Complete Product Support

**Forget Password**

Account

Email

Building The Digital Infrastructure ©2012 NEXCOM International Co., Ltd. All Rights Reserved. [www.nexcom.com](http://www.nexcom.com)

1. Click the **【Forgot Your Password】** link in the login page. ( Please refer to the project d of the Login Page )
2. Enter the correct account and Email.
3. Click **【Send Mail】** button.

When data validation is successful, will send a new password to your mailbox.

# Change Password

The screenshot displays the NEXCOM eRMA System interface. At the top left is the NEXCOM logo. The top navigation bar includes a welcome message for user 陳雅雯 (Customer), a dropdown menu for 'All Station', and links for 'Change Password' and 'Logout'. On the left side, there is a sidebar menu for the 'NEXCOM eRMA System' with various options. The main area is titled 'Change Password' and features three text input fields: 'Current Password', 'New Password', and 'Confirm your New Password'. A 'Save' button is positioned at the bottom right of the form area.

1. Login to the system and click on the **【Change Password】** link ( Please refer to the project b of the Welcome Page ) .
2. Enter your current password, new password and confirm the new password again.
3. Click **【Save】** button.

When saved successfully, please use the new password on next login.



# New RMA Request

1.1. Login to the system and click **【New RMA Request】** on the Feature List area to create new RMA register.

The screenshot shows the NEXCOM eRMA System dashboard. At the top left is the NEXCOM logo. At the top right, it says "Welcome 陳雅雯 (Customer)" with links for "Change Password" and "Logout". On the left, there is a "NEXCOM eRMA System" menu with "New RMA Request" highlighted in a red box. Other menu items include "My Request", "Bulk RMA Request", "Status Tracking", "Warranty Lookup", "Report", and "Report Platform". The main content area is titled "Registration Information" and lists user details: Company (NexCOBOT Taiwan Co., Ltd.), Tel (88686-02-82267786#6523), Fax (886), Email (margaretchen@nexcobot.com), Address (12F., No.920, Chung-Cheng Road, Zhonghe Dist., New Taipei City 235, Taiwan), and Shipping Address (12F., No.920, Chung-Cheng Road, Zhonghe Dist., New Taipei City 235, Taiwan). Below this is an "RMA Information" section with statistics: "2024Total records : 3" and "2024Shipped : 3". At the bottom, there are four status cards: "Requested" with a count of 3, "Wait For Receive" with 0, "Under Repair" with 0, and "Wait For Ship" with 0.

1.2. In Step 1, please select the RMA mode (System, PCBA or Parts), Select **“Service Center”** and enter the **product Serial Number**. If more than one serial number, please separated by newline. Finished, please click the **【Next】** button.

The screenshot shows the "Step 1" form in the RMA system. At the top, there is a progress bar with five steps: "Step 1 Enter the serial number.", "Step 2 Select the repair items.", "Step 3 Enter description of the problem.", "Step 4 Confirm the information.", and "Step 5 Attach File and print parcel labels.". Below the progress bar, there is a note: "If only parts return, please choose parts icon. (Parts like HDD, Memory, Power supply, Power adaptor and so on)". There are three radio buttons: "System" (selected), "PCBA", and "Parts". Below this is a "Service Center" dropdown menu with "Please Select..." as the selected option. Underneath is a "Serial Number" input field, which is a large text area. At the bottom, there is a red note: "If more than one serial number, please separated by newline." and a "Next" button with a green arrow.

Note: If your RMA product is **Network and Communication Solutions (NCS product)**, please select "**Taoyuan Service Center**" and send it back to Taoyuan for repairing. If you don't select Taoyuan Service Center, e-RMA system will show the error message as below picture.

Step 1 Enter the serial number. Step 2 Select the repair items. Step 3 Enter description of the problem. Step 4 Confirm the information. Step 5 Attach File and print parcel labels.

**TAIWAN SERVICE CENTER**

**LIST OF ERRORS**

SN	Reason
31501111	BU Code: [NSA] Can not be apply at this station!

1.3. In Step 1, if it is **PCBA** or **Parts** RMA case, please key-in both Product Serial Number and correctly **PCBA / Parts serial number**. If you key-in the product Serial Number only, it will show the error message as below picture. Finished, please click the **【Next】** button.

Step 1 Enter the serial number. Step 2 Select the repair items. Step 3 Enter description of the problem. Step 4 Confirm the information. Step 5 Attach File and print parcel labels.

If only parts return, please choose parts icon. (Parts like HDD, Memory, Power supply, Power adaptor and so on)

System  PCBA  Parts

**[Parts SN] can not be blank.**

Service Center: Taiwan service center

System SN: TBBF06006498

Parts SN:

Please fill in system SN and parts SN.

Step 1 Enter the serial number. Step 2 Select the repair items. Step 3 Enter description of the problem. Step 4 Confirm the information. Step 5 Attach File and print parcel labels.

**TAIWAN SERVICE CENTER**

**LIST OF ERRORS**

SN	Reason
TBBF06006498	Wrong Parts SN:11111

2. In Step 2, Please confirm warranty status and check to repair the items.

Finished, please click the **【Next】** button.

**TAIWAN SERVICE CENTER**

<input checked="" type="checkbox"/>	SN	Model No	Status	Warranty Date	Shipping Date	Parts SN
<input checked="" type="checkbox"/>	TBBH12014448	10G00060702X2	In warranty.	2020-01-25	2018-01-26	-----
<input checked="" type="checkbox"/>	TBBF06006498	10E00023000X2	Out of warranty.	2017-06-24	2015-06-25	-----

3. In Step 3, please select the **“Symptom”** list and enter the **“Problem”** details and/or **“Parts”** item and/or **“Customer RMA No”** . Finished, please click the **【Next】** button.

Customer Shipping Address

SN	Model No	Symptom	Problem	Parts	Customer RMA No
TBBH12014448	10G00060702X2	NO BOOT	no boot pwer Led is RED	XXXXXX XXXX	#00AA
TBBF06006498	10E00023000X2	FUNCTION	COM2 fail	XXXXXX	#BBBB

Note: if customer send back whole system with some accessories, please key-in the name of accessories into the column **“Parts”** .

In case of Customer want to ship out the repaired product to end customer or another location directly, please select the **“Customer Shipping Address”** and key in the shipping information.

Customer Shipping Address

Company Name \*  Contacter \*

Company Address \*  Shipping Address \*

Tet \*  Fax

SN	Model No	Symptom	Problem	Parts	Customer RMA No
TSBB10003523	10A00050000X0	Please Select...			

4. In Step 4, make sure that the sender information, as well as repair product information is correct. Finished, please click the **【Create RMA】** button.

**NEXCOM eRMA System**

Step 1 Enter the serial number.    Step 2 Select the repair items.    Step 3 Enter description of the problem.    **Step 4 Confirm the information.**    Step 5 Attach File and print parcel labels.

New RMA Request  
My Request  
Bulk RMA Request  
Status Tracking  
Warranty Lookup  
Report  
Report Platform

**Sender**  
陳雅雯  
12F., No.920, Chung-Cheng Road, Zhonghe Dist.  
New Taipei City 235  
Taiwan  
88686-02-82267786#6523

**Addressee**  
[NEXCOM International Co., Ltd.]  
12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist.  
New Taipei City 22070  
Taiwan  
+8862-8226-7786#5801

SN	Model No	Symptom	Problem	Parts	Customer RMA No
M6MITU005640	6879G0009130F	NO POWER	no [pwr		

Previous    Create RMA

5. In Step 5, Click **【Print】** button, you can print out the parcel label.  
If you need to upload a file, Click **【Attachments】** button (For steps, see next paragraph).

**NEXCOM eRMA System**

RMA No :     SN :     Rule : Person v    Search

Period : 2024-01-01 ~ 2024-06-23 ✓

	RMA No	Provider	Repair Station	Provider Date
Select	R2405-0046	陳雅雯	Taiwan (NHQ) service center	2024-05-10 AM 09:00
Select	R2404-0074	陳雅雯	Taiwan (NHQ) service center	2024-04-09 PM 04:03
Select	R2403-0010	陳雅雯	Taiwan (NHQ) service center	2024-03-04 PM 01:48

	ITEM	Sub No	Model No	SN	Status
Select	1	R2403-0010-1	6879G0009130F	M6MITU005640	Has Been Shipped

Print

**From:**  
陳雅雯  
12F., No.920, Chung-Cheng Road, Zhonghe Dist.  
New Taipei City 235  
Taiwan  
88686-02-82267786#6523

**To:**  
 [NEXCOM International Co., Ltd.]  
12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist.  
New Taipei City 22070  
Taiwan  
+8862-8226-7786#5801

[新漢股份有限公司]  
板橋區三民路一段63號12樓  
新北市 22070  
0282267786#5801

R2403-0010

# How to upload attachment into eRMA


## Step 1:

Step 1: Enter the serial number.    Step 2: Select the repair item.    Step 3: Enter description of the problem.    Step 4: Confirm the information.    **Step 5: Attach File and print parcel labels.**

	RMA No	SN	Problem
<a href="#">Attachments</a>	R1312-0182-1	31306579	System can't boot restarts every second.
<a href="#">Attachments</a>	R1312-0182-2	31307169	Bad USB not booting
<a href="#">Attachments</a>	R1312-0182-3	31307038	ACT Link LED of MNG port 1-2 doesn't light.
<a href="#">Attachments</a>	R1312-0182-4	31305666	Data on the LCD are virtually invisible issue for RODS3XL-ALTEON

**From:**  
Ort Hengel  
40 Hestring, New Building 2nd floor, Kiryat Hatahar, Petah  
Tikva 49517  
Israel  
9723-9208202

**To:**  
[NEXCOM TW] Iris Kao  
13F, No. 920, Chung-Cheng Road, Zhonghe Dist.  
New Taipei City 23586  
Taiwan  
+886-2-8226-7786#5801


  
R1312-0182

## Step 2:

rma.nexcom.com.tw/RMA/Form/FileUpload.aspx?KeyNo=R1312-0182-2 - Google Chrome

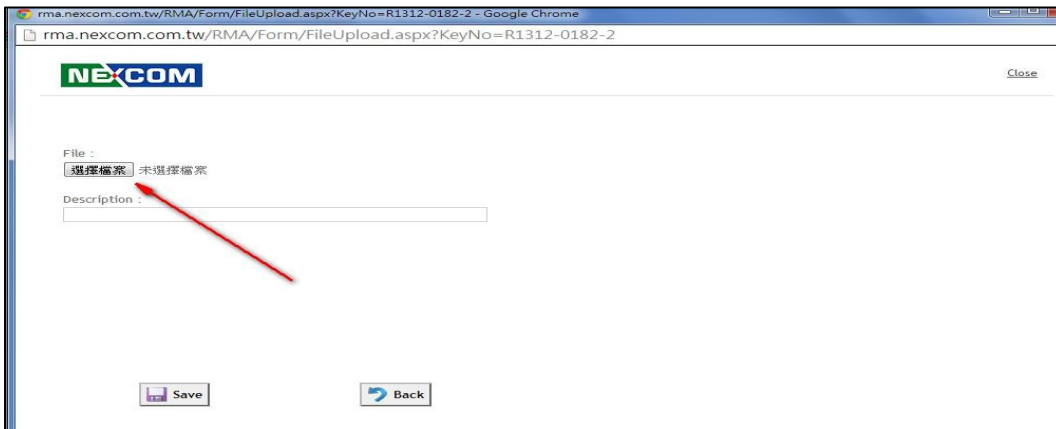
rma.nexcom.com.tw/RMA/Form/FileUpload.aspx?KeyNo=R1312-0182-2

**NEXCOM** Close

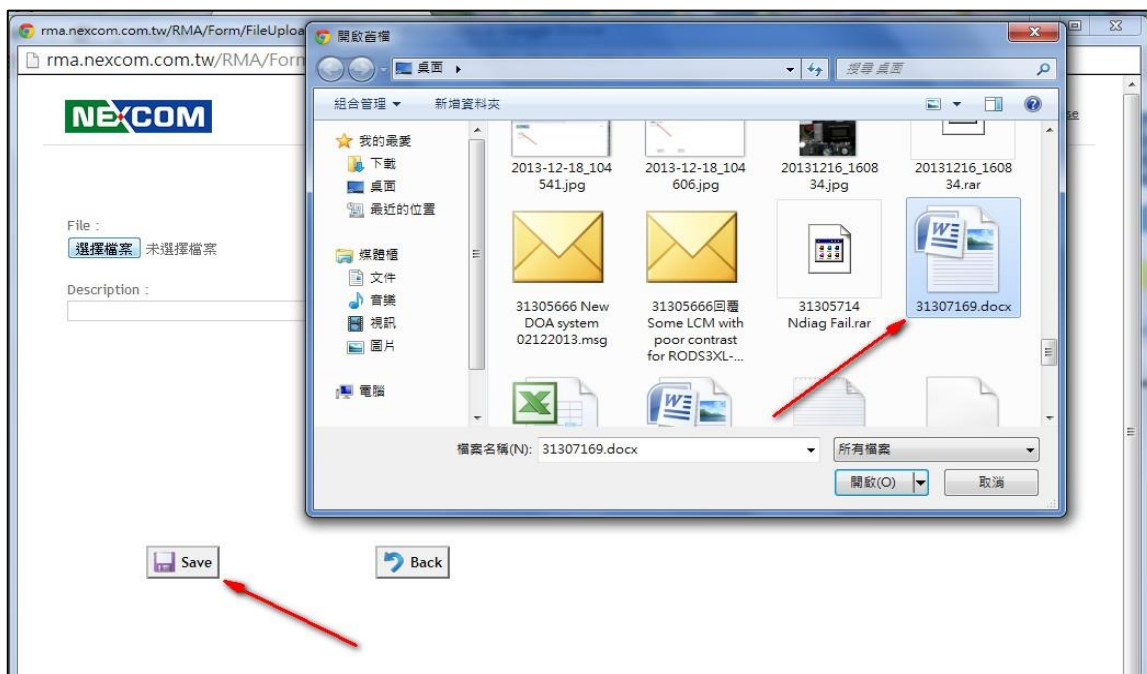
 Add

No Result

### Step 3:



### Step 4:



### Step 5:



# My Request

1. Login to the system and click **【 My Request 】** on the Feature List area. ( Please refer to the project d of the Welcome Page )

The screenshot shows the NEXCOM eRMA System interface. The top navigation bar includes the NEXCOM logo, a welcome message for user 陳雅雯 (Customer), and links for Change Password and Logout. On the left, a sidebar menu lists various features, with 'My Request' highlighted in red. The main content area contains search filters for RMA No., SN, Rule (set to Person), and a date range (2024-01-01 to 2024-06-23). Below the filters is a table of RMA records.

	RMA No	Provider	Repair Station	Provider Date
<a href="#">Select</a>	R2405-0046	陳雅雯	Taiwan (NHQ) service center	2024-05-10 AM 09:00
<a href="#">Select</a>	R2404-0074	陳雅雯	Taiwan (NHQ) service center	2024-04-09 PM 04:03
<a href="#">Select</a>	R2403-0010	陳雅雯	Taiwan (NHQ) service center	2024-03-04 PM 01:48

2. Select the " **Period** " and query permissions, then click **【 Search 】** button.

The top of the screen lists the RMA on this period.

This screenshot shows the search filters from the previous image, with a calendar overlay for the month of January 2024. The calendar is currently displaying the week of January 1st to 6th. The RMA records table is partially visible behind the calendar.

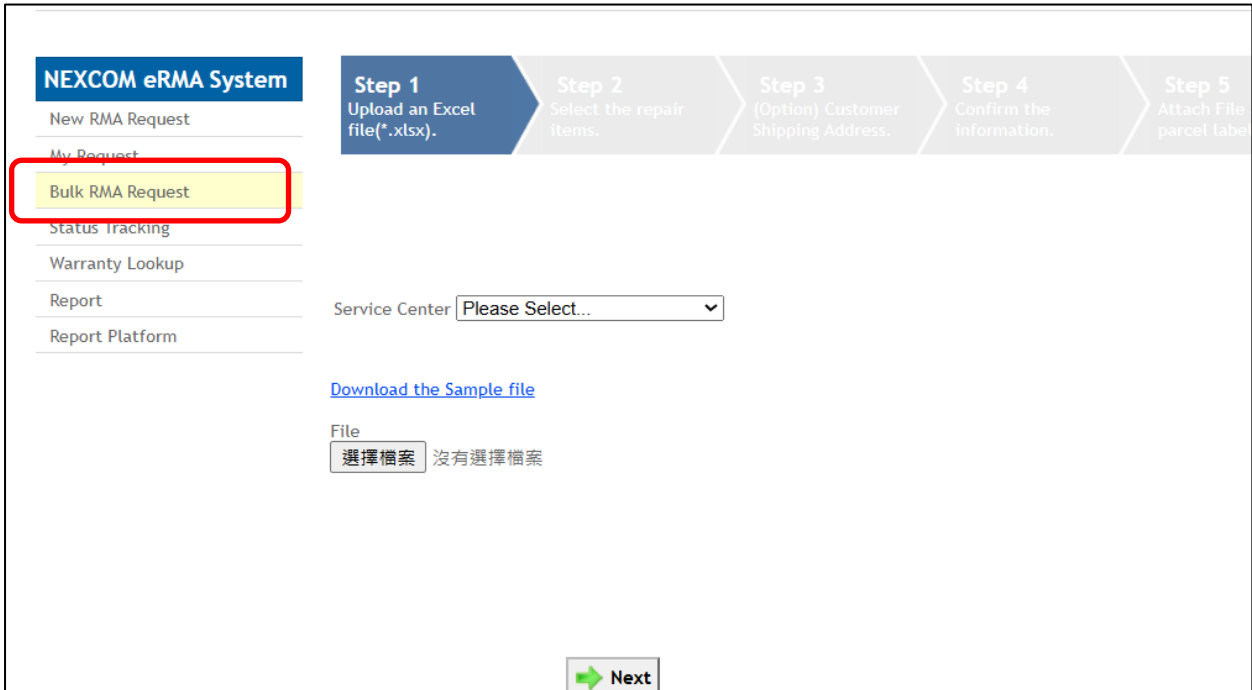
	RMA No	Provider	Repair Station	Provider Date
<a href="#">Select</a>			Taiwan (NHQ) service center	2024-05-10 AM 09:00
<a href="#">Select</a>			Taiwan (NHQ) service center	2024-04-09 PM 04:03
<a href="#">Select</a>			Taiwan (NHQ) service center	2024-03-04 PM 01:48

3. Click on any of the list, below will bring out this RMA repair product list.
4. You can also click the **【 Print 】** button to print a parcel label, or click the **【 Cancel RMA 】** button to cancel incorrectly or abandon the project of repair.

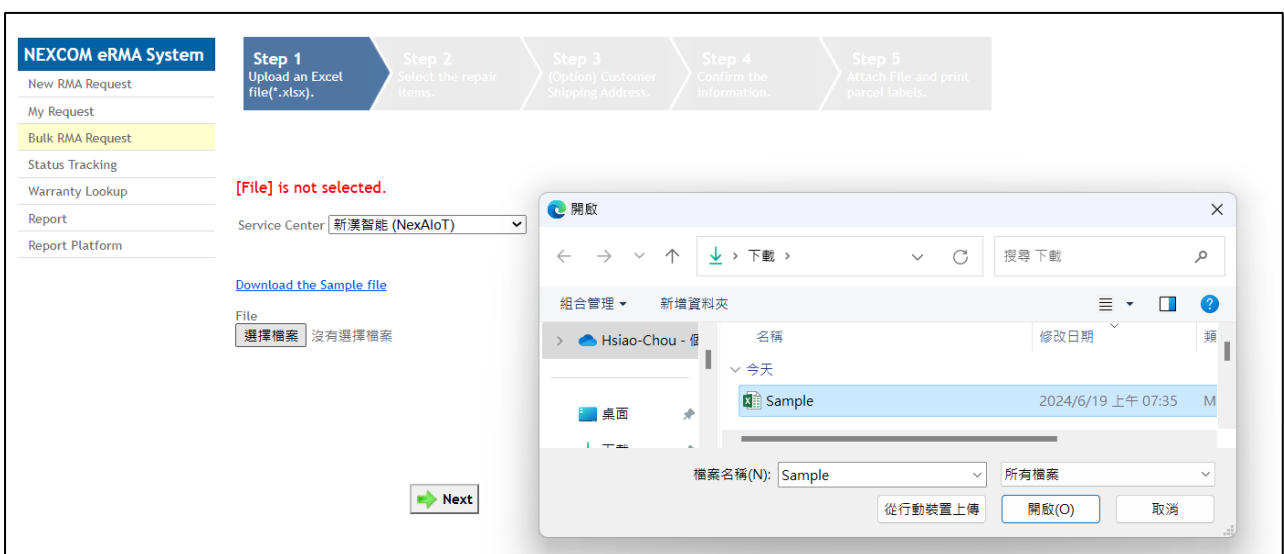


# Bulk RMA Request

1. If you have multiple RMA requests, please select " **Bulk RMA Request**" on Feature List (please refer to "project d" of Welcome Page).



2. Select from " **Service Center**" dropdown menu, download a sample Excel file, fill-in RMA information in the file, and upload the file to eRMA System. Then, please click **Next** button to confirm accuracy of all information.



	Serial Number	Parts SN	Symptom	Problem	Parts	Customer RMA No
1						
2	001A071BB5D7		FUNCTION	Part fell out advance replacement		
3	AVC22040380		FUNCTION	Functional issue, advance replacement		
4	AVC22040439		FUNCTION	Boot issue advance replacement		
5	TSCA71017891		FUNCTION	Network/connectivity advance replacement		
6	TSCA81001526		FUNCTION	Condensation in bubble advance replacement		
7	AVC22040728		FUNCTION	Credit Return		
8	AVC22040748		FUNCTION	Functional issue, advance replacement		
9	AVC22040830		FUNCTION	Boot/Power up issue advance replacement		
10	AVC22040845		FUNCTION	Credit Return		
11	AVC22040868		FUNCTION	DOA Advance replacement		

### 3. Double check Product SN (serial number) and Related Information

**NEXCOM eRMA System**

- New RMA Request
- My Request
- Bulk RMA Request
- Status Tracking
- Warranty Lookup
- Report
- Report Platform

Step 1  
Upload an Excel file(\*.xlsx).

Step 2  
Select the repair items.

Step 3  
(Option) Customer Shipping Address.

Step 4  
Confirm the information.

Step 5  
Attach File and print parcel labels.

**TAIWAN (NHQ) SERVICE CENTER**

<input checked="" type="checkbox"/>	SN	Model No	Status	Warranty Date	Shipping Date	Parts SN
<input checked="" type="checkbox"/>	001A071BB5D7	10HD0083V04X1	In warranty.	2025-01-16	2023-01-17	-----
<input checked="" type="checkbox"/>	AVC22040380	10HD0083V04X1	In warranty.	2024-08-07	2022-08-08	-----
<input checked="" type="checkbox"/>	AVC22040439	10HD0083V04X1	In warranty.	2024-07-28	2022-07-29	-----
<input checked="" type="checkbox"/>	TSCA71017891	10HD0053V01X1	Out of warranty.	2022-08-18	2020-08-19	-----
<input checked="" type="checkbox"/>	TSCA81001526	10HD0053V01X1	Out of warranty.	2022-08-18	2020-08-19	-----

### 4. Once all information is correctly provided, please click **【Create RMA】** button.

**NEXCOM eRMA System**

- New RMA Request
- My Request
- Bulk RMA Request
- Status Tracking
- Warranty Lookup
- Report
- Report Platform

Step 1  
Enter the serial number.

Step 2  
Select the repair items.

Step 3  
Enter description of the problem.

Step 4  
Confirm the information.

Step 5  
Attach File and print parcel labels.

**Sender**

陳雅雯  
12F., No.920, Chung-Cheng Road, Zhonghe Dist.  
New Taipei City 235  
Taiwan  
88686-02-82267786#6523

**Addressee**

[NEXCOM International Co., Ltd.]  
12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist.  
New Taipei City 22070  
Taiwan  
+8862-8226-7786#5801

SN	Model No	Symptom	Problem	Parts	Customer RMA No
M6MITU005640	6879G0009130F	NO POWER	no [pwer		

← Previous

→ Create RMA

- When "RMA No" has been produced, please click **Print** to print a parcel label and stick the label to the return RMA.

NEXCOM eRMA System

Step 1  
Upload an Excel file (\*.xlsx)

Step 2  
Select the repair items

Step 3  
(Option) Customer Shipping Address

Step 4  
Confirm the information

Step 5  
Attach File and print parcel labels.

New RMA Request

My Request

Bulk RMA Request

Status Tracking

Warranty Lookup

Report

Report Platform

	RMA No	SN	Problem	Customer RMA No
<a href="#">Attachments</a>	R2406-0111-1	001A071885D7	Part fell out advance replacement	
<a href="#">Attachments</a>	R2406-0111-10	AVC22040868	DOA Advance replacement	
<a href="#">Attachments</a>	R2406-0111-11	AVC22040896	Loose/ Damage hardware advance replace	
<a href="#">Attachments</a>	R2406-0111-12	AVC22040900	Functional issue, advance replacement	
<a href="#">Attachments</a>	R2406-0111-13	TSCA71006161	Network/connectivity advance replacement	


1
2
3
4
5
6
7
8
9
10
...


**From:**  
**[Redacted]**  
**[Redacted]**  
**[Redacted]**  
**[Redacted]**  
**[Redacted]**  
**United States**  
**13846917**

**To:**

[NEXCOM International Co., Ltd.]  
12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist.  
New Taipei City 22070  
Taiwan  
+8862-8226-7786#5801

[新漢股份有限公司]  
板橋區三民路一段63號12樓  
新北市 22070  
0282267786#5801

  
R2406-0111



# Status Tracking

1. Login eRMA System and click **【Status Tracking】** on Feature List  
(Please refer to “project d” of Welcome Page).

The screenshot shows the NEXCOM eRMA System interface. On the left is a navigation menu with the following items: New RMA Request, My Request, Bulk RMA Request, Status Tracking (highlighted with a red box), Warranty Lookup, Report, and Report Platform. At the top right, there are input fields for 'RMA No :', 'SN :', and a 'Search' button.

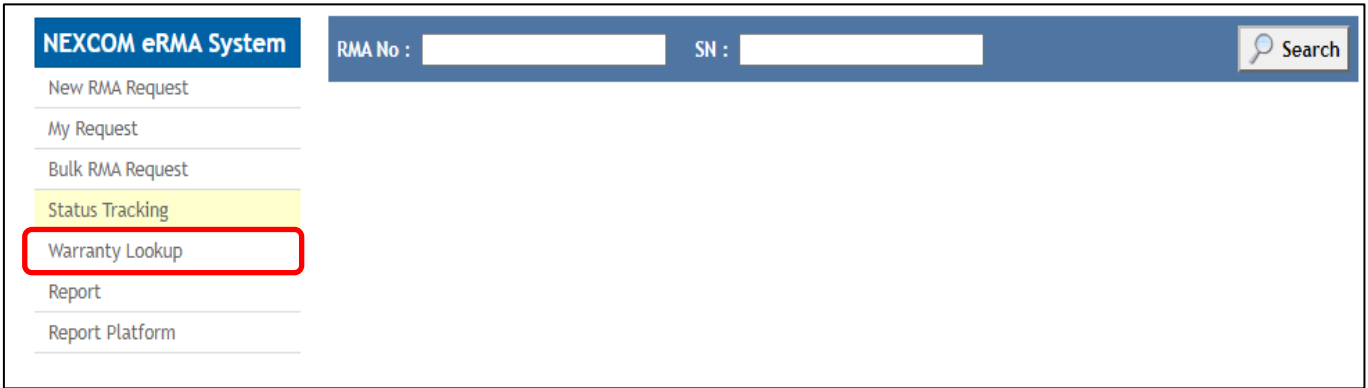
2. Key-in **RMA No SN (Serial Number)** to track RMA status.

	RMA No	SN	Model No	Model Desc	Provider
<a href="#">Select</a>	R1803-0105-6	TBBH11021594	10E00023000X2	(X)EBC230-EM	Orit Hengel

RMA No	R1803-0105	ITEM	6
SN	TBBH11021594	Model No	10E00023000X2
Model Desc	(X)EBC230-EM	Repair Station	Taiwan service center
Company	EIM	Provider	Orit Hengel
SSN		Replace and shipped	No
Warranty	In warranty.	Warranty Date	2019-12-27
Route Type	RMA	Status	Wait For Ship
3rd Party	No	Provider Date	2018-03-07
Source RMA No		Express	
Item Type	System	Refurbish No	
Supplier		Part No	
Return		Parts SN	

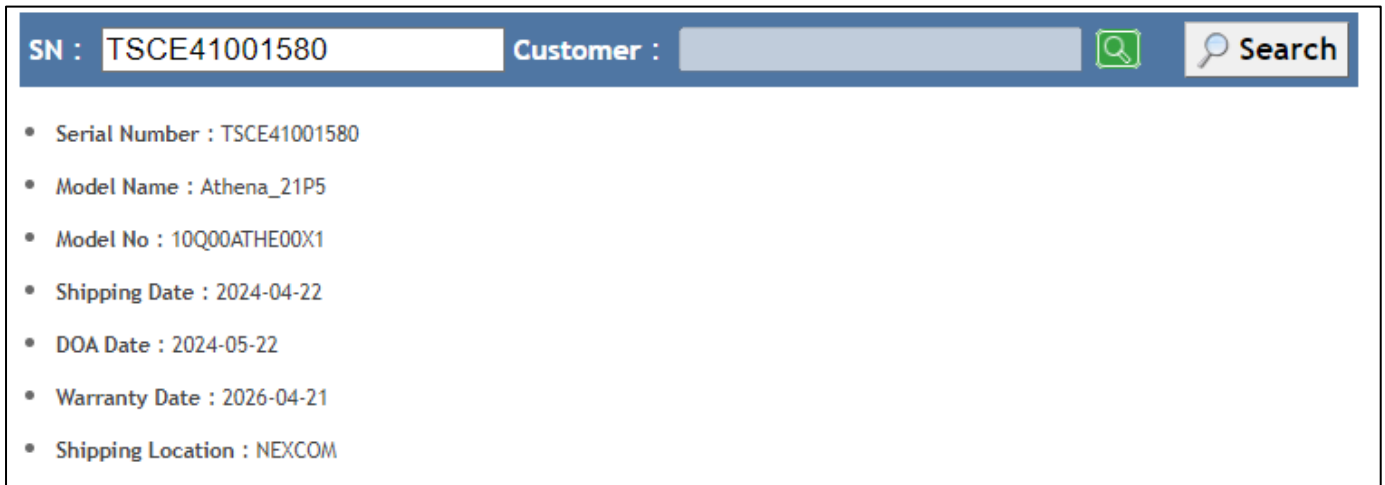
# Warranty Lookup

1. Login eRMA System and click **Warranty Lookup** on Feature List  
(Please refer to “project d” of Welcome Page).



The screenshot shows the NEXCOM eRMA System interface. At the top, there is a header with the system name and search fields for RMA No. and SN. Below the header is a navigation menu with the following items: New RMA Request, My Request, Bulk RMA Request, Status Tracking, Warranty Lookup (highlighted with a red box), Report, and Report Platform.

2. Key-in Product **SN (Serial Number)** to search for warranty information of the product.



The screenshot shows the search results page in the NEXCOM eRMA System. The search criteria are SN: TSCE41001580 and Customer. The results are as follows:

- Serial Number : TSCE41001580
- Model Name : Athena\_21P5
- Model No : 10Q00ATHE00X1
- Shipping Date : 2024-04-22
- DOA Date : 2024-05-22
- Warranty Date : 2026-04-21
- Shipping Location : NEXCOM

# Report

1. Login eRMA System and click **Report** on Feature List (please refer to “project d” of Welcome Page).
2. Select “ **Provide date** ” , “ **Receive date** ” , or “ **Repair date** ” and enter applicable period to get repair record(s).
3. You can obtain a Screen-Out Report by keying in information in “Model No” and “Part No” columns (or selecting from “Company” and “Provider” dropdown menus), which is optional.

**NEXCOM eRMA System**

- New RMA Request
- My Request
- Bulk RMA Request
- Status Tracking
- Warranty Lookup
- Report**
- Report Platform

Provider Date: 2024-06-19 ~ 2024-06-19

Receive Date: 2024-06-19 ~ 2024-06-19

Repair Date: 2024-06-19 ~ 2024-06-19

Model No : \_\_\_\_\_

Part No : \_\_\_\_\_

Company : \_\_\_\_\_

Provider : \_\_\_\_\_

**Repair Station**

UK service center US service center NEXSEC (北京) RMA center 上海航汉信息科技有限公司(SH service center) 新澳智能 (NexAloT) Taoyuan (NCS) service center 創博(NexCOBOT) 新国兴(Nexgol RMA Center)	>> > < <<	Taiwan (NHQ) service center
---	--------------------	-----------------------------

**Status**

	>> > < <<	Wait For Quote In Offer(Out of Warranty) Wait For Receive In Preliminary In Offer(Preliminary) In Repair In Offer(Repair) In QC Wait For Ship Has Been Shipped Transfer Wait For Transfer In Offer(Transfer)
--	--------------------	--

**Route Type**

	>> > < <<	RMA First Replacement DOA Refurbish
--	--------------------	--

**Column**

>>

>

<

<<

Received Date  
 Factory Shipping Date  
 Customer Company  
 Customer  
 Supplier  
 RMA Return Date  
 Repair Note  
 Route Type  
 Symptom  
 Problem  
 Distribution  
 Category  
 Repair Date

Reset

Export

4. Please make necessary selections from [Repair Station](#), [Status](#), [Route Type](#), and [Column](#), and click **Export** button. You will then receive an Excel file containing all your repair records.

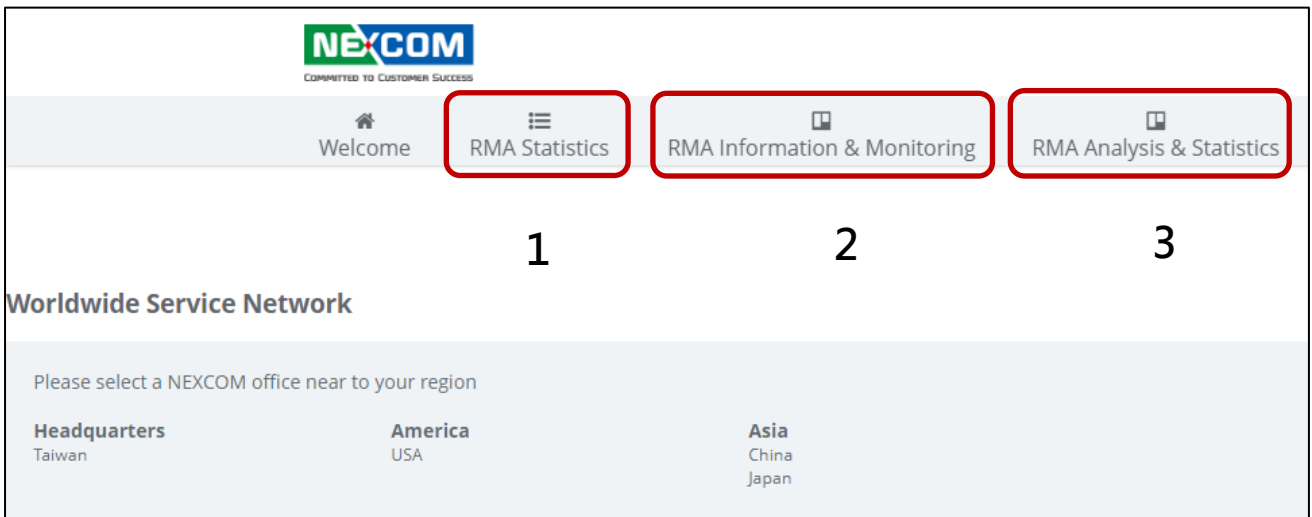
Serial Number	RMA Number	In Warranty	Status	Product Model Name	Model No	Customer Problem	Part No	Received Date	Factory Shipping Date	Customer Company	Customer	
sample 1	R2106-0001-1	Yes	Has Been Shipped	NP-BYT1R04	10Y00BYT100X1	No power On	4IC0330502X00	2021-06-27	2020-xx-xx	AAA	BBB	
sample 2												
sample 3												
Supplier	RMA Return Date	Repair Note		Route Type	Symptom	Problem	Distribution	Category	Repair Date	Parts SN	TAT	Repairer
sample 1	2021-07-07	[INCOMING CHECK]: "No power On" failure can be reproduced. [IDENTIFIED PROBLEM]: Found defective xxxxx [TREATMENT]: Replace component xxx [OUTGOING CHECK]: xxxxxx		RMA	No power On	Boot up fail(不启动)	Bad component	Component(零件)	2021-07-06		9	Ryan Su
sample 2												
sample 3												
Customer RMA No	BU Code	More	Request Date	Location	Express	Return Type	New Parts SN	Replacement SN	Tracking No	Quote PI	Shipping Location	
sample 1	IAS	1	2021-07-07	L3844IC0330502X00	20210707 FedEx 445837423670	N/A			FedEX 445837423670		NEXCOM	
sample 2												
sample 3												



# Report Platform

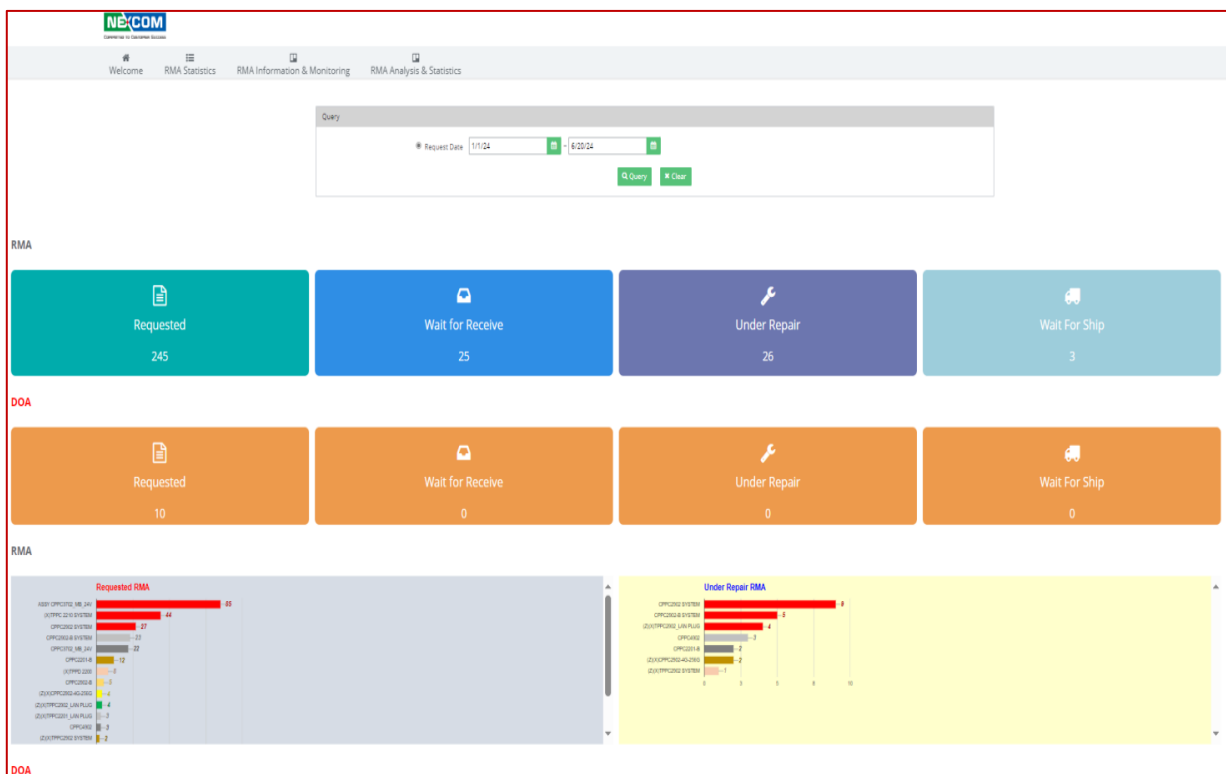
Easy to monitor your RMA status and obtain RMA statistics.

We provide three choices for customers to readily and clearly get the RMA information, and repair statistics.



## RMA Statists

You can have a whole picture of all return RMAs



# RMA Information & Monitoring

You can have further details on all return RMA information.

**NEXCOM**  
COMMITTED TO CUSTOMER SUCCESS

Welcome RMA Statistics **RMA Information & Monitoring** RMA Analysis & Statistics

Query

Request Date: 1/1/24 ~ 6/19/24

Repair Station: [Dropdown]

Model Name: [Text Box]

Product Number: [Text Box]

Customer: All

[Query] [Clear] [Export]

	Jan	Feb	Apr		May		Jun	Finish Rate							
	W2	W7	W14	W16	W20	W21	W23		W2	W7	W14	W16	W20	W21	W23
In Repair							11	已完成	12	16	20	12	1	4	0
In Offer(Out of Warranty)								未完成	0	0	0	1	0	5	12
Wait For Ship				1		5	1	全部	12	16	20	13	1	9	12
Has Been Shipped	12	16	20	12	1	4		完成率	100.0%	100.0%	100.0%	92.31%	100.0%	44.44%	0.0%
Total	12	16	20	13	1	9	12								



# RMA Analysis & Statics Information

You can have detailed information on Finished Rate, and statistics by [Model Name/](#)  
[Problem/Defect Distribution/Component](#).

**NEXCOM**  
COMMITTED TO CUSTOMER SUCCESS

Welcome RMA Statistics RMA Information & Monitoring **RMA Analysis & Statistics**

Query

Request Date: 1/1/24 ~ 6/19/24

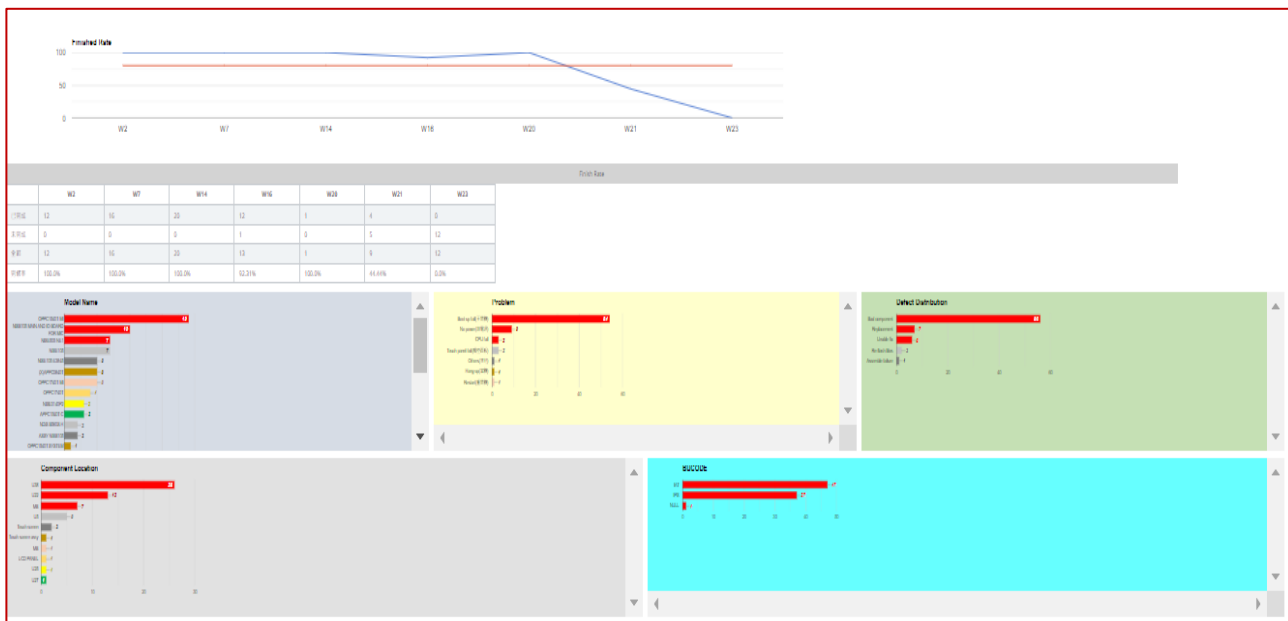
Repair Station: [Dropdown]

Model Name: [Text]

Product Number: [Text]

Customer: All [Dropdown]

[Query] [Clear] [Export]



~ END ~

Rev 4.0