eRMA system User Guide

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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

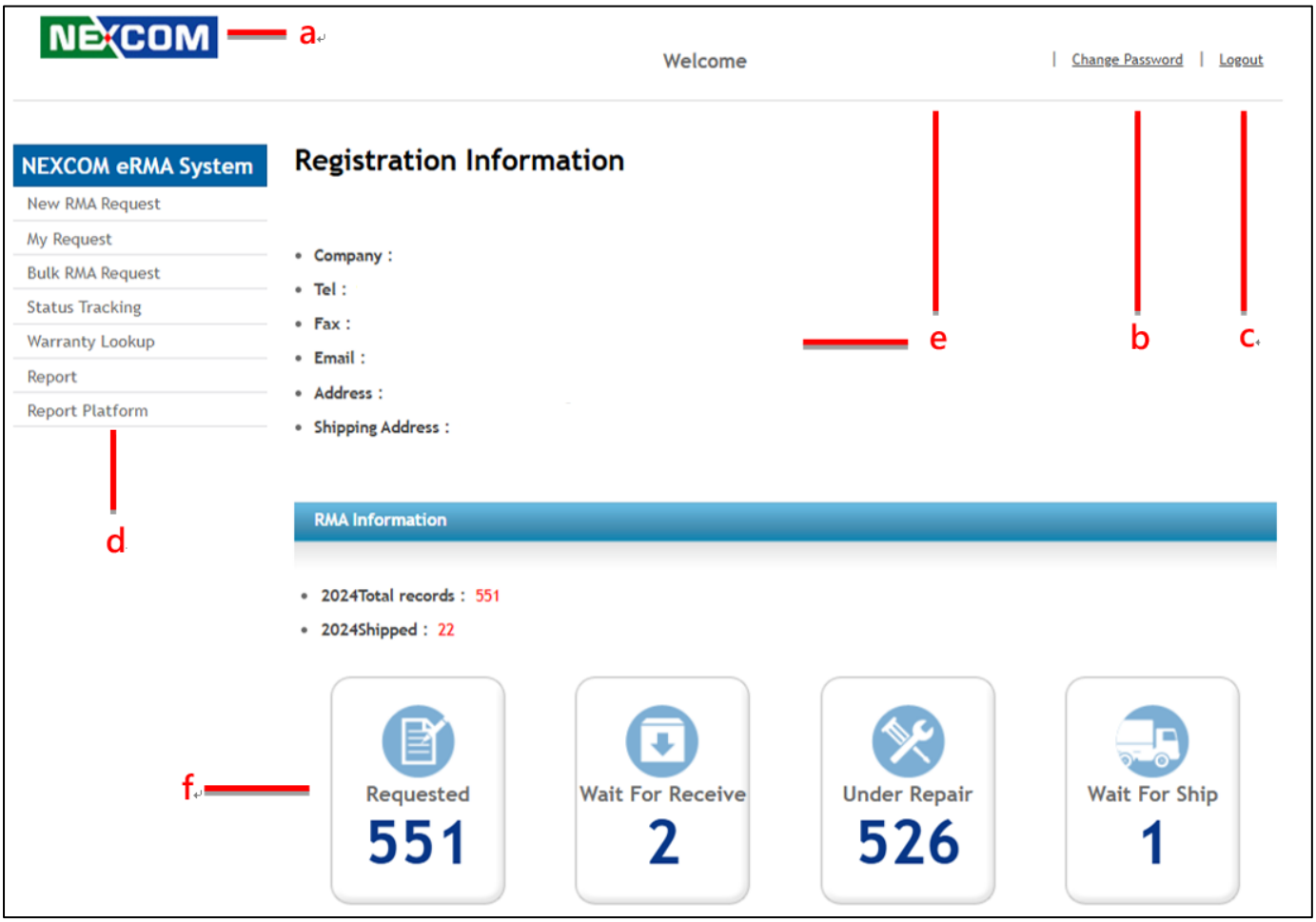
Main page

Login Page

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

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

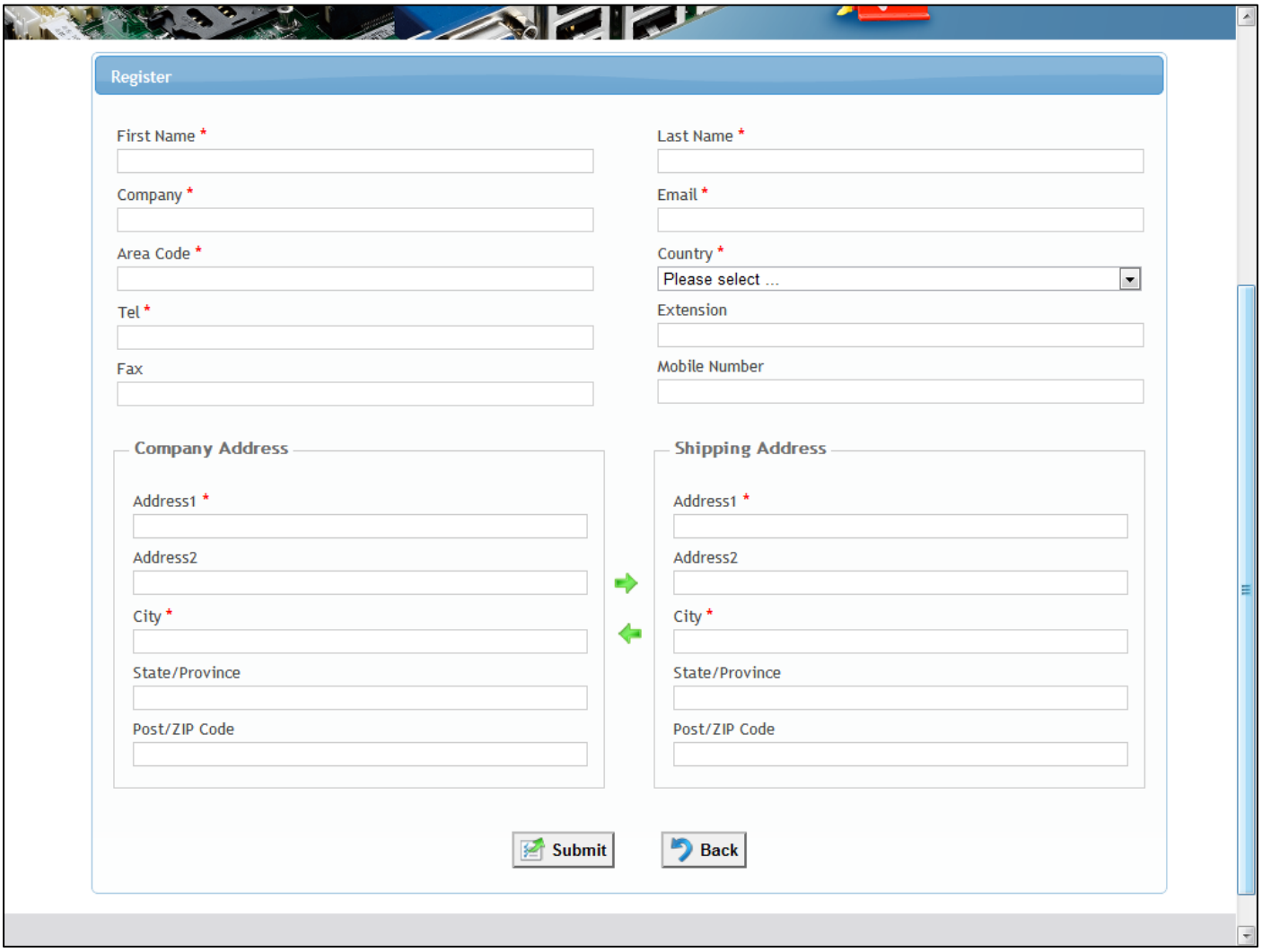
Welcome Page



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

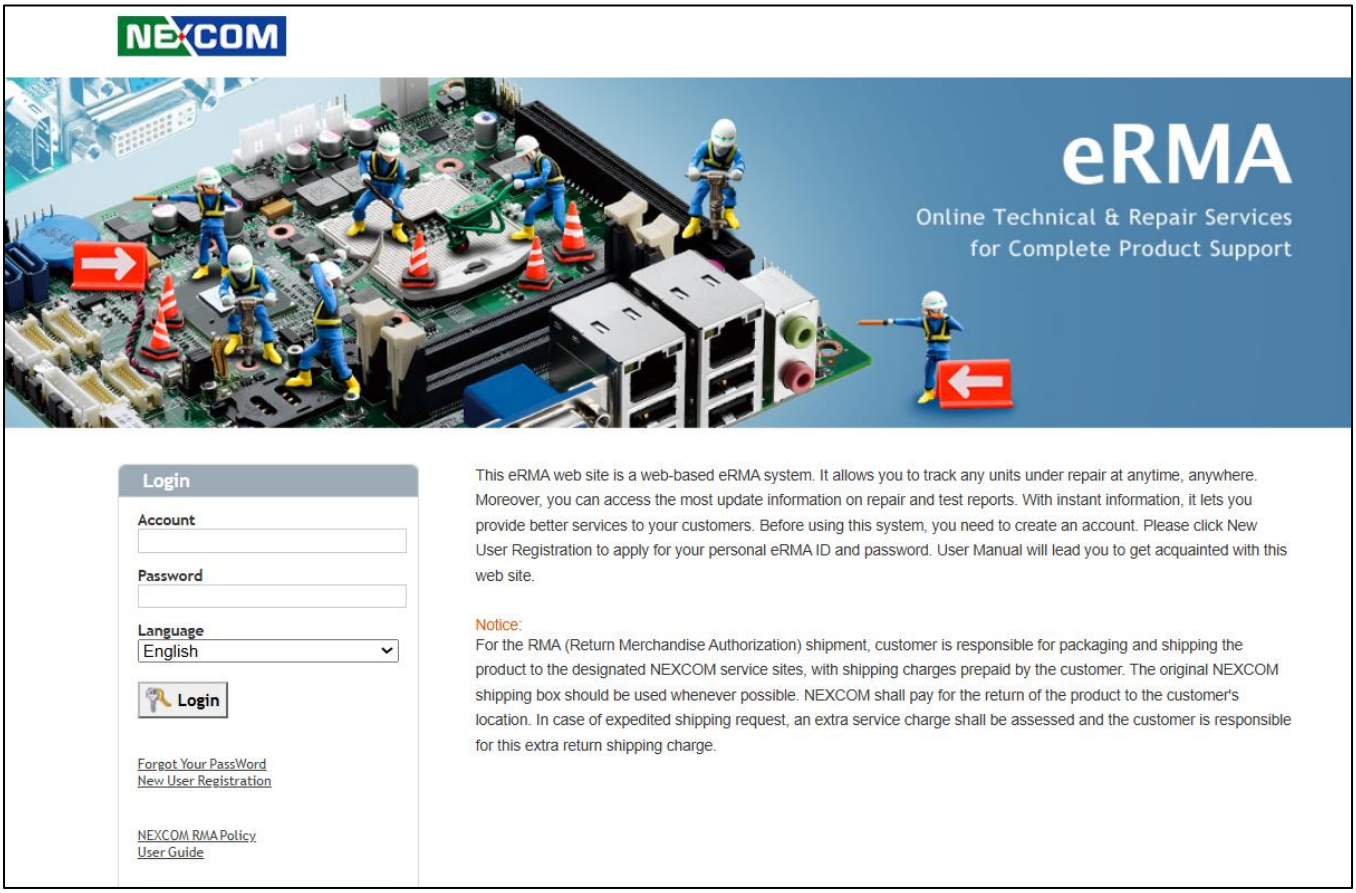
New User Registration



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



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.

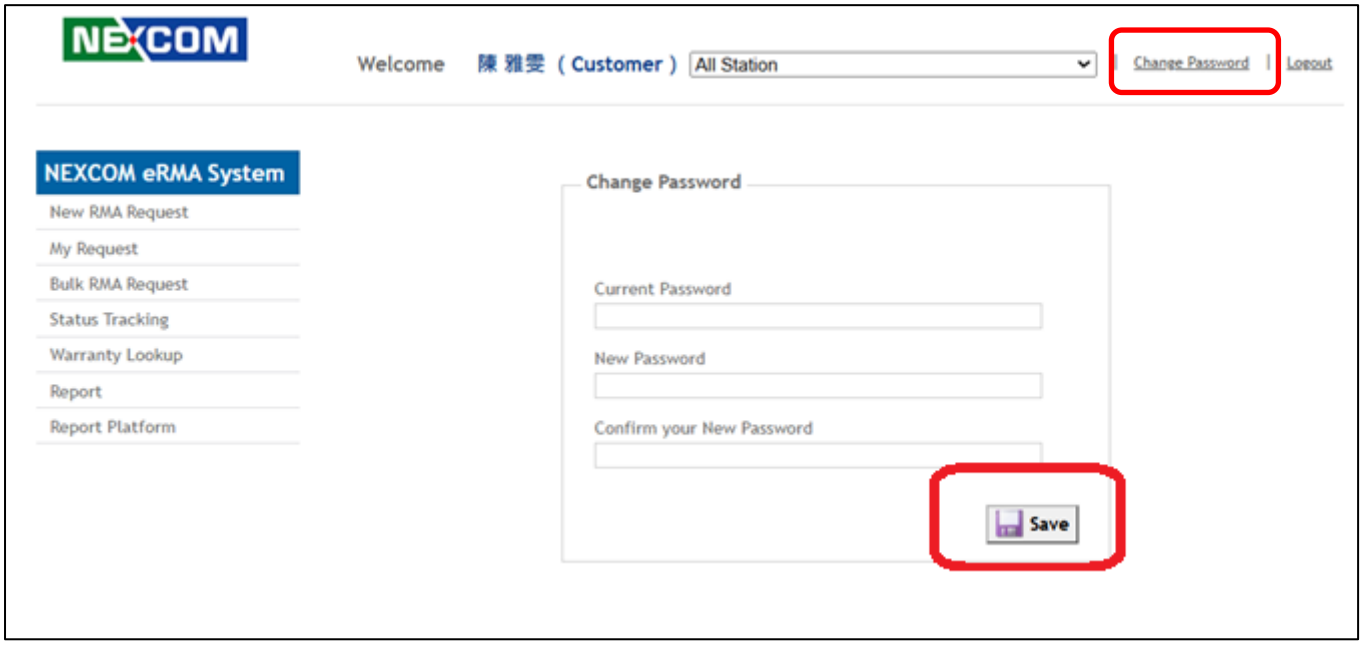
Note: When data validation is successful, will be redirect welcome page.

Forget Password

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

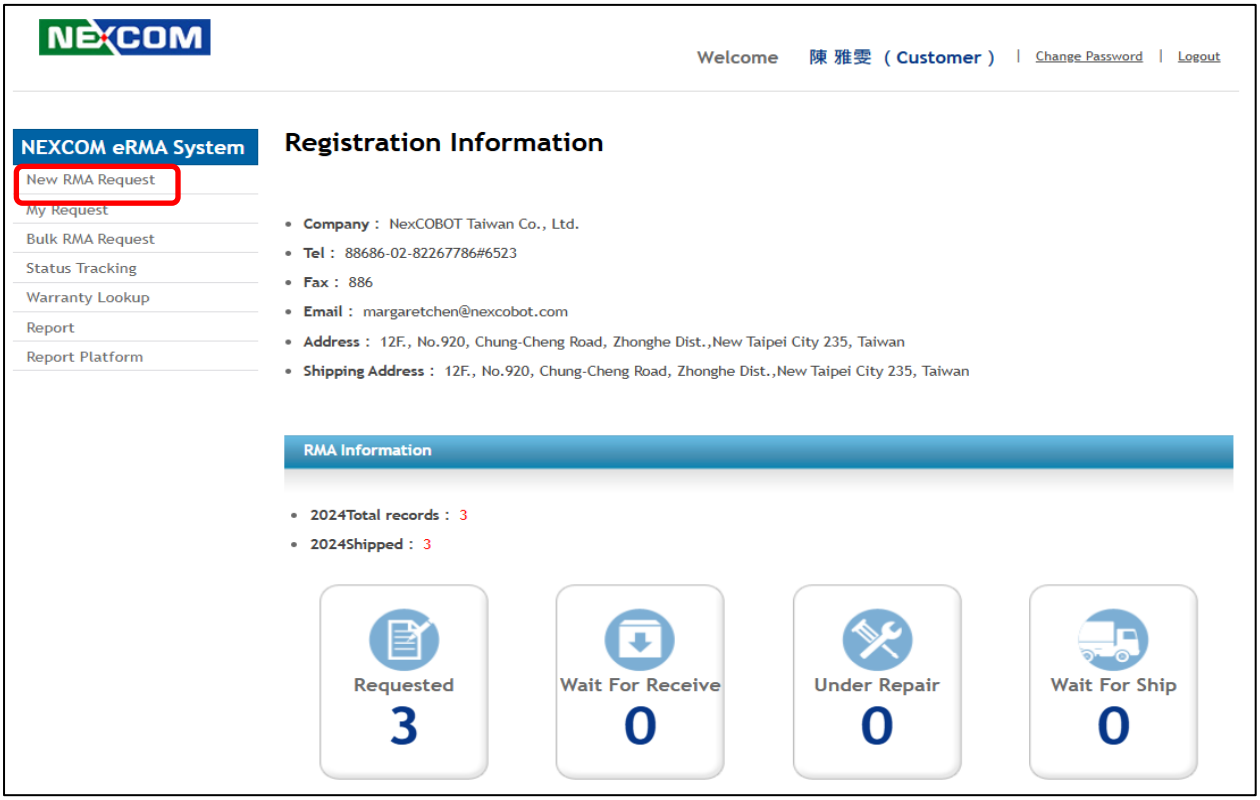


1. Login to the system and click on the【**Change Password**】link（Please refer to the project b of the Welcome Page）.
2. Enter your current password, new password and confirm the new password again.
3. Click【**Save**】button.

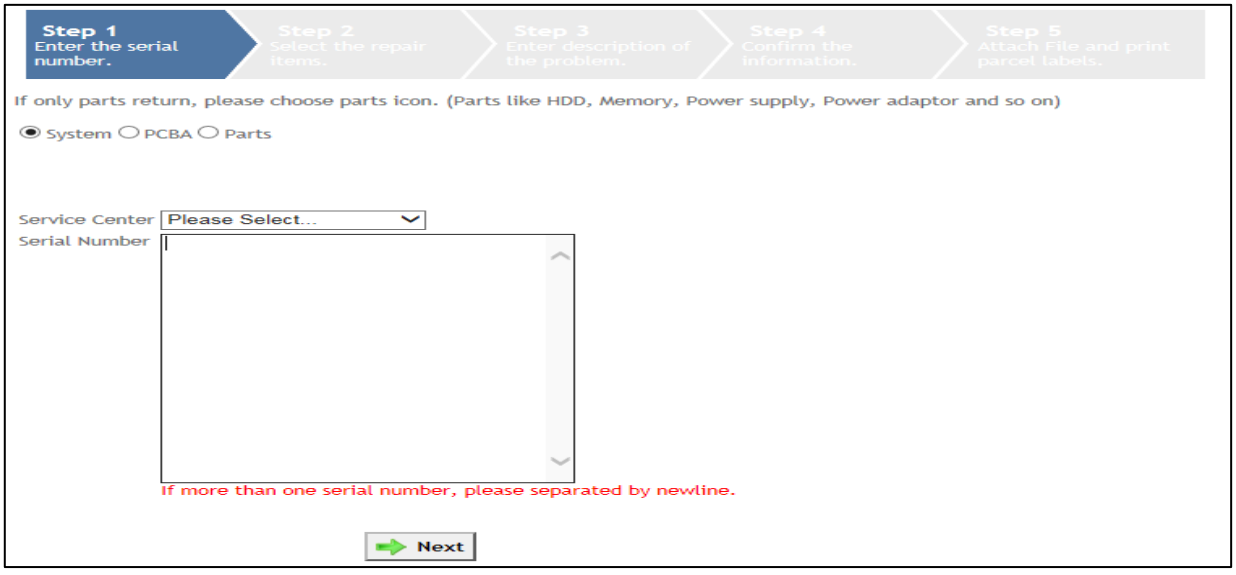
When saved successfully, please use the new password on next login.

New RMA Request

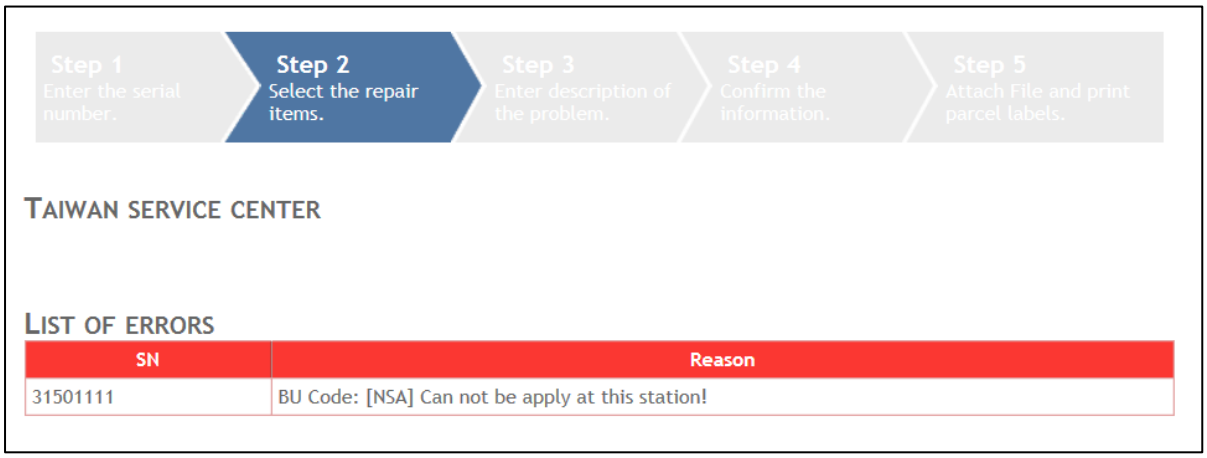
1.1. Login to the system and click【New RMA Request】on the Feature List area to create new RMA register.



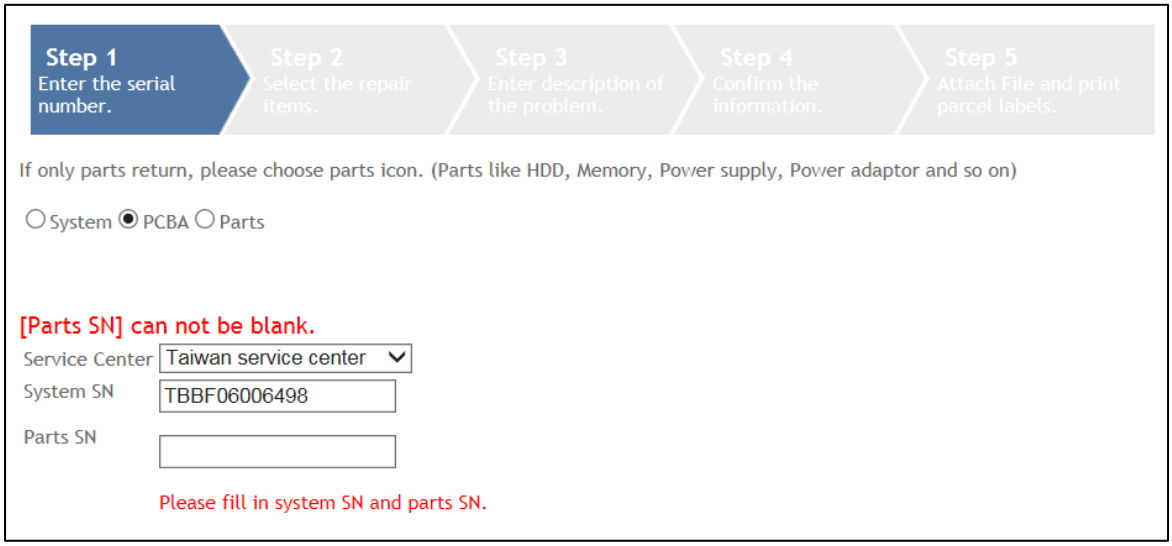
1.2. In Step 1, please select the RMA mode (System, PCBA or Parts), Select "Service Center " and enter the product Serial Number. If more than one serial number, please separated by newline. Finished, please click the【Next】button.

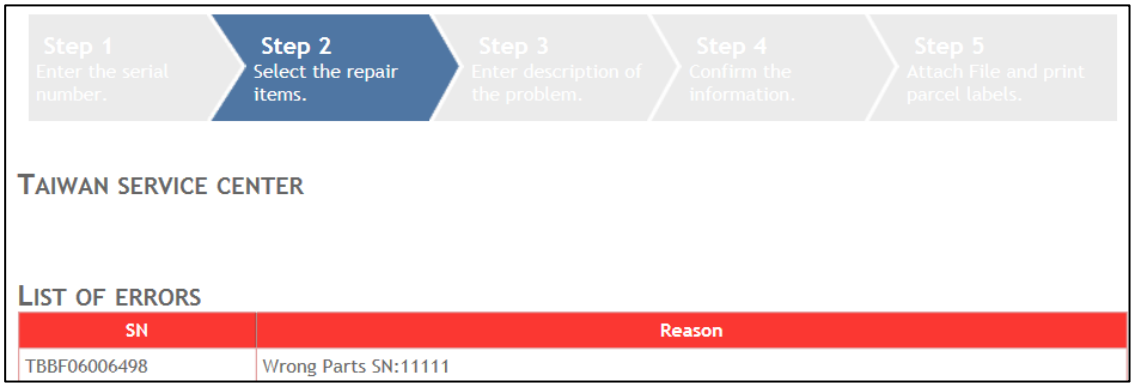


Note: If your RMA product is Network and Communication Solutions (NCS product), please select "**Taoyuan Service Center**" and send it back to Taoyuan for repairing. If you don't select Taoyuan Service Center, e-RMA system will show the error message as below picture.



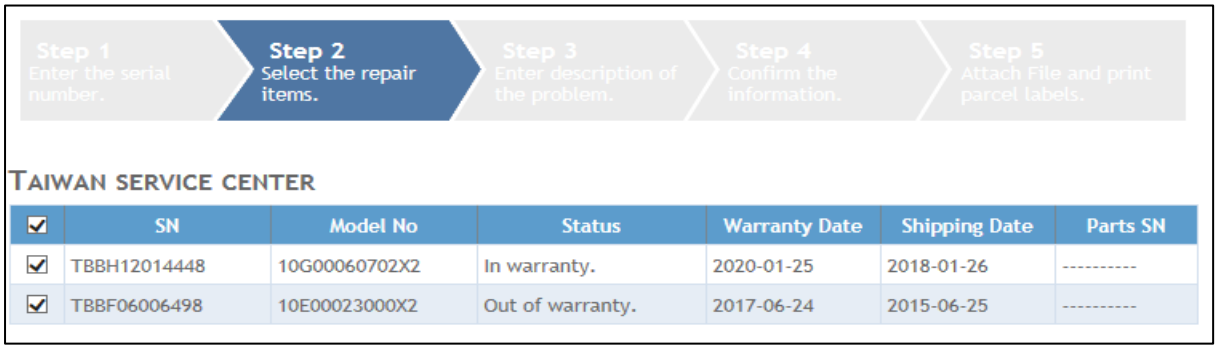
1.3. In Step 1, if it is PCBA or Parts RMA case, please key-in both Product Serial Number and correctly PCBA / Parts serial number. If you key-in the product Serial Number only, it will show the error message as below picture. Finished, please click the【**Next**】button.



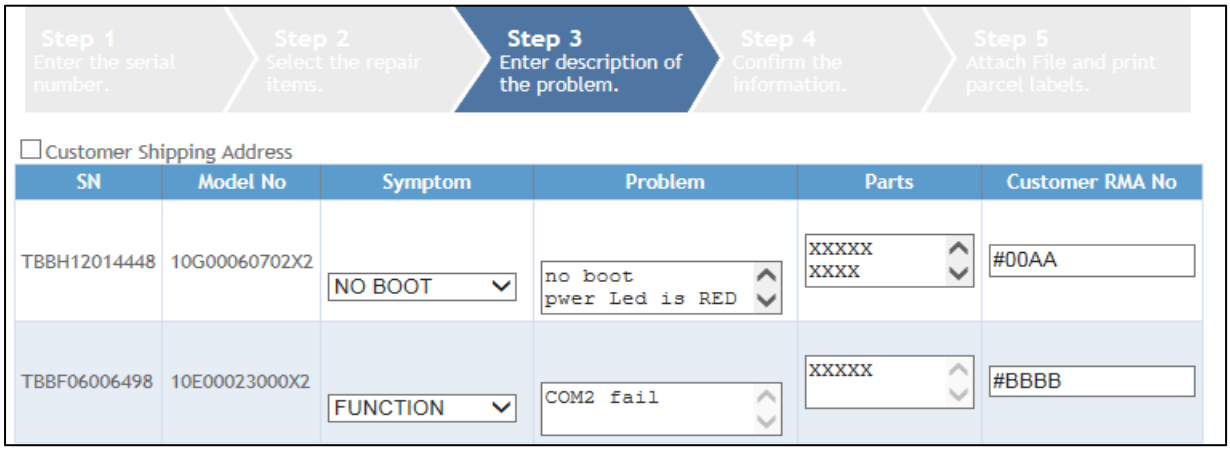


2. In Step 2, Please confirm warranty status and check to repair the items.

   Finished, please click the【Next】button.

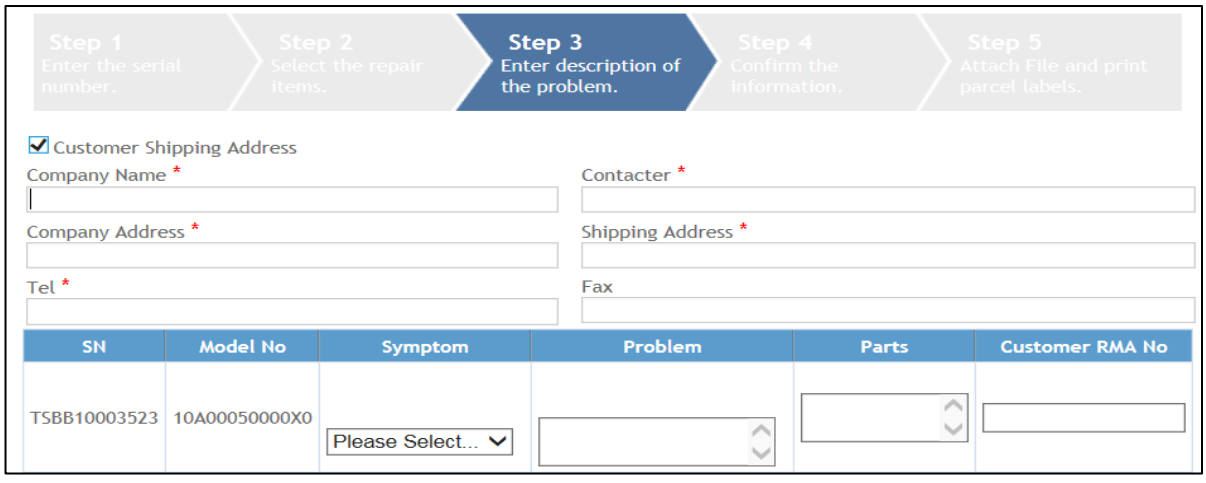


3. In Setp3, please select the "Symptom" list and enter the "Problem" details and/or "Parts" item and/or "Customer RMA No". Finished, please click the【Next】button.

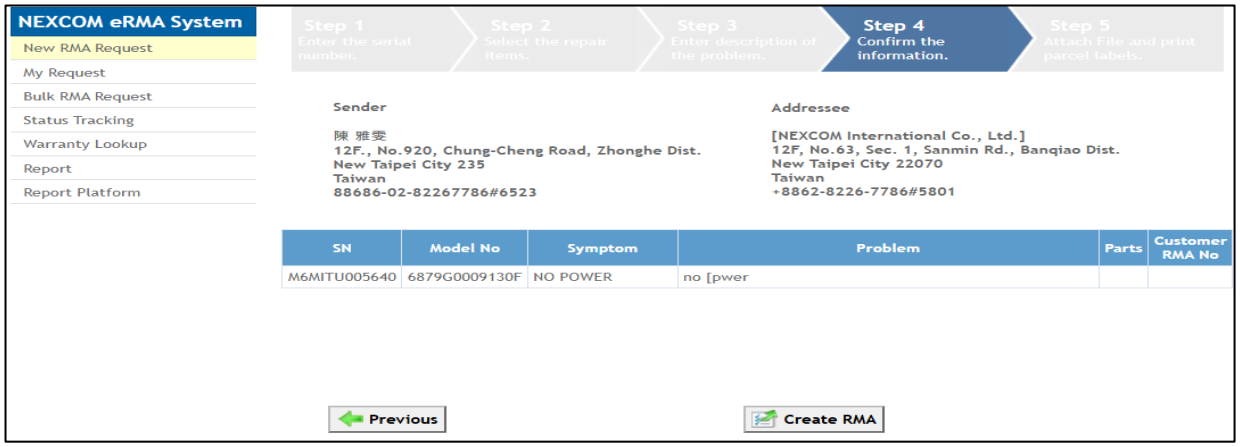


Note: if customer send back whole system with some accessories, please key-in the name of accessories into the column "Parts".

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.

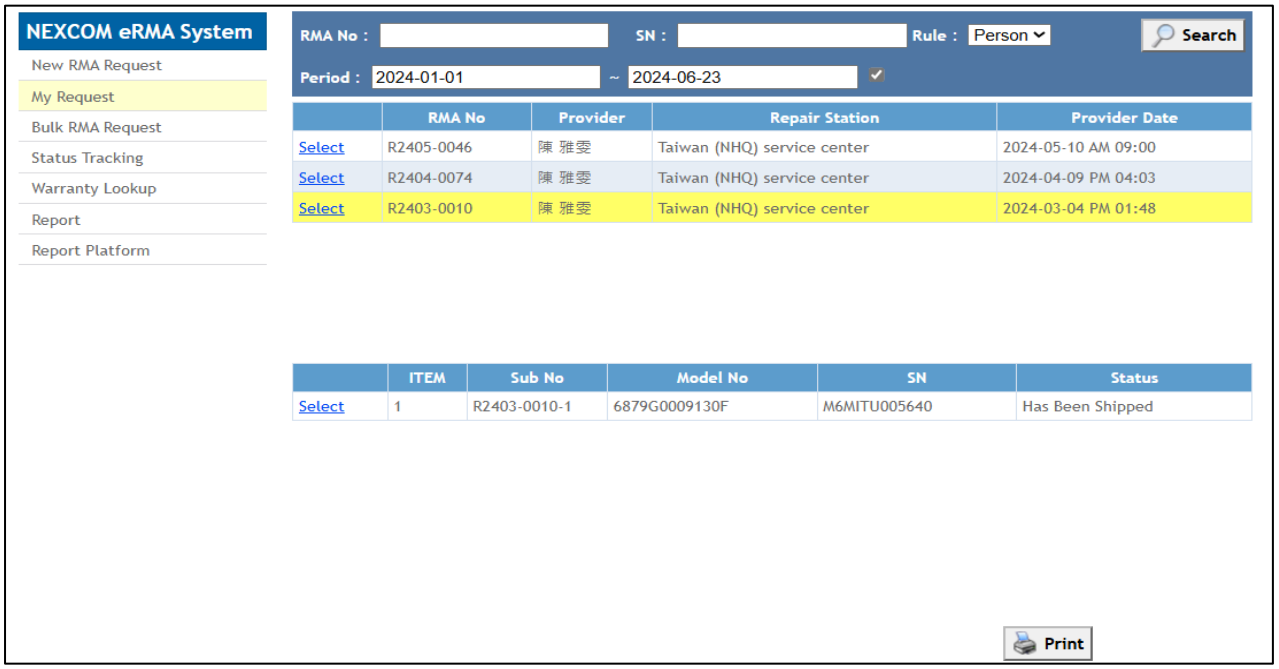


4. In Step 4, make sure that the sender information, as well as repair product information is correct. Finished, please click the【Create RMA】button.



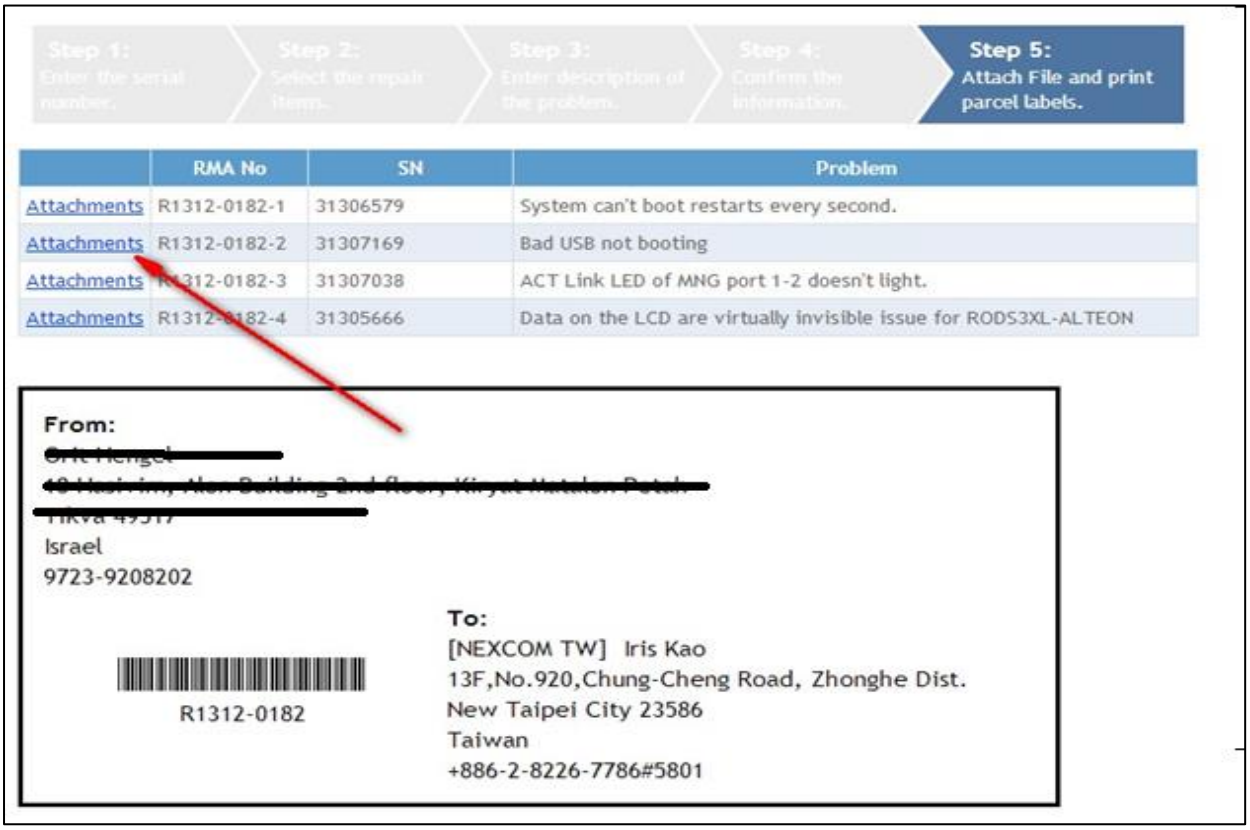
5. In Step 5, Click【Print】button, you can print out the parcel label.

If you need to upload a file, Click【Attachments】button (For steps, see next paragraph).

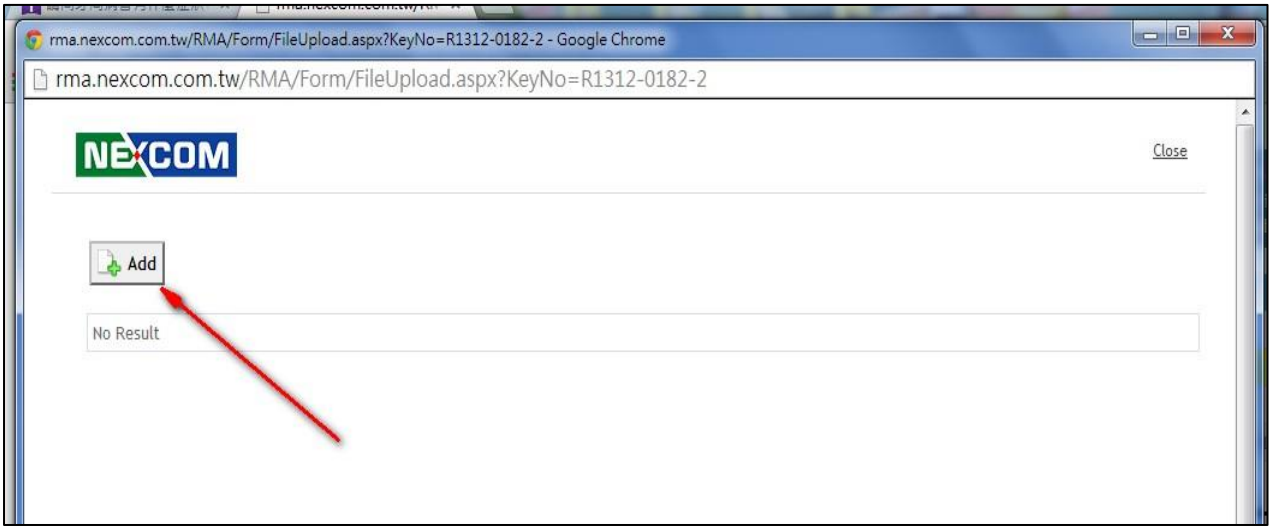


How to upload attachment into eRMA

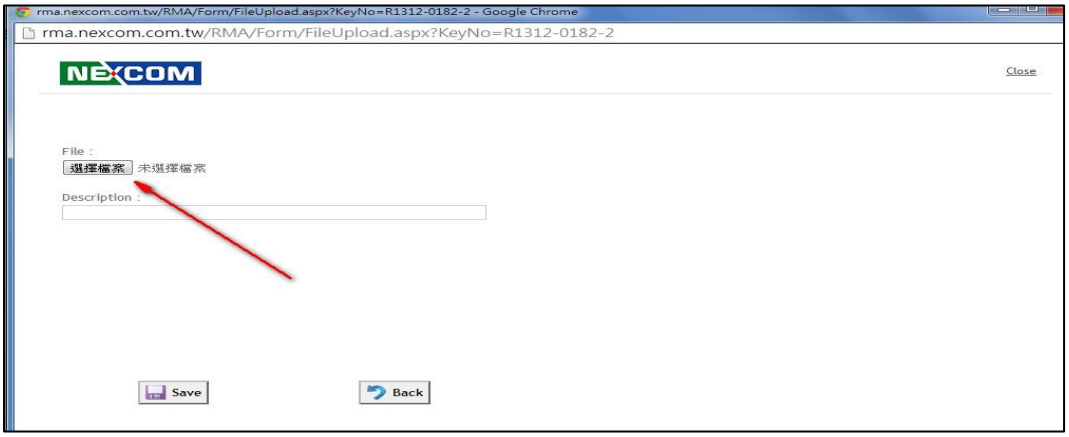
Step 1:



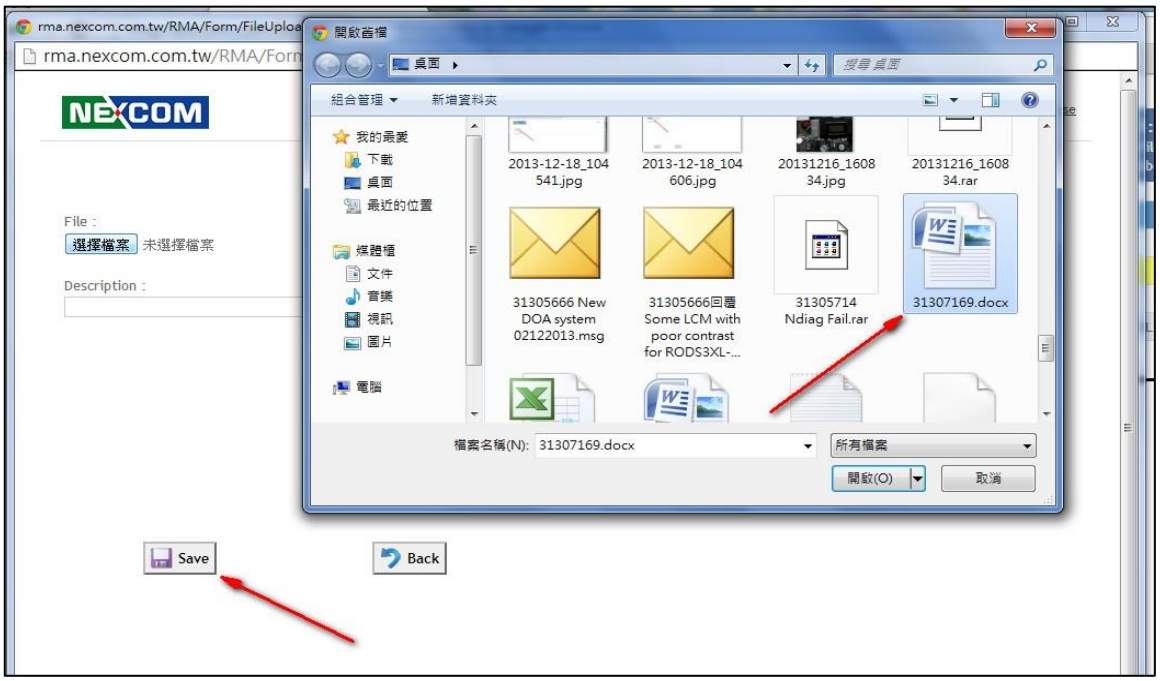
Step 2:



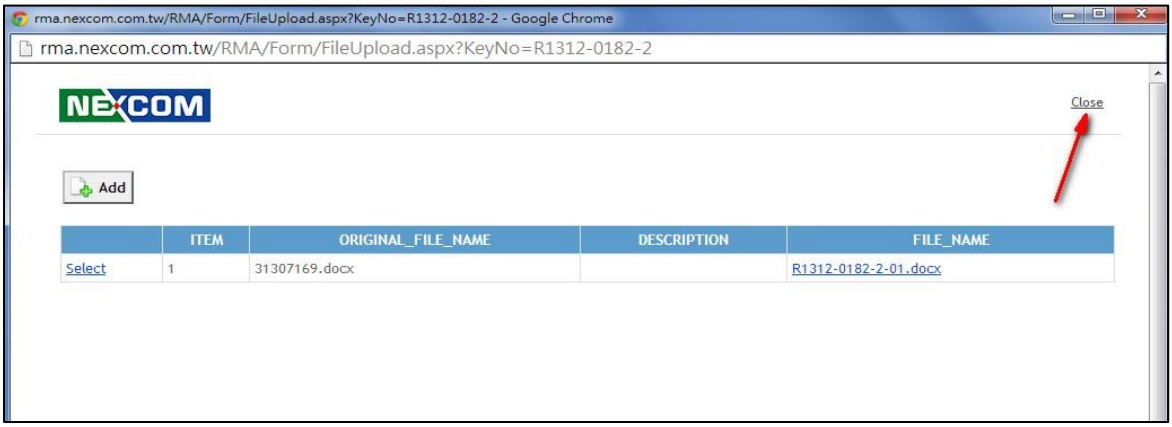
Step 3:



Step 4:

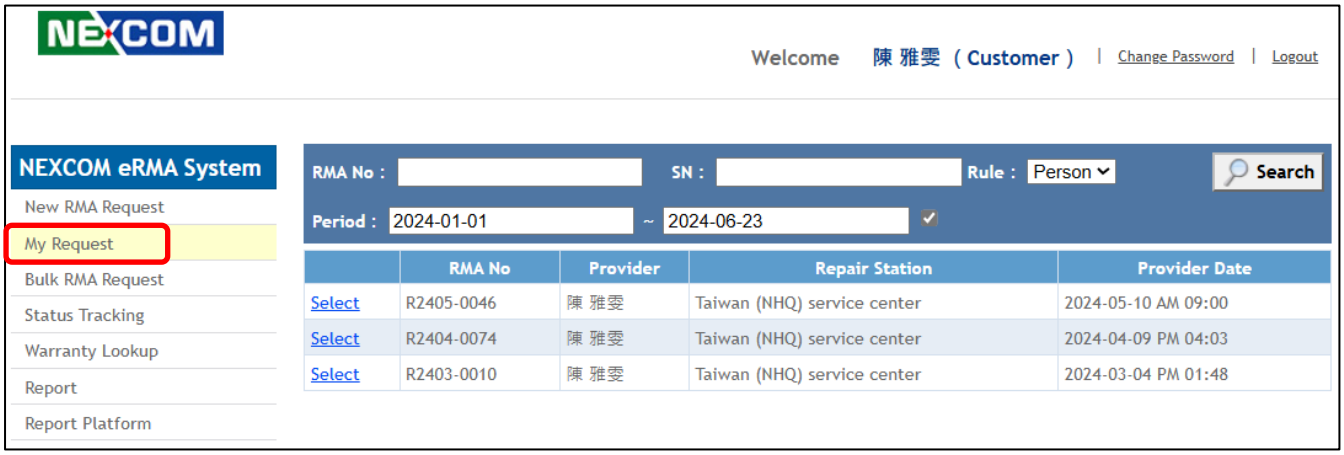


Step 5:

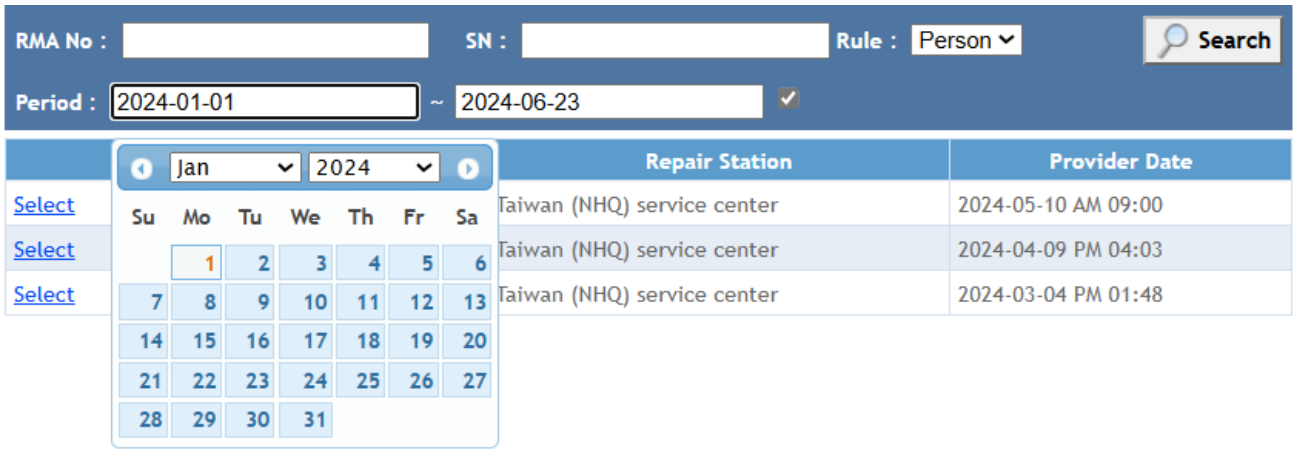


My Request

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



2. Select the " Period" and query permissions, then click【Search】button.
The top of the screen lists the RMA on this period.

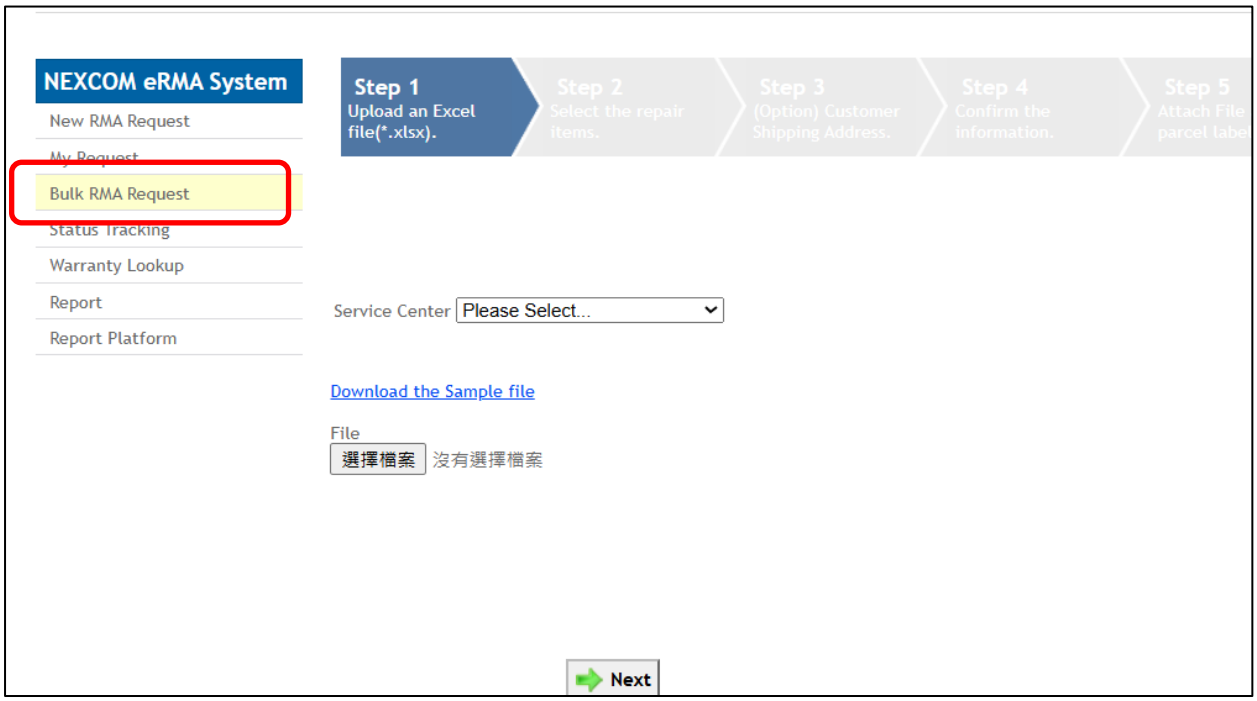


3. Click on any of the list, below will bring out this RMA repair product list.

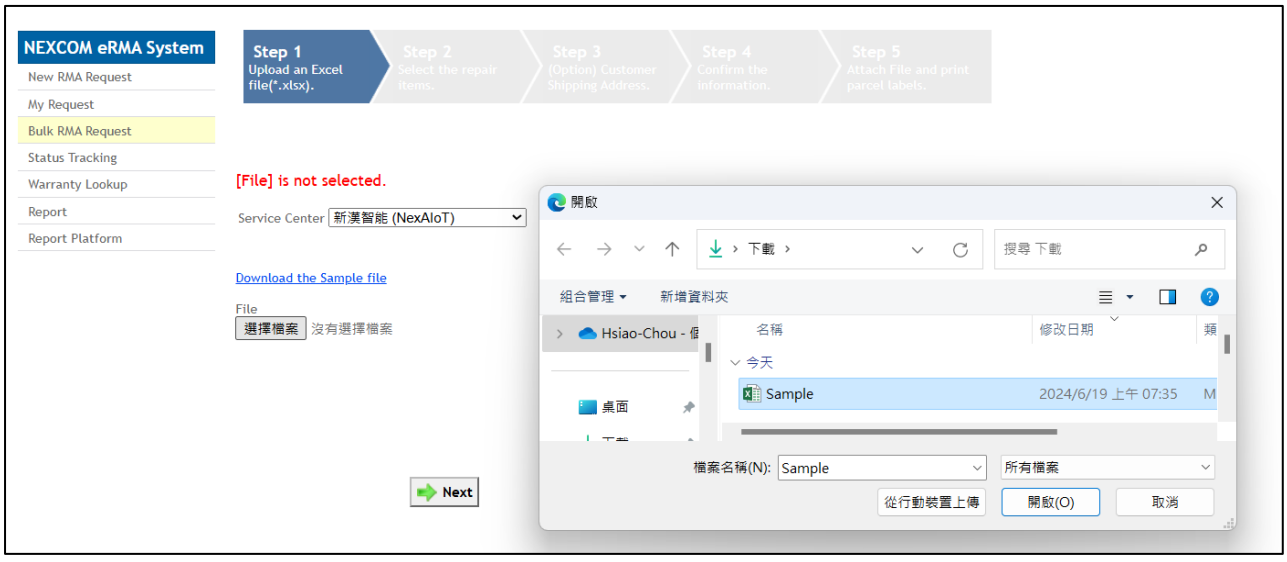
4. You can also click the【Print】button to print a parcel label, or click the【Cancel RMA】button to cancel incorrectly or abandon the project of repair.

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).

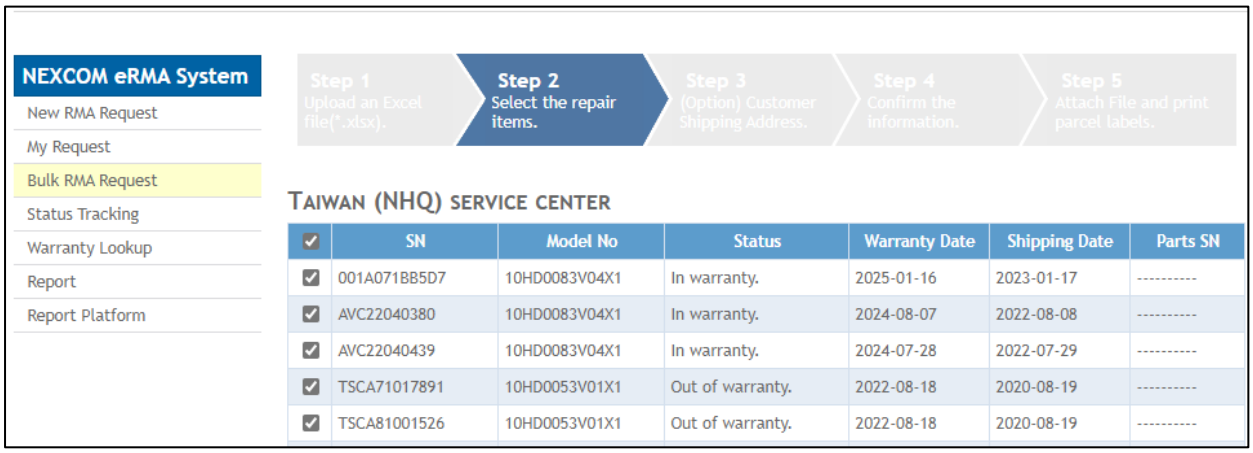


2. Select from " **Service Center**" dropdown menu, download a sample Excel file, fill-in RMA information in the file, and upload the file to eRMA System. Then, please click【**Next**】button to confirm accuracy of all information.



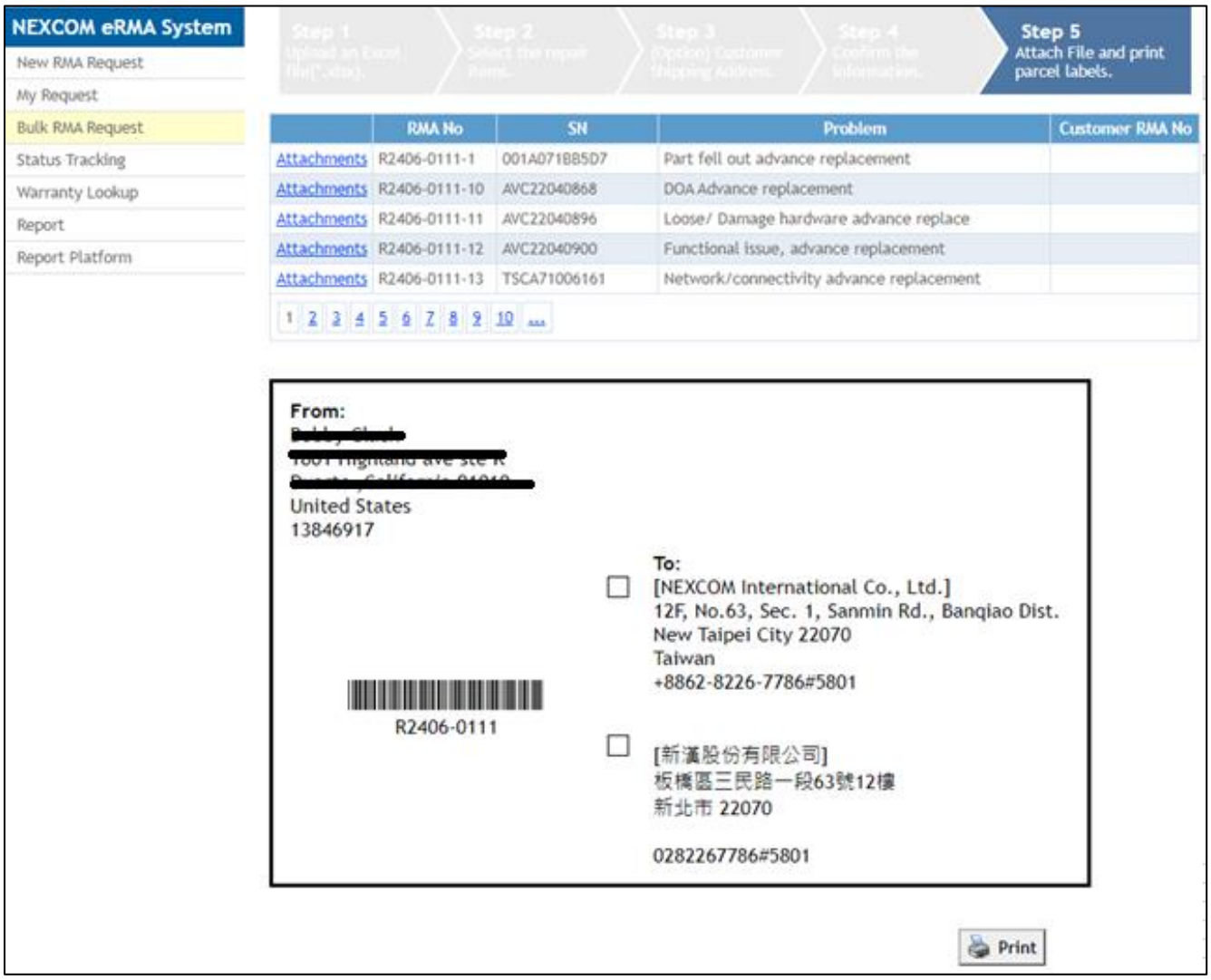
	Serial Number	Parts SN	Symptom	Problem	Parts	Customer RMA No
2	001A071BB5D7		FUNCTION	Part fell out advance replacement		
3	AVC22040380		FUNCTION	Functional issue, advance replacement		
4	AVC22040439		FUNCTION	Boot issue advance replacement		
5	TSCA71017891		FUNCTION	Network/connectivity advance replacement		
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



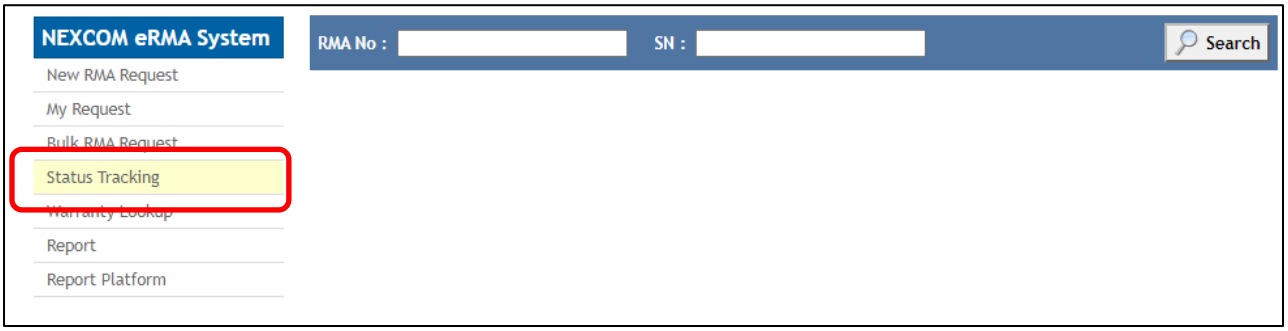
4. Once all information is correctly provided, please click【Create RMA】button.

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



Status Tracking

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



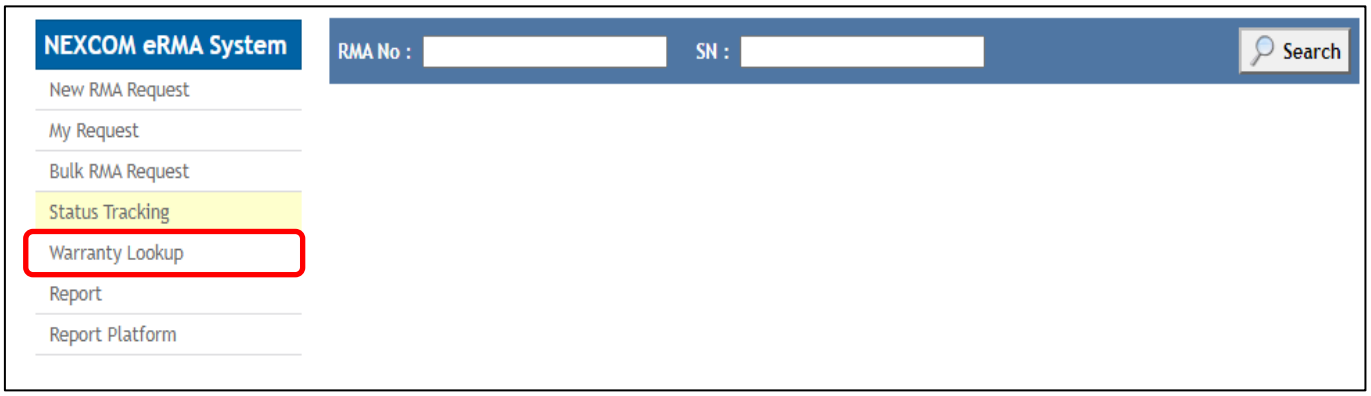
2. Key-in **RMA No SN (Serial Number)** to track RMA status.

	RMA No	SN	Model No	Model Desc	Provider
Select	R1803-0105-6	TBBH11021594	10E00023000X2	(X)EBC230-EM	Orit Hengel

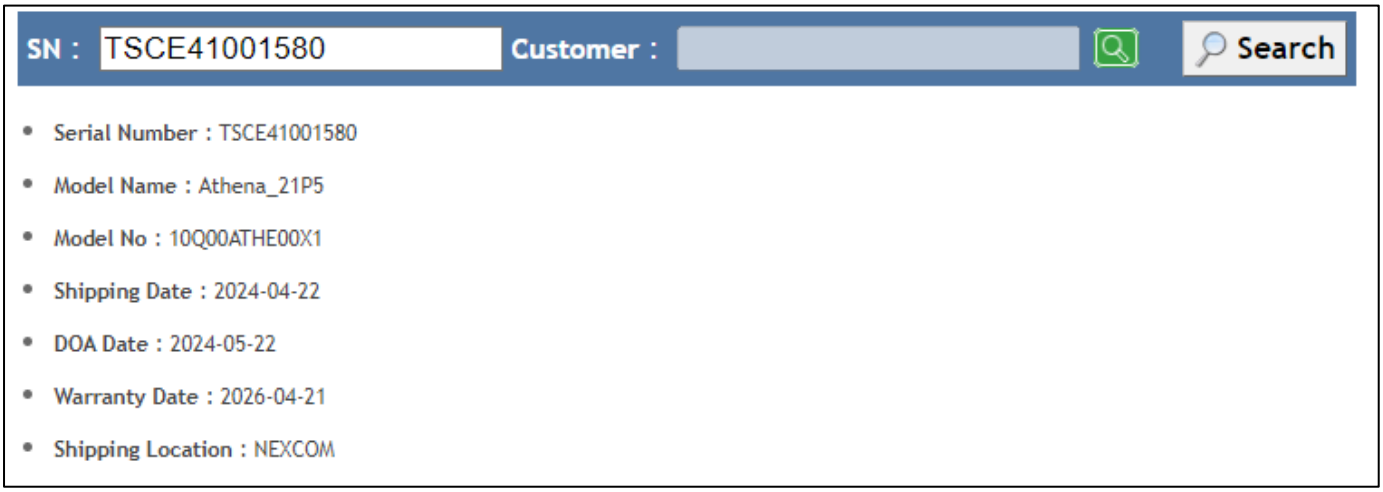
RMA No R1803-0105	ITEM 6
SN TBBH11021594	Model No 10E00023000X2
Model Desc (X)EBC230-EM	Repair Station Taiwan service center
Company EIM	Provider Orit Hengel
SSN	Replace and shipped No
Warranty In warranty.	Warranty Date 2019-12-27
Route Type RMA	Status Wait For Ship
3rd Party No	Provider Date 2018-03-07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

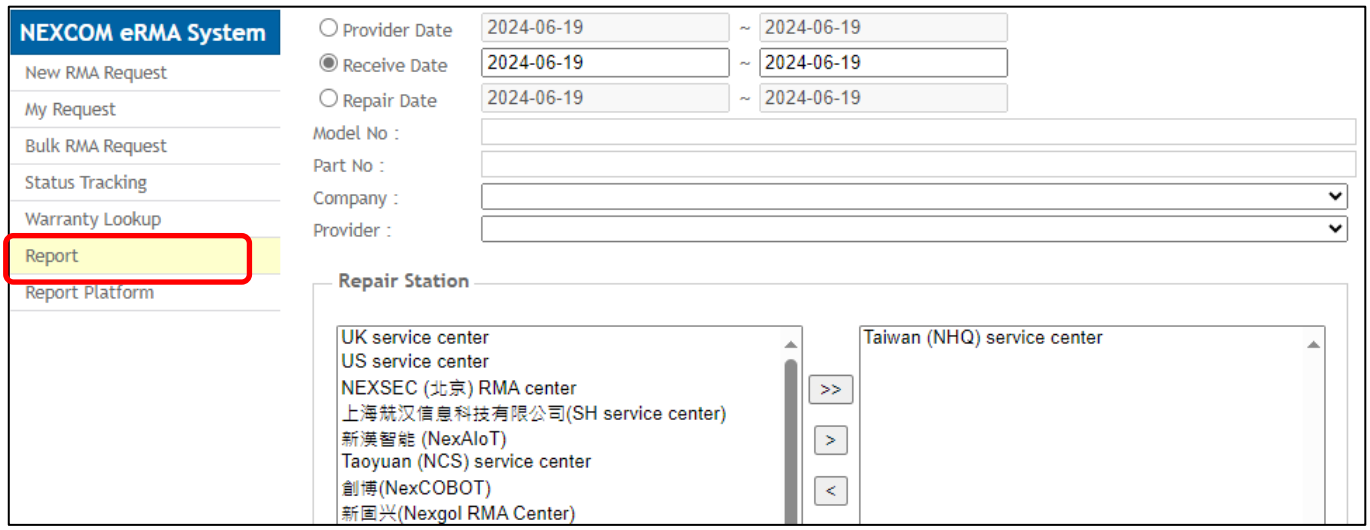


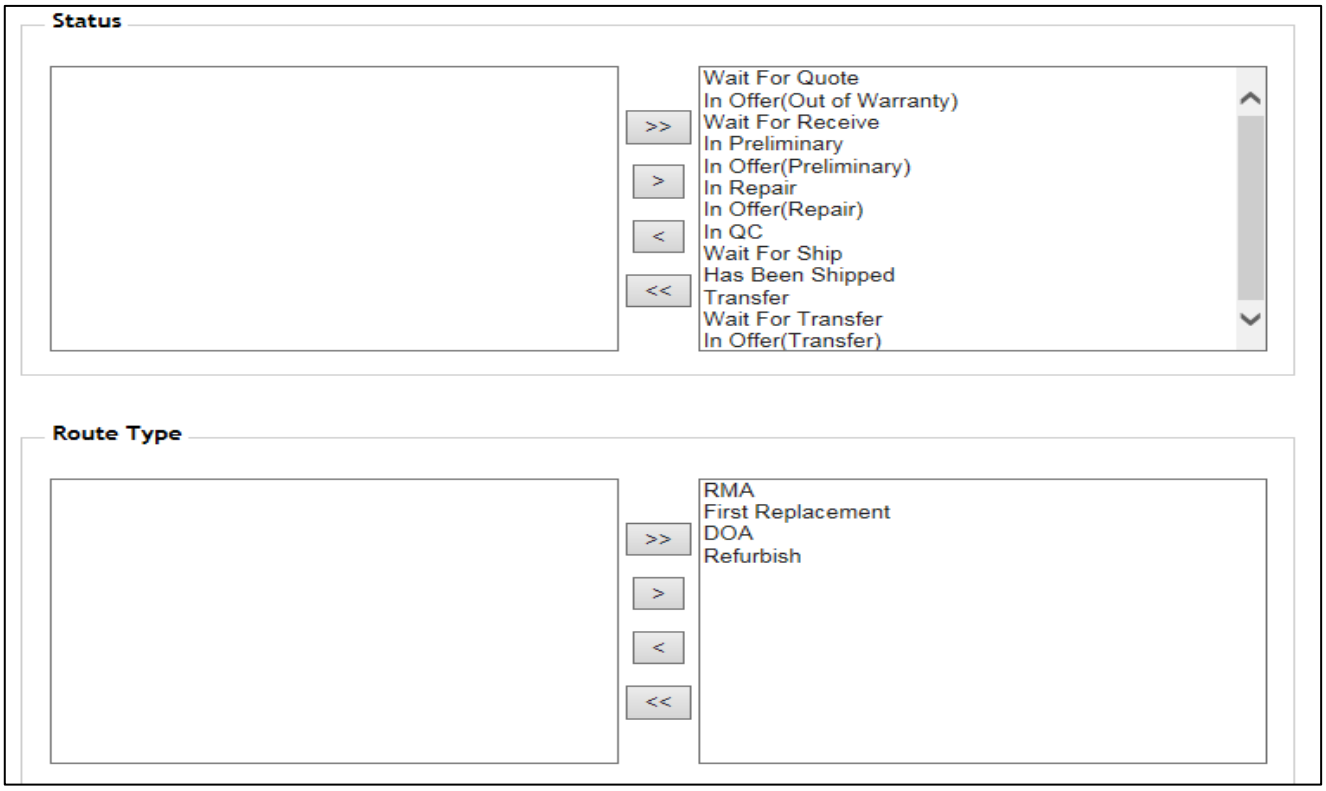
2. Key-in Product SN (Serial Number) to search for warranty information of the product.

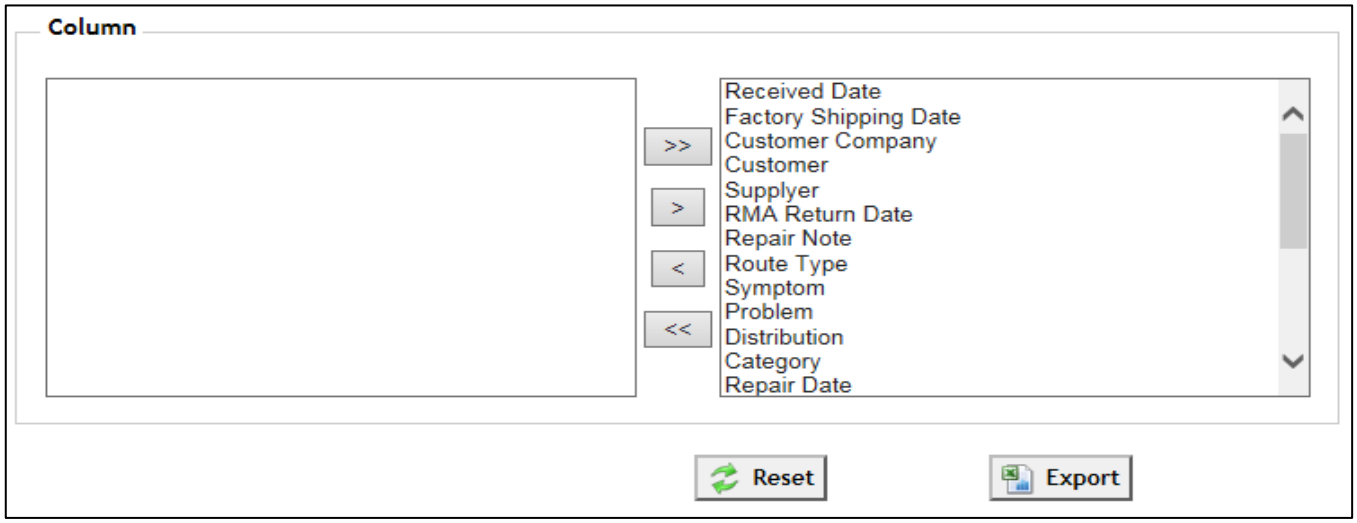


Report

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.







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
sampe 1	R2106-0001-1	Yes	Has Been Shipped	NP-BYT1-R04	10Y00BYT100X1	No power On	4IC0330S02X00	2021-06-27	2020-xx-xx	AAA	BBB
sampe 2											
sampe 3											

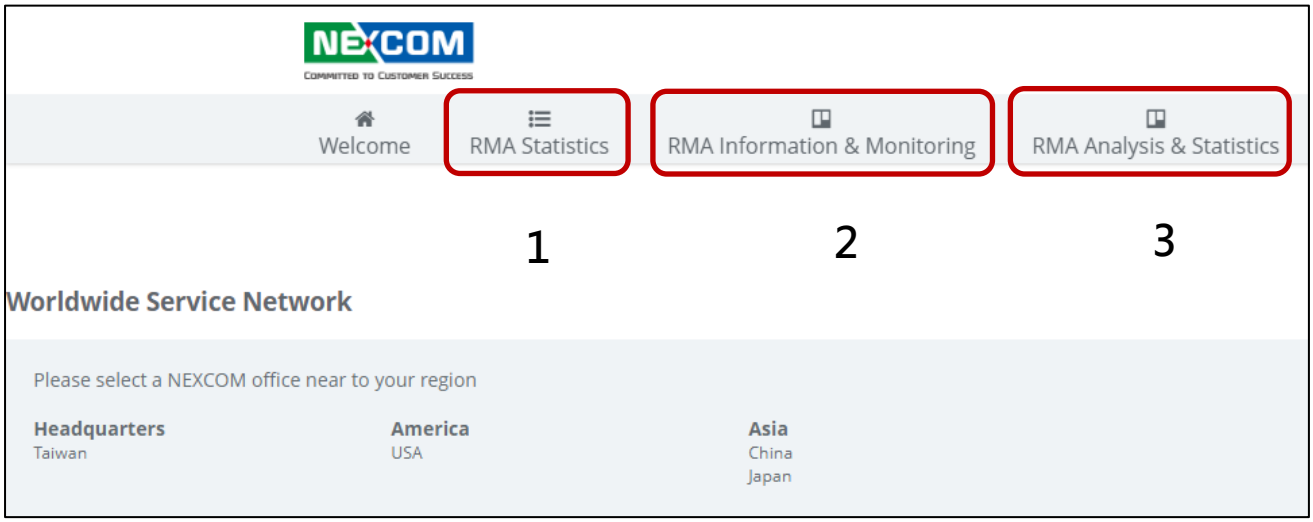
Supplier	RMA Return Date	Repair Note	Route Type	Symptom	Problem	Distribution	Category	Repair Date	Parts SN	TAT	Repairer
sampe 1	2021-07-07	[INCOMING CHECK] :"No power On" failure can be reproduced. [IDENTIFIED PROBLEM] :Found defective xxxx [TREATMENT]:Replace component xxx [OUTGOING CHECK]: xxxxx	RMA	No power On	Boot up fail(不開機)	Bad component	Component(零件)	2021-07-06		9	Ryan Su
sampe 2											
sampe 3											

Customer RMA No	BU Code	More	Request Date	Location	Express	Return Type	New Parts SN	Replacement SN	Tracking No	Quote PI	Shipping Location
sampe 1	IAS	1	2021-07-07	L38(4IC0330S02X00)	20210707 FedEX 445837423670	N/A			FedEX 445837423670		NEXCOM
sampe 2											
sampe 3											

Report Platform

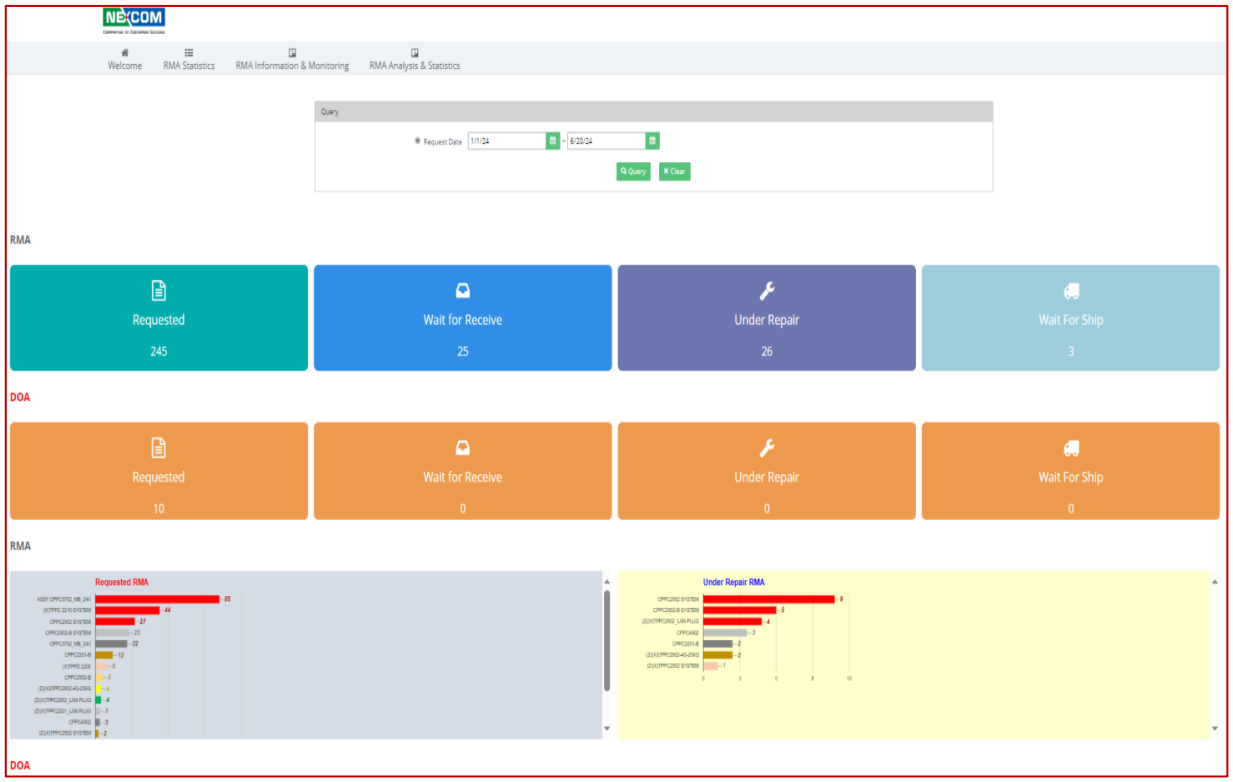
Easy to monitor your RMA status and obtain RMA statistics.

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



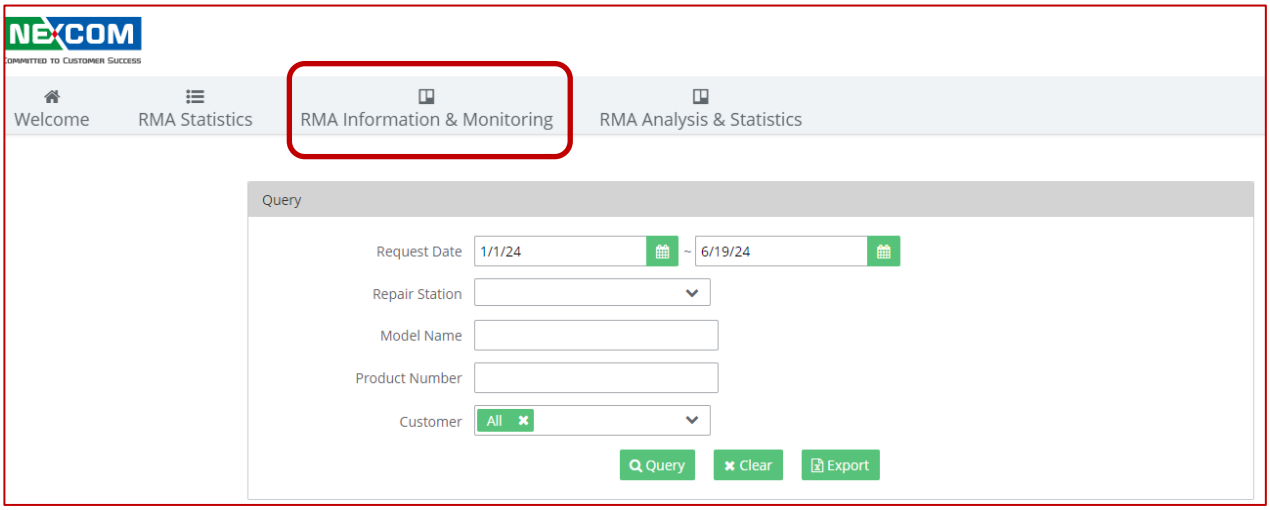
RMA Statists

You can have a whole picture of all return RMAs



RMA Information & Monitoring

You can have further details on all return RMA information.

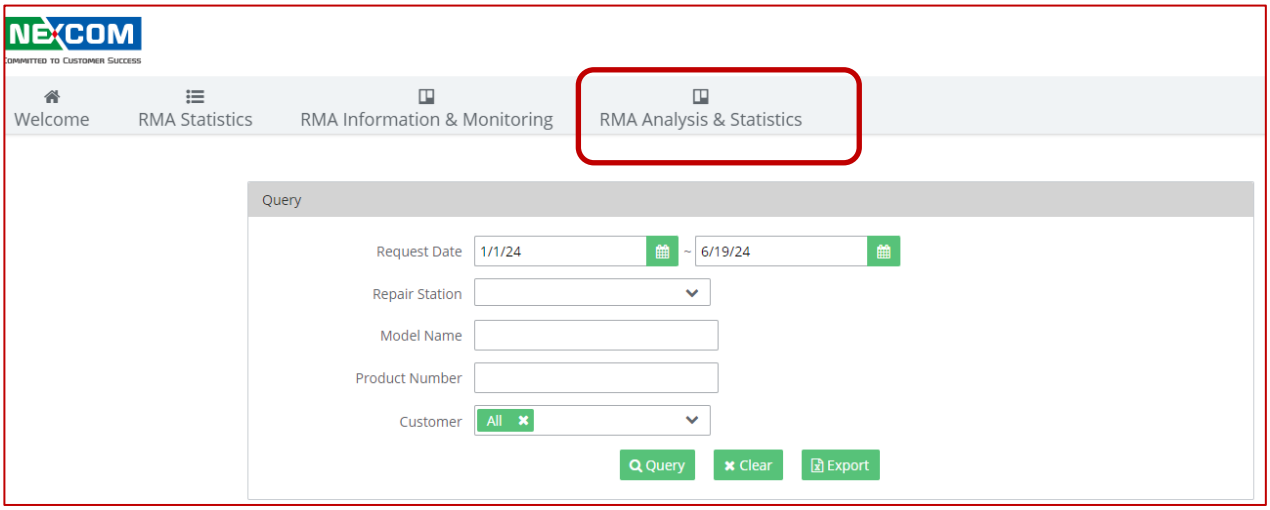


	Jan	Feb	Apr		May		Jun
	W2	W7	W14	W16	W20	W21	W23
In Repair							11
In Offer(Out of Warranty)							
Wait For Ship				1		5	1
Has Been Shipped	12	16	20	12	1	4	
Total	12	16	20	13	1	9	12

Finish Rate							
	W2	W7	W14	W16	W20	W21	W23
已完成	12	16	20	12	1	4	0
未完成	0	0	0	1	0	5	12
全部	12	16	20	13	1	9	12
完修率	100.0%	100.0%	100.0%	92.31%	100.0%	44.44%	0.0%

RMA Analysis & Statics Information

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



~ END ~

Rev 4.0