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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/>





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.

In order to provide better service to customers, Nexcom not only established Taoyuan Service Center for NCS BU product, but also relocated Taiwan Service Center to a new location from mid-July 2018.
Please double check your RMA shipping address more careful in STEP 1 of new RMA request.
Thank you very much for your attention and cooperation.

2018年9月21

- a. Field of the user to enter account.
- b. Field of the user to enter password.
- c. Language Select
- d. Login button.
- e. Link to Forgot your password page
- f. Link to Registration page
- g. Link to NEXCOM RMA Policy
- h. Link to User Guide

Welcome Page

The screenshot displays the NEXCOM eRMA System Welcome Page. At the top left is the NEXCOM logo (labeled 'a'). To its right is a navigation bar with links: 'Welcome', 'EIM (Customer)' (labeled 'b'), 'Change Password' (labeled 'c'), and 'Logout' (labeled 'd'). Below the logo is a sidebar titled 'NEXCOM eRMA System' containing links: 'New RMA Request', 'My Request', 'Status Tracking', 'Warranty Lookup', and 'Report' (labeled 'e'). The main content area is titled 'Registration Information' and lists user details: Company: EIM, Tel: (labeled 'f'), Fax: (labeled 'g'), Email: (labeled 'h'), Address: hasivim18 petach tikva israel, Israel, and Shipping Address: hasivim18 petach tikva israel, Israel. Below this is an 'RMA Information' section showing statistics: 2018Total records: 27 and 2018Shipped: 15. At the bottom are four status cards: 'Request' with a value of 2 (labeled 'i'), 'Receive' with a value of 0, 'Under Repair' with a value of 10, and 'Wait For Ship' with a value of 0.

NEXCOM eRMA System

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

Registration Information

- Company : EIM
- Tel : (labeled 'f')
- Fax : (labeled 'g')
- Email : (labeled 'h')
- Address : hasivim18 petach tikva israel , Israel
- Shipping Address : hasivim18 petach tikva israel , Israel

RMA Information

- 2018Total records : 27
- 2018Shipped : 15

Request 2 (labeled 'i')

Receive 0

Under Repair 10

Wait For Ship 0

- 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

Login



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.

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Please double check your RMA shipping address more careful in STEP 1 of new RMA request.

Thank you very much for your attention and cooperation.

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



Forget Password

Account

Email

 Send Mail  Back

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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.

Registration

Register

First Name *

Company *

Area Code *

Tel *

Fax

Company Address

Address1 *

Address2

City *

State/Province

Post/ZIP Code

Shipping Address

Address1 *

Address2

City *

State/Province

Post/ZIP Code

Submit Back

1. Click the New User Registration link in the login page. (Please refer to the project e of the Login Page)
2. Enter the basic information of the applicant. (The red star symbol is a required field.)
3. Click 【Submit】 button.

Information has been sent out, you need to wait for the system administrator to confirm the identity. After identification, the system will send Email notify the login account and password.

Change Password



Welcome **Wu Jack (Customer)** | [Change Password](#) | [Logout](#)

NEXCOM eRMA System

[New RMA Request](#)

[My Request](#)

ChangePassword

Current Password

New Password

Confirm your New Password



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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.


NEXCOM eRMA System
New RMA Request
My Request
Status Tracking
Warranty Lookup
Report


Registration Information


- Company : EIM
- Tel :
- Fax :
- Email :
- Address : hasivim18 petach tikva israel , Israel
- Shipping Address : hasivim18 petach tikva israel , Israel

RMA Information

- 2018Total records : 27
- 2018Shipped : 15


Request
2


Receive
0


Under Repair
10


Wait For Ship
0

1.2. In Setp1, 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.

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

Service Center


Please Select... ▼

Serial Number

^

v

If more than one serial number, please separated by newline.



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.



TAIWAN SERVICE CENTER

LIST OF ERRORS

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

- 1.3. In Setp1, 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.



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

System SN

Parts SN

Please fill in system SN and parts SN.



TAIWAN SERVICE CENTER

LIST OF ERRORS

SN	Reason
TBBF06006498	Wrong Parts SN:11111

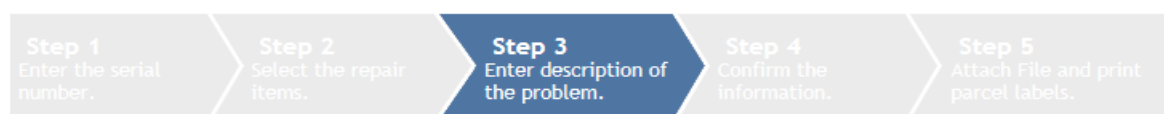
2. In Setp2, Please confirm warranty status and check to repair the items.
Finished, please click the [Next] button.



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	-----

- 3.1. 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.

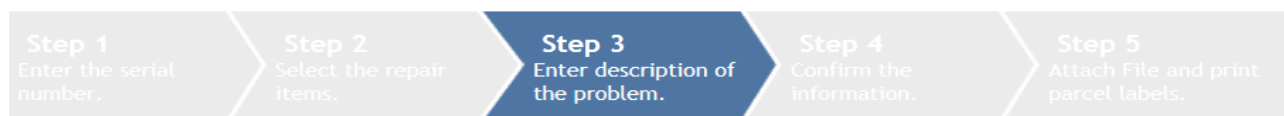


☐ Customer Shipping Address

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

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

- 3.2. 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 *
<input type="text"/>	<input type="text"/>
Company Address *	Shipping Address *
<input type="text"/>	<input type="text"/>
Tel *	Fax
<input type="text"/>	<input type="text"/>

SN	Model No	Symptom	Problem	Parts	Customer RMA No
TSBB10003523	10A00050000X0	Please Select... ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. In Setp4, Make sure that the sender information, as well as repair product information is correct. Finished, please click the **[Create RMA]** button.



Sender

EIM
hasivim18 petach tikva israel
Israel

Addressee

12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist.
New Taipei City 22070
Taiwan
+886-2-8226-7786#5801

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

5. In Setp5, 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).



	RMA No	SN	Problem	Customer RMA No
Attachments	R1809-0163-1	TSBB10003523	no boot	

From:
EIM
hasivim18 petach tikva israel

Israel



R1809-0163

To:
[nexcom.tw]
12F, No.63, Sec. 1, Sanmin Rd., Banqiao Dist.
New Taipei City 22070
Taiwan
+886-2-8226-7786#5801

How to upload attachment into eRMA

Step 1:



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

From:

Orit Hengel
18 Hasivim, Alon Building 2nd floor, Kiryat Matalon Petah
Tikva 49517
Israel
9723-9208202

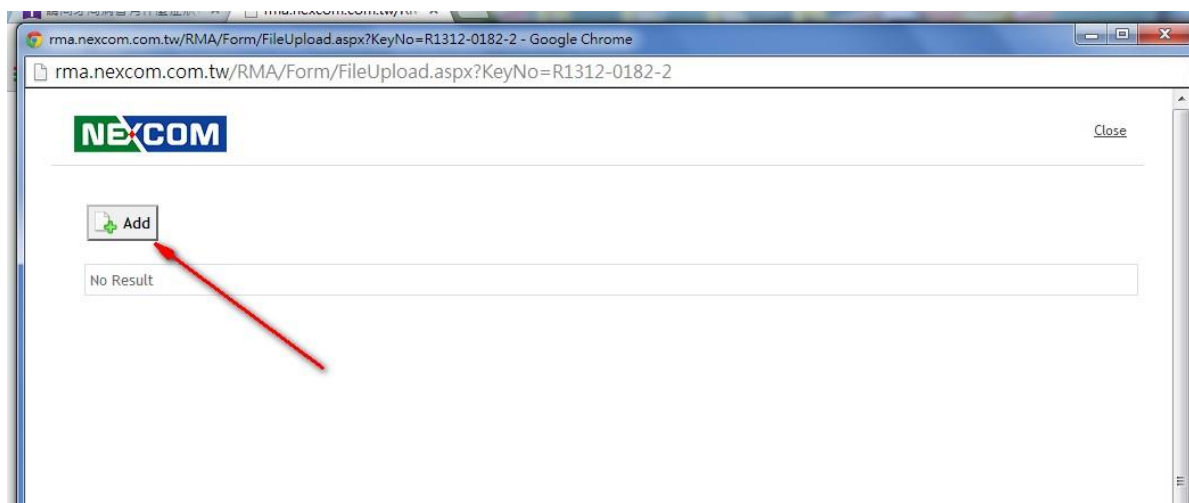


R1312-0182

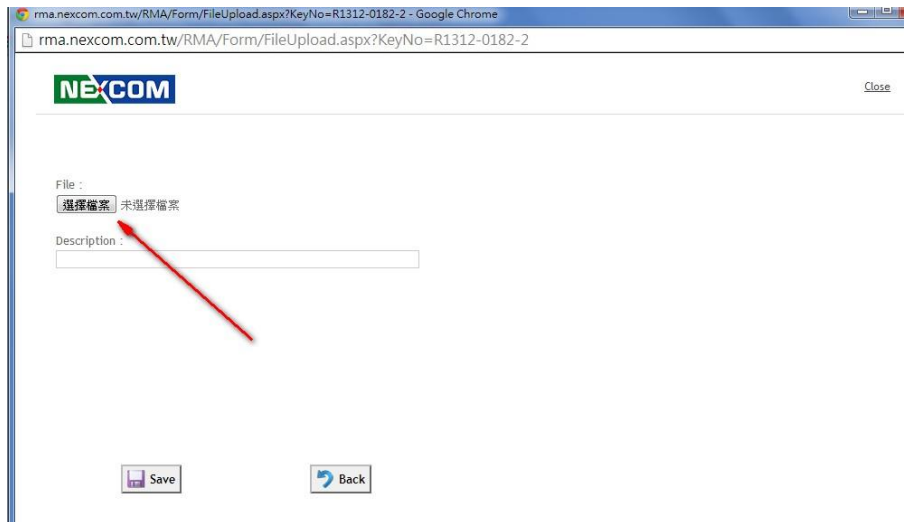
To:

[nexcom.tw]
15F., No.663, Bannan Road, Zhonghe District,
New Taipei City 23557
Taiwan
+886-2-8226-7786#5801

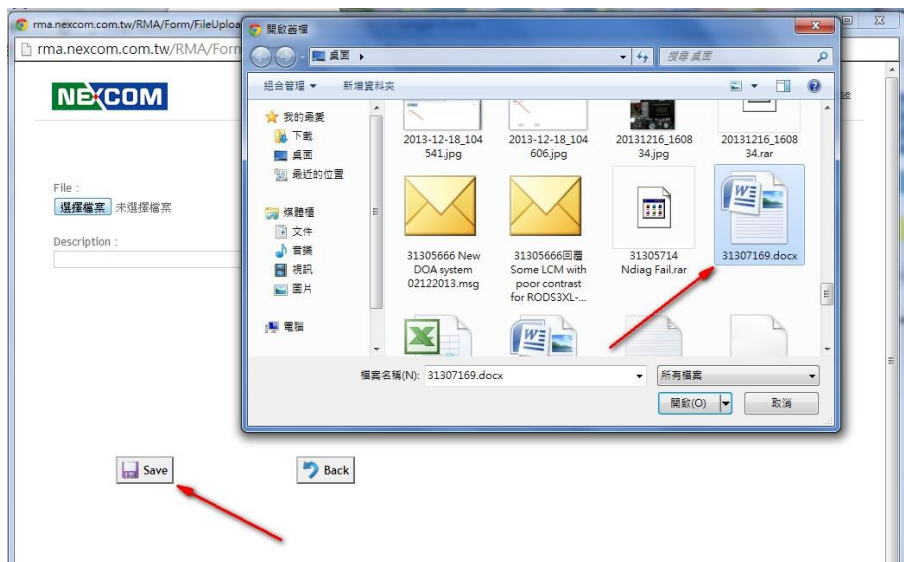
Step 2:



Step 3:



Step 4:



Step 5:



My Request

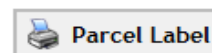
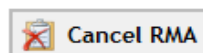
1. Login to the system and click **"My Request"** on the Feature List area. (Please refer to the project d of the Welcome Page)

Peirod : <input type="text" value="2012-07-01"/> ~ <input type="text" value="2012-07-16"/> Rule : <input type="text" value="Person"/> <input type="button" value="Search"/>				
	RMA_NO	PROVIDER_NAME	REPAIRST_NAME	PROVIDE_DATE
Select	R1207-0024	Wu Jack	Taiwan service center	2012-07-04 AM 09:45
Select	R1207-0042	Wu Jack	Taiwan service center	2012-07-11 PM 05:17
Select	R1207-0043	Wu Jack	Taiwan service center	2012-07-16 PM 12:31
Select	U1207-0027	Wu Jack	EU service center	2012-07-11 PM 05:25

2. Select the **"Period "**and query permissions, Then click [Search] button.
The top of the screen lists the RMA on this period.

Peirod : <input type="text" value="2012-07-01"/> ~ <input type="text" value="2012-07-16"/> Rule : <input type="text" value="Person"/> <input type="button" value="Search"/>				
	RMA_NO	PROVIDER_NAME	REPAIRST_NAME	PROVIDE_DATE
Select	R1207-0024	Wu Jack	Taiwan service center	2012-07-04 AM 09:45
Select	R1207-0042	Wu Jack	Taiwan service center	2012-07-11 PM 05:17
Select	R1207-0043	Wu Jack	Taiwan service center	2012-07-16 PM 12:31
Select	U1207-0027	Wu Jack	EU service center	2012-07-11 PM 05:25

	ITEM	SUB_NO	MODEL_NO	KPSN	STATUS_NAME
Select	1	R1207-0043-1	A0QASG22003X2	A120398D12D9F7F	Wait For Receive



3. Click on any of the list, Below will bring out this RMA repair product list.
4. You can also click the [Parcel Label] button to print a parcel label, or click the [Cancel RMA] button to cancel incorrectly or abandon the project of repair.

Status Tracking

1. Login to the system and click "[Status Tracking](#)" on the Feature List area. (Please refer to the project d of the Welcome Page)

NEXCOM eRMA System

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

RMA No : SN :

2. Key-in the **RMA No** or product **SN (serial number)** to trace the 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	
Supplier		Part No	
Return		Parts SN	

Warranty Lookup

1. Login to the system and click "[Warranty lookup](#)" on the Feature List area. (Please refer to the project d of the Welcome Page)
2. Key-in the product **SN (serial number)** and Select" **Service Center**", you can check the warranty information of that product.

SN :	<input type="text" value="TBBH11020795"/>	Service Center :	<input type="text" value="Taiwan service center"/>	<input type="button" value="Search"/>
------	---	------------------	--	---------------------------------------

- Model Name : (X)EBC230-EM
- Model No : 10E00023000X2
- Shipping Date : 2018-01-08
- Warranty Date : 2020-01-07
- Shipping Location : NEXCOM

Report

1. Login to the system and click [“Report”](#) on the Feature List area. (Please refer to the project d of the Welcome Page)
2. You can select the period to check repair record according to the **“Provider date”**, **“Receive Date”** or **“Repair Date”**. (Key Index)
3. For **“Model No”**, **“Parts No”**, **“Company”** or **“Provider”**, you can select one item got data requirement. (Optional)

NEXCOM eRMA System

New RMA Request

My Request

Status Tracking

Warranty Lookup

Report

☐ Provider Date

2018-09-28 ~ 2018-09-28

☒ Receive Date

2018-09-01 ~ 2018-09-28

☐ Repair Date

2018-09-28 ~ 2018-09-28

Model No :

Part No :

Company :

Provider :

Repair Station

EU service center

US service center

China service center

Germany Service Center

Israel Repair center

Italy service center

集智达

SH service center

新漢智能台北 (NIS Taipei)

新漢智能台中 (NIS Taichung)

Taoyuan service center

>>

>

<

<<

Taiwan 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. Per your request, please select the [Repair Station](#), [Status](#), [Route Type](#), and [Column](#). Finished, please click the [Export] button.
You can check all the repair records by Excel file.