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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/>



Login

Account a

Password b

Language c

d

[Forgot Your Password](#) e

[New User Registration](#) f

[NEXCOM RMA Policy](#) g

[User Guide](#) h

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

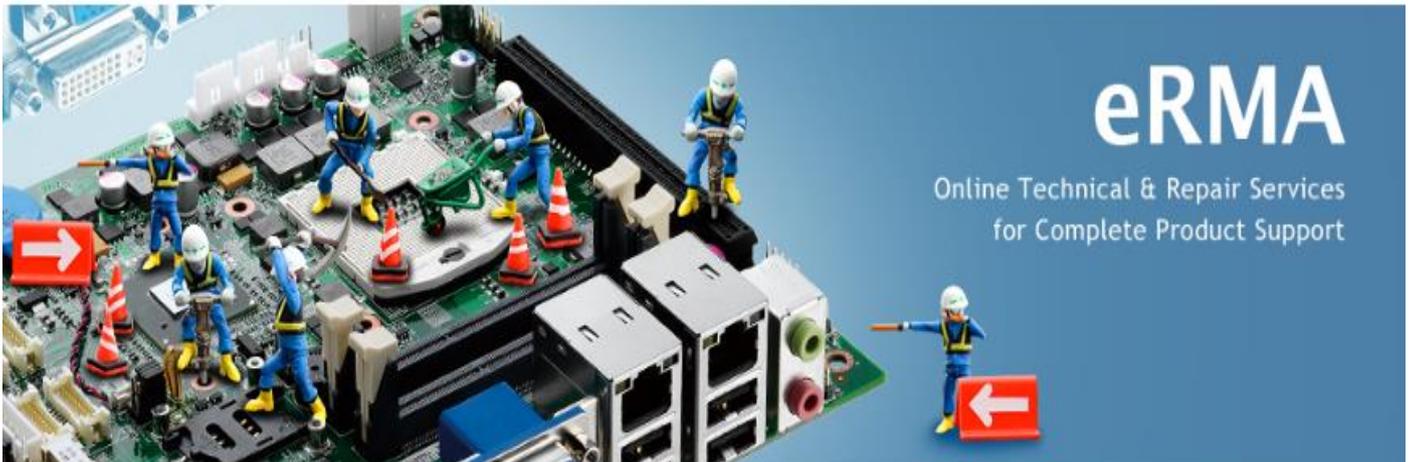
Welcome Page

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

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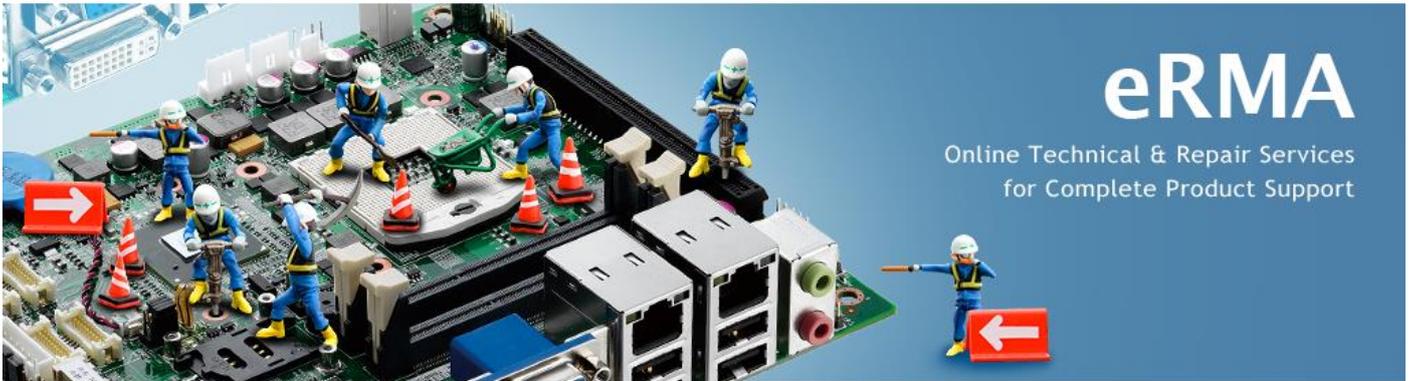
Please double check your RMA shipping address more careful in STEP 1 of new RMA request.

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

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

The screenshot shows a web browser window displaying a registration form titled "Register". The form is divided into two main columns. The left column contains fields for "First Name *", "Company *", "Area Code *", "Tel *", and "Fax". The right column contains fields for "Last Name *", "Email *", "Country *" (a dropdown menu with "Please select ..." selected), "Extension", and "Mobile Number". Below these are two address sections: "Company Address" and "Shipping Address". Each address section has fields for "Address1 *", "Address2", "City *", "State/Province", and "Post/ZIP Code". Two green arrows point from the "City" field of the "Company Address" section to the "City" field of the "Shipping Address" section. At the bottom of the form are two buttons: "Submit" and "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



NEXCOM eRMA System

[New RMA Request](#)

[My Request](#)

ChangePassword

Current Password

New Password

Confirm your New Password

 Save

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

Category	Count
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.



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

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

Next

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

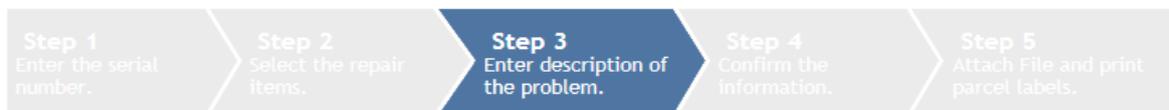
2. In Setp2, Please confirm warranty status and check to repair the items. Finished, please click the [Next] button.



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.

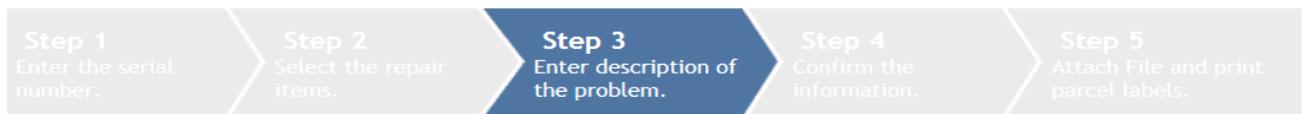


Customer Shipping Address

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
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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:



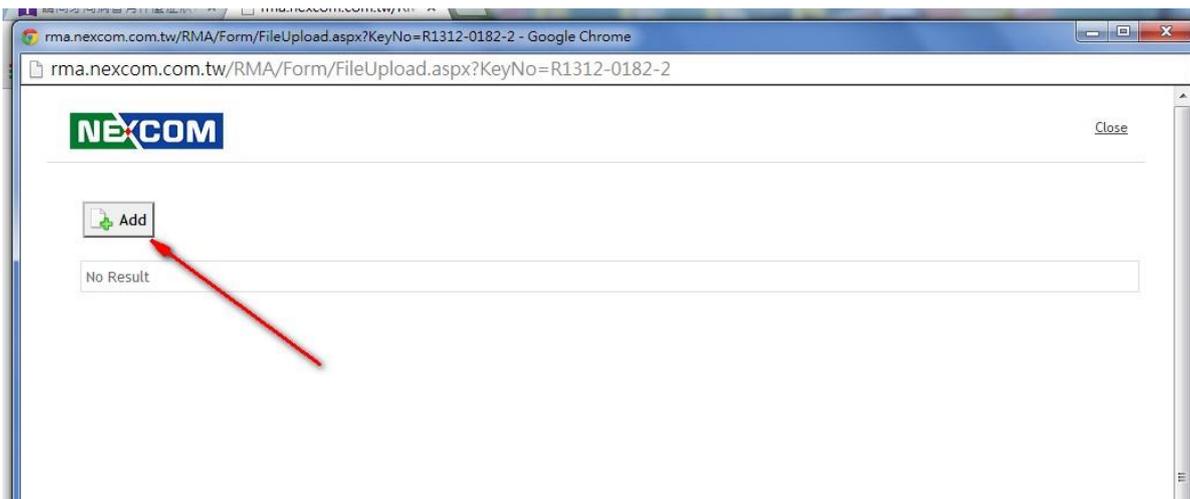
	RMA No	SN	Problem
Attachments	R1312-0182-1	31306579	System can't boot restarts every second.
Attachments	R1312-0182-2	31307169	Bad USB not booting
Attachments	R1312-0182-3	31307038	ACT Link LED of MNG port 1-2 doesn't light.
Attachments	R1312-0182-4	31305666	Data on the LCD are virtually invisible issue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

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

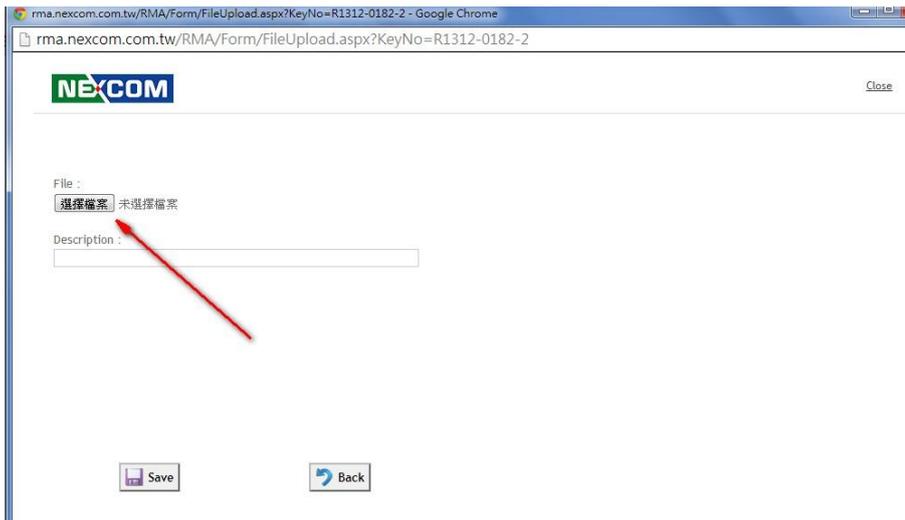

R1312-0182

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

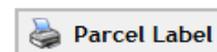
1. Login to the system and click "[My Request](#)" on the Feature List area. (Please refer to the project d of the Welcome Page)

Peirod : 2012-07-01 ~ 2012-07-16 Rule : Person 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 : 2012-07-01 ~ 2012-07-16 Rule : Person 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

🔍 Search

New RMA Request

My Request

Status Tracking

Warranty Lookup

Report

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

<p>RMA No R1803-0105</p> <p>SN TBBH11021594</p> <p>Model Desc (X)EBC230-EM</p> <p>Company EIM</p> <p>SSN </p> <p>Warranty In warranty.</p> <p>Route Type RMA</p> <p>3rd Party No</p> <p>Source RMA No </p> <p>Item Type System</p> <p>Supplier </p> <p>Return </p>	<p>ITEM 6</p> <p>Model No 10E00023000X2</p> <p>Repair Station Taiwan service center</p> <p>Provider Orit Hengel</p> <p>Replace and shipped No</p> <p>Warranty Date 2019-12-27</p> <div style="border: 2px solid red; padding: 2px;"> <p>Status Wait For Ship</p> </div> <p>Provider Date 2018-03-07</p> <p>Express </p> <p>Refurbish No </p> <p>Part No </p> <p>Parts SN </p>
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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 : TBBH11020795

Service Center : Taiwan service center

 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	<input type="radio"/> Provider Date	2018-09-28	~	2018-09-28
	<input checked="" type="radio"/> Receive Date	2018-09-01	~	2018-09-28
	<input type="radio"/> Repair Date	2018-09-28	~	2018-09-28
	Model No :			
	Part No :	10E00023000X2		
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



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.