AMOBILE

eRMA SOP

OPEN View

Search “http://rma.amobile.com.tw”

Account apply

1. Apply eRMA account Send an email suresh@amobile.com.tw with the information as below

(1) The name of contact person

(2) The name of company

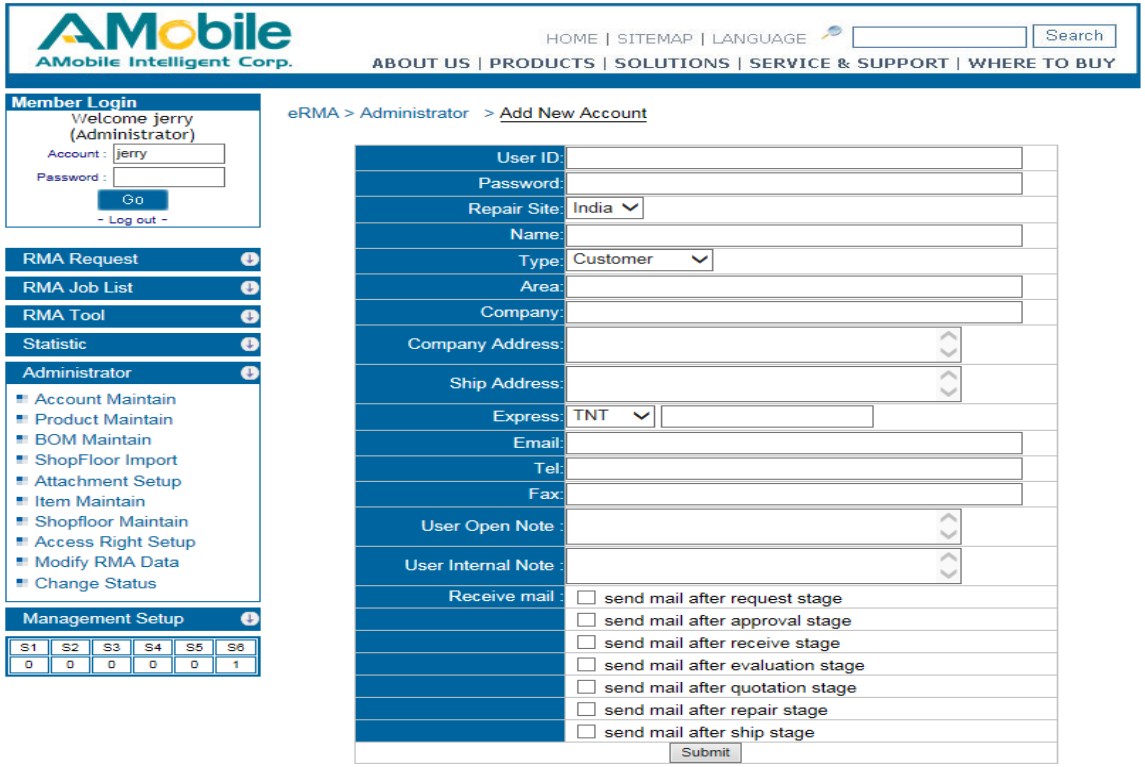
(3) The company address

(4) The ship address

(5) The email who need to receive the information

(6) Tel

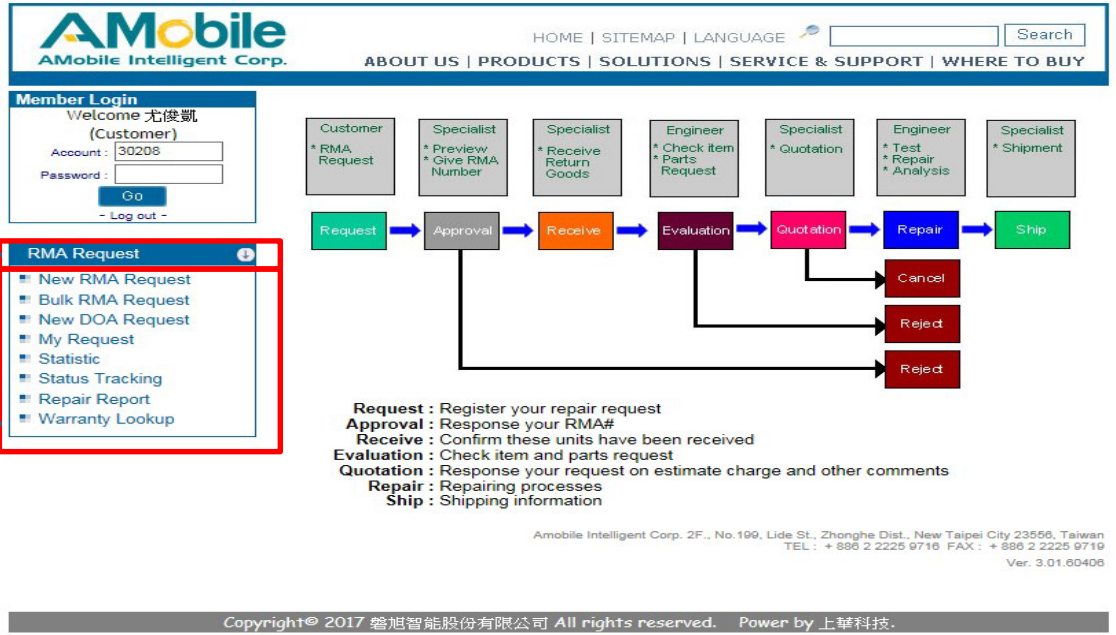
(7) Fax



Account

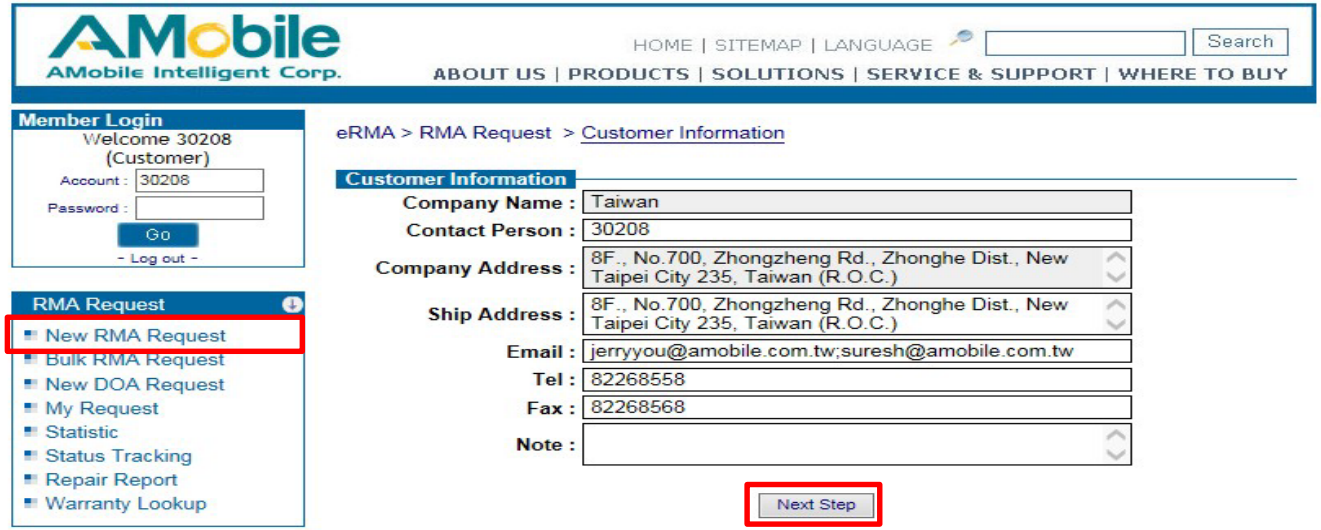
Function group

Function item



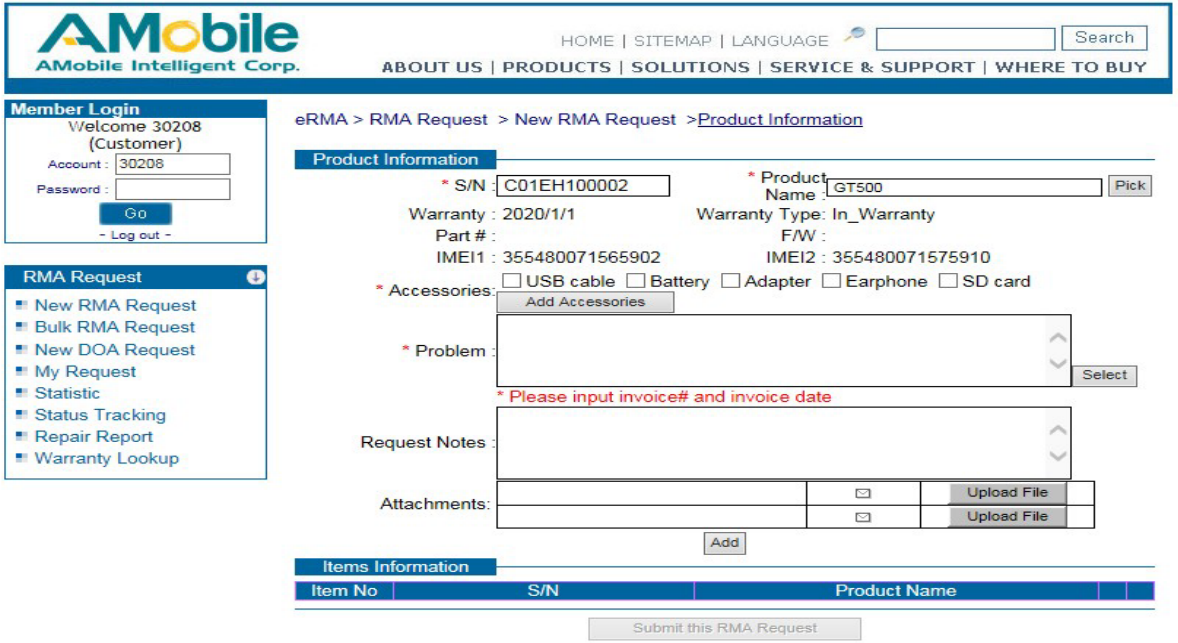
New RMA Request

1. Apply RMA form
(1) Login eRMA
(2) Click RMA Request Block
(3) Click New RMA Request
(4) Click Next Step



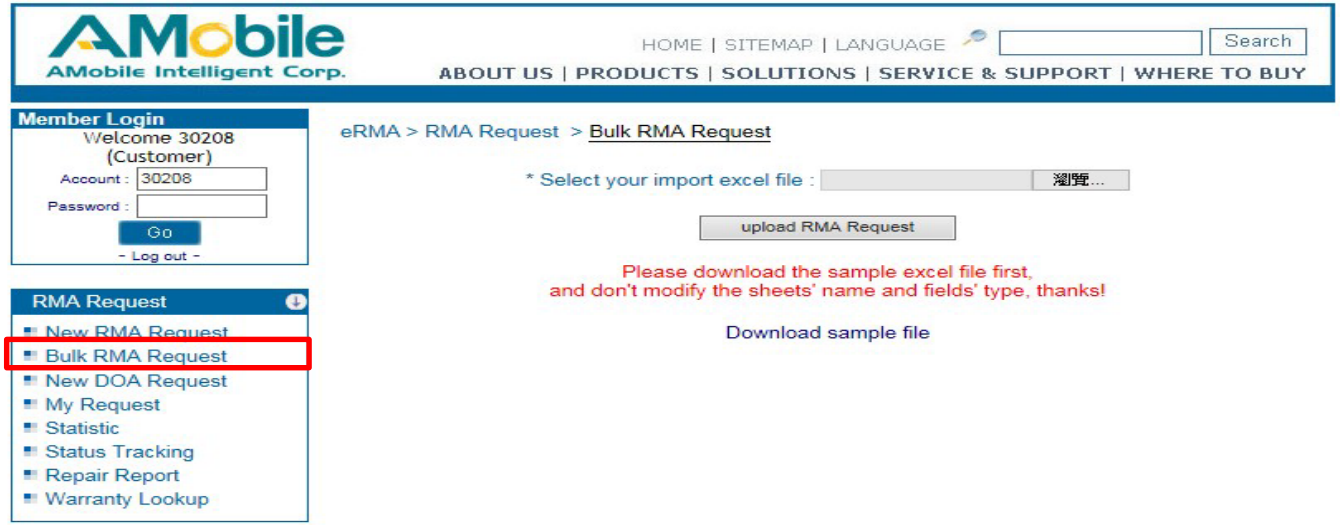
New RMA Request

1. Fill all needed fields
2. * is MUST
3. Input Serial Number ， System will reference ERP data and fill the Product Name. If not ,please input the Model Name by yourself.
4. Click Add to Complete ONE item, and repeat step 1 to step 4 to input more items.
5. Click “Submit RMA Request” to send the request form.



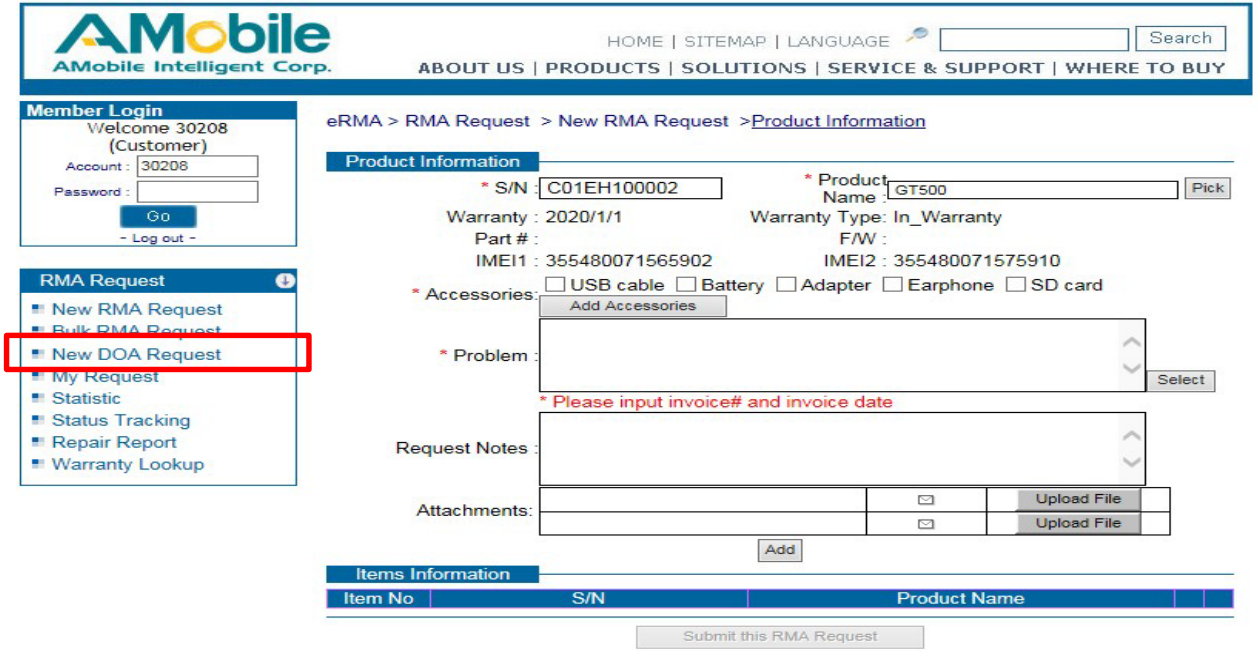
Bulk RMA Request

1. Download sample file to fill the information
2. Click “File” button and select the import file.
3. Click “Upload RMA Request”.



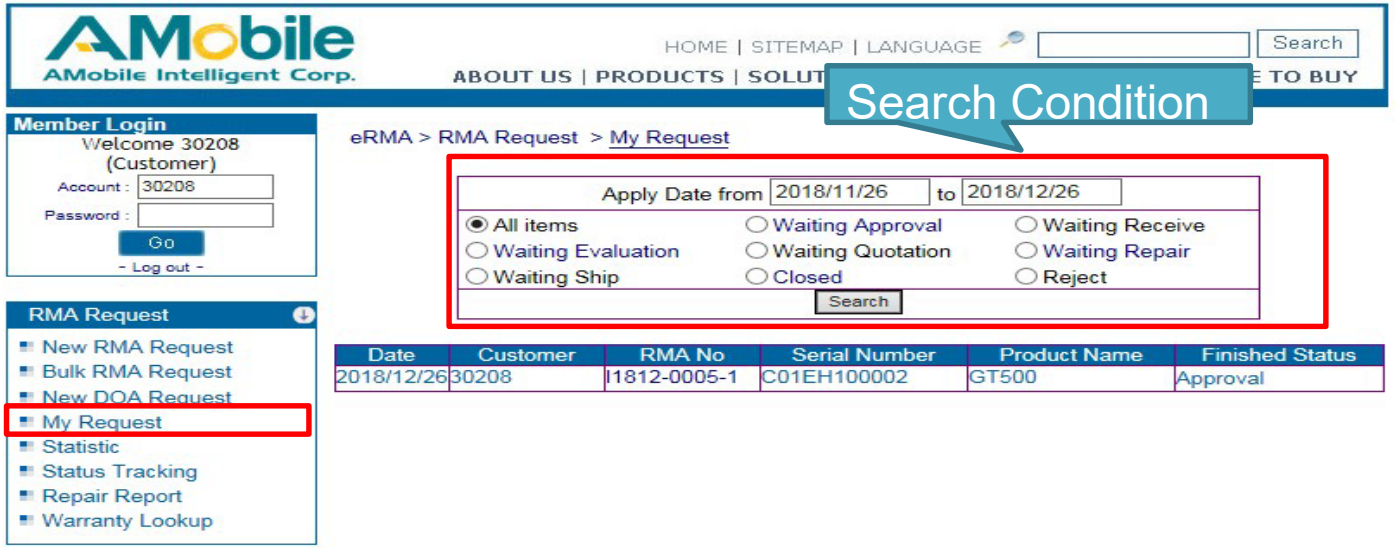
New DOA Request

1. Fill all needed fields
2. * is MUST
3. Input Serial Number,System will reference ERP data and fill the Product Name. If not, please input the Model Name by yourself.
4. Click Add to Complete ONE item, and repeat step 1 to step 4 to input more items.
5. Click “Submit RMA Request” to send the request form.



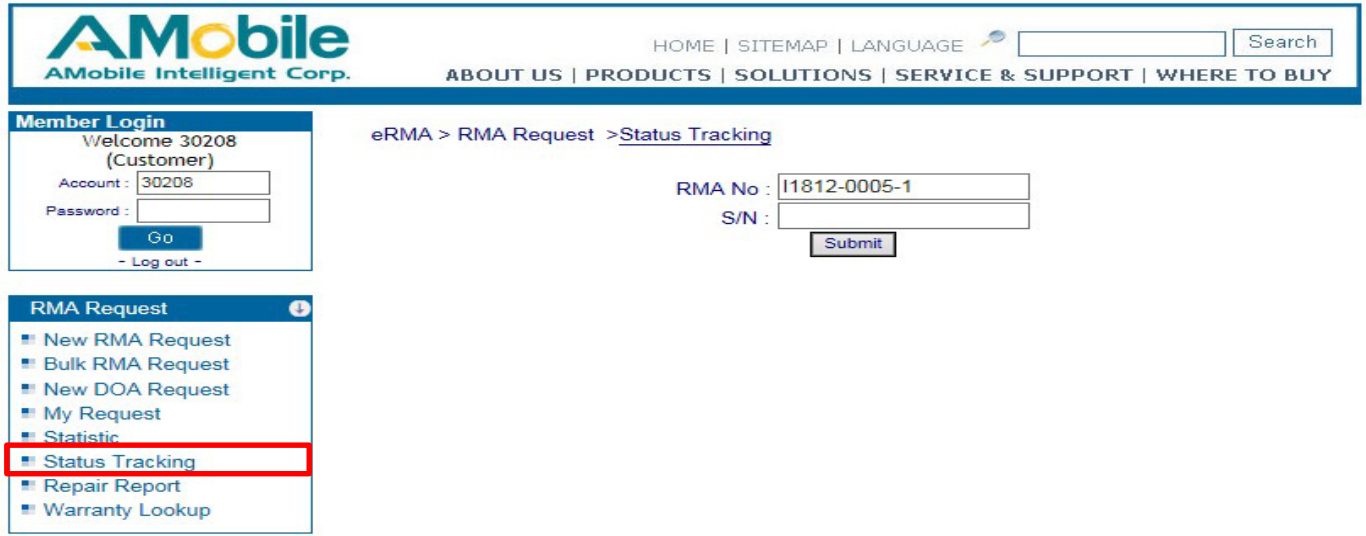
My Request

1. To query all RMA items by search condition

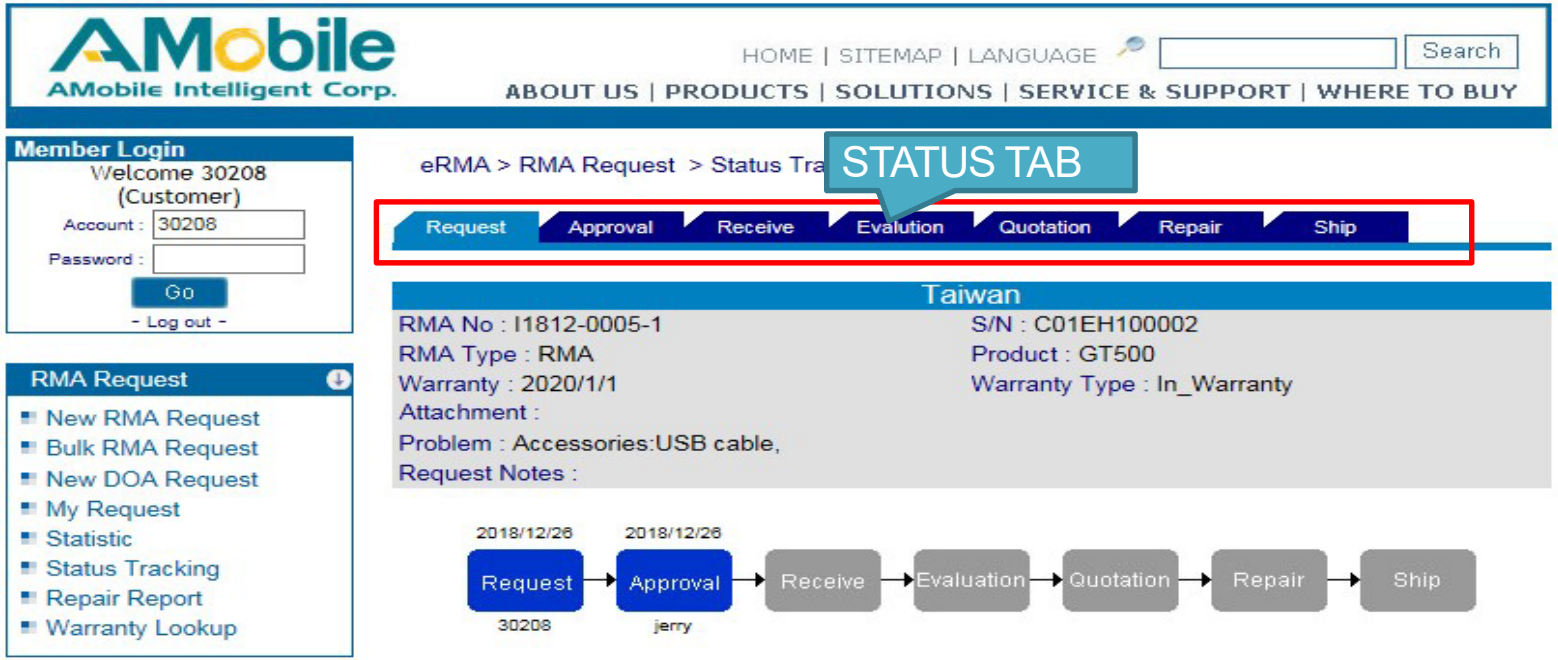


Status Tracking

1. Input RMA No or S/N
2. Show Status
3. Click the STATUS TAB you want to see.



Status Tracking



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Building Connected Industry,
Making Industry Connected

Thank You

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