

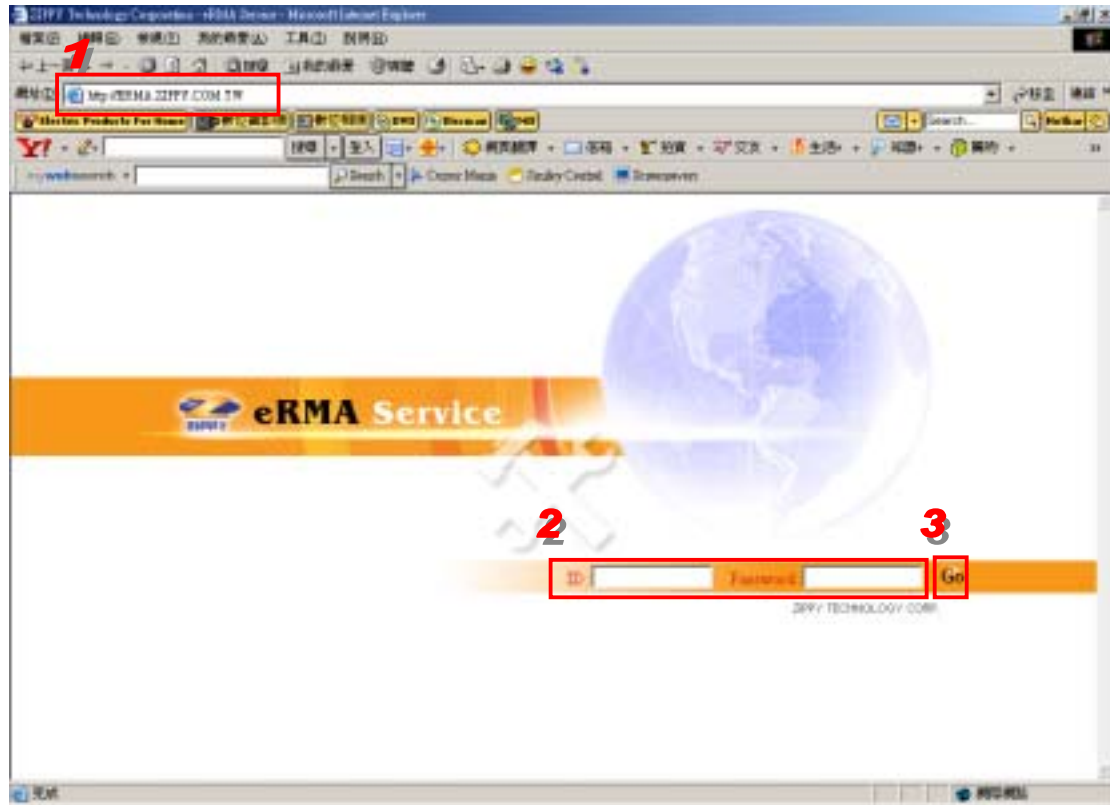
e-RMA 客戶申請操作手冊

一、RMA Request 作業申請

Step1. IE 輸入<http://ERMA.ZIPPY.COM.TW>

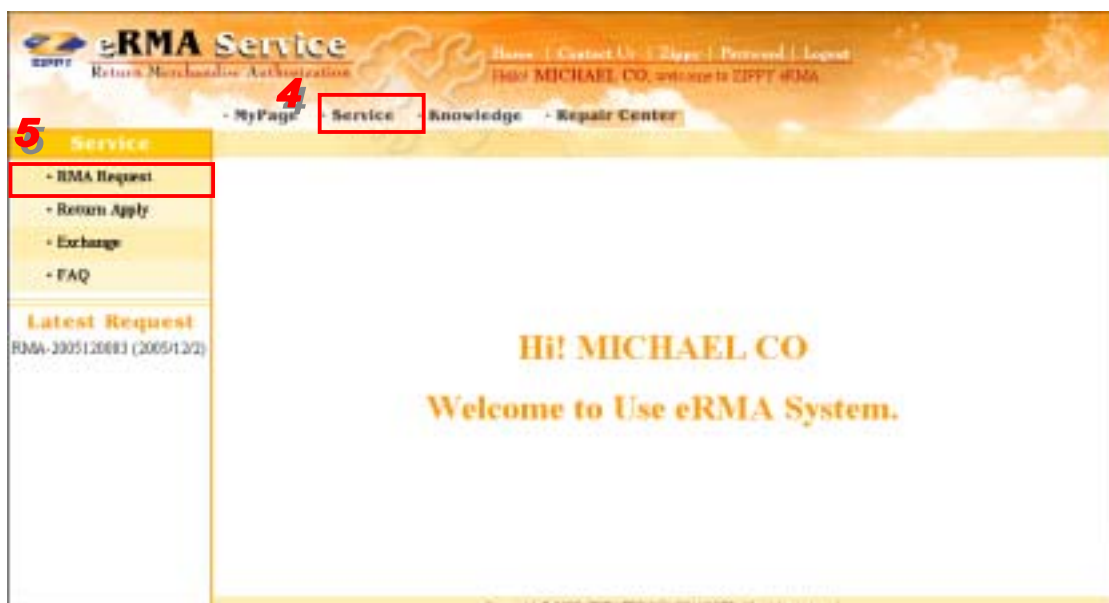
Step2. 輸入 ID 及 Password(此 ID 及 Password 請洽本公司業務索取)

Step3. 按下[Go]



Step4. 將游標移到 Service 並按下

Step5. 左邊畫面會出現四個 Service 選項, 點選 RMA Request



Στεπ6. 點選[add]

RMA No.	Request Date	Status	Class	Detail
RMA-200512003	2005/12/2	Mail receive → Return → Repair	No	detail
.....	2005/12/1	Mail receive → Return → Repair	Rejected	detail
.....	2005/12/1	Mail receive → Return → Repair	Rejected	detail
RMA-200512001	2005/12/1	Return → Repair → Receive Good	Yes	detail

Στεπ7. 出現 RMA POLICY,請詳細閱讀;並按下[agree],才能進行申請作業

HI ! All Dear ZIPPY customer,
Welcome to your good support to ZIPPY™'s product for such a long time.

3. Please read the RMA articles before using the system, ZIPPY will send you articles for your approval as receipt of your RMA.
You are in full informed if there is any modification / deletion or all of sudden.

[agree](#) [disagree](#)

Στεπ8. Demander Info 輸入作業:輸入或確認[Tel]內容資料

Στεπ9. 用[▼]功能鍵點選 Address (無 Address 請與業務聯絡)

*Account: 1234 *Name: MICHAEL CO

*Tel:

*Address: 961 CALLE NEGOCIO, SAN CLEMENTE, CA92673 ▼

Repair center

Select: [Detail](#)

Step 10. Repair center 輸入作業：用[▼]功能鍵點選送修地點

Step 11. 查詢送修地相關地址及聯絡方法

Repair center **10** **11**

Select: U.S. West (Pacific)- ZIPPY USA INC. Detail

Step 12. 輸入 Product Info 及 System specification 資訊

- 輸入 Barcode No(Barcode No 位置請按[Position] 查看)
- 按下[Go], 系統自動載入 Production Name / Model 及 Warranty 相關資訊
- 當系統無自動載入 Production Name / Model 及 Warranty 相關資訊時, 請輸入 Production Name / Model
- 輸入 Problem: 將游標移置[problem] 按下

12 Product Info. **a** **b**

*Barcode No: Go Position

Barcode	Production Name / Model	Warranty	Problem	Delete
20020909P201301			problem	Delete

Charge Expectancy : US\$0

Step 13. 按下[problem] 開啟 Specification / Problem 視窗

- 選擇 Failure reason,若有多個問題請依序選擇
- 輸入 Problem description(填寫問題狀況)
- 按下[Submit]

ZIPPY Technology Corporation eRMA System - Barcode Group - Microsoft Internet Explorer

RMA Request - Barcode Group

Specification / Problem

a Failure reason ? Q&A **b** Problem description

Signal Output

While buzzer is supposed to be alarming, there's no sound

-category-

-category-

c submit

Στεπ14. 輸入 System specification

Στεπ15. 按下[Submit]

14

System specification

Compatible Problem (If you choose "compatible problem", please input the brand / model no. in the textbox.)

M/B	CPU	HD	CD ROM
RAM	VGA CARD	OS	Others

15

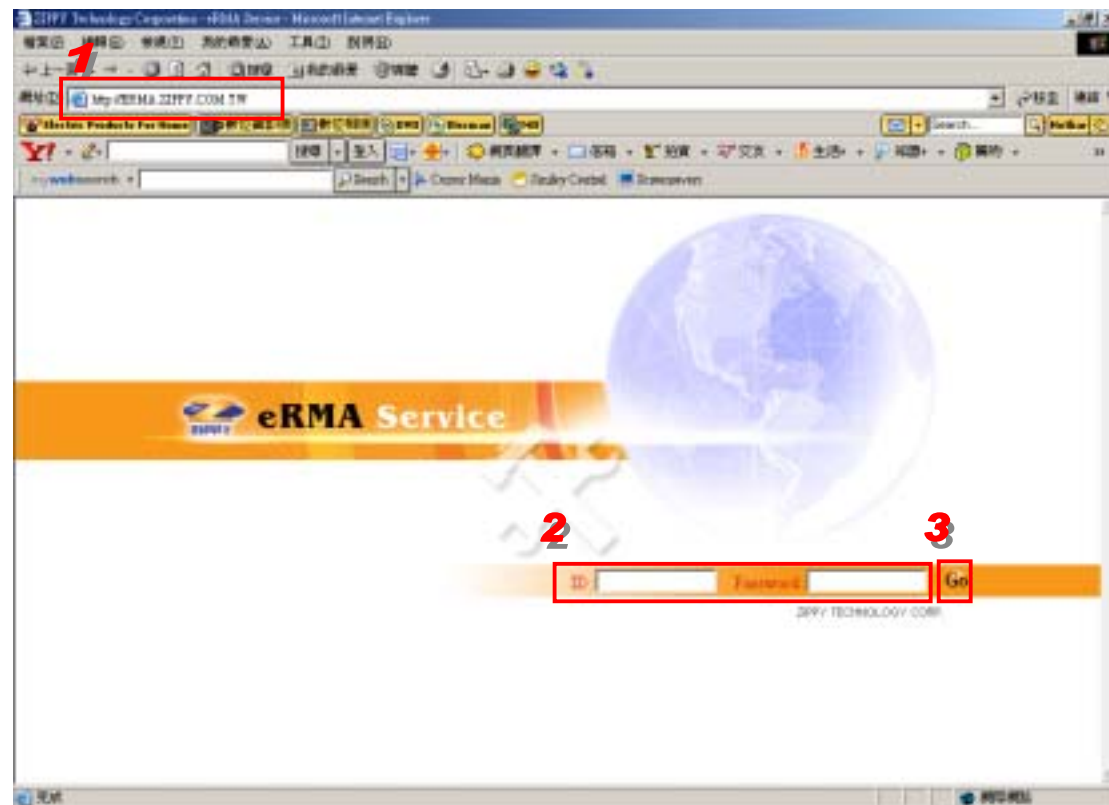
back submit reset

二、RMA Request 寄出作業

Step1. IE 輸入<http://ERMA.ZIPPY.COM.TW>

Step2. 輸入 ID 及 Password(此 ID 及 Password 請洽本公司業務索取)

Step3. 按下[Go]



Step4. 點選 MyPage Latest 下的 RMA No



Στεπ5. 輸入 Conveyancer Name

Στεπ6. 輸入 Tel

Στεπ7. 輸入 Tracking No

Στεπ8. 輸入 Shipping Date

Στεπ9. 輸入 Have Packing List

Στεπ10. 輸入 Packing Description

Στεπ11. 按下[Submit]

The screenshot shows a web form titled "Conveyance Info." with a sub-header "Please input following Conveyance information, after you shipped the products. Thank you!". The form contains several input fields, each highlighted with a red box and a red number indicating the step:

- 5**: *Conveyancer Name (text input)
- 6**: *Tel (text input)
- 7**: *Tracking No. (text input)
- 8**: *Shipping Date (dropdown menu for month, dropdown for day, and dropdown for year)
- 9**: *Have Packing List (radio buttons for Yes and No)
- 10**: Packing Description (text area)
- 11**: submit (button)

At the bottom of the form, there are three buttons: "print", "submit", and "back". The "submit" button is highlighted with a red box and the number 11.