



# eRMA SOP



# OPEN View

Search “<http://rma.amobile.com.tw>”

The screenshot shows a web browser window with the address bar containing <http://rma.amobile.com.tw/>. The browser tabs show "AMobile eRMA System". The website header features the AMobile logo and a navigation menu with links for Home, About AMobile, Product, Solutions, and Global Service. A language selection dropdown is visible on the right. The main content area is titled "AMobile eRMA System" and displays a world map. Three callout boxes are overlaid on the map, each showing a building and labeled: "AMobile India" (pointing to India), "AMobile China" (pointing to China), and "AMobile Taiwan" (pointing to Taiwan).

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# Account apply

1. Apply eRMA account Send an email [suresh@amobile.com.tw](mailto: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

The screenshot displays the AMobile eRMA Administrator interface. At the top, the AMobile logo and navigation links (HOME, SITEMAP, LANGUAGE, ABOUT US, PRODUCTS, SOLUTIONS, SERVICE & SUPPORT, WHERE TO BUY) are visible. A search bar is located in the top right corner.

The main content area is titled "eRMA > Administrator > Add New Account". On the left side, there is a "Member Login" section with a welcome message for "jerry (Administrator)" and login fields for "Account" (jerry) and "Password". Below this is a "Go" button and a "Log out" link. A sidebar menu contains several sections: "RMA Request", "RMA Job List", "RMA Tool", "Statistic", "Administrator" (with sub-items like Account Maintain, Product Maintain, BOM Maintain, ShopFloor Import, Attachment Setup, Item Maintain, Shopfloor Maintain, Access Right Setup, Modify RMA Data, Change Status), and "Management Setup". At the bottom of the sidebar is a table with columns S1 through S6 and values 0, 0, 0, 0, 0, 1.

The "Add New Account" form on the right includes the following fields:

- User ID: [text input]
- Password: [text input]
- Repair Site: [dropdown menu, value: India]
- Name: [text input]
- Type: [dropdown menu, value: Customer]
- Area: [text input]
- Company: [text input]
- Company Address: [text input]
- Ship Address: [text input]
- Express: [dropdown menu, value: TNT]
- Email: [text input]
- Tel: [text input]
- Fax: [text input]
- User Open Note: [text input]
- User Internal Note: [text input]
- Receive mail: [checkboxes for various stages]

The "Receive mail" section includes checkboxes for the following stages:

- send mail after request stage
- send mail after approval stage
- send mail after receive stage
- send mail after evaluation stage
- send mail after quotation stage
- send mail after repair stage
- send mail after ship stage

A "Submit" button is located at the bottom right of the form.

# Account

Function group

Function item

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HOME | SITEMAP | LANGUAGE  Search

ABOUT US | PRODUCTS | SOLUTIONS | SERVICE & SUPPORT | WHERE TO BUY

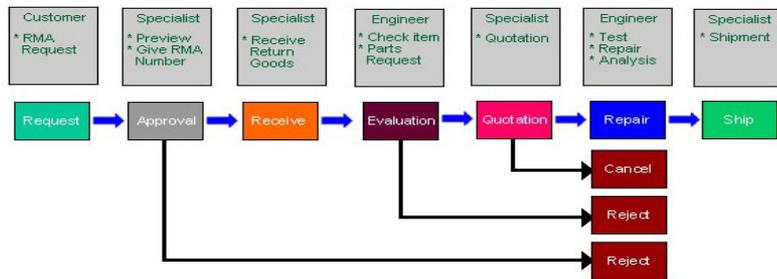
**Member Login**  
Welcome 尤俊凱  
(Customer)

Account :

Password :

[- Log out -](#)

- RMA Request**
- New RMA Request
  - Bulk RMA Request
  - New DOA Request
  - My Request
  - Statistic
  - Status Tracking
  - Repair Report
  - Warranty Lookup



- Request** : Register your repair request  
**Approval** : Response your RMA#  
**Receive** : Confirm these units have been received  
**Evaluation** : Check item and parts request  
**Quotation** : Response your request on estimate charge and other comments  
**Repair** : Repairing processes  
**Ship** : Shipping information

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Ver. 3.01.60406

# New RMA Request

1. Apply RMA form

(1) Login eRMA

(2) Click RMA Request Block

(3) Click New RMA Request

(4) Click Next Step

The screenshot displays the AMobile eRMA interface. At the top, the AMobile logo and navigation links (HOME, SITEMAP, LANGUAGE, ABOUT US, PRODUCTS, SOLUTIONS, SERVICE & SUPPORT, WHERE TO BUY) are visible. A search bar is located on the right. The main content area is divided into two sections: Member Login and RMA Request.

**Member Login:** Shows a welcome message for user 30208 (Customer). It includes input fields for Account (30208) and Password, a Go button, and a Log out link.

**RMA Request:** A menu with several options. The 'New RMA Request' option is highlighted with a red box.

**Customer Information:** A form with the following fields:

- Company Name: Taiwan
- Contact Person: 30208
- Company Address: 8F., No.700, Zhongzheng Rd., Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)
- Ship Address: 8F., No.700, Zhongzheng Rd., Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)
- Email: jerryyou@amobile.com.tw;suresh@amobile.com.tw
- Tel: 82268558
- Fax: 82268568
- Note: (empty)

The 'Next Step' button at the bottom right of the Customer Information form is highlighted with a red box.

# 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.

HOME | SITEMAP | LANGUAGE  Search  
ABOUT US | PRODUCTS | SOLUTIONS | SERVICE & SUPPORT | WHERE TO BUY

**Member Login**  
Welcome 30208 (Customer)  
Account :   
Password :

**RMA Request**

- New RMA Request
- Bulk RMA Request
- New DOA Request
- My Request
- Statistic
- Status Tracking
- Repair Report
- Warranty Lookup

eRMA > RMA Request > New RMA Request > [Product Information](#)

**Product Information**  
\* S/N :  \* Product Name :    
Warranty : 2020/1/1 Warranty Type: In\_Warranty  
Part # : F/W :  
IMEI1 : 355480071565902 IMEI2 : 355480071575910  
\* Accessories:  USB cable  Battery  Adapter  Earphone  SD card  
  
\* Problem :    
**\* Please input invoice# and invoice date**  
Request Notes :   
Attachments: 

<input type="text"/>	<input type="checkbox"/>	<input type="button" value="Upload File"/>
<input type="text"/>	<input type="checkbox"/>	<input type="button" value="Upload File"/>

**Items Information**

Item No	S/N	Product Name
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# 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”.

The screenshot displays the AMobile website interface. At the top, the AMobile logo and navigation links (HOME, SITEMAP, LANGUAGE, ABOUT US, PRODUCTS, SOLUTIONS, SERVICE & SUPPORT, WHERE TO BUY) are visible. A search bar is located on the right. The main content area is titled "eRMA > RMA Request > Bulk RMA Request". On the left, a "Member Login" box shows a welcome message for customer 30208, with fields for account and password, and a "Go" button. Below the login box is a "RMA Request" menu with a "File" icon, where "Bulk RMA Request" is highlighted with a red box. The main content area contains a file selection prompt: "\* Select your import excel file :", followed by a file upload button and a red warning message: "Please download the sample excel file first, and don't modify the sheets' name and fields' type, thanks!". A "Download sample file" link is provided below the warning.

# 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.

**AMobile**  
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HOME | SITEMAP | LANGUAGE [ ] [ Search ]  
ABOUT US | PRODUCTS | SOLUTIONS | SERVICE & SUPPORT | WHERE TO BUY

**Member Login**  
Welcome 30208 (Customer)  
Account : 30208  
Password : [ ]  
Go  
- Log out -

**RMA Request**

- New RMA Request
- Bulk RMA Request
- New DOA Request**
- My Request
- Statistic
- Status Tracking
- Repair Report
- Warranty Lookup

eRMA > RMA Request > New RMA Request > Product Information

**Product Information**

\* S/N : C01EH100002 \* Product Name : GT500 [ Pick ]  
Warranty : 2020/1/1 Warranty Type: In\_Warranty  
Part # : FW :  
IMEI1 : 355480071565902 IMEI2 : 355480071575910

\* Accessories:  USB cable  Battery  Adapter  Earphone  SD card  
Add Accessories

\* Problem : [ ] [ Select ]  
\* Please input invoice# and invoice date

Request Notes : [ ]

Attachments: [ ] [ Upload File ] [ Upload File ]  
Add

**Items Information**

Item No	S/N	Product Name
---------	-----	--------------

Submit this RMA Request

# My Request

1. To query all RMA items by search condition

The screenshot displays the AMobile eRMA system interface. At the top, the AMobile logo and navigation links (HOME, SITEMAP, LANGUAGE, ABOUT US, PRODUCTS, SOLUTIONS, CONTACT US, BUY) are visible. A search bar is present in the top right corner. The main content area is titled "eRMA > RMA Request > My Request". A search filter box is highlighted with a red border and contains the following options: "Apply Date from" (2018/11/26) to "2018/12/26", "All items" (selected), "Waiting Approval", "Waiting Receive", "Waiting Evaluation", "Waiting Quotation", "Waiting Repair", "Waiting Ship", "Closed", and "Reject". A "Search" button is located below the filter options. Below the filter box is a table with the following data:

Date	Customer	RMA No	Serial Number	Product Name	Finished Status
2018/12/26	30208	1812-0005-1	C01EH100002	GT500	Approval

On the left side of the interface, there is a "Member Login" section with fields for Account (30208) and Password, and a "Go" button. Below it is an "RMA Request" menu with options: New RMA Request, Bulk RMA Request, New DOA Request, My Request (highlighted with a red box), Statistic, Status Tracking, Repair Report, and Warranty Lookup.

# Status Tracking

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

The screenshot displays the AMobile website interface. At the top, the AMobile logo and navigation links (HOME, SITEMAP, LANGUAGE, ABOUT US, PRODUCTS, SOLUTIONS, SERVICE & SUPPORT, WHERE TO BUY) are visible. A search bar is located in the top right corner. Below the navigation bar, the page is divided into two main sections. On the left, there is a 'Member Login' section with a welcome message for user 30208, account and password input fields, a 'Go' button, and a '- Log out -' link. Below this is an 'RMA Request' menu with a list of options: New RMA Request, Bulk RMA Request, New DOA Request, My Request, Statistic, Status Tracking (highlighted with a red box), Repair Report, and Warranty Lookup. On the right, the breadcrumb trail reads 'eRMA > RMA Request > Status Tracking'. Below this, there is a form with two input fields: 'RMA No : 11812-0005-1' and 'S/N :', followed by a 'Submit' button.

# Status Tracking



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[HOME](#) | [SITEMAP](#) | [LANGUAGE](#)

[ABOUT US](#) | [PRODUCTS](#) | [SOLUTIONS](#) | [SERVICE & SUPPORT](#) | [WHERE TO BUY](#)

### Member Login

Welcome 30208  
(Customer)

Account :

Password :

- Log out -

### RMA Request

- New RMA Request
- Bulk RMA Request
- New DOA Request
- My Request
- Statistic
- Status Tracking
- Repair Report
- Warranty Lookup

eRMA > RMA Request > Status Tracking

## STATUS TAB

- Request
- Approval
- Receive
- Evaluation
- Quotation
- Repair
- Ship

### Taiwan

RMA No : I1812-0005-1	S/N : C01EH100002
RMA Type : RMA	Product : GT500
Warranty : 2020/1/1	Warranty Type : In_Warranty
Attachment :	
Problem : Accessories:USB cable,	
Request Notes :	



```
graph LR; Request[Request] --> Approval[Approval]; Approval --> Receive[Receive]; Receive --> Evaluation[Evaluation]; Evaluation --> Quotation[Quotation]; Quotation --> Repair[Repair]; Repair --> Ship[Ship];
```

2018/12/26      2018/12/26

Request      Approval      Receive      Evaluation      Quotation      Repair      Ship

30208      jerry

# AMOBILE

Building Connected Industry,  
Making Industry Connected



# Thank You

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