

eRMA user manual

Neosys RMA Team

NEOUSYS TECHNOLOGY INC.



Outline/ Agenda

1. How to Sign up
2. How to create RMA request
3. How to check RMA status

How to Sign up





① Get the invitation from Neousys

Fwd: You are Invited to Join Neousys Technology's Portal.



Judy Huang <judyjudy0310@gmail.com>

收件者: Judy Huang; Julian Lee

若此郵件的顯示有任何問題，請按一下這裡以在網頁瀏覽器中檢視。

----- Forwarded message -----

寄件者: <crmadmin@neousys-tech.com>

Date: 2024 年 7 月 10 日 週三 下午 2:39

Subject: You are Invited to Join Neousys Technology's Portal.

To: <judyjudy0310@gmail.com>

Please accept invitation

Hello Judy Huang,
You are invited to access the portal of the organization Neousys Technology for e mail address
judyjudy0310@gmail.com
Please click the below button to accept the invitation.

Accept Invitation

If the above button is not working, please copy and paste the below URL:

<https://eservice.neousys-tech.com/portal/Neousys/crm/login.sas?digest=AC-6fxVO80QVR1lXfahjTX3PZAqU>

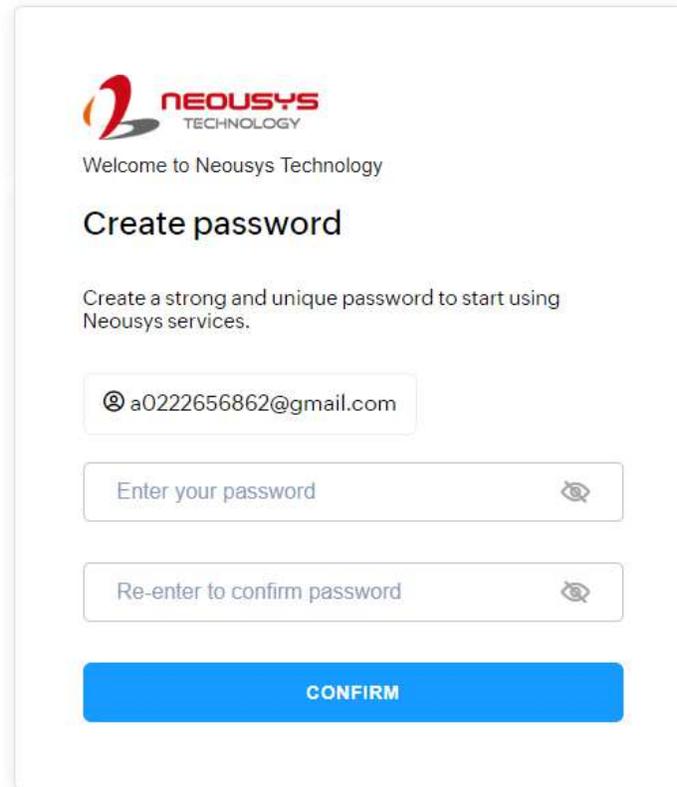
Your portal URL:

<https://eservice.neousys-tech.com/portal/Neousys/crm/login.sas>

Thanks and regards,

Admin

② Reset the password



The screenshot shows a web interface for creating a password. At the top left is the Neosys Technology logo, which consists of a stylized red and orange 'N' followed by the text 'NEOSYS TECHNOLOGY'. Below the logo is the text 'Welcome to Neosys Technology'. The main heading is 'Create password'. Underneath is a sub-heading: 'Create a strong and unique password to start using Neosys services.' There are three input fields: the first contains the email address 'a0222656862@gmail.com'; the second is labeled 'Enter your password' and has an eye icon to its right; the third is labeled 'Re-enter to confirm password' and also has an eye icon to its right. At the bottom of the form is a blue button with the text 'CONFIRM' in white capital letters.

③ Setting your profile

User preferences

Language: Chinese (Traditional)

Country Locale: Taiwan

Time Format: 24 Hours

Time Zone: (GMT 8:0) China Standard Time (Asia/Taipei)

Currency: None

Preferred Number Format

Grouping: Comma

Decimal: Period

Skip Update

④ Check your ship info

The screenshot shows a web application interface for Neosys Technology. The top navigation bar includes links for Contacts, RMARequest, RMAItems, Project Registration, Opportunities, and Products. The user profile is identified as julian.lee. The main content area displays an 'Overview' tab for an RMA item. A red box highlights the 'RMA Ship-To Address Info' section, which contains the following fields:

Mailing Country	TW
RMA Ship-To Address Info	
Company Name	—
Ship-To Country	—
Ship-To Address	—
Ship-To Contact	—
Ship-To Phone	—
Ship-To Post Code	—
Ship-To City	—
Ship-To E-Mail	—
Account	TEST Neosys Account
Ship-To Contact Info	Contact: null E-Mail: null Phone: null
Ship-To Address Info	Address: null Post Code: null Country: null

An orange callout box contains the following text:

If you find that the shipping information is incorrect, please mail to Neosys RMA team: rma@neosys-tech.com to make the necessary corrections to avoid sending to the wrong address.

How to create RMA request

Go to the RMA Request page

1. Go to the RMA Request page

2. Please create RMA Request

Request Status	End RMA No.	Auto No.	RMA No.	Account Text	End Customer	Created Time	Contact Name
Waiting for Approval		H00000522		TEST Neosys Account		08/30/2024 00:30	Julian Lee

Fill up the application information

Project Registration Opportunities 聯絡人 產品 RMARequest RMAItems Portal Test

創建RMARequest 取消 保存並新建 保存

RMARequest信息

聯絡人名稱: Stella Chiang

客戶: TEST Neosys Account

End Customer: 臺灣 廣同樂

End RMA No.: C1234

Request Status: -None-

Request Date: YYYY/MM/DD

RMA No.:

Cont:

Ship-To:

公司名稱: TEST Neosys Account

Ship-To Contact Info: Contact: Stella YY Chiang
E-Mail: yiyunchiang831@gmail.com
Phone: 222361821405

Ship-To Addr:

4 required fields

1. Product Tye → Select the configuration for the machine return.
2. Product Name → Please choose correct model you want to repair.
3. System S/N → Serial number is 8 digits
4. Failure Description:

RMA Return Product Detail

Item No.	Product Type	ProductName	System S/N	Board S/N	Other S/N	Failure Description	Failure Unit Configuration
-None-	MainBoard						

+ 添加行

System Info.

Contact Person: Stella Chiang

User can remark.

5

If there are multiple units that need repair.

① Save and ② Submit

The screenshot shows a web application interface for submitting an RMA request. The main form is titled 'RMARequest' and includes fields for 'Requester Name' (Stella Chiang), 'End Customer' (TEST Neusys Account), and 'End RMA No.' (123456). A 'Submit' button is highlighted with a red circle. A modal window titled '消息內容' (Message Content) is displayed in the center, showing the message: 'Submission successful. We will process it as soon as possible.' The background interface shows a breadcrumb trail 'Project Registration > Opportunities' and a list of related RMA items. A table at the bottom displays 'RMA Return Product Detail' with columns for Item No., Product Type, Product Name, System S/N, Board S/N, and Other S/N.

消息內容

Submission successful. We will process it as soon as possible.

A window will pop up showing that the application was successful.

RMARequest 消息

Auto No.	H00000387	Request Status	—
聯絡人名稱	Stella Chiang	Request Date	2024/07/15
End Customer	益歌-林同學	RMA No.	—
End RMA No.	123456	Contact Email	yiychiang831@gmail.com
		創建者	Stella Chiang 星期一, 15 七月 2024 14:37
		修改者	Stella Chiang 星期一, 15 七月 2024 14:37

Ship-To

公司名稱	TEST Neusys Account	Ship-To Address Info	Address: null Post Code: null Country: TW
Ship-To Contact Info	Contact: Stella YY Chiang E-Mail: yiychiang831@gmail.com Phone: 22236182#405		

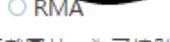
RMA Return Product Detail

Item No.	Product Type	ProductName	System S/N	Board S/N	Other S/N
	System	Nuvo-1003S-4500P	123		

Auto Reply

- After you complete the application, the system will automatically send you a notification email.

Neosys eRMA Notice: eRMA Request Submitted

 crmadmin@neosys-tech.com
收件者 
副本  RMA

 按一下這裡下載圖片。為了協助保護您的隱私，Outlook 不會自動下載郵件中的某些圖片。

Dear Valued Customer,

Thank you for submitting your RMA application. We will be in touch within one working day to provide you with an RMA number for tracking purposes. To ensure a smooth and efficient process, kindly refrain from shipping your item until you have received your RMA number.

[Go to the RMARequest](#)

Best Regards,

RMA Service Department

 以滑鼠右鍵按一下或
點選新標在連結內

How to check RMA status

Go to RMA Request page

The screenshot shows the Neosys RMA Request page. The top navigation bar includes 'Contacts', 'RMARequest', 'RMAItems', 'Project Registration', 'Opportunities', and 'Products'. The 'RMARequest' tab is highlighted. Below the navigation bar, there is a filter dropdown set to 'All RMARequest' and a 'Create RMARequest' button. The table below shows two records:

Request Status	End RMA No.	Auto No.	RMA No.	Account Text	End Customer	Created Time	Contact Name
Approved		H00000559	RT24090035	TEST Neosys Account		Sep 12, 2024 11:53	julian.lee
Waiting for Approval		H00000558		TEST Neosys Account		Sep 12, 2024 11:34	julian.lee

Auto Reply

Once the RMA is approved by Neosys you will get the notification.

Neosys eRMA Notice: RMA No.RT24070067 released

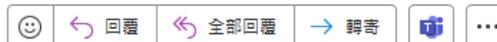


crmadmin@neosys-tech.com

收件者 yiyunchiang831@gmail.com

副本

若此郵件的顯示有任何問題，請按一下這裡以在網頁瀏覽器中檢視。



2024/7/18 (週四) 上午 11:54

Dear Valued Customer,

We are pleased to inform you that your RMA number is RT24070067. To ensure a smooth and efficient RMA process, kindly mark this RMA number clearly on the outer box and on all shipping documents when you send the defective product.

Should you have any questions or need further assistance regarding your return, please do not hesitate to contact us. We greatly appreciate your cooperation.

Please take note of the following important points:

1. Kindly remove all accessories and spare parts before shipping, and return only the defective product. Neosys will not be responsible for any accessories sent with the product.
2. The shipping invoice must include the RMA Number and Serial Number. Please send the unit to the following address:
ATTN: Neosys RMA Department
14F., No. 868-3, Zhongzheng Rd. Zhonghe Dist., New Taipei City 23586,
Taiwan
TEL: +886-2-22236182 ext.422/432
3. Neosys will charge a repair fee for out-of-warranty products.
4. If an out-of-warranty product is judged as NTF (No Trouble Found) or CNR (Cannot Repair), Neosys will charge a handling fee for inspection and testing services.
5. For in-warranty products where the failure is deemed to be due to manual fault, Neosys will charge a repair fee after inspection.
6. If damages are judged to be non-repairable or if the component is phased out, Neosys reserves the right to refuse the repair request.
7. For any further questions, please contact us at rma@neosys-tech.com.

Thank you very much for your understanding and cooperation.

[Go to the RMARequest](#)

Best Regards,

RMA Service Department



Go to the RMA Items page

NEOSYS TECHNOLOGY

Contacts RMARequest **RMAItems** Project Registration Opportunities Products

All RMAItems

Total Records 2 **You can check all the details for your RMA here.** 10 Records Per Page • 1-2 < >

Status for Customer	RMA Item No.	Account	Product Name	System S/N	Board S/N	Other S/N	Failure Description	Warranty Status
Approved	RT24090035-02	TEST Neosys Account	Nuvo-9006P-UL			11111	11111	OOW
Approved	RT24090035-01	TEST Neosys Account	Nuvo-9650AWP-PoE	1111			1111	IW

Thank you!

