

# eRMA user manual

Neousys 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 email 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-6fxVO80QVR1IXfahjTX3PZAqU>


Your portal URL:

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

Thanks and regards,

Admin


## ② Reset the password





Welcome to Neosys Technology

### Create password

Create a strong and unique password to start using Neosys services.

 a0222656862@gmail.com





CONFIRM

# 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

← julian.lee

Related List

- Notes
- Opportunities
- RMA Request List
- RMAItems
- Project Registration
- Links

Overview

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

Locate Map

If you find that the shipping information is incorrect, please mail to Neosys RMA team: [rma@neosys-tech.com](mailto: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

The screenshot shows the Neosys Technology web application interface. The top navigation bar includes links for Contacts, RMARequest, RMAItems, Project Registration, Opportunities, and Products. The RMARequest link is highlighted with a red arrow and the text "1.Go to the RMA Request page". Below the navigation bar, there is a filter dropdown set to "All RMARequest" and a "Create RMARequest" button highlighted with a red arrow and the text "2.Please create RMA Request". The main content area displays a table with one record. The table has columns for Request Status, End RMA No., Auto No., RMA No., Account Text, End Customer, Created Time, and Contact Name. The record shows a status of "Waiting for Approval", Auto No. H00000522, Account Text "TEST Neosys Account", Created Time "08/30/2024 00:30", and Contact Name "Julian Lee".

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 廣同盛

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: yirunchiang831@gmail.com  
Phone: 22361821405

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.

-None-

Product Type

MainBoard

ProductName

System S/N

Board S/N

Other S/N

Failure Description

Failure Unit Configuration

+ 添加行

5

If there are multiple units that need repair.

System Info.

Contact Person

Stella Chiang

# ① Save and ② Submit

The screenshot displays the RMARequest form in a web application. The form is titled "RMARequest" and includes fields for "Request No." (H00000401), "Request Date" (2024/07/15), and "Request Status" (Submitted). A red circle highlights the "Submit" button in the top right corner. A confirmation window titled "消息內容" (Message Content) is overlaid on the form, displaying the message: "Submission successful. We will process it as soon as possible." The form also includes sections for "RMARequest Information", "Ship-To", "RMA Return Product Detail", and "RMAItems".

**RMARequest Information**

Request No.	H00000401	Request Date	2024/07/15	Request Status	Submitted
Requester Name	Stella Chiang	RMA No.	—	Contact Email	yiychiang831@gmail.com
End Customer	谷歌·林同學	Created By	Stella Chiang	Created Date	星期一, 15 七月 2024 14:37
End RMA No.	123456	Modified By	Stella Chiang	Modified Date	星期一, 15 七月 2024 14:37

**Ship-To**

Company Name	TEST Neousys 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**

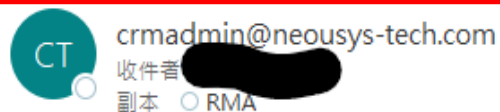
Item No.	Product Type	ProductName	System S/N	Board S/N	Other S/N
	System	Nuvo-1003S-4500P	123		

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

# Auto Reply

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

Neosys eRMA Notice: eRMA Request Submitted



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  
點選新窗格開啟

# How to check RMA status

# Go to RMA Request page

neousys TECHNOLOGY

ContactsRMARequestRMALtemsProject RegistrationOpportunitiesProducts

▼ All RMARequest

Create RMARequestDraft

total Records 210 Records Per Page1 - 2

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

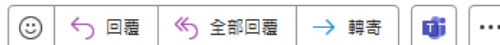


crmadmin@neosys-tech.com

收件者 yiyunchiang831@gmail.com

副本 RMA

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](mailto: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



ContactsRMARequestRMAItemsProject RegistrationOpportunitiesProducts



All RMA Items ▾

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!

