

Atop e-RMA System User Guide

Clicking to guide you which section you would like to read !!

- [**New RMA Request**](#)
- [**New RMA Request \(by excel\)**](#)
- [**RMA Status Tracking**](#)
- [**Warranty Check**](#)

➔ New RMA Request

The screenshot shows the Atop Technologies website in Microsoft Internet Explorer. The browser's address bar displays the URL: http://8253341.u100.m-w.com.tw/en/support.php?pc_id=10&mw=4. The website header includes the Atop Technologies logo, language options (English | 繁體中文 | 简体中文), and navigation menus for About Atop, Product, Comparison, Application, Support, and News & Events. A search bar and a 'Products' dropdown menu are also present.

The main content area is titled 'Support > e-RMA'. On the left, a 'Support' sidebar lists various categories: Technical Support, Download, FAQ, e-RMA, and Warranty Policy. The main content area features a banner for 'Welcome to e-RMA Service' and a paragraph of text: 'Atop Technologies, Inc. announced a revised "Return Merchandize Authorization" on line to enhance its after-sales service. Please contact with our FAE for any technical problems before applying the RMA Request, thank you for your kind cooperations!!'. Below this text is a 'Contact RMA' link.

A list of links is displayed below the text:

- RMA Flow Chart
- New RMA Request** (highlighted with a red box and a red arrow)
- New RMA Request (by Excel)
- RMA Status Tracking
- Warranty Check

At the bottom of the page, there is a section for 'Industrial Ethernet Switch' with an image of the hardware. The Windows taskbar at the bottom shows several open applications, including Outlook Express, Atop Technologies, Inc., and test, along with the system clock showing 下午 05:09.

The e-mail would be the password when you tracking the RMA status online, please be sure to type it correctly

★ is required

Model name, P/N & S/N indicate

Delete blank row

Add row

Defective pictures (GIF or JPG) or text file upload

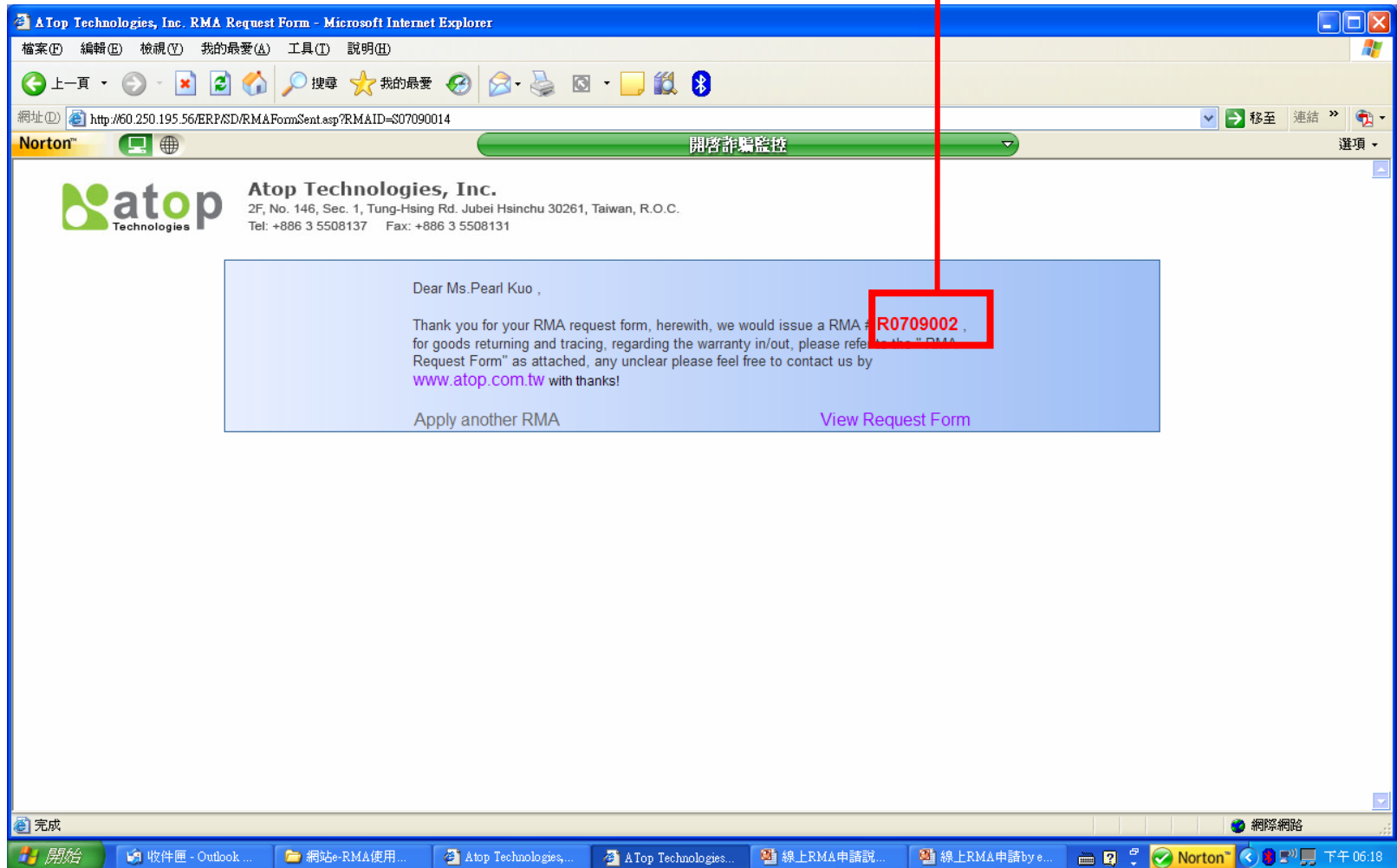
Submit

Once there is an incorrect file you upload, click it to back to last page and re-upload it

Click “Submit” to get a RMA number, as well as you could via “RMA Status Tracking” (Login ID: your e-mail; password: RMA#) to update the repair items before sending the RMA goods

There is a window showing up your RMA number after clicking the “Submit”

Please do record this RMA number which will be a password for tracking the RMA status online

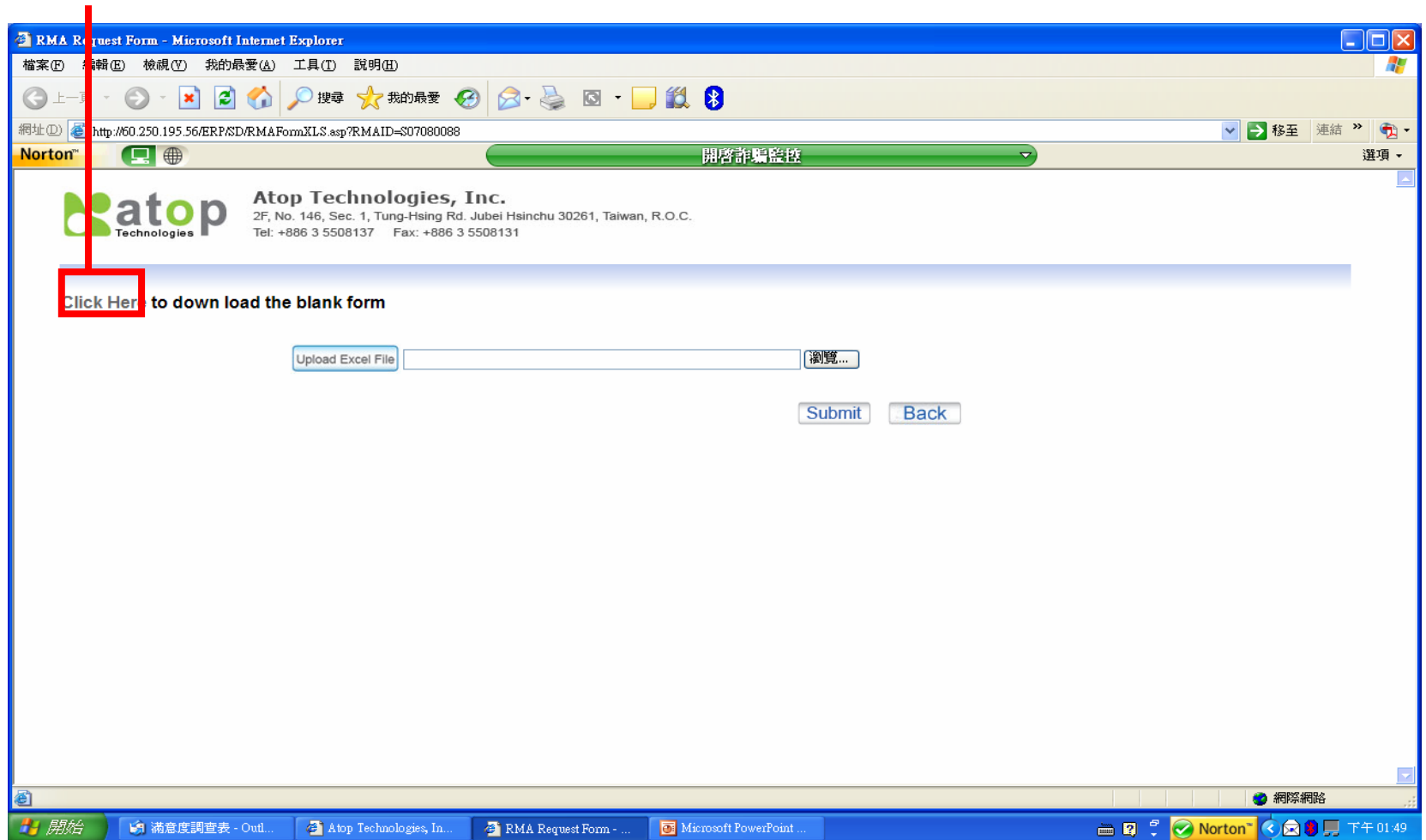


➔ New RMA Request (by excel)

It's suitable to who asks for a bulk request or could not hang on website for a while, please download the excel file to your local PC, fill out the spreadsheets and then upload it.

The screenshot shows the Atop Technologies website in Microsoft Internet Explorer. The browser's address bar displays the URL: http://8253341.n100.m-w.com.tw/en/support.php?pc_id=10&mw=4. The website header includes the Atop Technologies logo and navigation links for About Atop, Product, Comparison, Application, Support, and News & Events. A search bar and a 'Products' dropdown menu are also present. The main content area is titled 'Support > e-RMA' and features a 'Welcome to e-RMA Service' banner. Below the banner, there is a paragraph of text: 'Atop Technologies, Inc. announced a revised "Return Merchandize Authorization" on line to enhance its after-sales service. Please contact with our FAE for any technical problems before applying the RMA Request, thank you for your kind cooperations!!'. A 'Contact RMA' link is located below this text. A list of links is provided, with 'New RMA Request (by Excel)' highlighted in a red box and a red arrow pointing to it. The other links in the list are 'RMA Flow Chart', 'New RMA Request', 'RMA Status Tracking', and 'Warranty Check'. The taskbar at the bottom shows several open applications, including Outlook Express, Atop Technologies, Inc., test, e-RMA保固期查詢_C, and e-RMA user guide_E. The system clock indicates the time is 下午 05:12.

“Click here” to download excel file which include two spreadsheets – Profile & itemlist



http://60.250.195.56/ERP/SD/RMAForm.xls - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 插入(I) 格式(O) 工具(T) 資料(D) 移至(O) 我的最愛(A) 說明(H)

上一步 后退 前进 刷新 主页 搜索 我的最爱

網址(D) http://60.250.195.56/ERP/SD/RMAForm.xls 移至 連結

	A	C	D	E	F	G	H	I
1	e-mail :		Chinese	English				
2	Company Name :							
3	Customer Ref# :							
4	Contact Person :							
5	Receiver :							
6	ShipTo :							
7	Phone No. :							
8	Fax No. :							
9	Country :							
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Profile ItemList/

CH 不明的區域

開始 2 Outlook Ex... Atop eRMA - ... RMA Approve ... Atop Technolo... http://60.250.1... 網站-RMA使... Microsoft Powe... 上午 09:20

Please input the company info. on the spreadsheet -Profile

http://60.250.195.56/ERP/SD/RMAForm.xls - Microsoft Internet Explorer

檔案(E) 編輯(E) 檢視(V) 插入(I) 格式(O) 工具(T) 資料(D) Adobe PDF 移至(O) 我的最愛(A) 說明(H)

網址(D) http://60.250.195.56/ERP/SD/RMAForm.xls

	A	B	C	D	E	F	G	H	I	J
1	Model No	SN	Problem Description							
2										
3										
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\\Pr file\ItemList/

開始 滿意度調查表 - Outl... A top Technologies, In... http://60.250.195.56/E... 線上RMA申請by excel Norton 下午 02:23

Please input the defective info. on the spreadsheet –ItemList, and do not change the spreadsheet name; but could save the file name as you wish

RMA Request Form - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

← 上一頁 → 刷新 主页 搜尋 我的最愛 打印 蓝牙

網址(📍) http://60.250.195.56/ERP/SD/RMAFormXLS.asp?RMAID=SO7080088 移至 連結 >> 選項 ▾

Norton™ 開啓詐騙監控

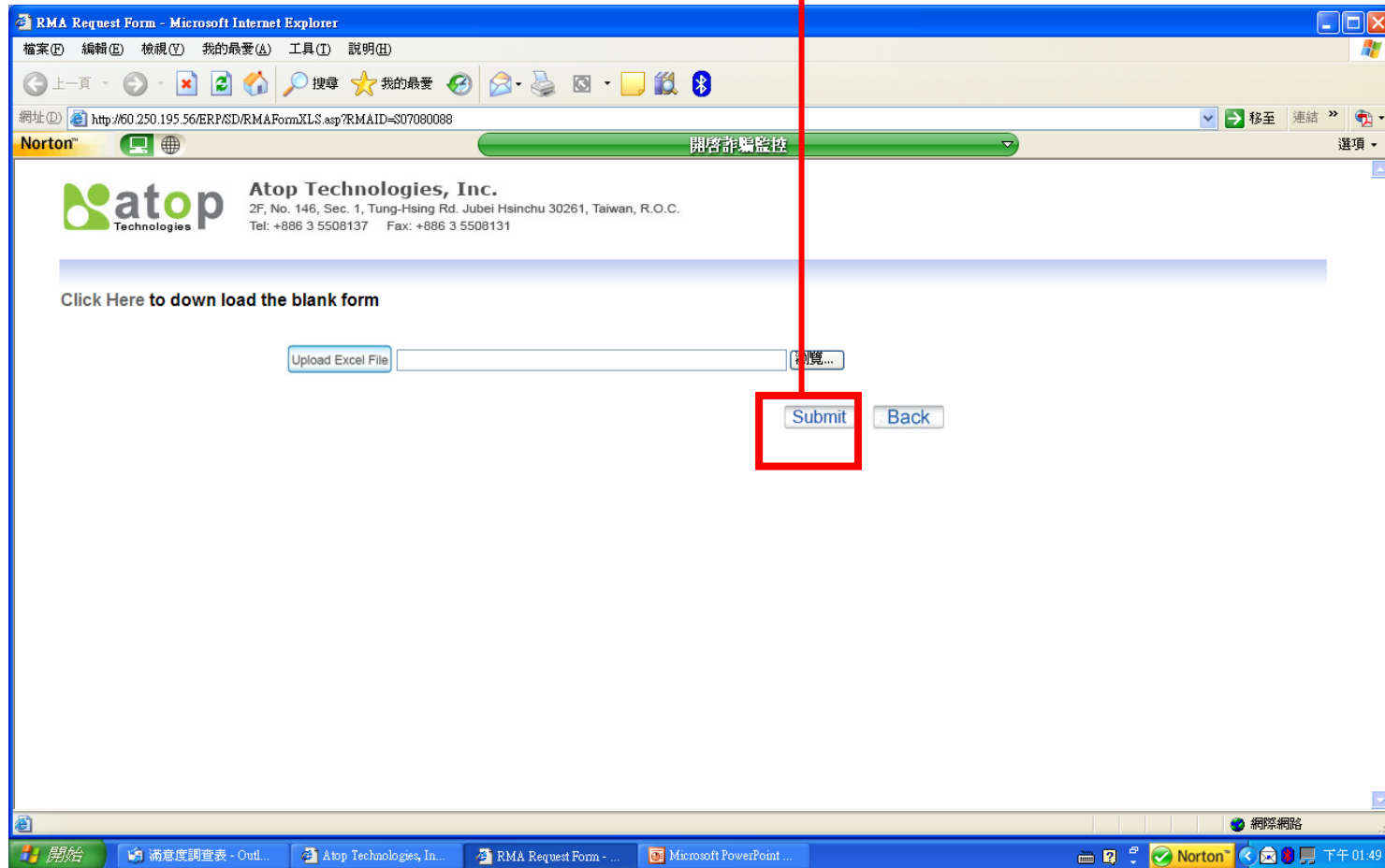
atop Technologies
Atop Technologies, Inc.
2F, No. 146, Sec. 1, Tung-Hsing Rd. Jubei Hsinchu 30261, Taiwan, R.O.C.
Tel: +886 3 5508137 Fax: +886 3 5508131

Click Here to down load the blank form

Upload Excel File **Upload the file**

開始 滿意度調查表 - Out... Atop Technologies, In... RMA Request Form - ... Microsoft PowerPoint ... Norton™ 網際網路 下午 01:49

Click "Submit" to next step



The excel file data will be matched to RMA Request Form page automatically

Atop Technologies, Inc. RMA Request Form - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

網址() http://60.250.195.56/ERP/SD/RMAForm.asp?RMAID=807080088

Norton 開啓詐騙監控

atop Technologies
Atop Technologies, Inc.
2F, No. 146, Sec. 1, Tung-Hsing Rd. Jubei Hsinchu 30261, Taiwan, R.O.C.
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RMA REQUEST FORM

★ e-mail

★ Company Name

★ Contact Person Mr. Ms. ★ Receiver Mr. Ms.

★ Ship To

★ Country ★ Phone No. Ext#

Remarks

RMA No.

Request Date 2007/8/31

Customer Ref #

★ RMA Type Repair

★ Fax No.

★ Model Name or P/N ⓘ	★ S/N ⓘ	★ Problem Description	Warranty	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Out	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Out	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Out	Delete

an analysis report requested

Attach File Add Total: 3 pcs

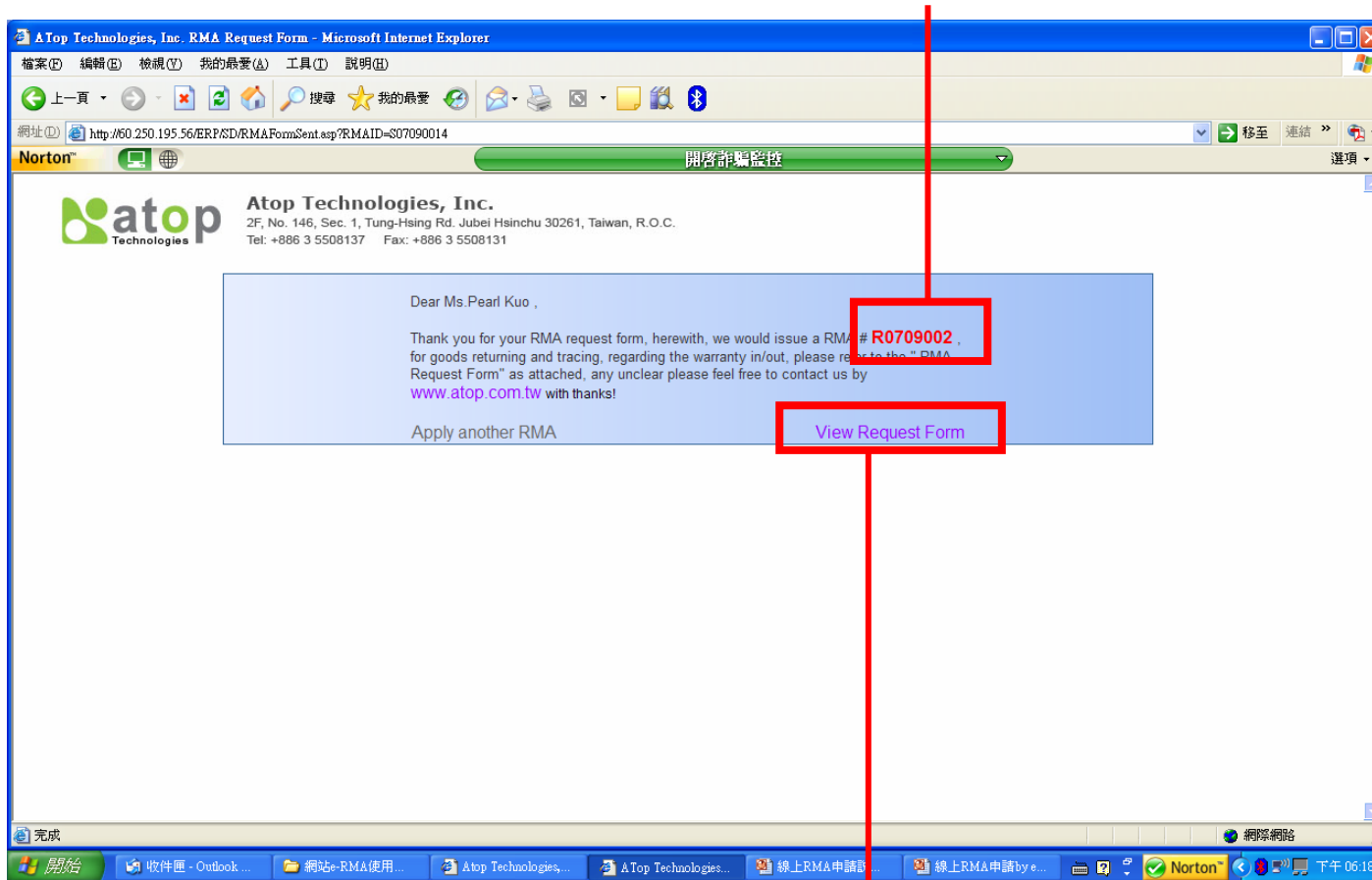
RMA return address: 2F, No. 146, Sec. 1, Tung-Hsing Rd. Jubei Hsinchu 30261, Taiwan, R.O.C.
Attn. to: RMA Service e-mail: RMA@atop.com.tw
Tel: +886 3 5508137 Fax: +886 3 5508131
送修地址: 新竹縣竹北市30261東興路一段146號2F 維修中心 收

Submit

Click “Submit” to get a RMA number, as well as you could via “RMA Status Tracking” (Login ID: your e-mail; password: RMA#) to update the repair items before sending the RMA goods

There is a window showing up your RMA number after clicking the “Submit”

Please do record this RMA number which will be a password for tracking the RMA status online



To view/ print the “RMA Request Form”, and receive an e-mail with this RMA number again

→ RMA Status Tracking

Atop Technologies, Inc. - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

http://8253341.u100.m-w.com.tw/en/support.php?pc_id=10&mw=4

English | 繁體中文 | 简体中文

About Atop | Product | Comparison | Application | Support | News & Events

Support > e-RMA

Support

- ▶ Technical Support
- ▶ Download
- ▶ FAQ
- ▶ e-RMA
- ▶ Warranty Policy

Industrial Ethernet Switch

Welcome to e-RMA Service

Atop Technologies, Inc. announced a revised "Return Merchandize Authorization" on line to enhance its after-sales service. Please contact with our FAE for any technical problems before applying the RMA Request, thank you for your kind cooperations!!

Contact RMA

- RMA Flow Chart
- New RMA Request
- New RMA Request (by Excel)
- RMA Status Tracking
- Warranty Check

Taskbar: 開始, 收件匣 - Outlook Exp..., Atop Technologies, In..., test, e-RMA保固期查詢_C, e-RMA user guide_E, 下午 05:12

A screenshot of a Microsoft Internet Explorer browser window displaying the "RMA Status Tracking" page for Atop Technologies, Inc. The browser's address bar shows the URL "http://60.250.195.56/ERP/SD/RMAStatus.asp". The page header includes the Atop Technologies logo and contact information: "Atop Technologies, Inc. 2F, No. 146, Sec. 1, Tung-Hsing Rd. Jubei Hsinchu 30261, Taiwan, R.O.C. Tel: +886 3 5508137 Fax: +886 3 5508131".

The main content area is titled "RMA Status Tracking" and features a "Login" form. The form contains two input fields: "ID/e-mail address" and "Password/RMA #". A red box highlights the "ID/e-mail address" field, with a red arrow pointing to the text "Your e-mail". Another red box highlights the "Password/RMA #" field, with a red arrow pointing to the text "RMA Number". Below the input fields are two buttons: "Forgot Password/RMA #" and "Submit".

The browser's taskbar at the bottom shows several open applications, including "開始", "滿意度調查表 - Outl...", "Atop Technologies, In...", "A Top Technologies, I...", "線上RMA申請 by excel", and "簡報2". The system tray on the right shows the time as "下午 03:30" and includes icons for "網際網路", "Norton", and other background processes.

Color Blue means done

Color orange means opening ; expecting date shows up

Atop Technologies, Inc. RMA Status Tracking - Microsoft Internet Explorer

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Tel: +886 3 5508137 Fax: +886 3 5508131

RMA Status Tracking

2007/8/31 (done)	2007/8/31 (done)	2007/8/31 (done)	2007/9/9 (expected)	2007/9/13 (expected)	2007/9/16 (expected)
Request	Receive	Evaluation	Quotation	Repair	Ship

[Request Form](#) [Discrepancy Report](#)

e-mail	RMA@atop.com.tw	RMA No.	R0708012
Company Name	上尚科技股份有限公司	Request Date	2007/8/31
Contact Person	Ms. RMA	Customer Ref #	
Ship To	新竹縣竹北市東興路一段146號2樓	RMA Type	Repair
Country	Taiwan	Phone No.	03-5508137 Ext#
Remarks		Fax No.	03-5508131

Model Name or P/N	S/N	Problem Description	Warranty
GW21W	A2005A14-0007	lights are out of order	In

[My List](#) [History](#)

“My list” records individually

“History” lists entire company RMA records

→ Warranty Check

Atop Technologies, Inc. - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

http://8253341.u100.m-w.com.tw/en/support.php?pc_id=10&mw=4

English | 繁體中文 | 简体中文

About Atop | Product | Comparison | Application | Support | News & Events

Support > e-RMA

Support

- ▶ Technical Support
- ▶ Download
- ▶ FAQ
- ▶ e-RMA
- ▶ Warranty Policy

Industrial Ethernet Switch

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Contact RMA

- RMA Flow Chart
- New RMA Request
- New RMA Request (by Excel)
- RMA Status Tracking
- Warranty Check

Warranty Check

開始 收件匣 - Outlook Exp... Atop Technologies, In... test e-RMA保固期查詢_C e-RMA user guide_E 下午 05:12

A Top Technologies, Inc. Warranty Check - Microsoft Internet Explorer

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

網址(D) http://60.250.195.56/ERP/SD/WLookup.asp

Norton 開啓詐騙監控

atop Technologies
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Warranty Check

Serial Number [A2005A14-0007] Search

How to find the Serial# & Model Name

Note: Warranty on-line information is only available for the Serial number as listed on the products; or please contact [RMA](#) for further information.

Enter the S/N

開始 滿意度調查表... Atop Technolo... Atop eRMA - ... RMA Approve... A Top Technol... A Top Technol... RMA進度查... Norton 網際網路 下午 04:15

Finding info.

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Warranty Check' page for Atop Technologies, Inc. The browser's address bar shows the URL 'http://60.250.195.56/ERP/SD/WLookup.asp'. The page features the Atop Technologies logo and contact information. A 'Warranty Check' form is present with a 'Serial Number' field containing 'A2005A14-0007' and a 'Search' button. Below the form, a note states: 'Note: Warranty on-line information is only available for the Serial number as listed on the products; or please contact [RMA](#) for further information.' A table titled 'Warranty Information' is highlighted with a red box and contains the following data:

Warranty Information			
Serial No.	A2005A14-0007	Shipping Date	2005/10/31
Model Name	GW21W-22(US)	Expired Date	2008/10/30
Part Number	1P1GW21W-00001	Warranty	In