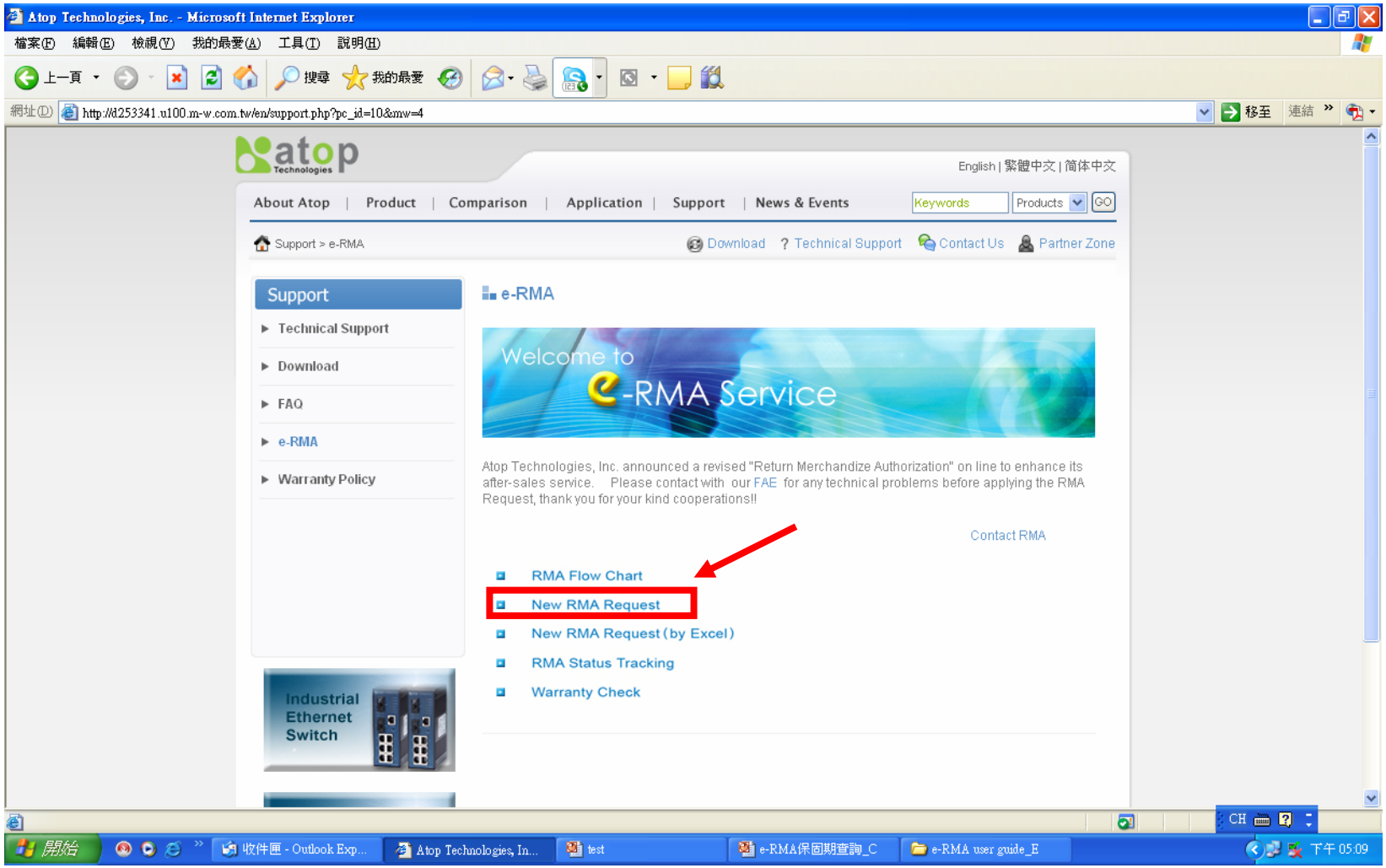
Atop e-RMA System User Guide

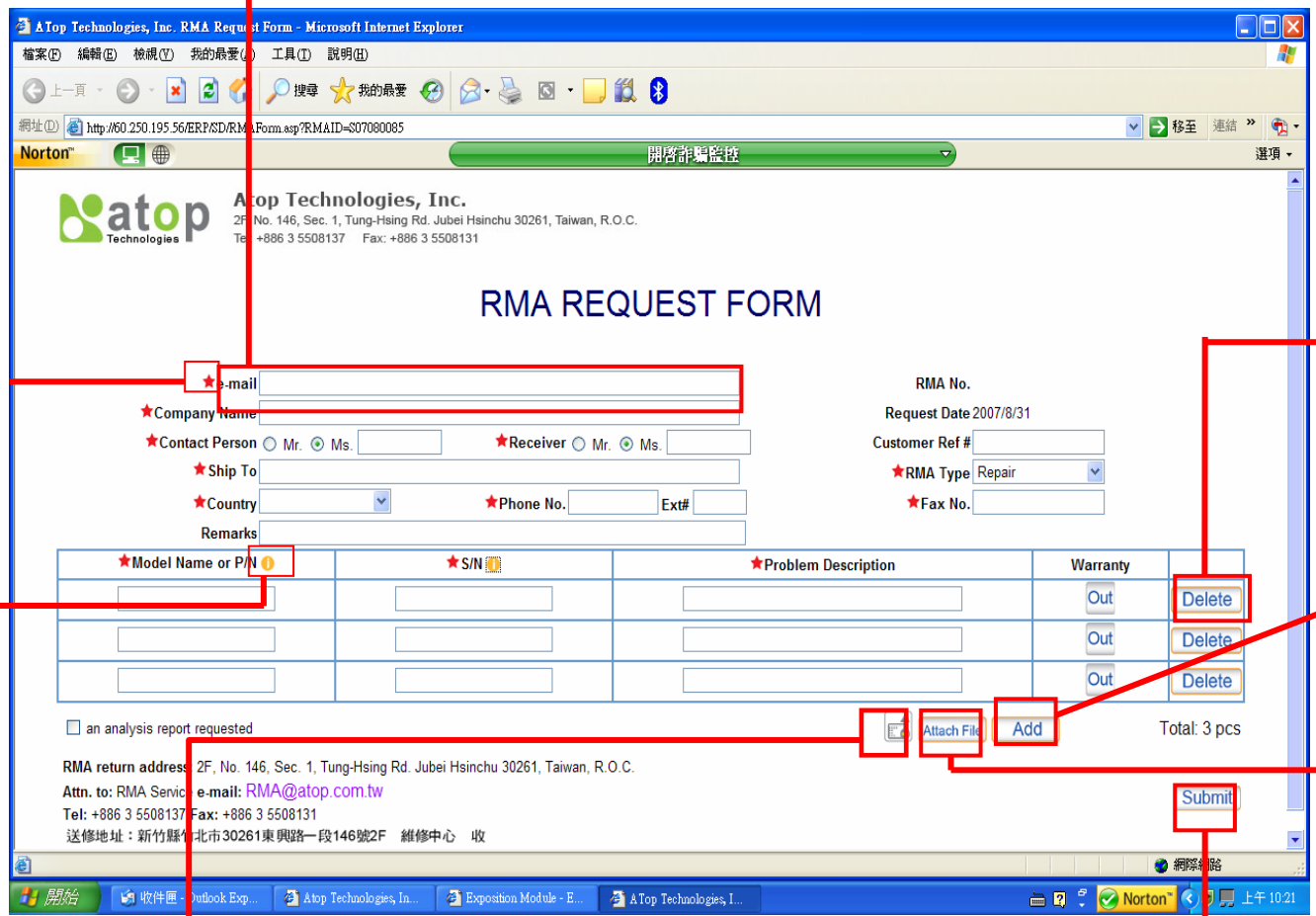
Clicking to guide you which section you would like to read !!

- **New RMA Request**
- **New RMA Request (by excel)**
- **RMA Status Tracking**
- **Warranty Check**

New RMA Request



The 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

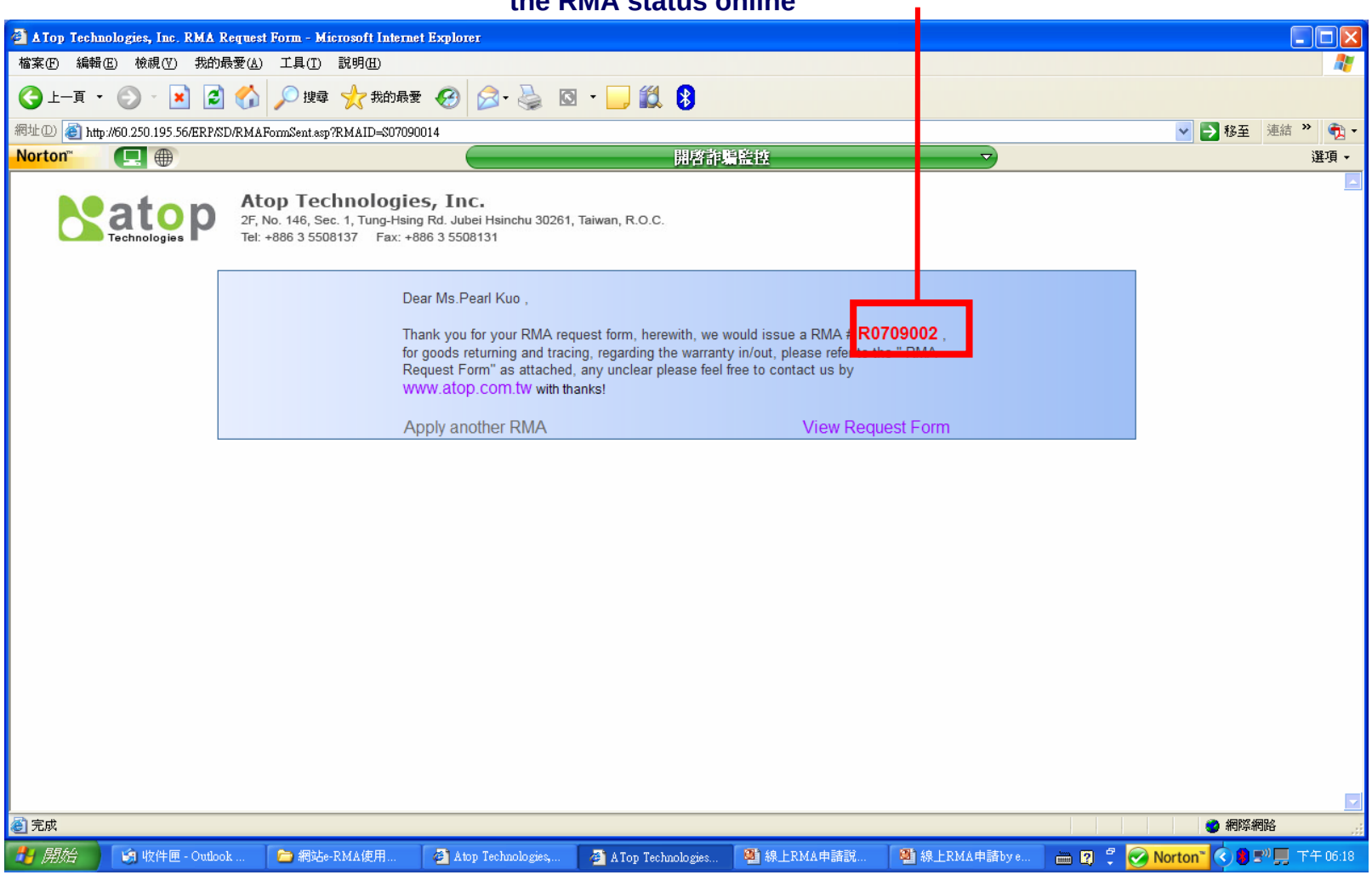
Defective pictures (GIF or JPG) or text file upload

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"

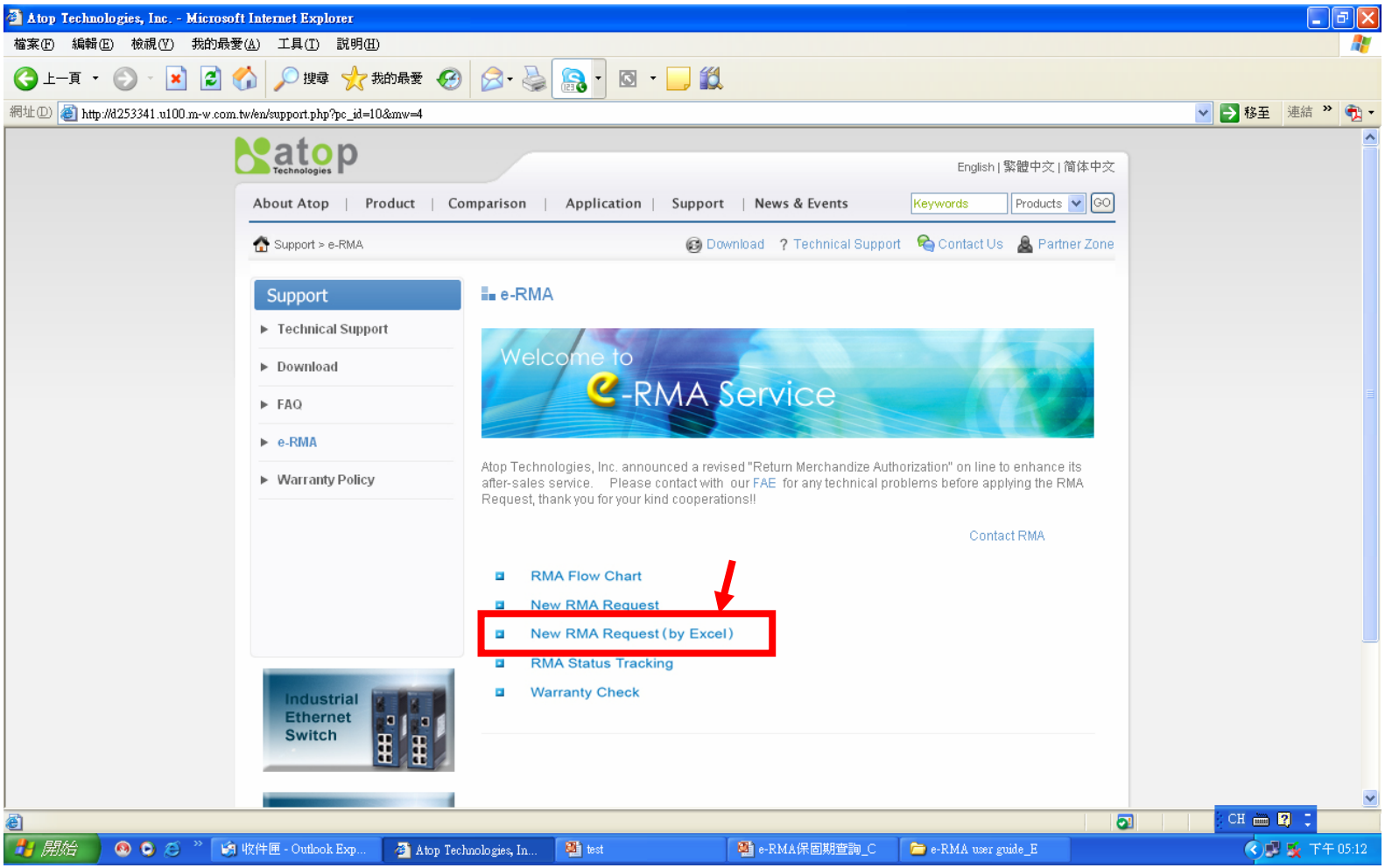
Please do record this RMA number which will be a password for tracking the RMA status online



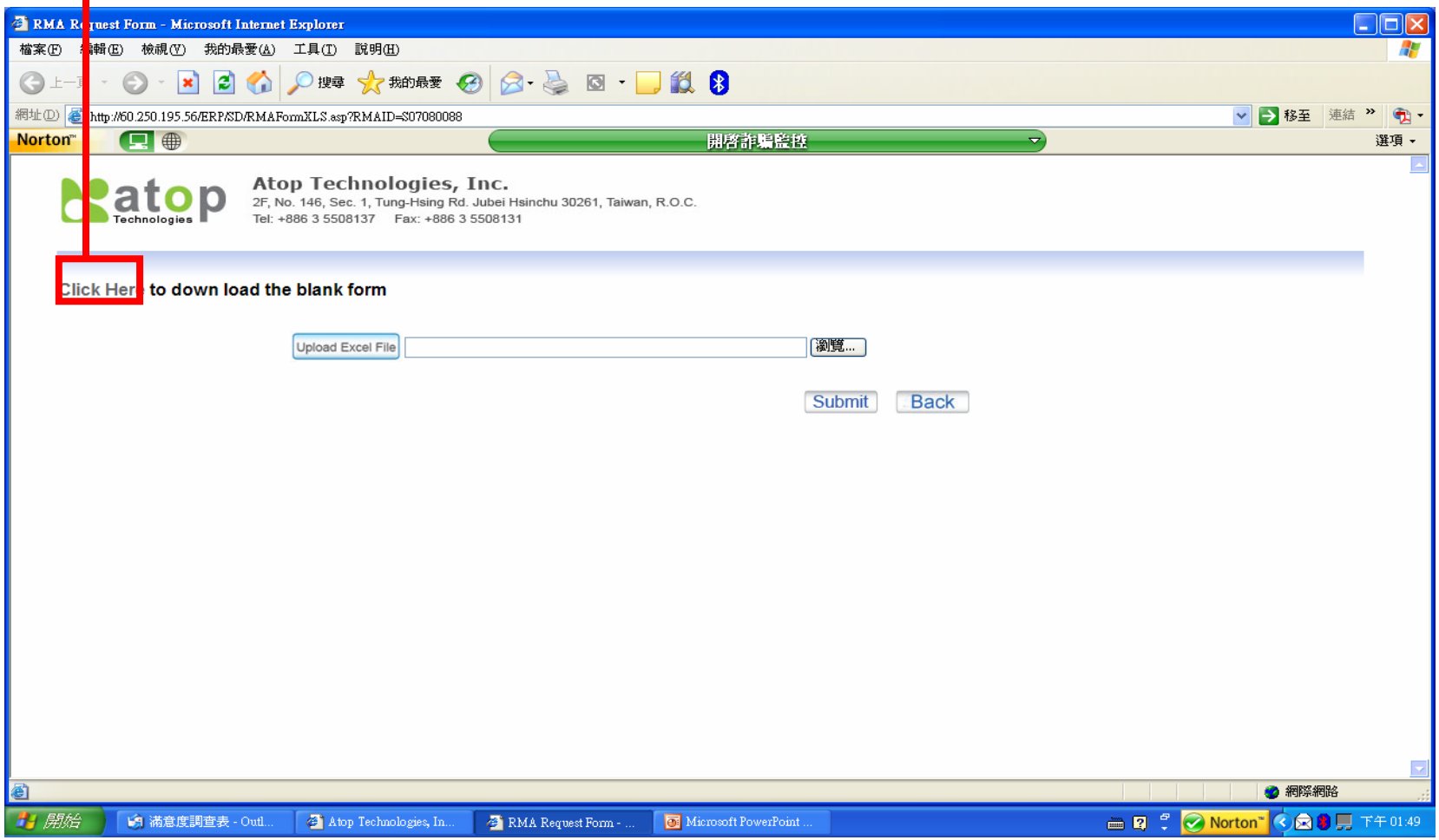
Back

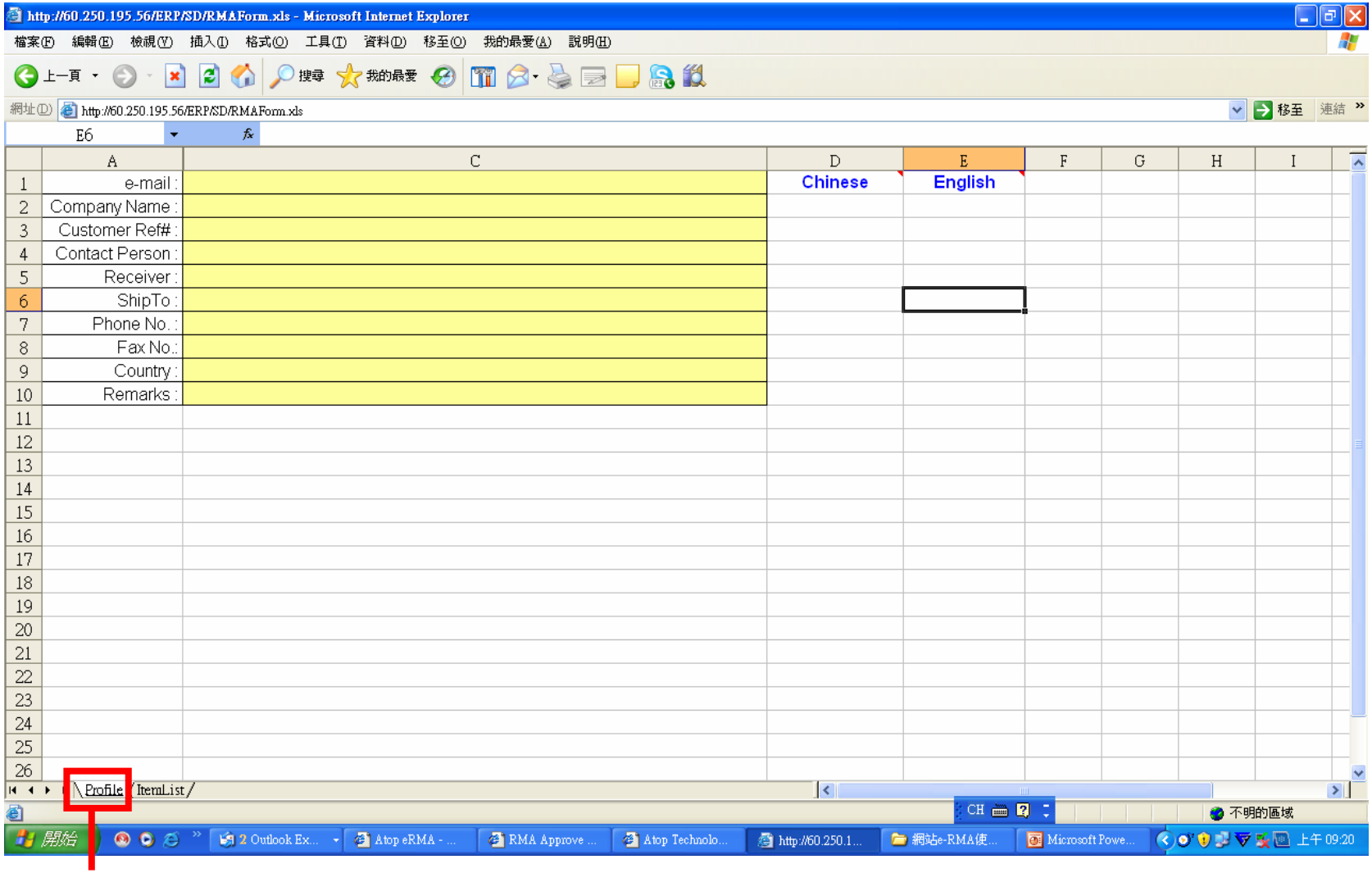
New RMA Request (by excel)

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.

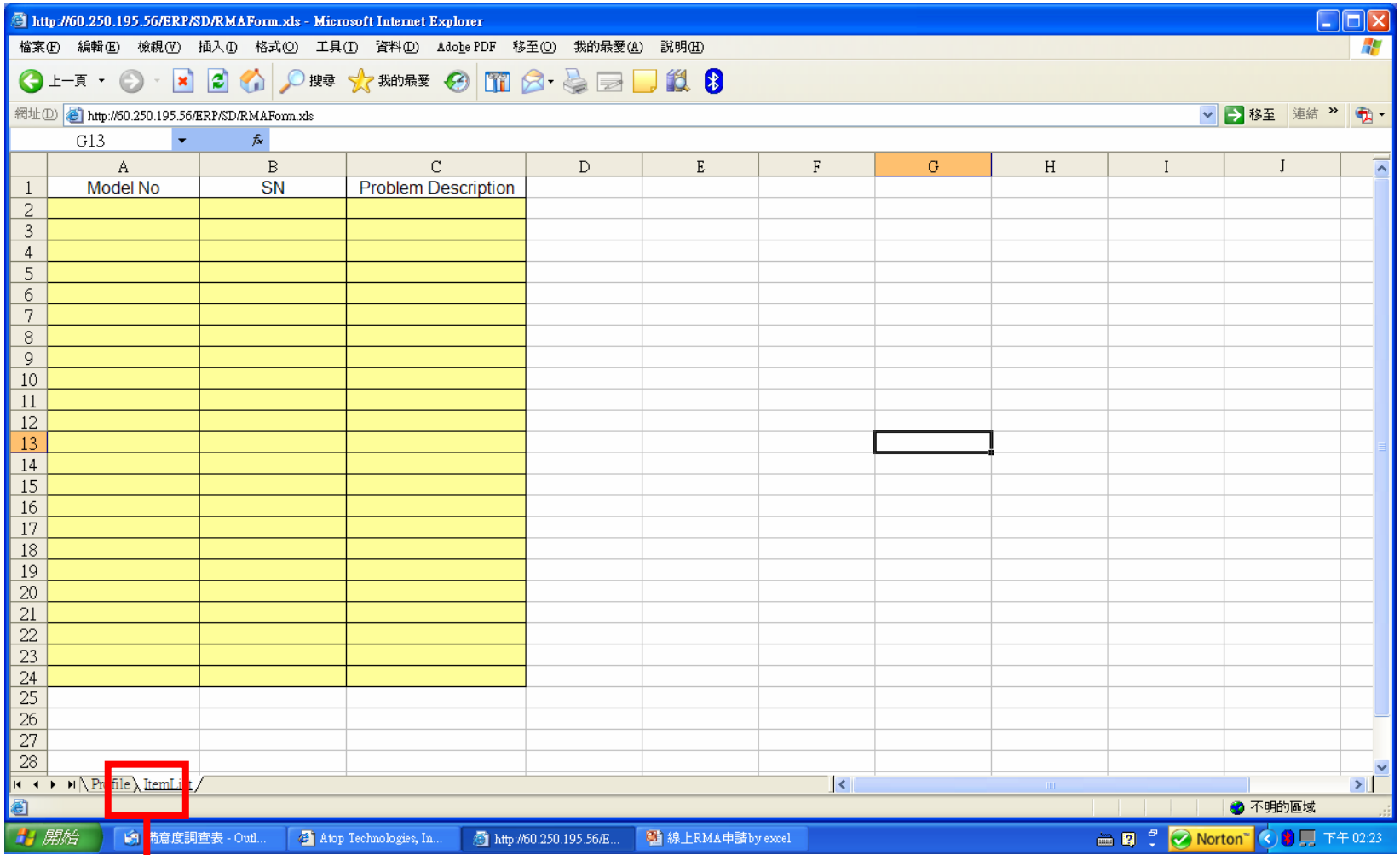


“Click here” to download excel file which include two spreadsheets – Profile & itemlist

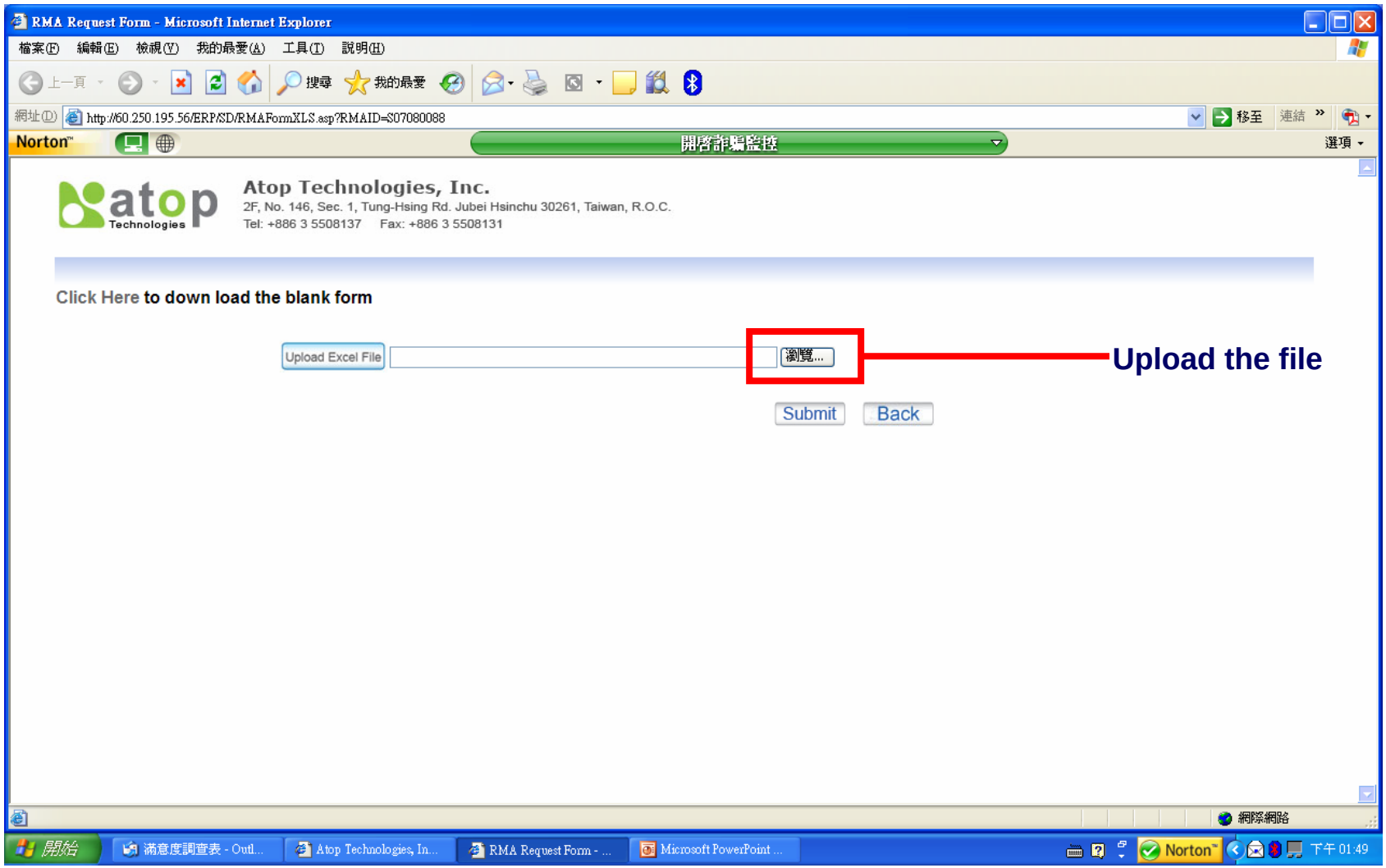




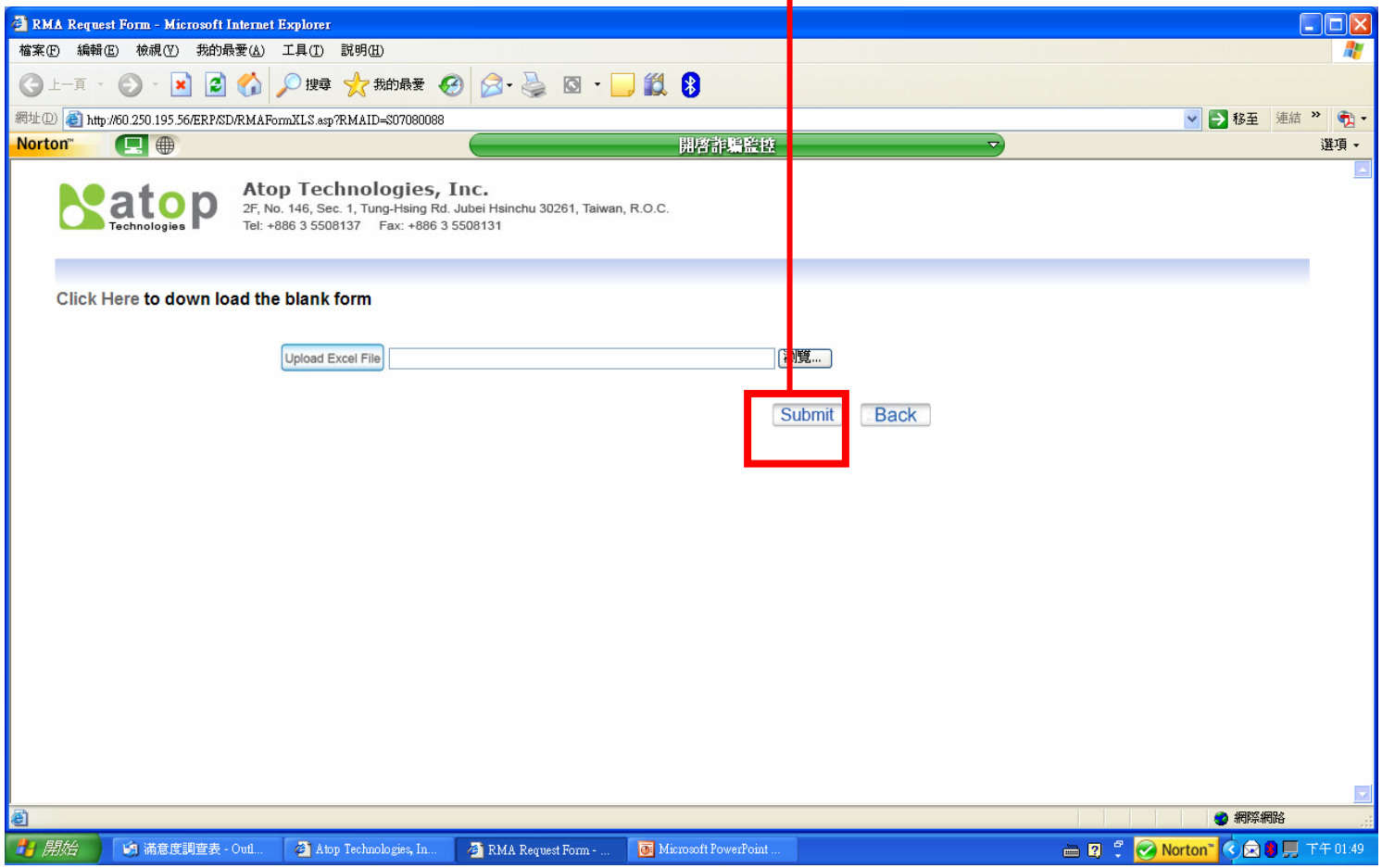
Please input the company info. on the spreadsheet -Profile



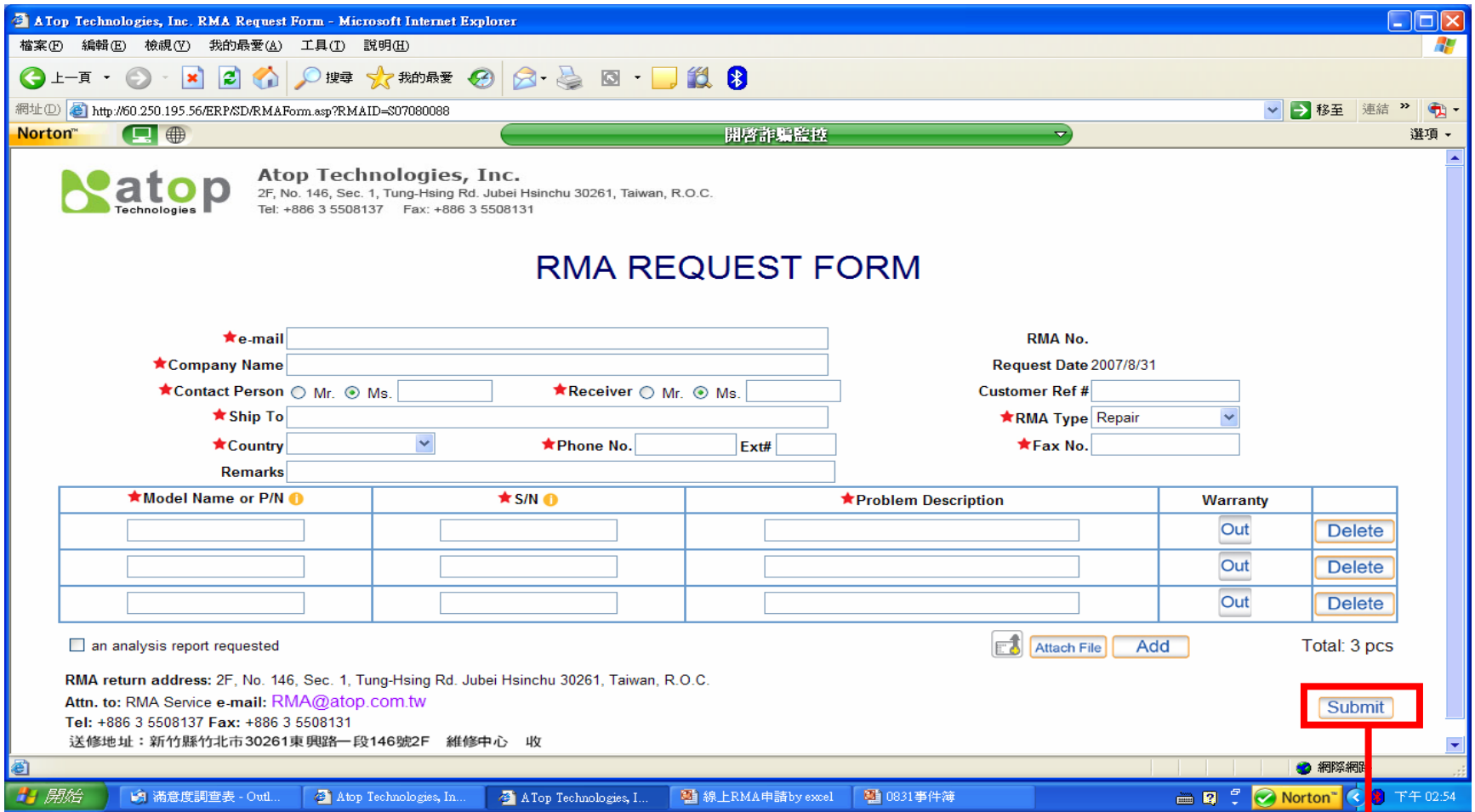
Please input the defective info. on the spreadsheet –ItemList, and do not change the spreadsheet name; but could save the file name as you wish


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 搜尋 我的最愛
網址(D) http://60.250.195.56/ERP/SD/RMAFormXLS.asp?RMAID=S07080088
移至 連結
Norton
開啓詐騙監控
選項
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
瀏覽...
Upload the file
Submit
Back
網際網路
開始
滿意度調查表 - Outl...
Atop Technologies, In...
RMA Request Form - ...
Microsoft PowerPoint ...
Norton
下午 01:49

Click “Submit” to next step



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



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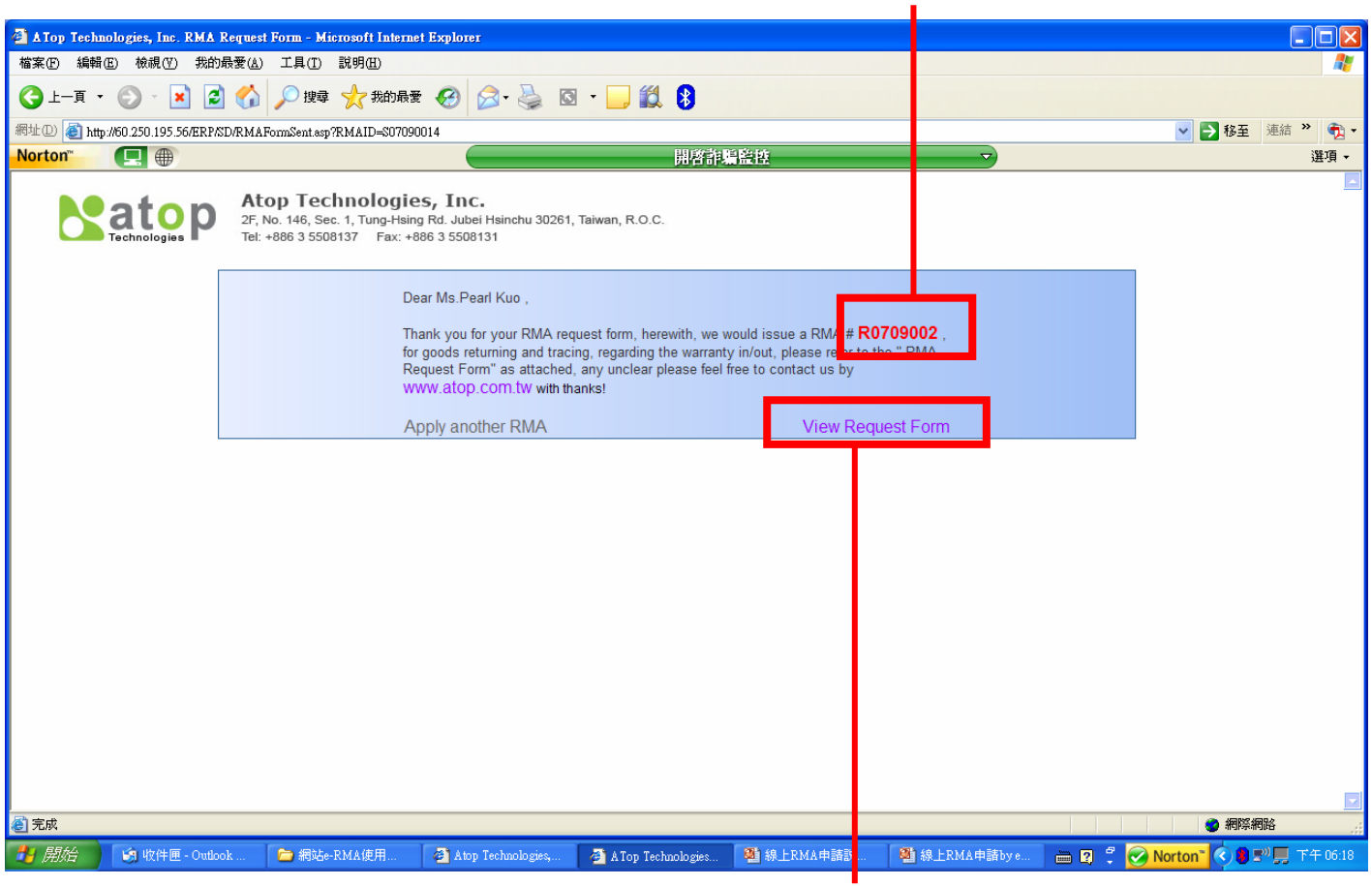
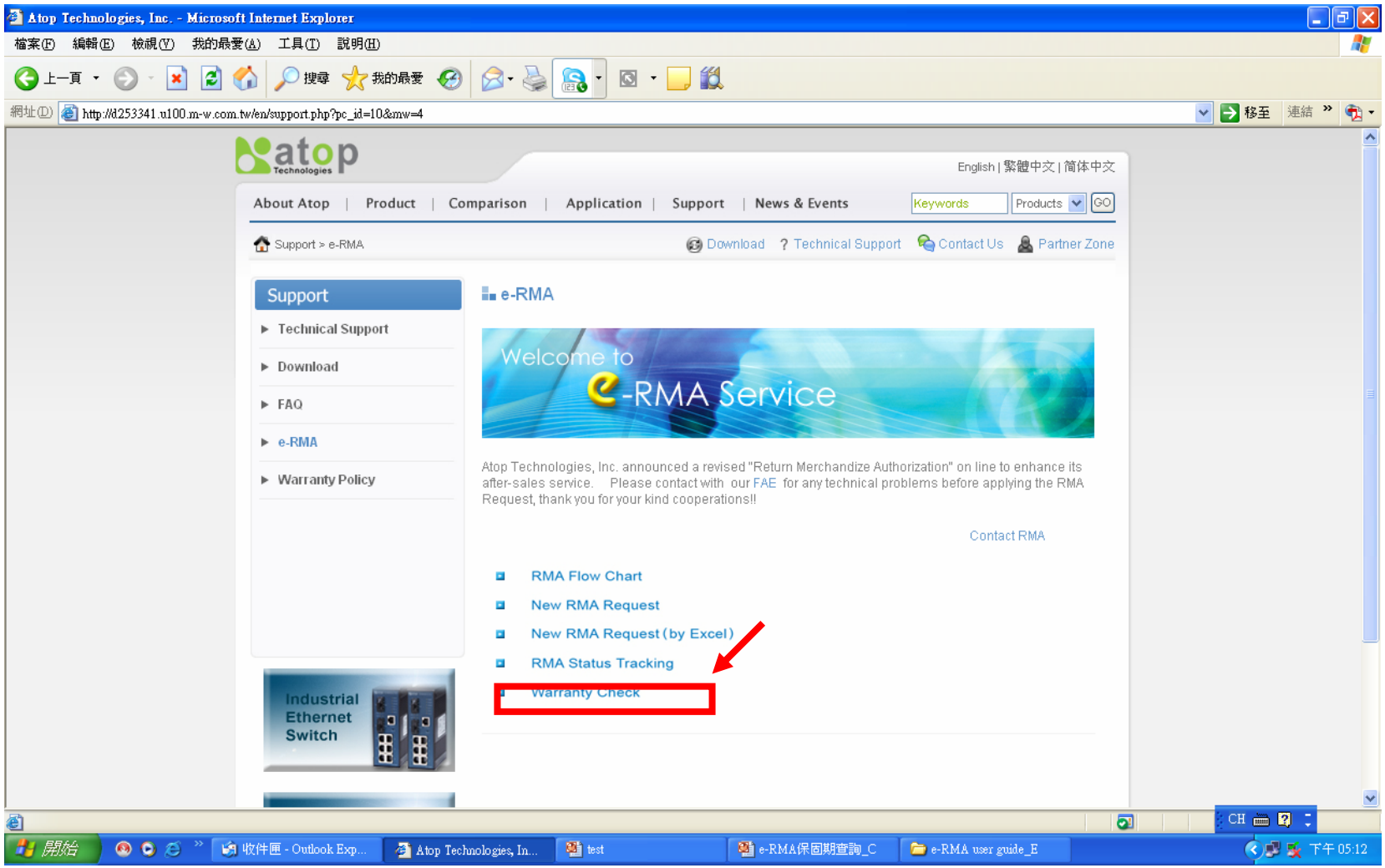
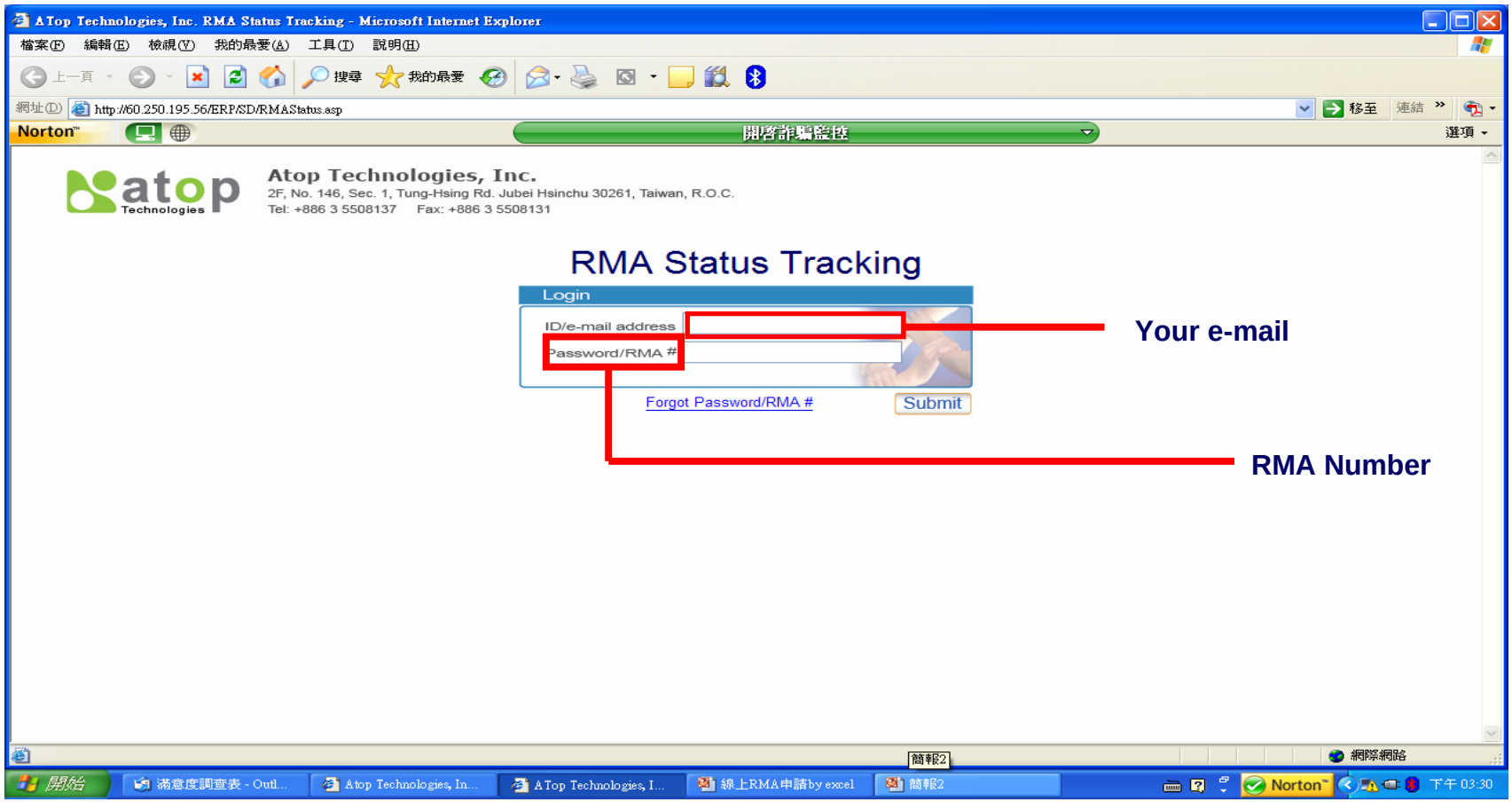


To view/ print the "RMA Request Form", and receive an e-mail with this RMA number again

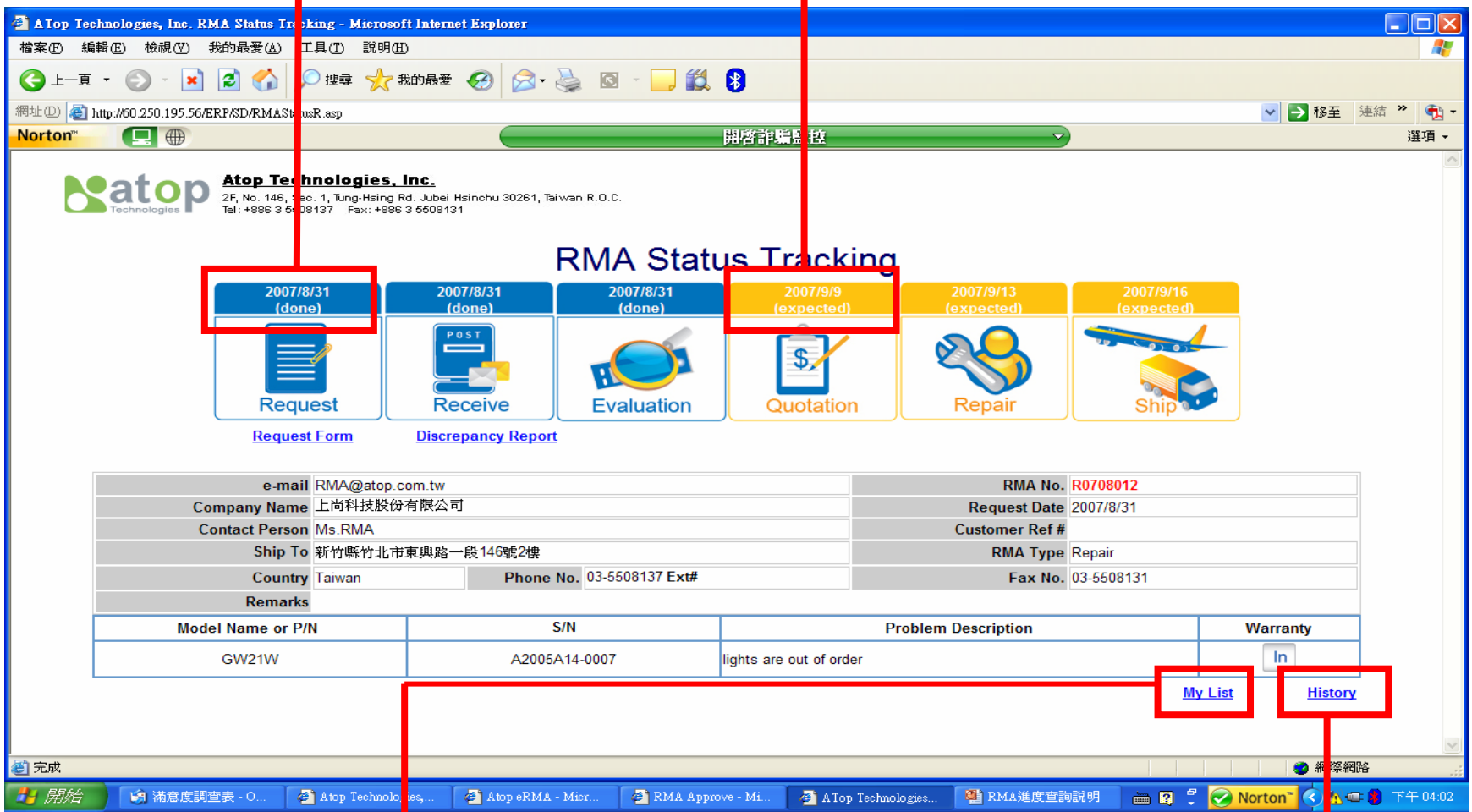
RMA Status Tracking




ATop Technologies, Inc. RMA Status Tracking - Microsoft Internet Explorer
http://60.250.195.56/ERP/SD/RMAStatus.asp
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
RMA Status Tracking
Login
ID/e-mail address
Password/RMA #
Forgot Password/RMA #
Submit
Your e-mail
RMA Number

Color Blue means done

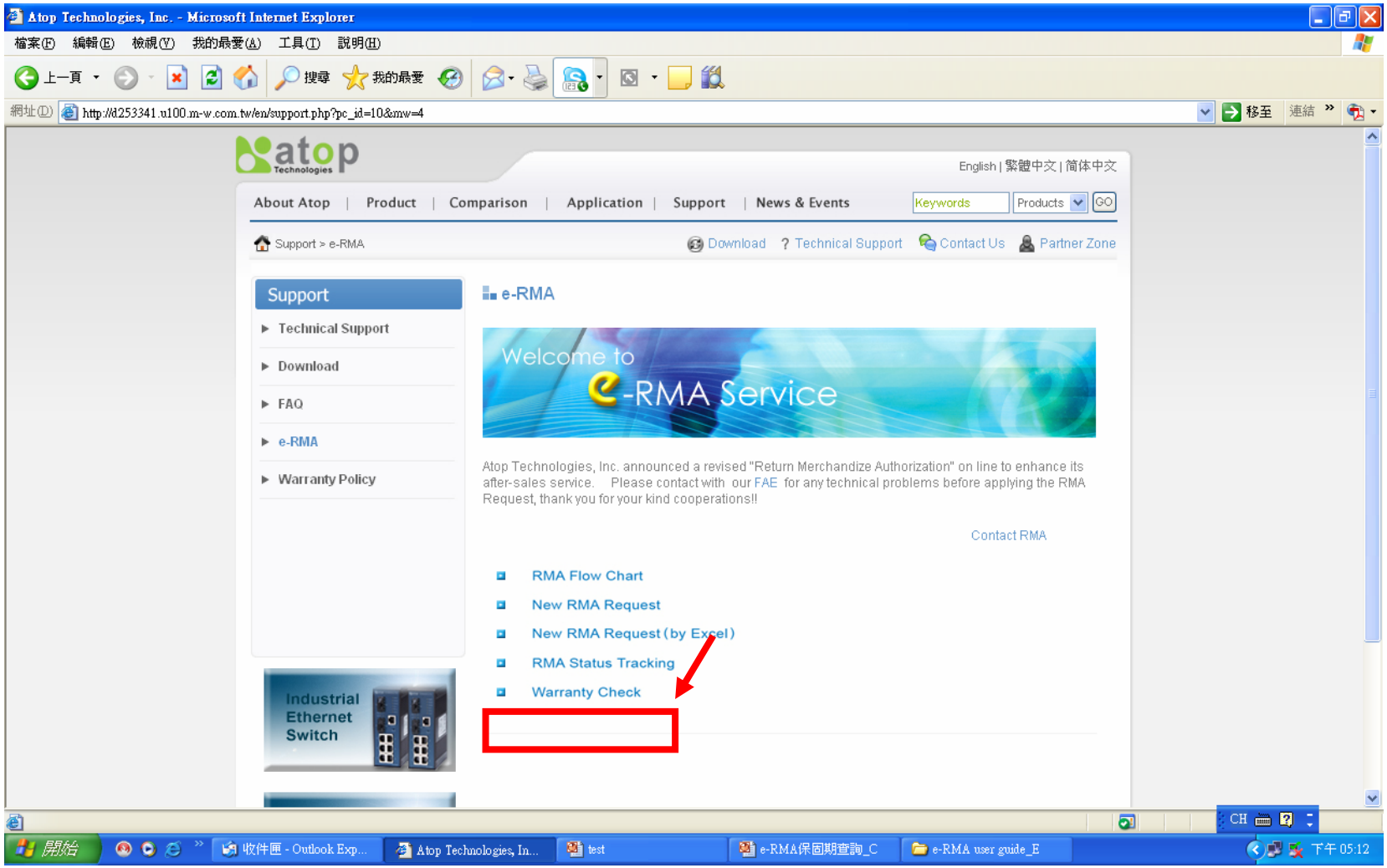
Color orange means opening ; expecting date shows up

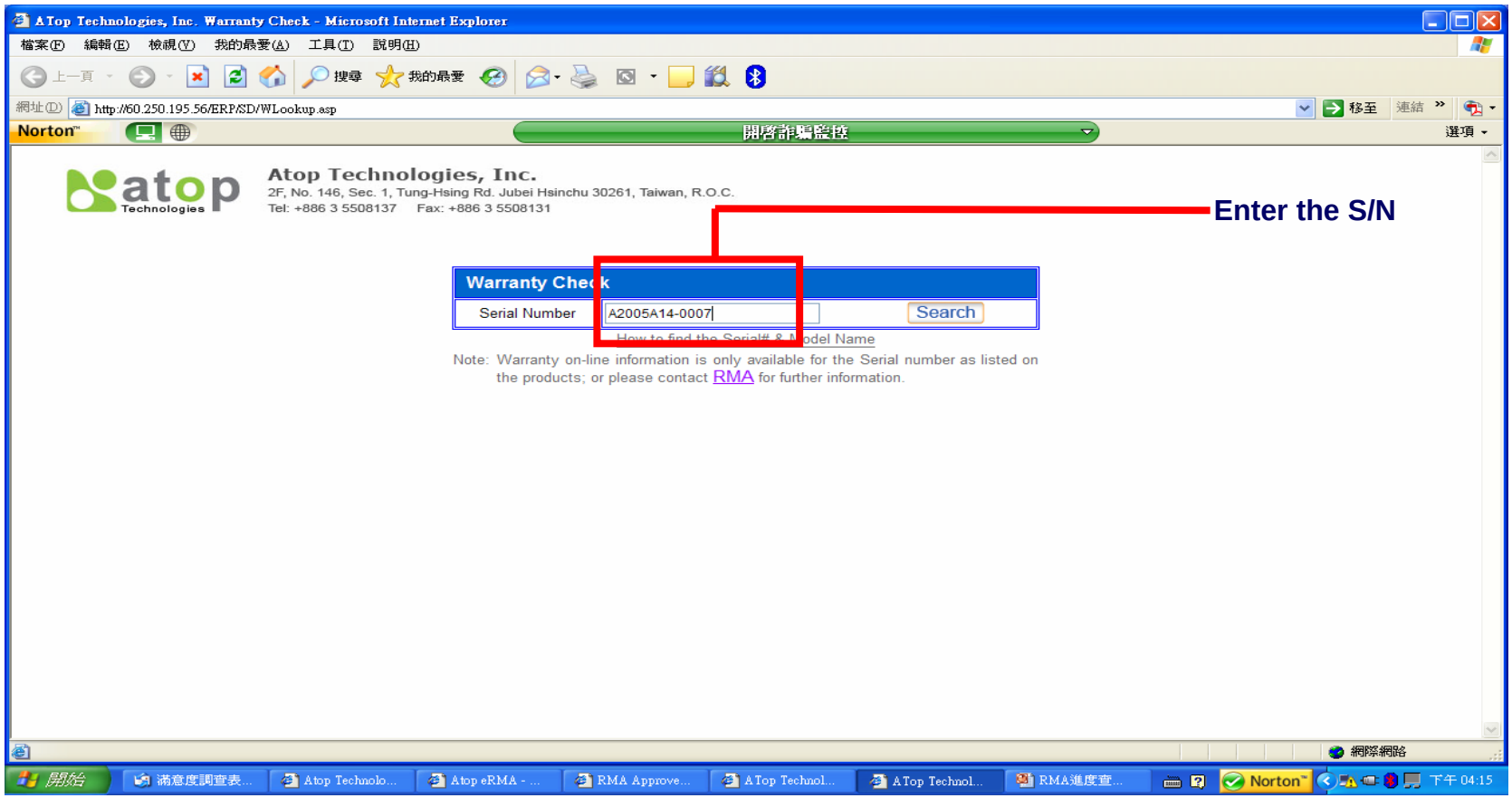
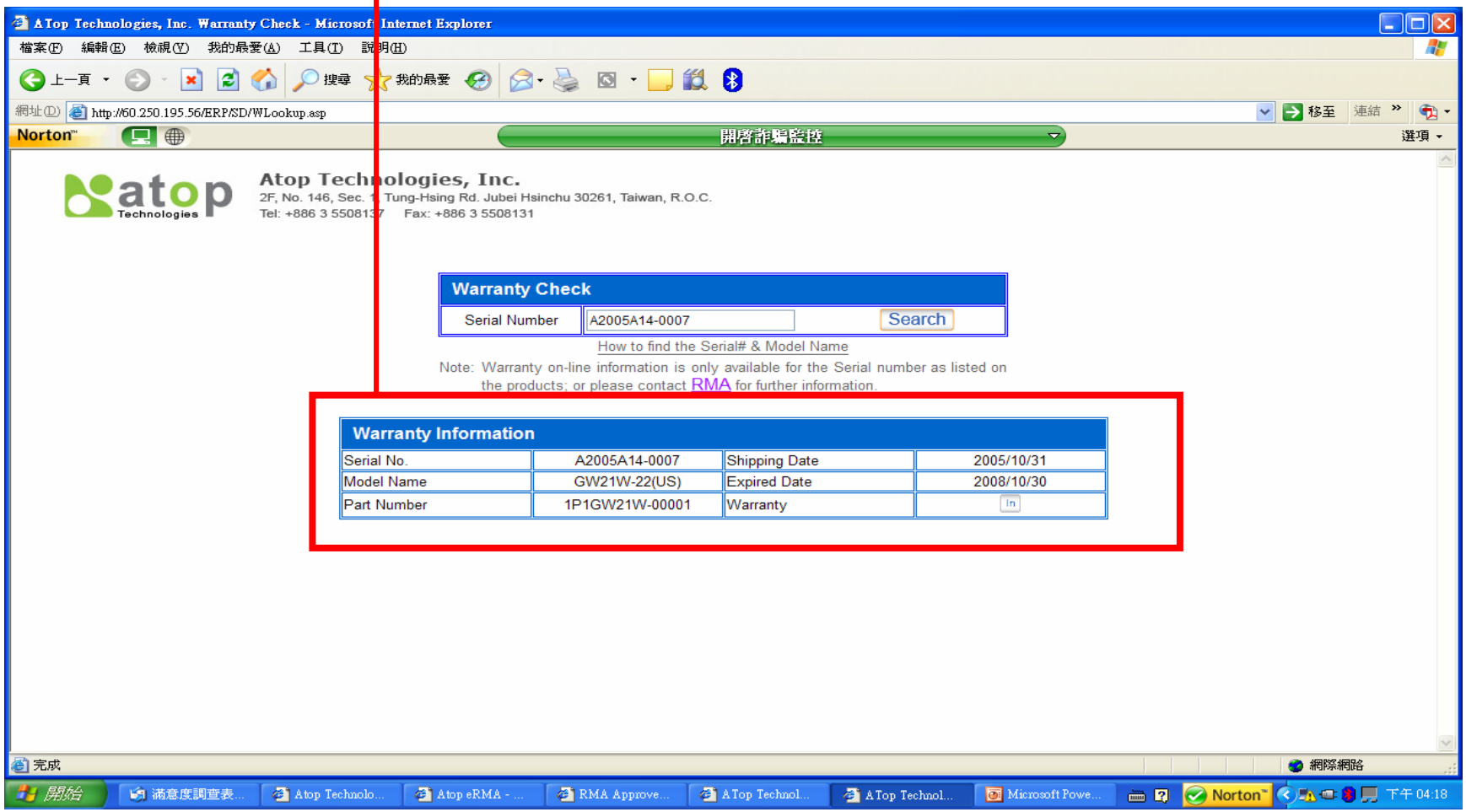


"My list" records individually

"History" lists entire company RMA records

Warranty Check




ATop Technologies, Inc. Warranty Check - Microsoft Internet Explorer
http://60.250.195.56/ERP/SD/WLookup.asp
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
Enter the S/N
Warranty Check
Serial Number
A2005A14-0007
Search
Note: Warranty on-line information is only available for the Serial number as listed on the products; or please contact RMA for further information.

Finding info.