

User guide for eRMA apply .

Step 1.

Under: <http://erma.zippy.com.tw>

ID & Passw.: XXXXX



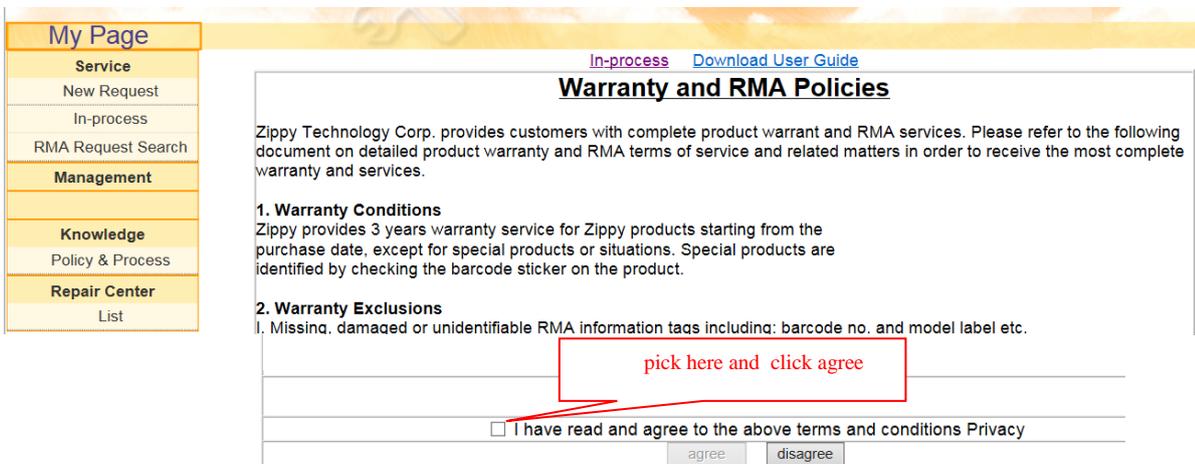
Step 2.

Click: → New Request



Step 3.

Rolls under RMA Policy and Click: agree



Step 4.

Under Repair center, please choose the right address

Under Product Info please write Barcode and Customer Product name:

Then click : Enter

The screenshot shows the 'RMA Request - add' form. A 'Company Name' dropdown menu is open, showing options like 'G-BRIM INTERNATIONAL INC.(CHINA)', 'ZIPPY TECHNOLOGY CORP.(TAIWAN)', 'U.S. West (Pacific)- ZIPPY USA INC.', and 'Zippy Technology Europe GmbH (GERMANY)'. A red box highlights the 'Zippy Technology Europe GmbH (GERMANY)' option. A callout box points to this option with the text '1. Select Repair center'. Another callout box points to the 'Enter' button at the bottom of the form with the text '4. Click Enter'. A third callout box points to the 'Barcode No.' field with the text '2. Write Barcode'. A fourth callout box points to the 'Customer Product Name' field with the text '3. Key in Customer Product Name(not required field)'. The form also includes fields for 'Account', 'Tel', 'Address', and 'Repair center'.

Step 5.

Please do again this Step if you still have more unit need to apply:

The screenshot shows the 'RMA Request' form with the 'Repair center' dropdown set to 'Zippy Technology Europe GmbH(GERMANY)'. The 'Product Info' section has the 'Barcode No.' and 'Customer Product Name' fields highlighted with red boxes. Below the form is a table with the following data:

Item	Barcode	Production Name / Model	Customer Product Name	Warranty	Problem	Delete
1	20170728P602080	MRW-6420P-R REAR I/C	MRW-6420P-R	2020/09/04	problem	delete

Step 6.

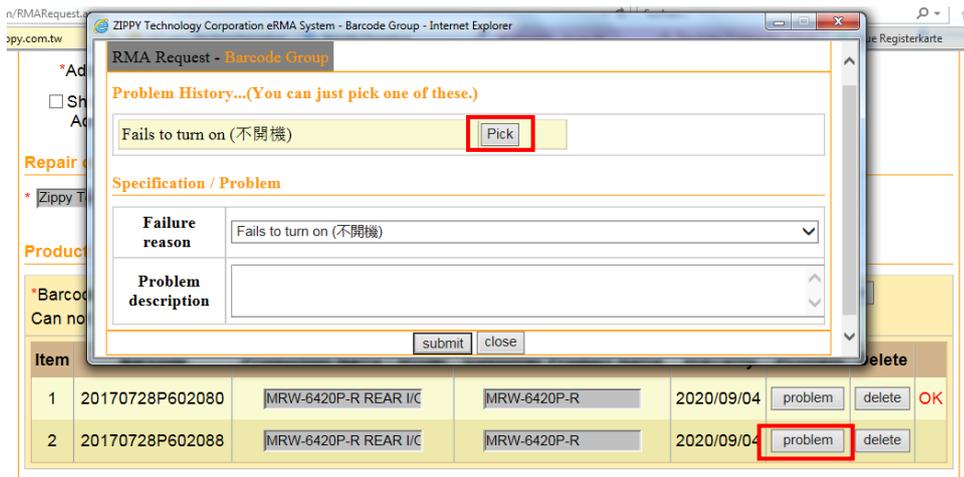
After that please click under: Problem → Open Barcode Group Window

Please choose Failure reason, can write Problem description(not required field)

The screenshot shows the 'RMA Request - Barcode Group' window open over the main form. The 'Failure reason' dropdown is set to 'Fails to turn on (不開機)'. A red box highlights the 'Problem' button in the table below. A callout box points to this button with the text '1. Click Problem'. Another callout box points to the 'Failure reason' dropdown with the text '3. Choose Failure reason'. A third callout box points to the 'Problem description' text area with the text '4. Write Problem description (not required field)'. A fourth callout box points to the 'submit' button with the text '5. Click submit'. A fifth callout box points to the 'Barcode Group' window title bar with the text '2. Open Barcode Group Window'. The table below the window is the same as in Step 5.

Step 7.

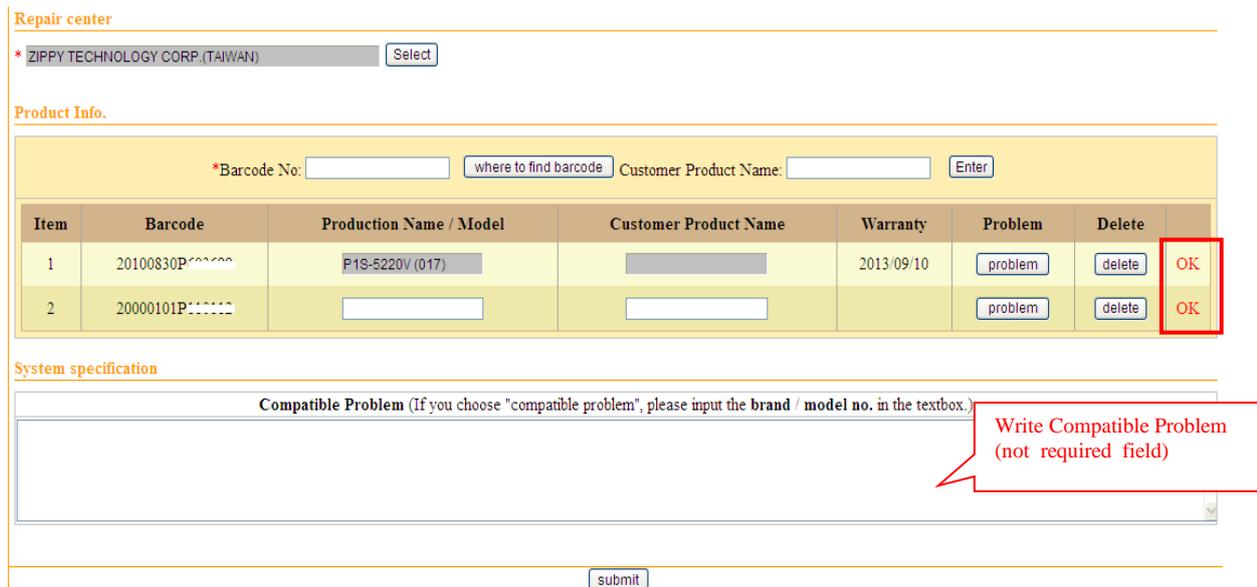
After click : Problem, you can click: Pick, if the errors is same as before !



Step 8.

If ready you can see the red OK on the side of windows

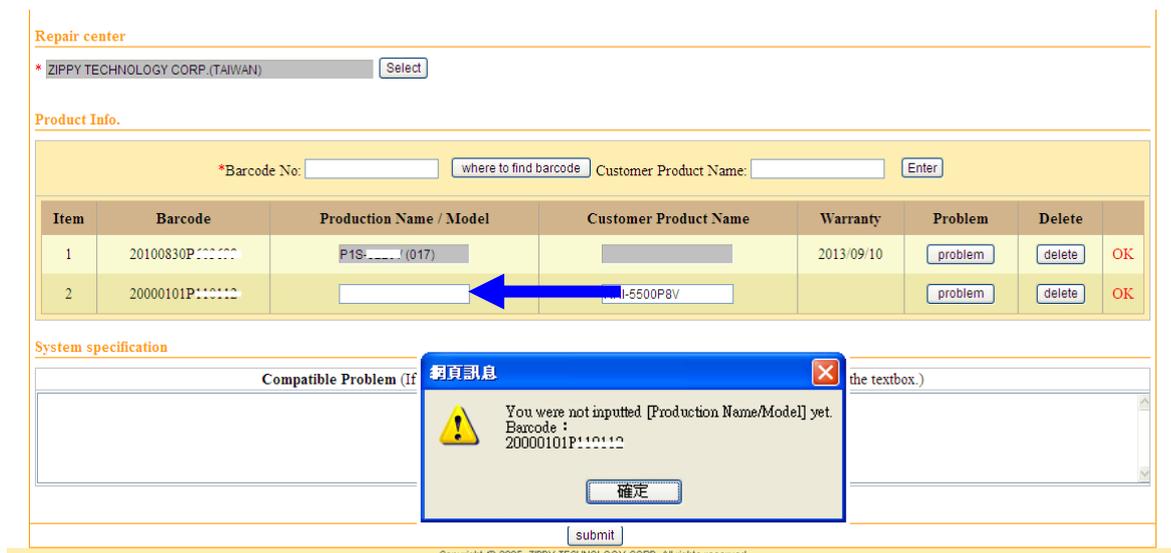
Please write Compatible Problem (not required field)



Step 9.

Please don't forget write the Product name (model):

Or you can copy from "customer Product into Product Name ! (blue arrow)



Step 10.

After ready to fill in, you should click: Submit and OK:

Product Info.

*Barcode No: Customer Product Name:

Can not to fill in the failure cause? Please click [here](#).

Item	Barcode	Production Name / Model	Customer Product Name	Warranty	Problem	Delete
1	20170728P602080			2020/09/04	<input type="button" value="problem"/>	<input type="button" value="delete"/> <input type="button" value="OK"/>
2	20170728P602088			2020/09/04	<input type="button" value="problem"/>	<input type="button" value="delete"/> <input type="button" value="OK"/>

System specification

Compatible Problem (input the brand / model no. in the textbox.)

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Please try again in the next RMA !! Good luck !

Mit freundlichen Grüßen.

Zippy Service Team.

Tel.: +49(0)2103-57601-00

Fax.: +49(0)2103-57601-29

Email: service@zippy-europe.com
support@zippy-europe.com