User guide for eRMA apply .

Step 1.
Under: http://erma.zippy.com.tw
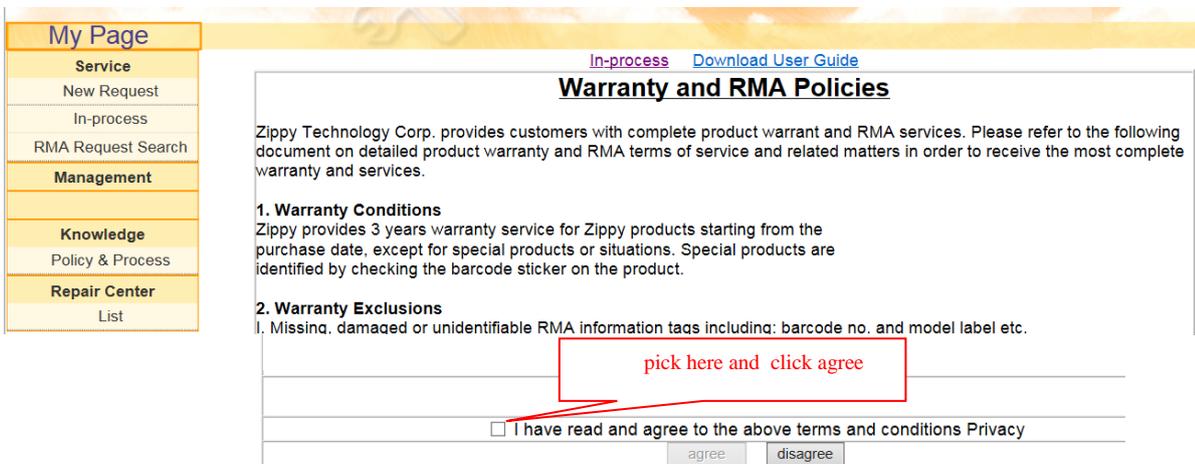ID & Passw.: XXXXX

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

Step 5.
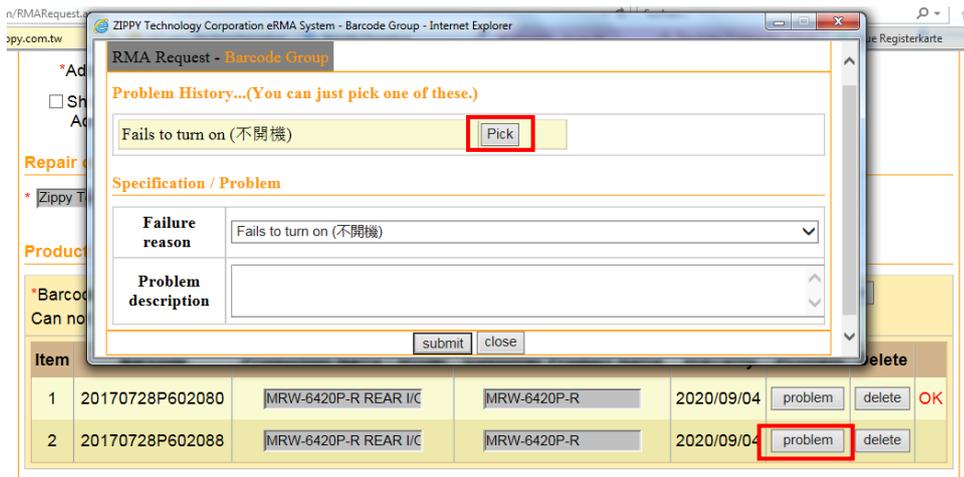Please do again this Step if you still have more unit need to apply:

Step 6.
After that please click under: Problem → Open Barcode Group Window
Please choose Failure reason, can write Problem description(not required field)
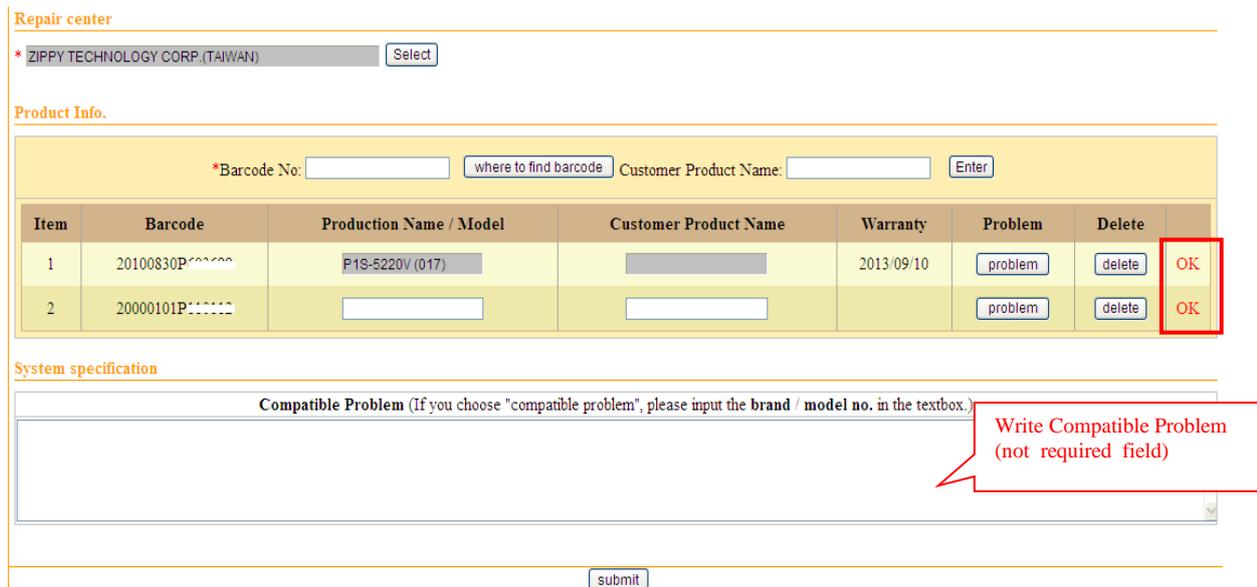
Step 7.
After click : Problem, you can click: Pick, if the errors is same as before !

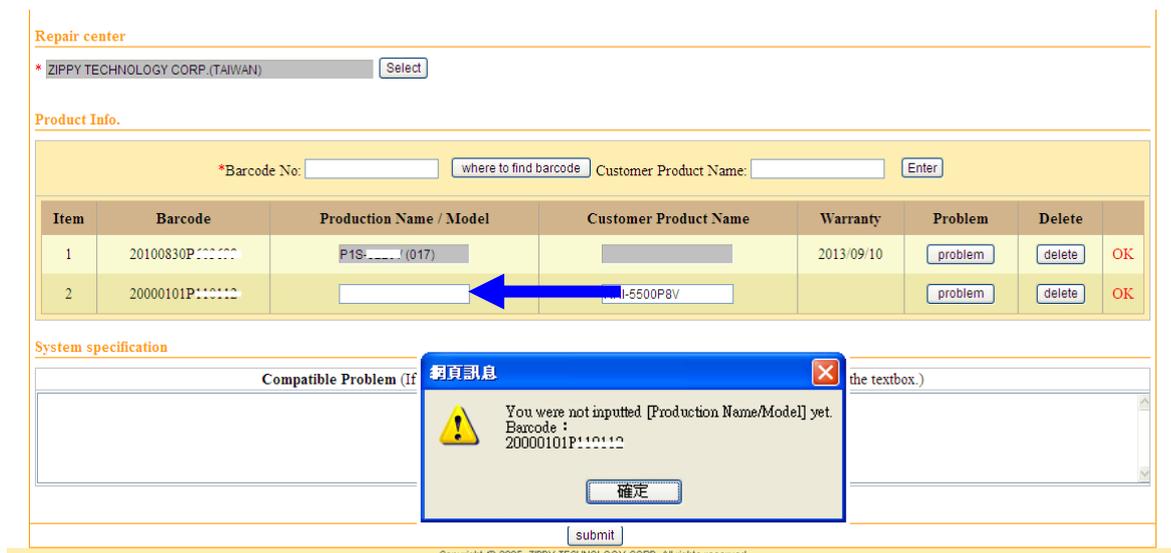Step 8.
If ready you can see the red OK on the side of windows
Please write Compatible Problem (not required field)

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:

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

Mit freundlichen Grüßen.

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