

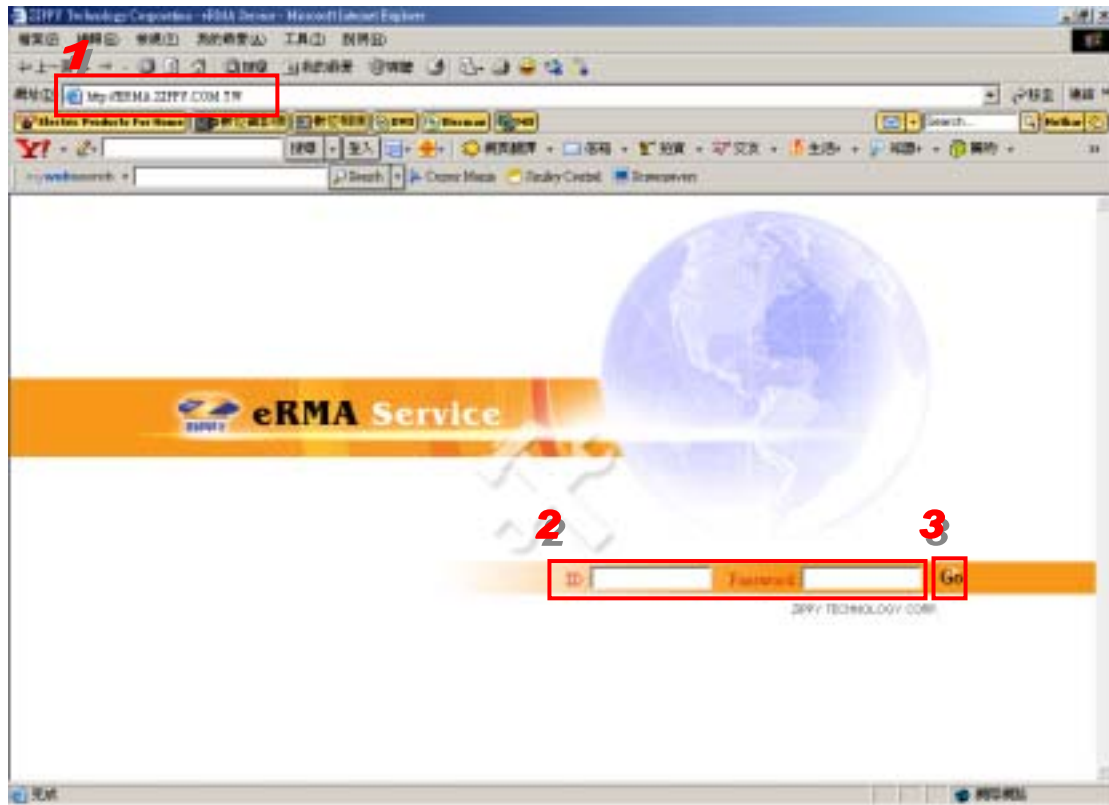
e-RMA User's Manual

1. RMA Request Procedure

Στεπ1. Open Internet Explorer and enter <http://ERMA.ZIPPY.COM.TW>

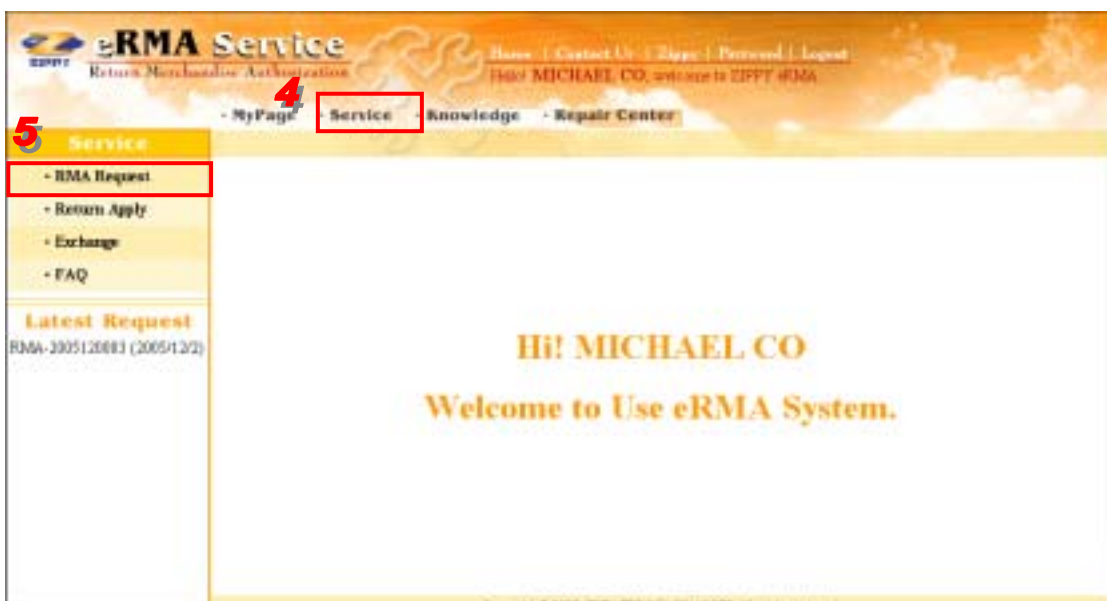
Στεπ2. Enter ID and Password (Please get ID and Password from ZIPPY Sales Rep)

Στεπ3. Press [Go]



Στεπ4. Press “Service”

Στεπ5. Press “RMA Request” on the left



Στεπ6. Press [add]

RMA Service
Return Merchandise Authorization

Home | Contact Us | Sign | Password | Logout
Hello! MICHAEL CO, welcome to ZIPPY RMA

MyPage | Service | Knowledge | Repair Center

Service

- RMA Request
- Return Apply
- Exchange
- FAQ

Latest Request
RMA-200512881 (2005/12/)

RMA Request - add add

RMA No: Status:

Request Date: Year: Month: Day: 2005 December 6 Go

RMA No.	Request Date	Status	Class	Detail
RMA-200512883	2005/12/2	Mail receive - Return - Repair	No	<input type="button" value="Detail"/>
.....	2005/12/1	Mail receive - Return - Repair	Rejected	<input type="button" value="Detail"/>
.....	2005/12/1	Mail receive - Return - Repair	Rejected	<input type="button" value="Detail"/>
RMA-200512881	2005/12/1	Return - Repair - Receive Good	Yes	<input type="button" value="Detail"/>

1

Copyright © 2005 ZIPPY TECHNOLOGY CORP. All rights reserved.

Στεπ7. Read “RMA POLICY” carefully. Press [agree] to next step

RMA Service
Return Merchandise Authorization

Home | Contact Us | Sign | Password | Logout
Hello! MICHAEL CO, welcome to ZIPPY RMA

MyPage | Service | Knowledge | Repair Center

Service

- RMA Request
- Return Apply
- Exchange
- FAQ

RMA POLICY

Hi! All Dear ZIPPY customer,
Welcome to your good support to ZIPPY's product for such a long time.

.....

.....

.....

Please read the RMA articles before using the system, ZIPPY will send you articles for your approval in receipt of your RMA.
You are in full informed if there is any modification condition or all of sudden.

Copyright © 2005 ZIPPY TECHNOLOGY CORP. All rights reserved.

Στεπ8. Demander Info: enter or confirm [Tel]

Στεπ9. Select Address on [▼] (Please contact ZIPPY sales rep to get Address)

RMA Request - add search

Fields marked with an asterisk * are required.

Step: **Request** | Mail receive | Return

Demander Info.


*Account: 1234 *Name: MICHAEL CO

8 *Tel:

9 *Address:

Repair center


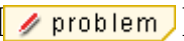
Select:

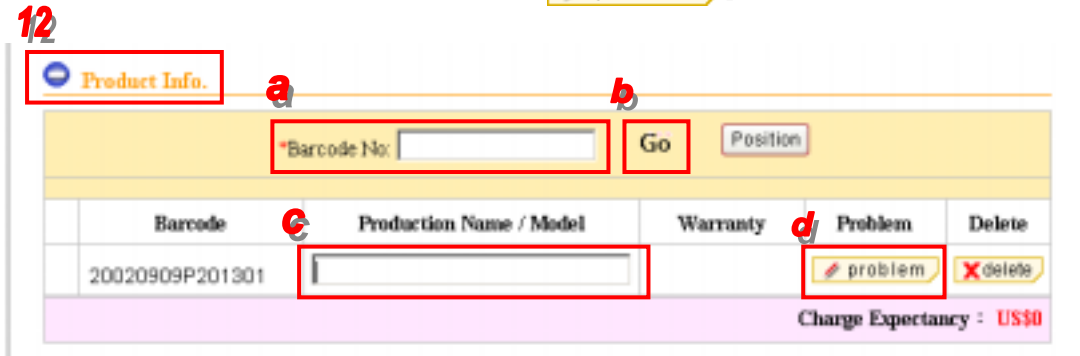
Στεπ10. Repair center: Select repair location by using []

Στεπ11. How to Inquire the Repair Location and Contact Information



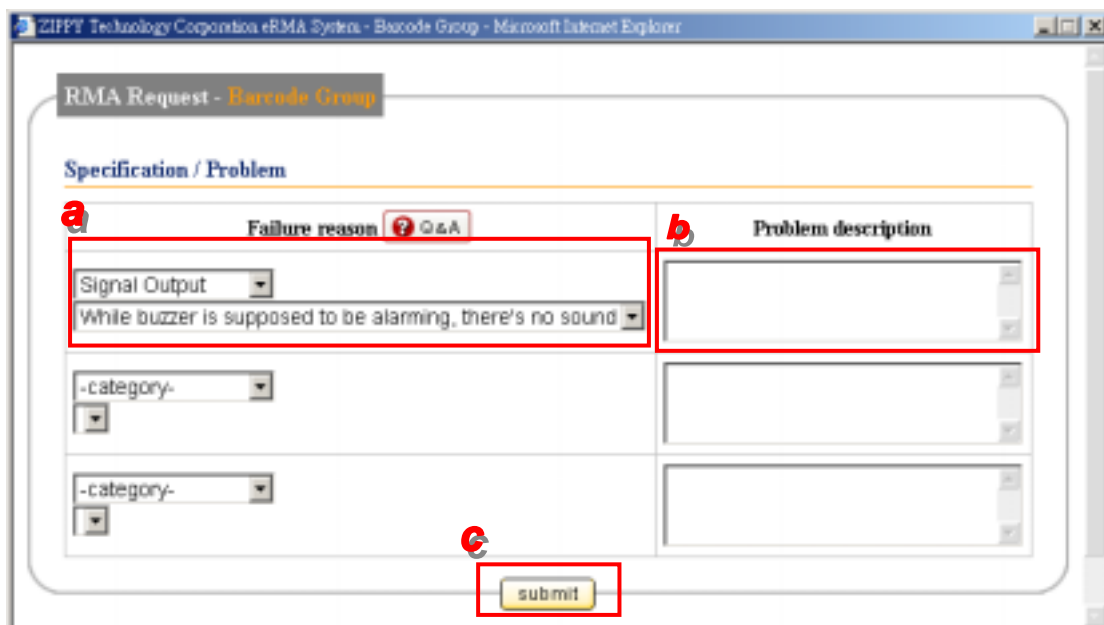
Στεπ12. Enter Product Info and System specification Information

- Enter Barcode No. (If you are not sure where Barcode No. is on the power supply, press [])
- Press [Go]. System will automatically enter Production Name / Model and Warranty information
- If the information of Production Name / Model and Warranty do not show up, please enter Production Name / Model.
- Describe Your Problem: Press []



Στεπ13. Press [] to open Specification / Problem window

- Select Failure reason. If there are many reasons, please enter sequentially.
- Problem description
- Press [Submit]



Στεπ14. Enter System specification

Στεπ15. Press [Submit]

System specification

14 Compatible Problem (If you choose "compatible problem", please input the brand / model no. in the textbox.)

MB	CPU	HD	CD ROM
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
RAM	VGA CARD	OS	Others
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

15

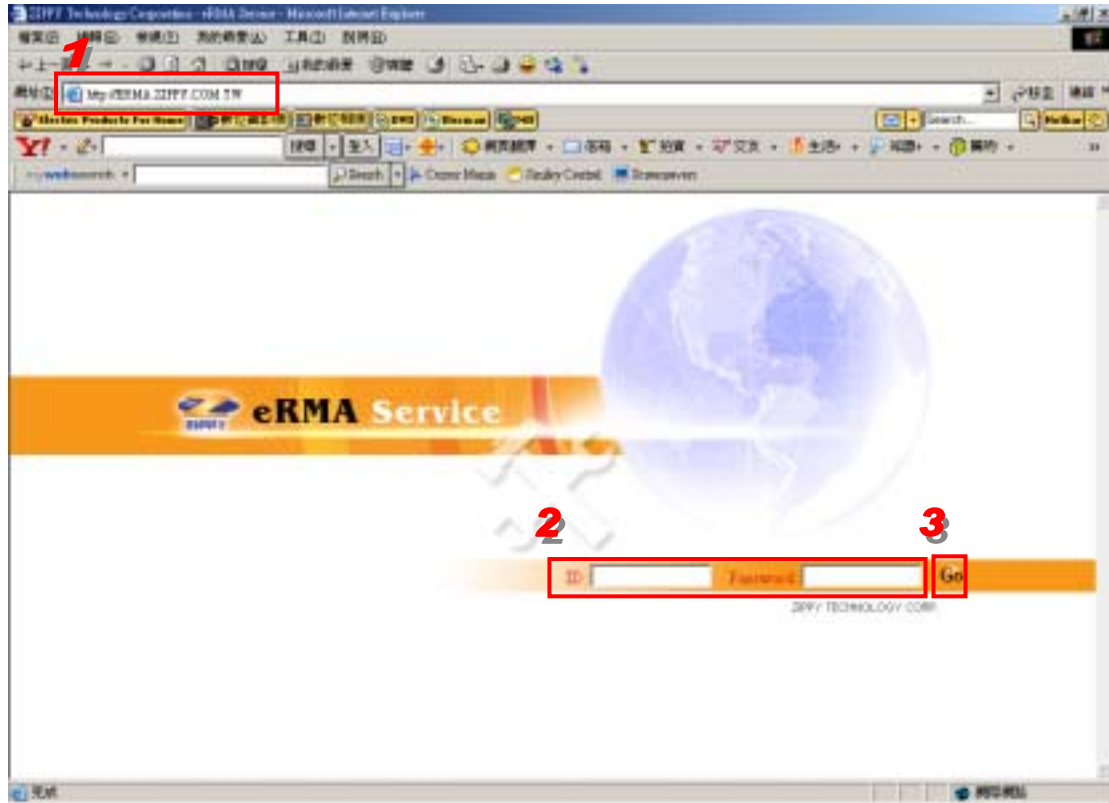
back submit reset

2. RMA Request Delivery

Στεπ1. Open Internet Explorer and enter <http://ERMA.ZIPPY.COM.TW>

Στεπ2. Enter ID 及 Password (Please get ID and Password from ZIPPY sales rep)

Στεπ3. Press [Go]



Στεπ4. Press RMA No. under MyPage Latest



- Στεπ5. Enter Conveyancer Name
- Στεπ6. Enter Tel
- Στεπ7. Enter Tracking No.
- Στεπ8. Enter Shipping Date
- Στεπ9. Enter Have Packing List
- Στεπ10. Enter Packing Description
- Στεπ11. Press [Submit]

Conveyance Info.

----- Please input following Conveyance information, after you shipped the products. Thank you! -----

5 *Conveyancer Name:

6 *Tel:

7 *Tracking No.:

8 *Shipping Date: ,

9 *Have Packing List: Yes No

10 Packing Description:

11