

# eRMA User Manual

*How to make an RMA request*



October, 2023

# Step 1

Sign in on the eRMA website

<https://erma.advantech.com.tw/Pro/>

## Advantech eRMA



Request RMA Number




Check Repair Status



Check Product Warranty



Policy & Process

Please choose your location 

Please login or choose your location to submit your RMA request.

# Step 2

Under the eRMA Service  
Click RMA Request

The screenshot displays the Advantech eRMA Service interface. On the left sidebar, the 'eRMA Service' menu is expanded, and the 'RMA Request' option is highlighted with a yellow box and a mouse cursor. Below it are other options: 'Import RMA Request', 'My RMA Request', 'My Statistics', 'My Subscription', and 'User Manual (Register)'. The 'General Service' menu is also visible with options like 'Policy & Process', 'Warranty Lookup', 'Extend Warranty Purchase', and 'Contact Us'. The main content area is titled 'Advantech RMA Service Presence' and features a world map titled 'Advantech Global Service Center'. The map shows various service center locations marked with colored pins and labels: Amberg, Ústí nad Orlicí, Moscow, Eindhoven, Warsaw, Munich, Istanbul, Beijing, Seoul, Nohgata, Xi'an, Tokyo, Kunshan, Taipei, Hanoi, Bangalore, Bangkok, Penang, Singapore, Melbourne, Itajubá, Milpitas, Irvine, Monterrey, Ottawa, and Cincinnati. A legend at the bottom left of the map identifies the pin colors: Design Centers (blue), Manufacturing Centers (orange), Configure To Order Service Centers (red), Logistics Centers (purple), System Repair Centers (green), and System & Board Repair Centers (yellow).

# Step 3

Click Pick to select your company  
And fill out the required information \*



eRMA Service

RMA Request

Import RMA Request

My RMA Request

My Statistics

My Subscription

User Manual (Register)

Service Point

General Service

Policy & Process

Warranty Lookup

Extend Warranty Purchase

Contact Us



Advantech  
Warranty  
Services

Home >> eRMA Service >> RMA Request

Guide

Customer

Sold To :

>>>>

Ship-To :

\* Company Name :



Please select your company through [Pick]

\* Contact Person :

\* Phone No :

Mobile No. :

SMS

Check it to get SMS message while goods return.

E-mail Address :

Send

Notice

\* Company Address ( Street / House number ) :

\* Company Name :



Please select your company through [Pick]

\* Contact Person :

\* Phone No :

Mobile No. :


E-mail Address :




\* Company Address ( Street / House number ) :


Please correct if original data is wrong

# Step 4


Click >>>> to copy all the Sold-to info to Ship-to if the information is the same

ADVANTECH eRMA 


Search  (ATSC)  

**eRMA Service** 

- RMA Request
- Import RMA Request
- My RMA Request
- My Statistics
- My Subscription
- User Manual (Register)
- Service Point


**General Service** 


- Policy & Process
- Warranty Lookup
- Extend Warranty Purchase
- Contact Us



Home >> eRMA Service >> RMA Request

Guide **Customer**

**Sold To :** 

\* Company Name :    
Please select your company through [Pick]

\* Contact Person :

\* Phone No :


Mobile No. :   SMS  
Check it to get SMS message while goods return.

E-mail Address :   Send

Notice

\* Company Address ( Street / House number ) :

**Ship-To :**

\* Company Name :    
Please select your company through [Pick]

\* Contact Person :

\* Phone No :

Mobile No. :

E-mail Address :

\* Company Address ( Street / House number ) :   
Please correct if original data is wrong

ADVANTECH

# Step 5

Click Add Product Items to start with creating RMA numbers

Region :

\*Postal Code :

\* Country :

Region :

\*Postal Code :

\* Country :

Shipping Instruction :

One Shipment :

+ Add Product Items


| Item          | Serial No | Product | Warranty | Service Fee |
|---------------|-----------|---------|----------|-------------|
| No data found |           |         |          |             |





Submit

# Step 6

Input the Serial No  
And click search to get related product information

New Item ×

Serial No:   Please input Serial No to get Product Name & Warranty Date

|                        |                                                                                                        |                   |                                                                                            |
|------------------------|--------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------|
| * Serial No:           | <input type="text"/>                                                                                   | Warranty Date:    | <input type="text"/>                                                                       |
| * Product Name:        | <input type="text"/>  | Whole-Set P/N:    | <input type="text"/>                                                                       |
| Whole-Set S/N:         | <input type="text"/>  | Cust. P/N:        | <input type="text"/>                                                                       |
| Cust. S/N:             | <input type="text"/>                                                                                   | Tracking Code:    | <input type="text"/>                                                                       |
| Refurbished Cust. P/N: | <input type="text"/>                                                                                   | *Repair Center:   | Taiwan    |
| Forwarder:             | <input type="text"/>                                                                                   | RMA Type:         | Repair  |
| *Cust. Return PO#:     | <input type="text"/>                                                                                   | Cust. Reference#: | <input type="text"/>                                                                       |
| OS:                    | <input type="text"/>                                                                                   | CPU:              | <input type="checkbox"/> Attached <input type="text"/>                                     |
| Revision:              | <input type="text"/>                                                                                   | Add-on Card:      | <input type="checkbox"/> Attached <input type="text"/>                                     |
| * Problem:             | <input type="button" value="Pick"/>                                                                    | DRAM:             | <input type="checkbox"/> Attached <input type="text"/>                                     |

# Step 7

Input problem description as detailed as possible  
Or by clicking Pick to choose the failure categories

Revision:

Add-on Card:

Attached

DRAM:

Attached

\* Problem:


Pick

Please input Problem !!

- I do **NOT** need to be informed & confirmed if re-image for storage device is required during repair process.  
(please **back up the data** in storage device before return)

Attached:

 Browse

Security Inspection Services : 

- Virus Scan - 10 USD (scanned by Trend Micro Portable Security™ 3, Windows and Linux only)
- Patch Update - 20 USD (virus scan + upgrade to the latest Windows patches)

Your attention, please:

- 1 .Whole-Set S/N and P/N are required if you return key part back only, or returned part will be treated as no warranty
- 2 .Please make a copy for your data before you send your storage device (ex: hard disk, solid state disk, compact flash, ...) to Advantech for repair, data retention or recovery is not Advantech's liability.

+ Add Item



# Step 8

You can also add attachments, such as pictures or videos in order to provide further details of problem description

Revision:

Add-on Card:

Attached

DRAM:

Attached

\* Problem:

Pick

Please input Problem !!

I do **NOT** need to be informed & confirmed if re-image for storage device is required during repair process.  
(please **back up the data** in storage device before return)

Attached:

Browse

Security Inspection Services : ⓘ

- Virus Scan - 10 USD (scanned by Trend Micro Portable Security™ 3, Windows and Linux only)
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+ Add Item

# Step 9

Click Add Item to complete the input data of the defective item  
Repeat Step 5 again if you have more items

Revision:

Add-on Card:

Attached

DRAM:

Attached

\* Problem:

Pick

Please input Problem !!

I do **NOT** need to be informed & confirmed if re-image for storage device is required during repair process.  
(please **back up the data** in storage device before return)

Attached:

Browse

Security Inspection Services : ⓘ

- Virus Scan - 10 USD (scanned by Trend Micro Portable Security™ 3, Windows and Linux only)
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Your attention, please:

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- 2 .Please make a copy for your data before you send your storage device (ex: hard disk, solid state disk, compact flash, ...) to Advantech for repair, data retention or recovery is not Advantech's liability.

+ Add Item

# Step 10

Once you finish all the items,  
Click Submit to receive RMA numbers

Region :

\*Postal Code :

\* Country :

Region :

\*Postal Code :

\* Country :

Shipping Instruction :

One Shipment :

+ Add Product Items

| Item          | Serial No | Product | Warranty | Service Fee |
|---------------|-----------|---------|----------|-------------|
| No data found |           |         |          |             |

Submit

*Go Together,  
We Go Far and Grow Big*

