

RMA System Customer Operation Manual

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Sign up

- 1 If you get to apply for a system account, please click “Register Now.”
- 2
- 3 After completing the required information, click “Register.” Then check the specified email account, open the registration message, and follow the link to change your password.

Customer RMA system

Customer Login

Account

Password

Customer Login

Don't have an account yet? [Sign up now](#)

[Forgot your password](#)

Version : 1.0.4.4

EverFocus
Your Safety, Our Focus

Customer RMA system

Sign up

Name*

Please enter your name

E-Mail*

Please enter your email address

Company name*

Please enter your company name

Country* Shipping address*

Country Please enter your shipping address

Contact phone number*

Area code Please enter your phone or mobile number

I have read and agree [RMA Terms of Service](#)

Cancel Sign up

Version : 1.0.4.4

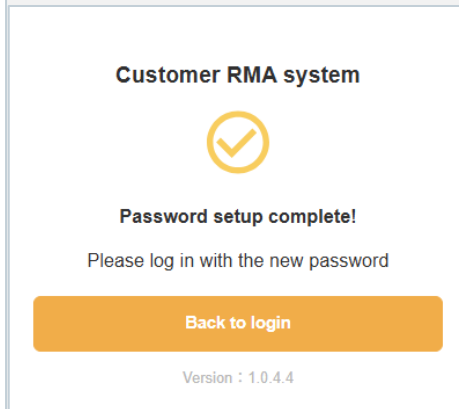
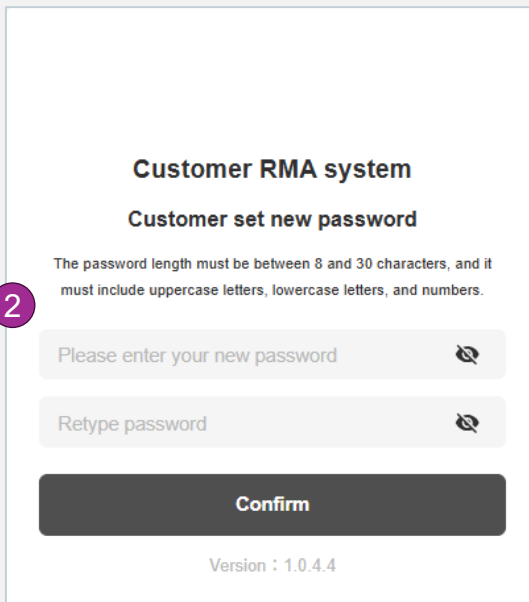
Sign up successful!!

Please check your email for verification to activate your account.

Confirm

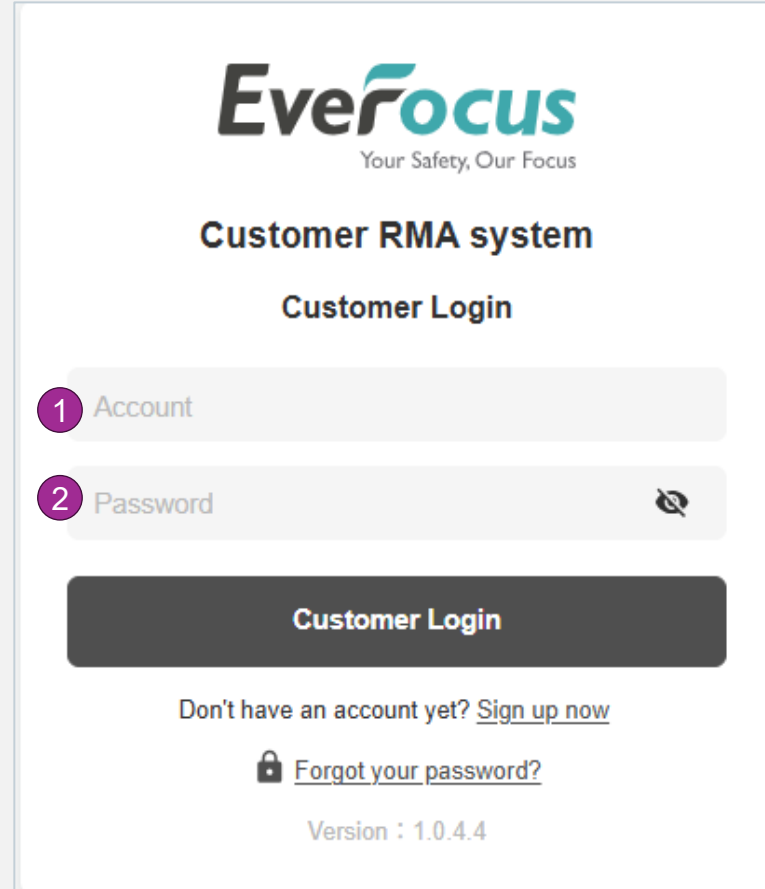
Set Password

- 1 Check the designated email inbox and click “Set Password” (please complete this within 2 hours).
- 2 Enter your new password, then click “Confirm” to complete the setup.



Login

- 1 Account: Please enter your email address.
- 2 Password: Please enter the password you set.




The screenshot shows the login interface for the EverFocus Customer RMA system. At the top, the EverFocus logo is displayed with the tagline "Your Safety, Our Focus". Below the logo, the text "Customer RMA system" and "Customer Login" are centered. There are two input fields: the first is labeled "1 Account" and the second is labeled "2 Password" with a toggle icon on the right. A dark grey button labeled "Customer Login" is positioned below the fields. Underneath the button, there are two links: "Don't have an account yet? [Sign up now](#)" and "[Forgot your password?](#)". At the bottom, the version number "Version : 1.0.4.4" is displayed.

EverFocus
Your Safety, Our Focus

Customer RMA system


Customer Login

1 Account

2 Password 

Customer Login

Don't have an account yet? [Sign up now](#)

 [Forgot your password?](#)

Version : 1.0.4.4

Forgot Password

- 1 Click "Forgot Password"
- 2
- 3 Enter your email address
- 4 Check the designated email inbox and click "Set Password" (please complete this within 2 hours)

EverFocus
Your Safety, Our Focus
Customer RMA system

Customer Login

Account

Password

Customer Login

Don't have an account yet? [Sign up now](#)

1 [Forgot your password](#)

Version : 1.0.4.4

EverFocus
Your Safety, Our Focus
Customer RMA system

Sign up

Name*
Please enter your name

E-Mail*
Please enter your email address

Company name*
Please enter your company name

Country* Shipping address*
Country Please enter your shipping address

Contact phone number*
Area code Please enter your phone or mobile number

I have read and agree [RMA Terms of Service](#)

Cancel **2** **Sign up**

Version : 1.0.4.4

Sign up successful!!

Please check your email for verification to activate your account.

3 **Confirm**

Document Management – Details & Status Display

- On the RMA Request Management Portal, all requests submitted under that account are displayed.
- There are five possible request statuses: Canceled 、 Awaiting Receipt 、 Under Repair 、 Repair Completed 、 Case Closed

The screenshot displays the 'Customer RMA system' interface. The header includes the EverFocus logo, a navigation menu, the system name, language settings (English), and the user name (YiHsuanChen). The main content area is titled 'RMA management' and features a search bar and a '+ Add' button. Below the search bar is a table with the following columns: RMA number, Company name, Print, Update Time, and Status. The 'Status' column is highlighted with a red box. The table contains four entries:

<input type="checkbox"/>	RMA number	Company name	Print	Update Time	Status	
<input type="checkbox"/>	RMA_20250312016	光研	Printed	2025-03-12 18:35:37	Case Closed	
<input type="checkbox"/>	RMA_20250312018	光研	Not Printed	2025-03-12 18:27:42	Case Closed	
<input type="checkbox"/>	RMA_20250314018	光研	Not Printed	2025-03-14 16:30:06	Repair Completed	
<input type="checkbox"/>	RMA_20250328002	外部光研	Not Printed	2025-03-28 11:12:12	Case Closed	

At the bottom of the table, it shows 'Showing 1 to 4 of 4 entries' and navigation arrows. The footer includes the EverFocus logo, the date '2025/7/21', and the page number '7'.

Document Management – Status Descriptions

- The five RMA document statuses are :









Canceled 、 **Awaiting Receipt** 、 **Under Repair** 、 **Repair Completed** 、 **Case Closed**

Status	Definition
Cancelled	If the goods are not received or the request is cancelled for any reason, no further processing will take place.
Awaiting Receipt	Awaiting arrival of goods at the repair center.
Under Repair	Item under repair.
Repair Completed	Item pending repair confirmation.
Case Closed	Item has been shipped.

Document Management – Edit & Delete

- User can edit or delete the documents using the 'Edit' and 'Delete' options.

The screenshot displays the 'Customer RMA system' interface. The top navigation bar includes the EverFocus logo, a menu icon, the system name, a language dropdown set to 'English', and a user profile for 'YIHsuanChen'. The main content area is titled 'RMA management' and features a search bar, a status dropdown, and a '+ Add' button. A table lists four RMA entries with columns for checkboxes, RMA number, company name, print status, update time, and status. Each entry has an 'Edit' icon (pencil) and a 'Delete' icon (trash) in the rightmost column. The 'Edit' icons are highlighted with a red box, and the 'Delete' icons are highlighted with a blue box. At the bottom, there is a pagination control showing 'Showing 1 to 4 of 4 entries' and 'Entries per page 10'.

<input type="checkbox"/>	RMA number	Company name	Print	Update Time	Status	
<input type="checkbox"/>	RMA_20250312016	光研	Printed	2025-03-12 18:35:37	Case Closed	 
<input type="checkbox"/>	RMA_20250312018	光研	Not Printed	2025-03-12 18:27:42	Case Closed	 
<input type="checkbox"/>	RMA_20250314018	光研	Not Printed	2025-03-14 18:30:06	Repair Completed	 
<input type="checkbox"/>	RMA_20250328002	外部光研	Not Printed	2025-03-28 11:12:12	Case Closed	 

Document Management – Create New RMA Request (1)

- To add a new document, please click the 'Add' button.

The screenshot displays the 'Customer RMA system' interface. The top navigation bar includes the EverFocus logo, a menu icon, the text 'Customer RMA system', a language dropdown set to 'English', and a user profile icon for 'YiHsuanChen'. The main content area is titled 'RMA management' and features a '+ Add' button in the top right corner, which is highlighted with a red box. Below the title, there is a search bar with the placeholder text 'Please search keyword' and a 'Print' button. A table lists four RMA entries with columns for checkboxes, RMA numbers, company names, print status, update times, and status labels. The status labels are 'Case Closed' or 'Repair Completed'. At the bottom, there is a pagination indicator 'Showing 1 to 4 of 4 entries' and a page navigation control '1 - 1'. The footer of the page shows the EverFocus logo, the date '2025/7/21', and the page number '1'.

<input type="checkbox"/>	RMA number	Company name	Print	Update Time	Status	
<input type="checkbox"/>	RMA_20250312016	光研	Printed	2025-03-12 18:35:37	Case Closed	
<input type="checkbox"/>	RMA_20250312018	光研	Not Printed	2025-03-12 18:27:42	Case Closed	
<input type="checkbox"/>	RMA_20250314018	光研	Not Printed	2025-03-14 16:30:06	Repair Completed	
<input type="checkbox"/>	RMA_20250328002	外部光研	Not Printed	2025-03-28 11:12:12	Case Closed	

Document Management – Create New RMA Request (2)

- 1 To edit the company name, email, contact number, or address, please update the information above.
- 2 To add a new repair item, click 'Add Repair Item'.
- 3
- 4 Fill in the repair item details, then click 'Add'.

Customer RMA system Language English YHsuanChen

RMA management > Add RMA

1

※Please fill in the following information, customer service will contact you within 1-2 business days after receiving.※

Company name*	Contact phone number*
光研	+81 2323322324
E-Mail*	Shipping address*
yihuan0316@gmail.com	台科

Search: Please enter keywords

Add RMA item

Item number	RMA number	Status	Product serial number	Product part number	Product Model	Issue category
No data available						

2

3

Add RMA item

Product serial number* Product part number

Please enter the product serial nu Please enter the product part num

Product Model

Please enter the product model

Product part account Product part password

Please enter the product part acc Please enter the product part pas

Issue category*

Please select the issue category

Issue description*

Please enter the issue description

Attachment information

Upload attachment



(Limit one file, max. 2MB)

Cancel Add

4

Document Management – Create New RMA Request (3)

- Click the repair item, then the information pops up.

Item number	RMA number	Status	Product serial number	Product part number	Product Model	Issue category	
1	RMA_20250630001_001	-	S1	P1	-	Functionality	 



View RMA Item

Product serial number S1

Product part number P1

Product Model -

Product part account -

Product part password -

Issue category Functionality

Issue description This functionality has a problem

Attachment information

Document Management – Create New RMA Request (4)

- After completing the addition, please click the 'Add' button at the top right corner.

Customer RMA system Language English YiHsuanChen

RMA management > Add RMA Cancel Add

※ Please fill in the following information, customer service will contact you within 1-2 business days after receiving. ※

Company name* Contact phone number*

E-Mail* Shipping address*

Add RMA item

Item number	RMA number	Status	Product serial number	Product part number	Product Model	Issue category
1	RMA_20250630001_001	-	S1	P1	-	Functionality

Document Management – Print

- After creating a document, please check the print number and click the 'Print' button.
- The system shows the shipping information. Click 'Confirm Print' to print the information and attach it to the top of carton.

RMA management

+ Add

Awaiting receipt

Please search keyword

	RMA number	Company name	Print	Update Time	Status			
1	<input checked="" type="checkbox"/>	RMA_20250630001	光研	Not Printed	2025-06-30 11:25:25	Awaiting receipt		

Showing 1 to 1 of 1 entries

Entries per page 10

2

Print

Print shipping information

※Please print the information and attach it to the outside of the box※

EverFocus Electronics Corp.
6F-1, No. 123, Ln. 235, Baoqiao Rd., Xindian Dist.,
New Taipei City 23102, Taiwan (R.O.C.)
TEL: +886-02-2662-2338
FAX: +886-02-2662-3632
ATTN: Mini Wang #3322
Tax ID: 89639615
Remark: **RMA_20250630001**

RMA_20250630001_001

Cancel

3

Confirm print

View Document Status

Review Process

➤ Click the item to enter the details of the document.

RMA management + Add

Awaiting receipt Print

<input type="checkbox"/>	RMA number	Company name	Print	Update Time	Status	
<input checked="" type="checkbox"/>	RMA_20250630001	光研	Not Printed	2025-06-30 11:25:25	Awaiting receipt	

Showing 1 to 1 of 1 entries << < 1 - 1 > >> Entries per page 10

RMA management > View RMA Back to list

Company name
光研

E-Mail
yihuan0316@gmail.com

Contact phone number
+812323322324

Shipping address
台科

Item number	RMA number	Status	Product serial number	Product part number	Product Model	Issue category
1	RMA_20250630001_001	Awaiting receipt	S1	P1	-	Functionality

Review Process – Real-time Status Check

- Check real-time workflow status
- An 'Export' button is provided to enable exporting documents as PDF.

Customer RMA system Language English YiHsuanChen

RMA management > RMA_20250630001_001 Back to list Export

Awaiting receipt Under Repair Repair Completed Case Closed

Repair Order Number	RMA_20250630001	Repair Request Date	2025-06-30 11:25:25
Company name	光研	Name	YiHsuanChen yihsuan0316@gmail.com
Contact phone number	+812323322324	E-Mail	yihsuan0316@gmail.com
Shipping address	台科	Product serial number	S1
Product part number	P1	Product Model	-
Product part account	-	Product part password	-
Issue description	This functionality has a problem		
Attachment information			

Thank You



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