



Compex Systems Return Merchandise Authorization (RMA) Process SOP

Compex Systems RMA

User Guide

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1 Introduction / 简介

To streamline and improve the efficiency of handling product return and repair requests, Compex has implemented a dedicated RMA (Return Merchandize Authorization) System. This SOP (Standard Operating Procedure) provides a step-by-step guide on how to access the system and submit RMA requests accurately and efficiently, ensuring timely support and smooth processing.

2 Steps / 步骤

Step 1 – Access the RMA System

- 1) Open your browser and go to the **Complex RMA System login page**:
<https://58.211.27.62:50443>
- 2) Log in using your **VPN Username and Password** to access the VPN.
(Please contact your sales representative if you need your VPN credentials.)

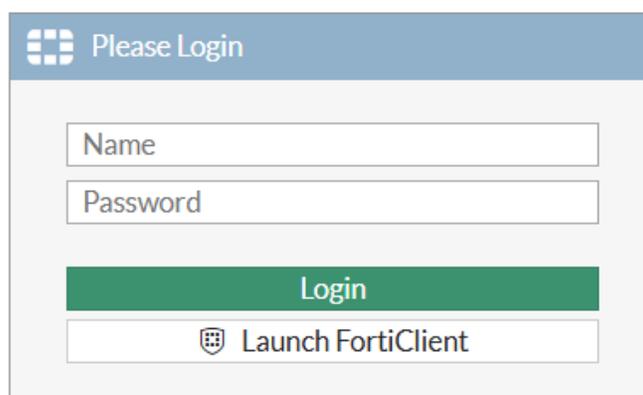


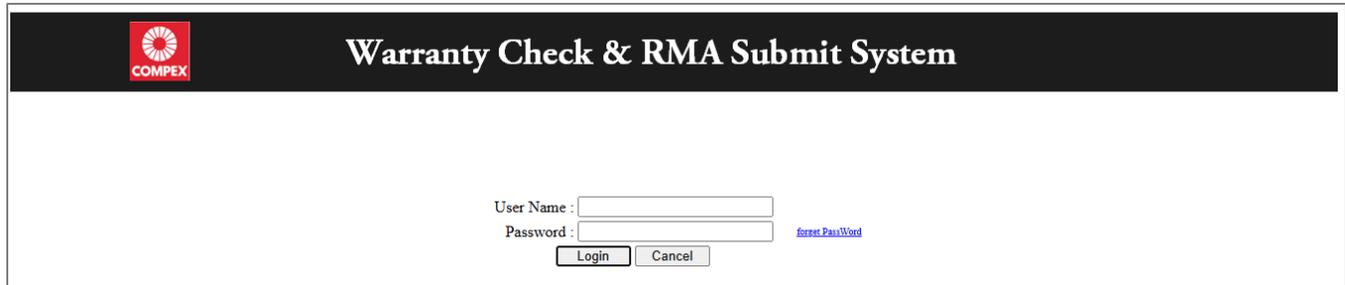
Figure 1: RMA System VPN Login Page

- 3) Once connected, click on **“SZ-RMA”** to enter the Complex RMA System.



Figure 2: Click on “SZ-RMA” to enter the Complex RMA System

- 4) Log in with your **RMA Username and Password** to submit your RMA request.
(If you don't have your RMA credentials, please reach out to your sales representative.)



The screenshot shows a web page titled "Warranty Check & RMA Submit System". In the top left corner, there is a red square logo with a white sunburst icon and the word "COMPEX" below it. The title "Warranty Check & RMA Submit System" is centered at the top in a white serif font. Below the title, the page has a white background. In the center, there is a login form with two input fields: "User Name :" and "Password :". To the right of the "Password :" field, there is a blue link that says "forget PasWord". Below the input fields are two buttons: "Login" and "Cancel".

Figure 3: Complex Warranty Check & RMA Submit System Page

Step 2 – Submit an RMA Request

- 1) Click on “RMA Check” in the right menu, enter the **Serial No** to retrieve product information, select the appropriate **product type**, fill in the **Failure Report** and click “ADD” to include the information in your RMA submission.

RMA Check

The form below allows you to enter serial number information and retrieve warranty status. Enter the serial number in the fields below and click "Search".

Note: **Additional information such as MAC address may be required to look up for serial numbers.**
Buyer is responsible for applicable customs charges and duties for shipment arrangement of product delivery both ways..

Please Key in Serial No:

Please select the product which you need to return

- BOARD+MiniCard
- BOARDS
- MiniCard
- Router

Product Detail

Product/Model	WLE200N2 6A0000
Serial Number	33593351
In/Out of Warranty	Product Within Warranty!
	2026-04-18

Failure Report

	CustomerID	Item Code	Serial No	Description	
Delete	512035	WLE600VX 7AA000S	32440230	故障原因	<input type="checkbox"/>

Figure 4: RMA Check Page

- 2) Click “Next” to continue.

To add another Serial No please enter SN and search again. If all SN are added ,Please click Next to proceed!
Please Key in Serial No:

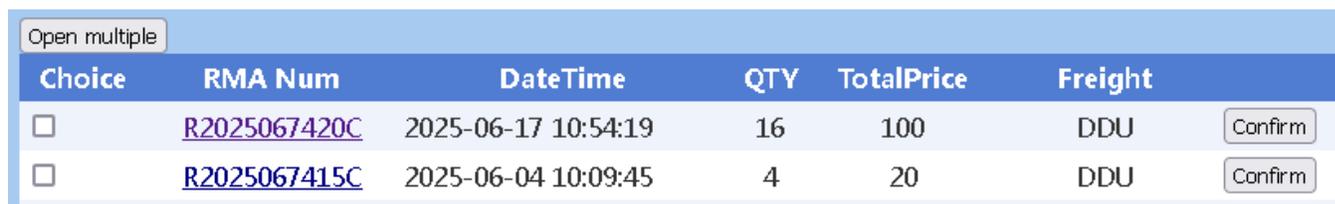
	CustomerID	Item Code	Serial No	Description	
Delete	512035	WLE600VX 7AA000S	32440230	故障原因	<input type="checkbox"/>
Delete	512035	WLE200N2 6A0000	33593351	故障1	<input type="checkbox"/>

Figure 5: RMA Check Page

- 3) Enter your **contact person, email address, company name, shipping address, receiver’s name and contact details**. Select the **return address** and click “**submit**” to complete your RMA request.
- 4) After submission, an email will automatically be sent to the corresponding sales representative. **Please promptly send back the product(s) that require repair.**

Step 3 – Invoice List

- 1) Navigate to the **"Invoice List"** via the left-hand menu to view submitted RMA details.
- 2) Click **"Confirm"** next to the relevant RMA to edit freight information.
- 3) Click the **"RMA Num"** to view print the invoice for the respective RMA.
- 4) To combine multiple RMA invoices, select the desired entries under **"Choice"** and click **"Open Multiple"**.



Choice	RMA Num	DateTime	QTY	TotalPrice	Freight	
<input type="checkbox"/>	R2025067420C	2025-06-17 10:54:19	16	100	DDU	Confirm
<input type="checkbox"/>	R2025067415C	2025-06-04 10:09:45	4	20	DDU	Confirm

Figure 6: Combine Multiple RMA Invoices in the Invoice List Page

Step 4 – RMA More Check

- 1) You can submit **RMA requests in bulk** using a **Lot Number**.
- 2) Enter the **Lot No.** and click **“Search”**. The system will display all Serial No under that box number. **Select** them individually or click **“Select All”** to choose all Serial Numbers
- 3) Enter the **“Reason Remarks”** and click **“ADD”** to add the RMA information. Then click **“Next”** to proceed.
- 4) Fill in the required information and click **“Submit”** to submit the form.
- 5) After submission, an email will automatically be sent to the corresponding sales representative.
Please promptly send back the products that require repair.

RMA Check

The form below allows you to enter serial Lot# information and retrieve warranty status. Enter the Lot# number in the fields below and click "Search".

Note: **Additional information such as MAC address may be required to look up for serial numbers.**

Buyer is responsible for applicable customs charges and duties for shipment arrangement of product delivery both ways..

Please Key in Lot# No:

Select All

Product Detail

ItemCode	SerialNo	select the product	In/Out of Warranty
<input checked="" type="checkbox"/>	33591029	<input type="radio"/> BOARD+ MiniCard <input checked="" type="radio"/> BOARDS <input type="radio"/> MiniCard	
<input checked="" type="checkbox"/>	33591033	<input type="radio"/> BOARD+ MiniCard <input checked="" type="radio"/> BOARDS <input type="radio"/> MiniCard	

Figure 7: Submit Bulk RMA Request Using a Lot No. in RMA Check Page

Step 5 – RMA Document Update

- 1) Enter the **RMA number (RMANO)** and click **“Inquiry”** to search for submitted RMA records.
- 2) Click **“Select”** next to the result to view the detailed serial numbers (SNs) for that product model.
- 3) You can **update** or **delete** individual SN entries, or click **“Delete All”** to remove all entries for that model.
- 4) You may also use **“Add Data”** to add more RMA entries.

RMA Documents Update

RMANO: 6

Update Data

SN:

BOMNO:

Failure:

Add Data

SN:

BOMNO:

WarrDate:

Failure:

CustID	RMANO	BOMNO	QTY	UnitPrice	TotalPrice	Freight	Mode
111074	R2025067421S	WPQ508-VA 03PR128512E-1	5	10	50	DDU	Select DeleteAll
111074	R2025067421S	WPQ508-VA 04PR128512E-1	4	10	40	DDU	Select DeleteAll
111074	R2025067421S	WP531-VA 7A10PCW32128H-K1	6	10	60	DDU	Select DeleteAll

ID	RDDOCO	BOMNO	SN	Failure	Mode
6	R2025067421S	WPQ508-VA 03PR128512E-1	33513934	MISO pin staying high for U43.	Update Delete
7	R2025067421S	WPQ508-VA 03PR128512E-1	33514312	Resistor R6853 misaligned on pad.	Update Delete
8	R2025067421S	WPQ508-VA 03PR128512E-1	33514321	Rebooting when mobile module connected.Components missing /broken off RL20 & RL22.	Update Delete

Figure 8: RMA Documents Update Page

You have now successfully submitted your RMA items into the Complex RMA System.

Step 6 – User Info Update

- 1) You can update your password and your assigned sales representative's email address.
- 2) To update your **password**, enter the new password and click “**Confirm Change**”.
- 3) To update the **sales representative's email address**, enter the new address and click “**Confirm Change**”.

The screenshot shows a web application interface for user settings. On the left, a sidebar menu contains several items: 'RMA Check', 'Invoice List', 'RMAMore Check', 'RMA Update', and 'UserInfo Update'. The 'UserInfo Update' item is highlighted with a red rectangular box. The main content area is titled '用户设置' (User Settings) and is divided into two sections. The first section, '修改密码' (Change Password), contains four input fields: '登录名' (Login Name) with the value '510000', '新密码' (New Password), '确认密码' (Confirm Password), and '部门' (Department). Below these fields is a '确认修改' (Confirm Change) button. The second section, '修改邮箱' (Change Email), contains three input fields: '登录名' (Login Name) with the value '510000', '原邮箱' (Original Email) with the value 'y1_0000@cc.com.sg', and '新邮箱' (New Email). Below these fields is another '确认修改' (Confirm Change) button.

Figure 9: User Info Update