



# Compex Systems Return Merchandise Authorization (RMA) Process SOP

Compex Systems RMA

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**User Guide**

v1.0  
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## 1 Introduction / 简介

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To streamline and improve the efficiency of handling product return and repair requests, Compex has implemented a dedicated RMA (Return Merchandise 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

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### 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) Enter the **VPN login credentials** first.:

- **VPN Username:** rma-user
- **Password:** 123456

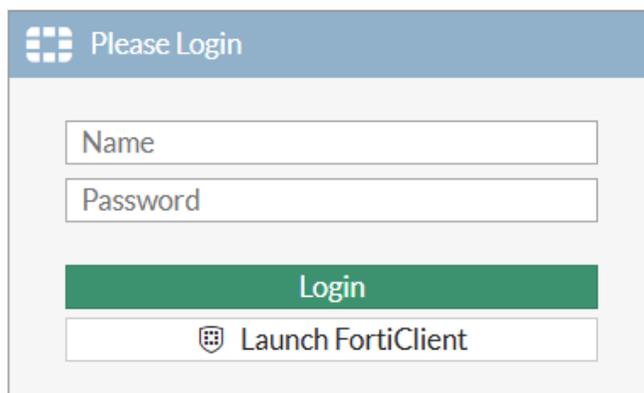


Figure 1: RMA System VPN Login Page

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

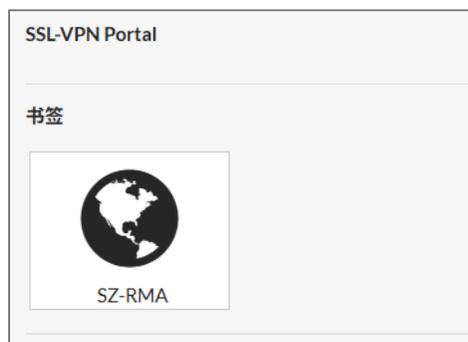
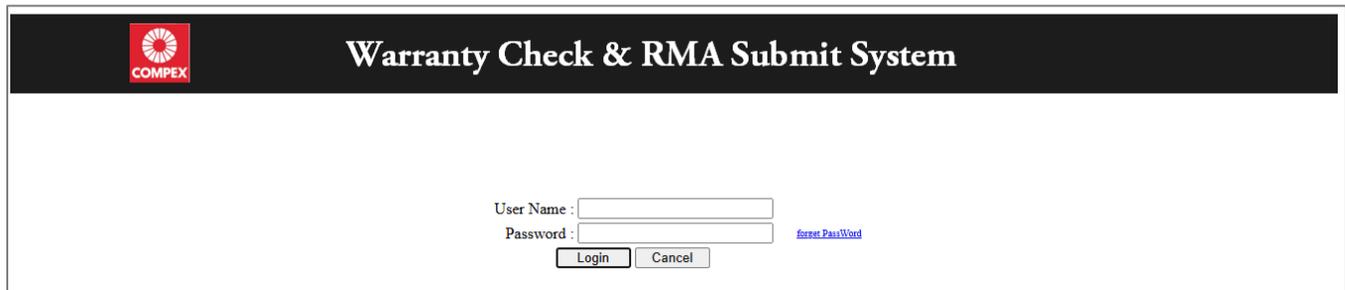


Figure 2: Click on “SZ-RMA” to enter the Complex RMA System

- 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 the login interface for the 'Warranty Check & RMA Submit System'. At the top left is the COMPEX logo, which consists of a red square with a white sunburst icon and the word 'COMPEX' below it. To the right of the logo, the title 'Warranty Check & RMA Submit System' is displayed in white text on a black background. Below this header, the login form is centered. It includes a 'User Name' label followed by a text input field, a 'Password' label followed by a text input field, and a blue hyperlink labeled 'forget PassWord' to the right of the password field. At the bottom of the form are two buttons: 'Login' and 'Cancel'.

Figure 3: Complex Warranty Check & RMA Submit System Page

#### 5) Out-of-Warranty RMA Service:

Complex offer paid RMA service for products that are no longer under warranty. Customers are responsible for both-way freight charges and repair cost. Our repair team will review the request and communicate all cost for confirmation before proceeding with the service. *Please contact your sales representative if you need further assistance.*

## Step 2 – Submit an RMA Request

- 1) Click on “**RMA Check**” in the right menu and open the **SOP for Module/Router Board/ Router Shipment** document link to read the instructions for returning RMA item(s) to Compex.

**\*\* Important:** *When preparing the shipping documents, do not indicate terms such as "RMA" or "Return" to avoid delays at Shanghai Customs.*

- 2) Enter the **Serial No** and click “Search” to retrieve product information.

**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. .

[SOP for Module shipment](#) [SOP for Router Board shipment](#) [SOP for Router shipment](#)

**Please Key in Serial No:**

Figure 4: RMA Check Page

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- 3) Select the appropriate **product type**, fill in the **Failure Report** and click “**ADD**” to include the information in your RMA submission.
- 4) Match your product with the correct **product type**:

Your Product	Select this category in RMA Check
Embedded Board with Wireless Module(s)	BOARD + MiniCard
Embedded Board	BOARDS
Wireless Module	MiniCard
Full Box Built Access Point	Router

*(If you're unsure which category to select, please contact your sales representative for assistance.)*

**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:**

33593351

Search

**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**

ADD

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

delete check

Figure 5: RMA Check Page

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- 5) 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	
<a href="#">Delete</a>	512035	WLE600VX 7AA000S	32440230	故障原因	<input type="checkbox"/>
<a href="#">Delete</a>	512035	WLE200N2 6A0000	33593351	故障1	<input type="checkbox"/>

Figure 6: RMA Check Page

- 6) 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.
- 7) After submission, an email will automatically be sent to the corresponding sales representative.  
**Please promptly send back the product(s) that require repair.**
- 8) All RMA item(s) should be sent to the following address:

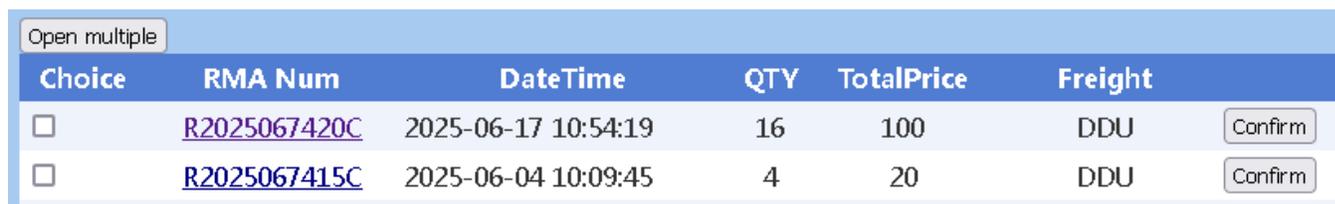
Compex (Suzhou) Co, Ltd

12 ChuangTou Industrial Square Lou Feng North,

Suzhou Industrial Park, Suzhou, China 215122

## 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"/>	<a href="#">R2025067420C</a>	2025-06-17 10:54:19	16	100	DDU	Confirm
<input type="checkbox"/>	<a href="#">R2025067415C</a>	2025-06-04 10:09:45	4	20	DDU	Confirm

Figure 7: 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.**
- 6) All RMA item(s) should be sent to the following address:  
Compex (Suzhou) Co, Ltd  
12 ChuangTou Industrial Square Lou Feng North,  
Suzhou Industrial Park, Suzhou, China 215122

**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 8: 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	<a href="#">Select</a> <a href="#">DeleteAll</a>
111074	R2025067421S	WPQ508-VA 04PR128512E-1	4	10	40	DDU	<a href="#">Select</a> <a href="#">DeleteAll</a>
111074	R2025067421S	WP531-VA 7A10PCW32128H-K1	6	10	60	DDU	<a href="#">Select</a> <a href="#">DeleteAll</a>

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

Figure 9: 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 displays a web application interface for user settings. On the left, a navigation menu lists several options: 'RMA Check', 'Invoice List', 'RMAMore Check', 'RMA Update', and 'UserInfo Update'. The 'UserInfo Update' option is highlighted with a red rectangular border. 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), includes input fields for '登录名' (Login Name), '新密码' (New Password), and '确认密码' (Confirm Password), a '部门' (Department) field, and a '确认修改' (Confirm Change) button. The second section, '修改邮箱' (Change Email), includes input fields for '登录名' (Login Name), '原邮箱' (Original Email), and '新邮箱' (New Email), and a '确认修改' (Confirm Change) button.

Figure 10: User Info Update