



# RMA Online User's Guide

This document provides step by step instructions of how to use BCM's online RMA system to request RMA services.

## 1. Where to access BCM RMA Online?



Return Merchandise Authorization (RMA) Services information can be found on [THIS PAGE](#) of BCM's website

Or



If you already have an existing RMA account with BCM RMA Online, click [HERE](#) to request a RMA.



For **New Users**, to obtain a Customer ID, please contact BCM RMA directly.



For **International Customers**, this System only supports our US customers at this time. Please kindly contact BCM RMA directly for assistance.

### Contact BCM RMA Department



(949) 471-1888 Ext. 270



RMA\_Request@bcmcom.com

## 2. Launch the BCM RMA Online Page

This is BCM's RMA Online homepage. Please fill in your Customer ID and password and login to your account to start an RMA request.

**bcm**  
ADVANCED  
RESEARCH

BCM online eRMA System  
Simple | Fast | Quality | Satisfaction

### Welcome to BCM online RMA System

Customer ID

Password

Login

**International Customers:**

This System only supports our US customers at this time. Please kindly contact BCM RMA directly for assistance.

**New Users:**

To obtain a Customer ID, please contact BCM RMA directly.

By Phone: (949)471-1888 Ext. 270  
By Email: [RMA\\_Request@bcmcom.com](mailto:RMA_Request@bcmcom.com)

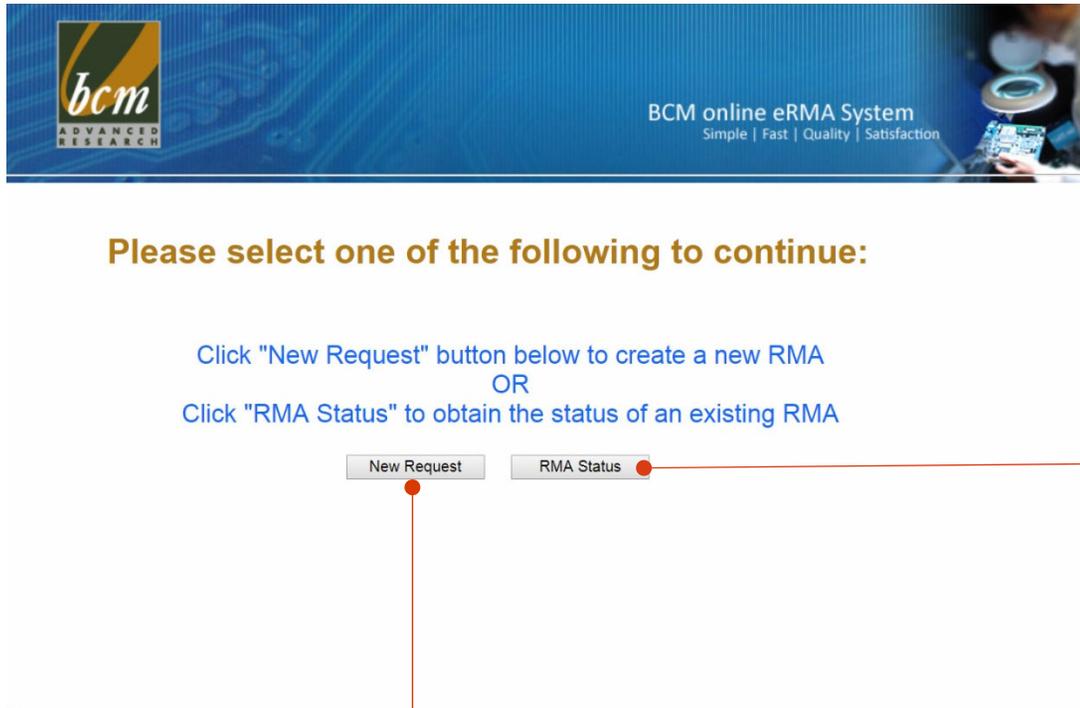
**A** Enter your **ID**

**B** Enter your **Password**

If you forgot your ID and Password, please email us [RMA\\_Request@bcmcom.com](mailto:RMA_Request@bcmcom.com) and provide us company's email address.

### 3. Select between Options to Continue

With this online RMA system, you can request new RMA numbers or to check the status and history of existing RMAs at any time. (for "RMA Status" please see 9.)



Click "New Request" button below to create a new RMA  
OR  
Click "RMA Status" to obtain the status of an existing RMA

New Request RMA Status

**A** Click **NEW Request** button to create a new RMA

**B** Click **RMA Status** to obtain:

1. Existing RMA Status or
2. RMA History

## 4. Request New RMA Number

To request new RMA number, click the “New Request” button, a default contact person and shipping address will pop out. Please double check the information and update with correct data.

**General Information**

Company	
Contact Person	Cynthia Ching
Contact Email	Cynthia_Ching@bcmcom.com
Phone Number	949-470-1888-270

**Shipping Information**

Shipping Contact	REF: PO#12345 / Attn: Cynthia Ching
Address	11 Chrysler
Optional	
City	Irvine
State	
Country	US
Zip Code	92618

**Comments**

Click **Next** when information entered is ready

Next

**A** Please double check and update with correct contact information and shipping address

**B** Add your reference information here, it could be a PO number or the name of recipient

**C** Enter descriptions or instructions regarding this RMA request

# 5-1. Adding Serial Number and Product Info

On this page, please fill out the required information and click "Add Item" button. Please read the note at the bottom of the page carefully. If the unit is out of warranty, you will receive two results as shown below.

**Request RMA Item** Is this RMA request for the defective goods coming from field return?  Yes  No  Unknown

Serial Number Invoice # Issue Description Customer Remark  
(Optional) (Optional) (Optional)

-- Select a Issue Code --

**Submitted Item(s):**

Serial No.	Invoice No.	Issue Description	Remarks	Warranty Status		
123456	<b>Incorrect S/N</b>	Does not power up		Invalid		Delete
642564206898	<b>Within Warranty</b>	Others (Motherboard)	no video	Valid		Delete
70551B0812000587	<b>Out of Warranty</b>	Memory test fails or Memory slot is not working		Expired	<input type="checkbox"/> * Repair	Delete

**Note:**

- Items returned with expired warranty coverage will be subject to a \$60 Diagnostic Fee. Additional cost for replacement parts will be quoted upon inspection of the returned item. Please mark the "Repair" checkbox next to "Warranty Status" to acknowledge these conditions.
- For additional information regarding repair fees, please visit [www.bcmcom.com/bcm\\_support\\_rma.htm](http://www.bcmcom.com/bcm_support_rma.htm)
- Items reflecting an "Invalid" warranty status will not be accepted for return. Please re-enter the serial number information and try submitting the item again. Please contact BCM RMA directly for additional assistance.

Contact BCM RMA Department at (949)471-1888 Ext. 270 or email at [RMA\\_Request@BCMCOM.COM](mailto:RMA_Request@BCMCOM.COM)

**A** **Serial Number and Issue Description** are required. If «Others» is selected, please enter more information in «Customer Remark»

**B** Added item will appear in these columns. Only items that are **within warranty** will be accepted.

**C** Please read the **Note** carefully

## 5-2. Out of Warranty Products

**\*\*Confirm to accept **Repair with Service Charge**, you will receive the repair quote after.**

If the item entered is out of warranty, you will receive two warranty status as shown below.

The screenshot shows the BCM online eRMA System interface. At the top, there is a navigation bar with the BCM logo and the text "BCM online eRMA System Simple | Fast | Quality | Satisfaction". Below this is a progress bar with steps: "Request RMA Process", "Enter Company Info", "Add RMA Items", "Verify Entries", and "Completed!".

The main form is titled "Request RMA Item" and includes a question: "Is this RMA request for the defective goods coming from field return?" with radio buttons for "Yes", "No", and "Unknown". Below this are input fields for "Serial Number", "Invoice # (Optional)", "Issue Description" (with a dropdown menu showing "-- Select a Issue Code --"), and "Customer Remark (Optional)". An "Add Item" button is located to the right of the "Customer Remark" field.

Below the form is a section titled "Submitted Item(s):" containing a table with the following data:

Serial No.	Invoice No.	Issue Description	Remarks	Warranty Status	
123456	Incorrect S/N	Does not power up		Invalid	Delete
642564206898	Within Warranty	Others (Motherboard)	no video	Valid	Delete
70551B0812000587	Out of Warranty	Memory test fails or Memory slot is not working		Expired <input type="checkbox"/> * Repair	Delete

Below the table is a "Note:" section with the following text:

• Items returned with expired warranty coverage will be subject to a \$60 Diagnostic Fee. Additional cost for replacement parts will be quoted upon inspection of the returned item. Please mark the "Repair" checkbox next to "Warranty Status" to acknowledge these conditions.

• For additional information regarding repair fees, please visit [www.bcmcom.com/bcm\\_support\\_rma.htm](http://www.bcmcom.com/bcm_support_rma.htm)

• Items reflecting an "Invalid" warranty status will not be accepted for return. Please re-enter the serial number information and try submitting the item again. Please contact BCM RMA directly for additional assistance.

At the bottom of the form is a "Next" button and contact information: "Contact BCM RMA Department at (949)471-1888 Ext. 270 or email at RMA\_Request@BCMCOM.COM".

**A** If the serial number (S/N) is **incorrect**, the warranty status will show "**Invalid**". Please call or email BCM's RMA dept. if you have difficulty finding the S/N number.

**B** If the warranty status shows "**Expired**", the option of **\*Repair checkbox** will appear.

If you wish to **have the item repaired**, please **check** the Repair checkbox.

**\*\* By checking the box, you **agree** to **accept** the **Repair Service Charge**. You will receive the quote after.**

**C** Click **Next** button to continue

## 6. Submit RMA Request

A summary of the accepted items that are within warranty, and the rejected items that are out of warranty will be shown in the table. Out of warranty items will be rejected and no RMA number will be issued, unless if the \*Repair checkbox is marked, meaning the out of warranty repair charges.

The screenshot displays the BCM online eRMA System interface. At the top left is the BCM logo (Advanced Research). The header text reads "BCM online eRMA System" with the tagline "Simple | Fast | Quality | Satisfaction". Below the header is a progress bar for the "Request RMA Process" with steps: "Enter Company Info", "Add RMA Items", "Verify Entries", and "Completed!".

Below the progress bar, there are two tables. The first table is titled "The following item(s) will be submitted:" and contains one row of data. The second table is titled "The following item(s) will be rejected:" and contains two rows of data. At the bottom of the interface, there are three buttons: "Cancel Request", "Back", and "Submit".

Serial Number	Invoice #	Issue Description	Status
642564206898		Others (Motherboard)	Valid

Serial Number	Invoice #	Issue Description	Status
123456		Does not power up	Invalid
70551B0812000587		Memory test fails or Memory slot is not working	Expired

Buttons: Cancel Request, Back, Submit

**A** Items listed in this table are within **Warranty**, or, **Out of Warranty** but with **Repair** box checked. A RMA number **will be issued**.

**B** Items listed in this table are considered **Out of Warranty**.

Out of warranty items **will be rejected** and will **not be issued a RMA number**.

**C** Select an **action** to continue

# 7. RMA Request Completed

After clicking "Submit", congratulations the process has been completed.

Thank you. RMA# 219120007RN has been submitted to BCM RMA.

[Print Packing Slip](#)

### What to do next?

- Please note the RMA number is **valid for 14 days** from the date of issue.
- Please print the Packing Slip from the link provided above and include it in the return packaging.
- Please ship the defective product(s) to BCM with the RMA number clearly and prominently written on outside of the package within 14 days. The package should be shipped to

BCM Advanced Research  
RMA No:  
11 Chrysler  
Irvine, CA 92618

- You are responsible for the shipping cost when returning the package to us. There are no specific packing instructions, however, to avoid damage during shipping, please be sure to use proper packaging materials and secure the contents inside. We recommend shipping via FedEx, UPS or DHL as tracking number will be provided for your reference.
- BCM reserves the right to reject any RMA returns with missing/bent pins, burnt, cracked, or other issues related to physical damage.
- If the information on your request varies from the actual item(s) received, your RMA will be based on the actual item(s) received.
- For RMA return, please ship back the DEFECTIVE PRODUCT(S) ONLY and ship without the accessories. BCM is not responsible for the lost of accessories (if any).

**A** Click **Print Packing Slip**

**B** Or click **Done** to return to the previous page

**C** Follow the instructions to ship your RMA items to us

# 8. Sample of the Packing Slip

Below is a sample of packing slip for your reference. In this example, two rejected items are NOT on the list. Please include a copy of this packing slip in your RMA package.

RMA #2191200007RN

Billing Information		Shipping Information	
Company	BCM - RMA Dept.	Contact	REF: PO#12345 / Attn: Cynthia Ching
Contact Person	Cynthia Ching	Address	11 Chrysler
Contact Email	Cynthia_ching@bcmcom.com	City	Irvine
Phone Number	949-470-1888-270	State	cA
		Country	US
		Zip Code	92618

RMA Items

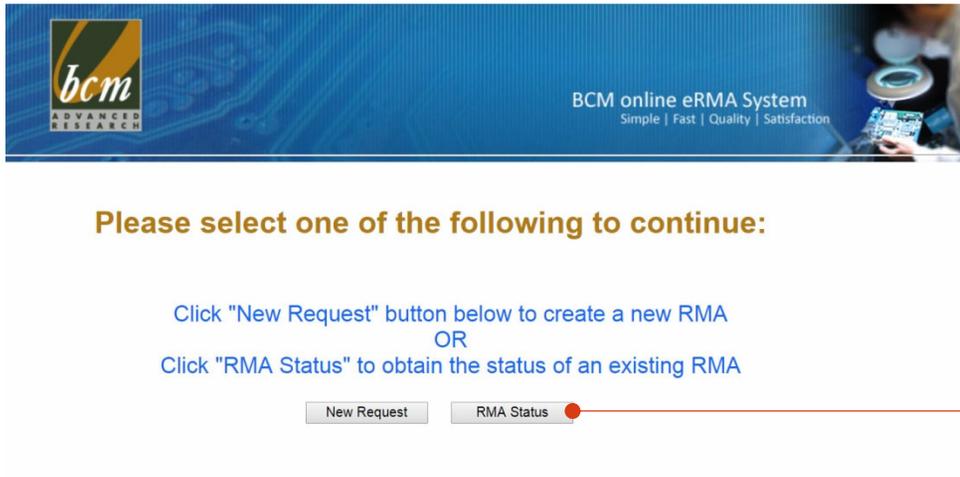
Serial Number	Invoice #	Issue Description	Status
642564206898		Others (Motherboard)	Valid ●

**Please ship to the Address: BCM Advanced Research, 11 Chrysler, Irvine, CA 92618**

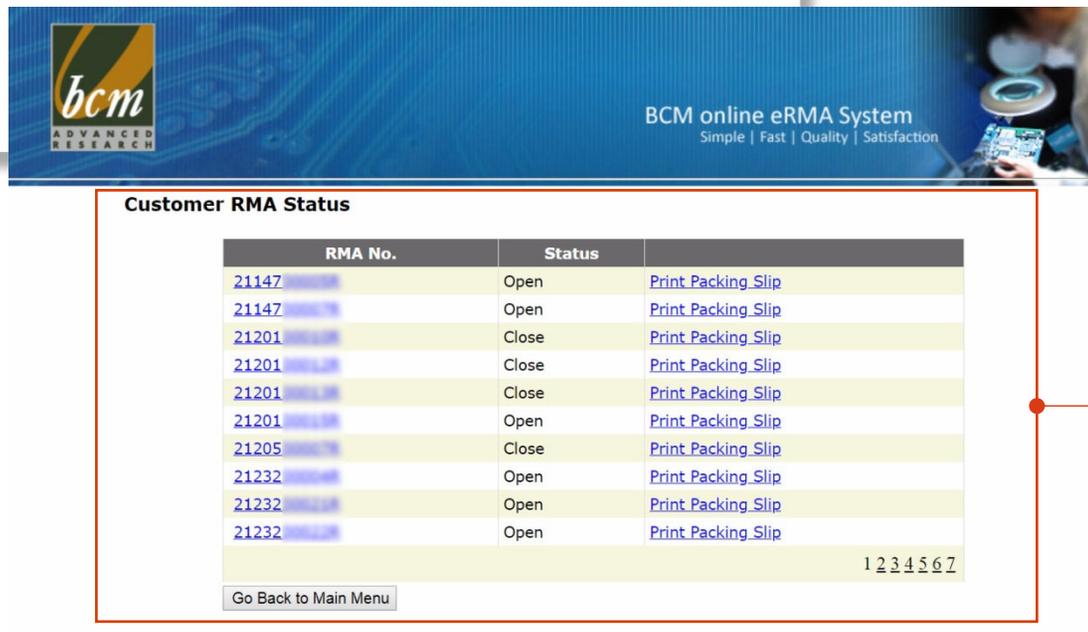
**A** Only items that are in Valid status or agree to \*Repair will be the RMA number

# 9-1. Check RMA Status

With this online RMA system, you can request new RMA numbers or to check the status and history of existing RMAs at any time.



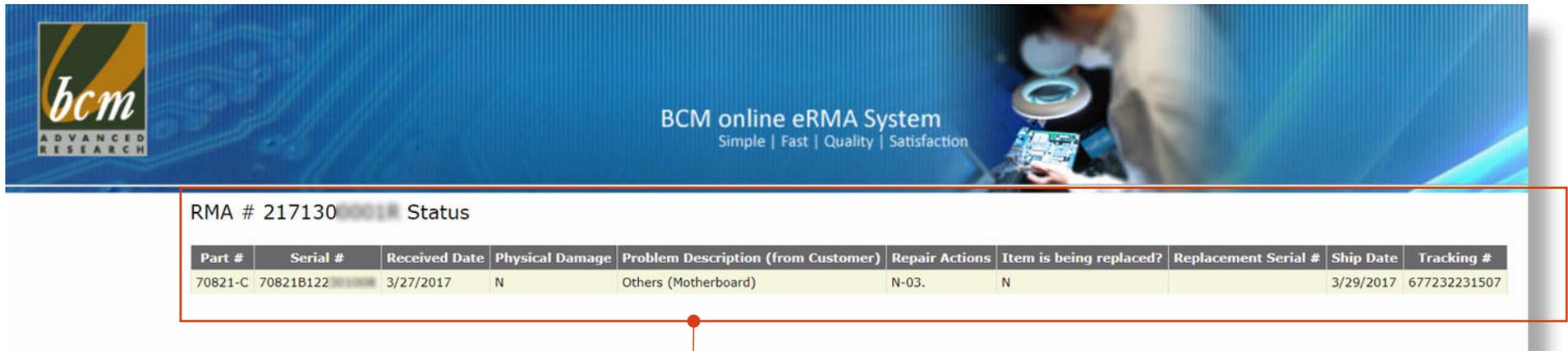
**A** Click **RMA Status** to obtain the status of existing RMA



**B** List of **RMA status** under the same customer account

## 9-2. Check RMA Status

Click the RMA# in the RMA No. column to see the details pertaining to each item.



The screenshot displays the BCM online eRMA System interface. At the top left is the BCM logo (Advanced Research). The header text reads "BCM online eRMA System" with the tagline "Simple | Fast | Quality | Satisfaction". Below the header, a red box highlights the RMA # 217130 and a table of RMA details. A red line connects the RMA # 217130 to a callout box labeled 'A' containing the text "Individual RMA status".

Part #	Serial #	Received Date	Physical Damage	Problem Description (from Customer)	Repair Actions	Item is being replaced?	Replacement Serial #	Ship Date	Tracking #
70821-C	70821B122	3/27/2017	N	Others (Motherboard)	N-03.	N		3/29/2017	677232231507

**A** Individual RMA status

**For more information, please contact  
RMA\_Request@bcmcom.com**

The serial number and RMA number use in this document are for demo purpose only.  
For other information regarding BCM products and services, please visit [www.bcmcom.com](http://www.bcmcom.com)  
or contact BCMSales@bcmcom.com

