

USER MANUAL

WCM WEB Warranty Claim Management

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We accept your updates and proposals for the document with pleasure. Please send per mail to: <u>WCM-Support@ts.fujitsu.com</u> or <u>Georg.Kandziora@ts.fujitsu.com</u>.

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Note:

The information contained in this document is the best available at the time this documents has been released and may be subject to change without prior notice.

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1. Introduction

WCM combines the functionality of call assignment, spares ordering and warranty claiming.

This User Manual will guide you through all main components of the Web Tool. For better orientation, this manual is built up in similar order as the Status-Points in WCM-Interface are.

Home Support	Logout							
WCM - Field Service	Service C Workorder / SP-Re	alls (Assi	igned) Serial No.:			RT:		Actions → New service call
- Technical question - Ersin - Translation Tool	Workorder 拿	Serial No. 🔷	Customer 🖨	Date 💲	RT 🛟 0	Status 💲	Call Number 韋	Requested (0)
- Export > WCM News	995002281161	YKJN003008	Computers GmbH Fujitsu Siemens Computers GmbH	18.08.2009	0	AssignedFCO		Rejected (5) Assigned (14)
 DIFS for VVCM Spares 	995002281169	DNAA001001 YKJN003021	Fujitsu Siemens Computers GmbH Fujitsu Siemens Computers GmbH	21.08.2009 21.08.2009	0	AssignedFCO AssignedFCO		 Open (18) In Progress (55) Double Flatrate Calls (0)
> Reports > Settings	995002281204	YB2K013006	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		 Awaiting Immediate Action (0) Repair successful (16)
 Customer Help 	995002281205	YKJR001010 YBBC010001	Computers GmbH	25.08.2009 25.08.2009	0	AssignedFCO AssignedFCO		
	995002281201	YB2K013003	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		VC Revised Claims (1) VC Rejected Claims (1)
	995002281202	YB2K013004	Fujitsu Siemens Computers GmbH Fujitsu Siemens	25.08.2009	48			Replied to Validation center (2) Claims accepted (3)
	995002281211	YK2K001004	Computers GmbH Fujitsu Siemens Computers GmbH	26.08.2009	48	AssignedFCO		Cancelled

1.1 Basic information

1.1.1 Unique Work Order number

It is essential to use the unique Work Order number WCM creates while opening a call, in every single process step. Therewith FUJITSU can provide an overview about the latest status of labour and material of the warranty Call and is able to display the link of related processes between WCM and Partner Entry Channel (PEC).

A novelty in FUJITSU spares Call handling is the Work Order number for self assigned Calls. In the past, only Helpdesk Calls were automatically supplied with Work Order numbers, now this principle is enhanced on every Call.

The nomenclature is: 12 digits Work Order number, issued by WCM, with a leading 99...

The Work Order number is mandatory from the very beginning of the Call process.

1.1.2 Encrypted Failure Description (Error Code System)

Please use the Error Code System carefully. WCM will preselect the appropriate spare parts by means of the error code. As well the FUJITSU Validation Centre will compare the spare part used with the coding.

Using our Error Code System has the advantage of being understood internationally in exactly the same way and furthermore it provides the opportunity of pre-diagnostics. This will be perceivable to your benefit in a significant decrease of DOAs especially for sporadic failures and in an enhancement for the automated spares proposals module of WCM.

In the long run, it will also help repairers of components to make precise diagnostics on chip level, instead of stating No Defect Found diagnosis.

The ECS code is mandatory in the Call opening file and again in the status update after the repair is done and Call is claimed.

1.1.3 System-serial number

As usual the serial number is the major means to verify the warranty. As in the improved WCM process the warranty check is placed at the very beginning with a Serial number, you will be entrusted with a warranty Work Order. If no Serial number is available on the FUJITSU System, e.g. the number is illegible, only the FUJITSU Helpdesk can open a Call. Not contacting the Helpdesk in those cases means the repairing is done at your own risk.

The System serial number is mandatory for warranty check at the very beginning of Call process in WCM.

1.1.4 Service Type

The service type under warranty is registered in "ADLER Installed Base" data base. If the warranty is expired but goodwill shall be granted, then this can also handled by Work Order offered from the FUJITSU Helpdesk only. In goodwill cases also Work Order numbers are created. Work Order number is always linked with a service type.

However, if the service type covered by FUJITSU warranty registered in ADLER is wrong, you can set a flag (wrong ADLER data flag) and proceed to repair.

In parallel you shall provide the warranty proof from the customer together with the Work Order number to FUJITSU Service Partner Management to have the Adler Data Base updated for later approval of the FUJITSU Validation Center. The WCM warranty commitment is stated to be preliminary and will be finalized by means of provided documentation by the FUJITSU Validation Centre after the repair is done.

<u>Service Type is registered in ADLER data base and must be in warranty for self-assigned Calls.</u> Otherwise the Helpdesk needs to be called.

1.1.5 ADEX-Order

If the SP orders less than 6 spare parts per Call and less than 2 pieces per order, the order will automatically performed as "ADEX order" ("Advanced Exchange Order"). In this case, an order and a return order will be created at the same time. In contrary to the normal order process where an order is placed and later on a return order must be created additionally the ADEX process saves time, paper work, accounting effort and reduce the accrued liabilities of the SP.

The SP will not receive an invoice or credit note, if the defective part is sent back within the deadlines for defect part returns stated in Chapter 5.2.1.1 of the Maintenance Logistics Manual:

https://partners.ts.fujitsu.com/com/service/general/service-spares/manual/Documents/FTS-MaintenanceLogisticsManual EN.pdf

The only paperwork received is an "invoice" with amount of zero. This allocation document is for information purposes and will not appear on the SP account. If the SP does not send back the defective part within the deadlines for part returns stated in the <u>Maintenance Logistics Manual</u> a normal invoice will be created after that time. If the faulty part is returned after the deadline period, a partial credit is granted still and a credit note will be issued. For the valid terms and conditions please refer to the <u>Maintenance Logistics Manual</u>. If no return takes place after the maximum return period defined in the Maintenance Logistics Manual is exceeded, the return order will be cancelled. The Return Code CAN90 will be transferred to WCM. Therewith the claim will be forwarded to agree on the Service flat rate in the Validation Centre. Afterwards return orders can only, for special cases, be winded up by Spares Return Clearing department.

1.1.6 Ship only order

If more than the number of spare parts mentioned in the previous chapter are ordered per Call, the order is automatically a ship only order. Invoices will be created at the day of delivery.

For each material (N^{*} and R^{*}-parts) in WCM WEB return orders can be created within 30 days after the repair start date, including order number, ordered material and returned material number. To insure full material credit is granted, it is recommended to acknowledge the regional deadlines for part returns which may be shorter than 30 days. Please refer to the deadlines mentioned in previous chapter.

After 30 days the WCM WEB User only can set the Keep Material Flag to proceed with the Claim. See below chapter 4.5.

If no return takes place after the maximum return period defined in the Maintenance Logistics Manual is exceeded, the return order will be cancelled. The Return Code CAN90 will be transferred to WCM. Therewith the claim will be forwarded to the Validation Centre to agree on the service flat rate. Afterwards return orders can only, for special cases, be winded up by Spares Return Clearing department.

1.1.7 Ship only order in the Partner Entry Channel (PEC)

Orders related to a Work Order should always be created in WCM. If, by any reason, the SP wants to create an order in PEC instead of WCM there are some particular handling instructions:

Basically: Warranty orders should always be entered in WCM.

In PEC you can choose between ADEX or ship only orders.

Ship only order:

Ship only orders are not restricted on warranty orders only. Thus the mask does not contain serial number fields.

If the Work Order number shall appear on the delivery documents as internal order reference, please enter the Work Order number into the field "additional reference".

ADEX orders:

For ADEX orders (return with replacement) a serial number and a Work Order number are necessary.

If parts are ordered in PEC instead of WCM, it is recommended to check the part fits to the asset. This can be done by the "Translation Tool". See chapter 1.1.8. Thus acceptance problems during the part return process of the warranty call can be prevented.

1.1.8 Selecting Spare Parts with 'Translation Tool' (virtual Fit-to-Asset Check)

WCM WEB offers a "Translation Tool" (TT) where a partner can check if a spare part is valid for an asset without opening a new Work Order.

Access to the TT is available from the left navigation menu before Login (see screenshot below)

FUJITSU THE POSSI	BILITIES ARE INFINITE
S WCM	Login
- Login - ECS	Service - PartnerID:
i Translation Tool	Password:
 Related Downloads entry info: English 	Eorgot your password?
Or if already logged on	to WCM WEB :
FUJITSU THE POSS	BILITIES ARE INFINITE
Home Support Lo	igout
S WCM	Service Calls (Assigned)
- Field Service	Workorder / SP-Ref: Serial No.: RT:
- Technical question	Workorder 🗘 Serial No. 🗘 Customer 🗘 🛛 Date 🗘 RT 🖨 Status 🗘 Call Nu
Translation Tool	995002281140 YKJN003007 Fujitsu Siemens Computers GmbH 03.08.2009 0 AssignedFCO
i Export	Pupties channel in a source of the second of

There are two options for searching within the Translation Tool

'Spare Part List' search by system serial no.

The result is a list of spare parts which can be replaced in the system, or if an Error Code has been submitted, which of the spare parts match.

\$ VVCM	Translation To	ol Search				Adler
- Field Service			-			Enter the Serial No.
- Technical question	Action:	Sparepart List				
- Ersin	WCM Account / SupportID:					
- Translation Tool	Serial No.:					
i Export	Material number:					
>> WCM News	Delivery Date:			format: DD.MM.YYYY		
>> DIFS for WCM	Date of first use:			format: DD.MM.YYYY		
>> Spares	Error Code (edit):					
>> Reports	TranslationTool:	WCM Translation Tool	1			
>> Settings	Language	English	1			
>> Customer					SEARCH	
>> Help						
	RESULT					

The 'Material Check' search activates a Fit to Asset Check of a particular material number and helps Service Partners to select matching parts from own spares stock.

Service Operations			inty		Faye 57 124
FUJITSU THE POSSIB	LITIES ARE INFINITE				
Home Support Logo	out				
¥ WCM	Translation Too	ol Search			Adler
 Field Service Technical question 	Action:	Material Check -			Enter the Serial No.
- Ersin	WCM Account / SupportID:	00010xxxxx			
Translation Tool	Serial No.:	YMXX000001			
Export	Material number:	88011111			
>> WCM News	Delivery Date:			format: DD.MM.YYYYY	
>> DIFS for WCM	Date of first use:			format: DD.MM.YYYY	
>> Spares	Error Code (edit):		1		
>> Reports	TranslationTool:	WCM Translation Tool	1		
Cottingen					

SEARCH 💽

Additionally, in case of mismatch between delivery date of ADLER and customer purchase documents, the Service Partner may enter the delivery date as proven by customer's delivery note and verify spare parts warranty accordingly. For parts out of warranty, or for parts with limited warranty time, where no updated delivery date has been set the error warning <Material is out of limited warranty> is displayed.

1.1.9 Part Return in Partner Entry Channel (PEC)

Language

RESULT

To grant the material credit for warranty Calls the Work Order number is mandatory! The corresponding order data has to be entered consistently. I.e.: Work Order number, serial number and order number of corresponding material have to be conforming to data in WCM.

1.1.10 Standard Orders in the Partner Entry Channel (PEC)

English

If Standard orders are executed in PEC, the return order has to be created in WCM WEB or PEC with declaration of order number, ordered material number and returned material number. The same return deadlines and conditions apply as outlined for ship only orders in 1.1.6.

1.1.11 Orders for 4h Service Packs

FUĨĬTSU

¥ WCM - Field Ser - Technica - Ersin

Export >> WCM Ne >> DIFS for >> Spares >> Reports >> Settings

>> Customer >> Help

Service Partners with additional agreement "High Availability Service" can choose additional delivery options "High Availability Courier" or "High Availability Pickup" in PEC.

1.1.12 Data Consistencies of Related Systems

In order to ensure consistency of data available in PEC and WCM WEB data are provided from MIRO and WCM as input to a FUJITSU internal Data Comparison Tool. Focus of analysis is set on Work Orders and related material return orders. If despite these monitoring data differences are detected please inform WCM-support.

1.2 **Frequently asked questions**

If you have questions, during you work with WCM, please use the FAQ-Function. The FAQ Function is available via the Button "Support" or the section "Help" in the main menu.



FUJITSU THE POSSIBILITIES ARE INFINITE

Home Support Logou	ut second se	
>> VVCM	Frequently Asked Questions	
>> WCM News >> DIFS for WCM	Keywords:	
>> Spares	Category: All 💌 Language: English 💌 SEARCH 💽	
>> Reports >> Settings		l
>> Customer	RESULT	1
Frequently Asked Questions		
I Manuals		

Enter the keyword you look for answers and press "search".

FUJITSU THE POSSIBIL	ITIES ARE INFINITE
Home Support Logou	t
>> WCM >> WCM News >> DIFS for WCM	Frequently Asked Questions Keywords: repair scope Category: All Language: English
Reports Settings Customer	RESULT
 Help Frequently Asked Questions Manuals 	What does it mean "SP Repair Scope does not contain asset"? You have no permission to repair the mentioned asset. Therefore you receive this error message and are not able to create a workorder. In order to help your customer as quickly as possible, please contact your local Helpdesk to get a WO opened and assigned to a Service Partner who has got the repair scope for the asset in question. If you wish the settings to be changed, please contact your Country Manager. Your Country Manager can update your repair scope assignments, if this is needed. Did this entry help You?
	Yes No, I want to cantact WCM-Support.

If the answer was not sufficient, try another keyword or contact the WCM-Support by pressing the line "No, I want to contact WCM-Support".

0					
FUJITSU	THE	POSSIBILITIES	A R E	INFINITE	

Home | Support | Logout

>> VVCM	Contact W	VCM-S	Support					
>> WCM News	Contact Form							
>> DIFS for VVCM	Email Address	Test@user	.com					
>> Spares	Subject	repair scop)e					
>> Reports	Email Text	Dear WCM	Team					~
>> Settings		according	to the local FTS	Service Manager the re	pair scop	oe was adjust	ted already. However I stil	1
>> Customer		have probl	ems to open a c	call for Amilo Notebook.	Details pl	s find attache	d.	
\$ Help		Best regar	ds					
- Frequently Asked Questions		Test Lleer						
^{L.,} Manuals		Test User						
								~
	attachement			Durchsuchen			Upload	-
	Name							
	Company							
	Phone							
	Fax							
	Quit		[Preview			Send	

WCM-Support will answer on the e-mail account you entered in the first line. Default is taken from the data registered in the WCM WEB settings of the SP.

2. Registration/ Settings

Each WCM session begins with login. You will need to have your user ID and your password available when starting WCM WEB.

New users will receive their access data from the local FUJITSU Service Partner Management.

FUJITSU THE POSSIB	ILITIES ARE INFINITE	
VVCM	Login	
- ECS - Translation Tool	Service - PartnerID:	
 Related Downloads entry info: English 	Forgot your password?	Login

As WCM WEB is linked with PEC to have the possibility to order spare parts directly in WCM WEB, you should enter your PEC login data to ease order tracking purposes.

For these entries select section "Settings", here you can find all personal settings.

FUITSU THE POSSIB	ILITIES ARE IN	FINITE		
Home Support Logo	out			
			- D	
>> VVCM	Service C	alis (Assi	igned)	
>> VVCM News	Workorder / SP-Re	f:	Serial No.:	
>> DIFS for WCM				
>> Spares	Workorder 韋	Serial No. 韋	Customer 韋	Date 🕻
>> Reports	995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.200
Settings	995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.200
>> Customer	995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.200
			Euitou Siamana	

2.1 Edit account settings

To enter your PEC identification, you have to use button <Edit account settings>:

FUJITSU *** ****	IBILITIES ARE INFINI	t	
Home Support Lo	ogout		
>> WCM >> WCM News >> DIFS for WCM >> Spares >> Reports \$ Settings L User settings	User setting User - Information Support ID: WCMAccount: Company: Salutation: First Name: Sirst Name:		Actions Edit account settings Edit field service display Edit lineitems display

At first you see settings for WCM.

Use <Next> to continue.

In the next window you have to enter your PEC-ID and your password:

FUJITSU THE POSSIBILITIES ARE INFINITE	
Mahenhara Dasemart	
WebSphereID:	
Password:	
Repeat password:	

ottier users				
Surname	First Name	Support ID	WebSpherelD	

🗙 Quit	Back	Next	Finish
With <finish> you will With <back> you can</back></finish>	save new settings and return correct your settings.	to the first window.	

The connection is active from now on.

2.2 Edit field service display

To change the view of the field service you can do the set up in settings as well with using button <edit field service display>

FUJITSU THE POSSIBILITIES ARE INFINITE	edit field service display
----------------------------------------	----------------------------

Edit field s	service display	
1. Column	Workorder	~
2. Column	Serial No.	~
3. Column	Company / Customer	~
4. Column	Date	~
5. Column	RT	~
6. Column	Status	~
7. Column	Call Number	~
	No allocation	
	Vvorkorder Call Number	
Preview: F	Serial No.	
Workord	Product Company / Customer	
995000000	Customer / Company	
	Status	
	ECS	
	Date	
	SDST	
	Customer ST	
	Town	
	Country	

2.3 Edit line items display

To change view of line item list, you can do the set up with button <edit line items display> **New:** Return type, RET.No (Return number) and Keep material.

FUJITSU THE POSSIBILITIES ARE INFINITE	edit lineitems display
----------------------------------------	------------------------

Darstellun	g Ersatzteilliste	e är	dern					
1. Column	Material number	4						
2. Column	Total	~						
3. Column	Status	~						
4. Column	Order No	~						
5. Column	RET-No	~						
6. Column	RET	~						
7. Column	ReturnCode	~						
8. Column	KeepMaterial	~						
	No allocation							
	Material number							
Preview: 1	Article Code							
LICTOR L	Туре							
LineItems	Total							
Material	price							
Material n	RET		Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
82101711	LSF		Proposed (ErrorFitFault)	8000816830	8131581805			
	OrderNow							
	Status							
	Order No							
	RET-No							
	KeepMaterial							
	ReturnType							
	ReturnCode							

2.4 Supervisor

New: WCM WEB provides the Supervisor function.

This function can only be seen of an employee who was set up with the supervisor role.

ΤE

You have to single out a special employee. Inform the Service Partner Management about that person. They will add the role Supervisor to this customer Id.

Supervisor function has the right to enable the set up of different roles for employees and technician accounts.

This will improve data security and manageability.

Please attend that sub items "order spares", "return order" and "To claim" can't have more rights that in item "Rework Work Order".

FUĴÎTSU '	TH E	P 0 S S I	BILITIES	A R E	INFINI
-----------	------	-----------	----------	-------	--------

supervisor

edit employee 200 Sascha vlünchen	
view workorder:	own location 💌
create Workorder:	own location 💌
rework Workorder:	own location 💌
- order spares:	own location 💌
- propose spares:	own location 💌
- Return order:	own location 💌
- ToClaim:	own location 💌
Validation Center:	own location 💌
201 Daniel Mannheim	
view workorder:	own location 💌
create Workorder:	no right
rework Workorder:	own location
- order spares:	all locations
- propose spares:	own location 💌
- Return order:	own location 💌
- ToClaim:	own location 💌
Quit	Finish

3. Call entries

There exist two possibilities of creating a new Service Call/ Work Order:

1) A customer calls the Helpdesk and the Helpdesk assigns this Call to a Service Partner who is settled nearby the customer. In this case you have the choice to decide whether to accept this Work Order or to reject it.

2) You create a new Work Order yourself in WCM WEB after receiving a Call from your customers.

3.1 Call entry from Helpdesk

New Calls which are assigned directly from the Helpdesk can be found in status "Assigned". If you click on this status you can see all assigned Service Calls.

FUITSU THE POSSIBILITIES ARE INFINITE Home | Support | Logout \$ WCM Service Calls (Assigned) Actions New service call - Field Service Workorder / SP-Ref: Serial No.: RT: - Technical question Workorder 🗘 🛛 Serial No. 🗘 🛛 Customer 🜲 Date 🗘 🛛 RT 🜲 Status 🜲 📔 Call Number 🖨 🔲 Status - Ersin Fujitsu Siemens 995002281161 YKJN003008 AssignedFCO Requested (0) 18.08.2009 0 - Translation Tool Computers GmbH ▶ Rejected (5) Export Euiitsu Siemens 995002281169 DNAA001001 21.08.2009 0 AssignedFCO Assigned (12) Computers GmbH >> WCM News Fujitsu Siemens • Open (18) 995002281170 YKJN003021 21.08.2009 0 AssignedFCO >> DIFS for WCM Computers GmbH In Progress (57)

Clicking on the listed Work Order opens the "Work Order Detail" view.

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

	_				
\$ WCM	Workorder Det	ail			Actions
- Field Service	Overview				 Accept workorder
- Technical question	Call Date	Workorder	Partner call num	ber Current Status	 Reject workorder
- Ersin	18.08.2009	995002281161		AssignedFCO	▶ New Comment
· · Translation Tool	Customer	Name	Product	ECS	 Edit Reference Number
- Export	Fujitsu Siemens Computers	Kandziora, Georg	YKJN003008	5GXX4	 Print workorder
Export	GmbH Bespapes Time	repair time	Date of Carriage	DIES Code	▶ Refresh page
22 VVCM News	1 A A A A A A A A A A A A A A A A A A A		-	Dil 3-Coue	
>> DIFS for VVCM	Service Type SP		Service Type Cu	stomer	📕 Detail Views
>> Spares	OnSite		OnSite		▶ Call
>> Reports	L		:		▶ Messages
>> Settings	CURRENT VIEW: CALL				▶ Customer
>> Customer					► Product
>> Help	ECS				▶ Spares order
	Condition	Symptom		Action	 Workorder History
	5 - During start up	G - General X - Other		4 - HW-Repair with Spare	▶ System History
		X - Other			▶ Invoice
	Problem Description				Search for Workorder / Serial
	Test Bestellungen				Markerder / Seriel No.
					Workorder / Senarino.
	Fco Description				
	"FCO: TEST ZRA."				
					Enter the Serial No.
	Line Items				
	Material				
	Material number Total	Status	Order No RET-No	RET ReturnCode Kee	epMaterial
	34012719 1	Proposed		<u> </u>	

3.1.1 <u>Reject Service Call</u>

If you are not able to work on the service call, you can reject it. In this case select "Reject" from the Actions list.

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Log	gout				
VVCM	Workorder Det	ail			Actions Accept workorder
Technical question Ersin Translation Tool Export XNON News	Call Date 18.08.2009 Customer Fujitsu Siemens Computers GmbH Response Time	Workorder 995002281161 Name Kandziora, Georg	Partner call number Product YKJN003008 Date of Carriage	Current Status AssignedFCO ECS 5GXX4 DIFS-Code	Reject workorder New Comment Edit Reference Number Print workorder Refresh page
» DIFS for WCM Spares N Reports	0 Service Type SP OnSite	0	- Service Type Custome OnSite	r	Detail Views Call Messages

After clicking 'reject' Service Partners are requested to enter the reason for rejecting this Work Order.

3.1.2 Accept Service Call

Service Partners who intend to process an assigned Work Order need to confirm this by clicking on 'Accept'.

FUITSU THE POSSIBILITIES ARE INFINITE

VVCM	Workorder Deta	ail			Actions
- Field Service	Overview				Accept workorder
 Technical question 	Call Date	Workorder	Partner call number	Current Status	▶ Reject workorder
- Ersin	18.08.2009	995002281161		AssignedFCO	▶ New Comment
Translation Tool	Customer	Name	Product	ECS	 Edit Reference Number
- Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKJN003008	5GXX4	Print workorder Petreeb page
> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	 Refresh page
> DIFS for WCM	0	0	-		
t. Charge	Service Type SP	Service Type SP		Service Type Customer	
 Spares 	OnSite		OnSite	▶ Call	

Next window:



accept workorder

Accept call			
Accept call?	⊙Yes ◯No		
Partner call number:		20 characters available	
order spares?	⊙Yes ◯No		
accept FCO?	⊙Yes ○No		
FCO-Description: "FCO: TEST ZRA."			
			2
Quit	K Back	Next	Finish

Click on <Next> to proceed.

The next step starts the process of ordering the needed spare part(s). This is described in chapter <u>4.1.1.Ordering of spare parts.</u>

3.2 Self-assigned Call

Service calls which Service Partners have directly received from the customers, have to be entered directly by clicking on 'New Service Call'.

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Log	out						
\$ VVCM	Service C	alls (Assi	igned)				Actions
- Field Service	Workorder / SP-Re	f:	Serial No.:		RT:		● New service call
- Technical question							
- Ersin	Workorder 韋	🛛 Serial No. 🌲	Customer 韋	Date 韋 🛛 RT	Status \$	Call Number 🌲	Status
- Translation Tool	995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.2009 0	AssignedFCO		Requested (0) Rejected (6)
···· Export >> WCM News	995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009 0	AssignedFCO		 Assigned (12)

In the next step enter the serial number of the customer's system.

(If serial number is not known in ADLER, it will not be possible to open a new service call. In these cases, please call the local FUJITSU Helpdesk.)

FUĴÎTSU *** **	SSIBILITIES ARE INFINITE	new workorder
Serial No.: Serial No.: CallDate:	01.09.2009 🔠 hour: 16 🕶 minute: 49 💌	
Quit	Back	Next Finish

Click on <Next> to proceed; system and warranty information as stored in ADLER will be displayed.

	FUĴITSU 🎹	POSSIBILI	TIES ARE INFINITE			new w	vorkorder	
						YKD SO38	205	
(1)) product inform	nation						
\sim	Serial No.:		YKDS038205		Warranty code:		FSP:GB3S00Z00GBBD5	
	SUPERMULTI/		warranty owner	:	GBR			
	Article Code: VFY:E3510PPAG1GB			warranty group:		BD5		
	Delivery Date:		02.12.2008		warranty descri	ption:	3 years On-Site Service,	, 5×9,
	Activation Date	:	04.01.2009		valid in Europe, Africa and East		nd Middle	
	Additional-Text	:	-	(3)			
2) customer has	paid for			Service to be p expense	provided at F	ujitsu Technology Solutic	ons
	On Site:	04.01.2012	On Site:		On Site:	04.01.2012	On Site:	~
	From customer:	04.01.2012	Collect and Return:	V	From customer:	04.01.2012	Collect and Return:	v
	To customer:	04.01.2012	Desk-To-Desk:		To customer:	04.01.2012	Desk-To-Desk:	
	Work:	04.01.2012	Door To Door:		Work:	04.01.2012	Door To Door:	
	Material:	04.01.2012	Return To Base:		Material:	04.01.2012	Return To Base:	
	Response Time:	0	Bringln:	 ✓ 	Response Time:	0	BringIn:	~
	repair time:	0	Material:	~	repair time:	0	Material:	V
	Service Type:	OnSite		~	Service Type:	OnSite		~
	X Quit	$\neg $	Back		Next		Fir	nish

- 1. "Product information": ADLER product information
- 2. "Customer has paid for": Customer warranty data
- 3. "Service to be provided at FUJITSU Expense": FUJITSU reimbursement data

Select a Service type 'in the customer has paid for' section!

Click on <Next> to proceed.

Now the qualification and **repair scope** of the Service Partner and the selected Service Type will be checked against the customer system's warranty details. If this check fails you will be notified about the reason.

Serial number can also be blocked, if an open Work Order already exists or have been closed recently. For these problems please contact the local FUJITSU Helpdesk.

3.2.1 Customer address

If the check is alright you have to enter the customer information next. There are two possibilities:

1) Customer already exists

Search for the name, if address already exists:

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ມງິເກຽບ	THE POSSIBILITIES ARE INFI	NITE	new workorder	
			YKD \$038205	
Search cu Customer Company: Surname: First Name Town: Create nes	ISTOMER ID: :: w customer: TCII THE POSSIBILITIES ARE		new workord	ler
,.			YKD \$038205	
Cus	stomer Details Test SA south's africa street 1 12345 Pretoria			New Contact
0	Testmaier Test BgmUlrich-Str. 100 86199 Augsburg		Edit Contact	New Contact
0	Fujitsu Siemens Computers GmbH test Now2 Gladbecker Straße 7 40472 Düsseldorf			New Contact

Select the customer and confirm with button <Next>.

If the customer's address changed, it is possible to correct the addresses of customers created by partner.

2) Customer is new/ does not exist so far

Add a new address. Tick "Create new customer" check box and click <Next>.

In the next window you have to enter all necessary address details of the new customer and at least one telephone number.

All fields marked red are mandatory and have to be filled in completely. They are also used for feedback and reclamation purposes.

UJITSU THE POSSIBILITIES A	new workorder	
		YKD \$038205
Search customer		
Customer ID:		
Company:		
Surname:		
First Name:		
Town:		
Create new customer:		

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Click on <Next> to proceed.

UITSU THE POSSIBILITIES	RE INFINITE new workorde		
	YKD \$038205		
New Customer			
Salutation:	Ms 💌		
Title:			
Company:			
Surname:	Gadletz		
First Name:	Christine		
Department:			
Street:	Mies-van-der-Rohe-Strasse 8		
Post Code, Town:	80807 München		
Country:	Deutschland		
Phone Private:	08952525252		
Phone Business:	08962626262		
Fax private:			
Fax business:			
Mobile:			
Email 1:			
Email 2:			

A "Warning list" check is opened:

Intep://abgsatoa/weniwebnext/index2.aspite		ID=C0		• • • • Google	
Anew workorder - Fujitsu Technology Solu	utions			🟠 🕶 🗟 👻 🌐 💌	🌛 Seite 🔻 (
		new workorder	are Gm	bH (WCMAccount:	
		YKJR031422			
Export Monitoring - Warning List			-	Actions New service call	
Name SCHNEDER GMBH SCHNEDER GMBH	42908 WERMELS 42929 WERMELS	KIRCHEN KIRCHEN	lumbe	r ✿ I Status	
Yes, the customer is registered in the sanction	oned parties list			Requested (18) Rejected (32) Assigned (19)	
	Windows Internet Explorer		<u>x</u>	Open (20) In Progress (75) Dauble Eleterate Calle (2)	
	You have specified that the You must not send informa raise a Work Order.	customer is in the Sanctioned Parties ation to this customer and you must n	List. ot	Awaiting Immediate Action (0) Repair successful (46)	
	If you proceed anyway, ple responsibility. This is an illegal act and ma	ease note that you act on your own ay cause penalties against You and Yo	ur	To claim error (5) Claim Workorder (49) Validation center (9)	
	Company. For more information pleas	se contact:		 VC Revised Claims (5) VC Rejected Claims (4) 	
	Georg Schmidt phone: +49 (821) 804 2481 email: Georg.Schmidt@ts.f	ujitsu.com	5	Replied to Validation center (2) Claims accepted (20) Cancelled	
				+ Closed	
Quit	в		UK	Search for Workorder / Serial	

Check this list:

If your customer is <u>not</u> in the list then confirm "No, customer is not registered in the warning list". If your customer is in the list, please contact the FUJITSU Export Control: Mr. Georg Schmidt, phone: +49 (821) 804 2481, e-mail: Georg.Schmidt@ts.fujitsu.com

Processing of the Service Call is now blocked until further clarification with Export Control Department.

Then the Customer ID will be created:

FUJITSU THE POSSIBILITIES ARE INFINIT	new workorder	
		YKD \$038205
new customer number		
Customer:	<u>Gadletz, Chris</u> tine	
Customer ID: 2302018372		

3) Editing of contact name in existing customer address

Instead of setting up a new customer address it is possible now to edit a specific contact name. This will help maintaining customers with bigger facilities and organizations.

Search customer		
Customer ID:		
Company:		
Surname:	Gad	
FUIT First Name:		korder
Town:	Müne	chen
Create new customer:		
2 Cust		3
80807 München		
Fujitsu Siemens Computers Gmbi Gadletz Christine	H	
O Domenetr 28		New Lontact
		newworkorder
FUJITSU THE POSSIBILITIES	ARE INFINITE	new workorder
		YKD8038205
\frown		
(4) Location		
Mies-van-der-Rohe-S	Strasse 8	
80807		
München		
München Deutschland	INFINITE	new worko
München Deutschland	INFINITE	new worko
München Deutschland	INFINITE	new worko YKD \$038205
München Deutschland	INFINITE	new worko YKD \$038205
München Deutschland		new worko YKD \$038205
München Deutschland	INFINITE Mr	new worko YKD \$038205
München Deutschland	INFINITE Mr	new worko YKD \$038205
München Deutschland FUJITSU THE POSSIBILITIES ARE New contact Salutation: Title: Company:	INFINITE Mr	new worko YKD \$038205
München Deutschland FUITSU THE POSSIBILITIES ARE New contact Salutation: Title: Company: Surname:	INFINITE Mr	new worko YKD \$038205
München Deutschland		new worko YKD \$038205
München Deutschland		new worko YKD \$038205
München Deutschland		new worko YKD \$038205
München Deutschland FUITSU New contact Salutation: Title: Company: Surname: First Name: Department: Street:	Mr Van-der-Rohe-S	TREW WORKO
München Deutschland FUITSU New contact Salutation: Title: Company: Surname: First Name: Department: Street: Post Code, Town: Opuntage	Mr	rew worko
München Deutschland FUITSU THE POSSIBILITIES ARE New contact Salutation: Title: Company: Surname: First Name: Department: Street: Post Code, Town: Country:	INFINITE	TREW WORKO
München Deutschland FUITSU New contact Salutation: Title: Company: Surname: First Name: Department: Street: Post Code, Town: Country: Phone Private:	Mr Y	rew worko
München Deutschland FUITSU New contact Salutation: Title: Company: Surname: First Name: Department: Street: Post Code, Town: Country: Phone Private: Phone Business:	INFINITE	TREW WORKO

Check the warning list.

If your customer is <u>not</u> in the list then confirm "No, customer is not registered in the warning list". If your customer is in the list, please contact FUJITSU Export Control: Mr. Georg Schmidt, phone: +49 (821) 804 2481, e-mail: Georg.Schmidt@ts.fujitsu.com After confirming with 'No' contact is created. Click on <Next>

3.2.2 Error description

Enter the Error Code and the Problem Description; these are mandatory fields: <u>Error Code</u>: Use button <EDIT> to enter the error code (see screen after text). <u>Problem Description</u>: Please describe problem as exact as possible. Problem description can be max. of 350 characters length.

Entering data into field "service partner reference number" can be very useful for your own administration process, but it is no mandatory field. The "service partner reference number" will be printed on the delivery note.

FUJITSU THE POSSIBILITIES ARE INFINITE	new workorder				
	YKD \$038205				

Information					
	Condition	Symptom	Action		
Error Code edit	•	-	•		
		-			
ECS Plus (DIFS Code)		Check			
Problem Description:	manda fiel	tory d	K >		
	350 characters available				
service partner reference number	20 characters available				
order spares	⊙Yes ○No				



Direct input of Error Code from technicians is possible when clicking on <edit>.

FUITSU THE POSSIBILITIES ARE INFINITE

YKD \$038205

new workorder

Information			
	Condition	Symptom	Action
Error Code edit	1-Always (during processing)	B-Board / Ram / internal IO 1-Error message 1-CPU	4-HW-Repair with Spare
ECS Plus (DIFS Code)		Check	
Problem Description:	low CPU performance causes t	he system to freeze	
service partner reference number	1-2345 14 c	characters available	
order spares	⊙Yes ○No		
🗙 Quit	Back	Next	Finish

Click on button <Next> to continue with the spare part ordering process, please refer to chapter 4.1.

3.3 Field change order

With WCM it is possible to support recalls. The list of serial numbers affected can be loaded. WCM will identify related systems during a call; suggest spare parts and grant additional flat rates if necessary. The WCM FCO function will not replace the FUJITSU FCO process but support it. Thus for all systems in a normal call, it is assured the necessary FCO is executed as well.

The exact procedure has to be agreed with Product Operation case by case. The screenshots attached only can give an impression how it looks like in the system if a FCO is involved.

Home Support	Logout				_	
 WCM Field Service Technical question 	Service If a Field Change Order is assigned changes to "AssignedFCO"				Murrant Status	Actions Accept workorder Reject workorder
Ersin Translation Tool Export > WCM News	9/2/2009 Customer Response Time 24	995002281237 Name repair time 0	Pr Yk Da	oduct 2S001945 te of Carriage	AssignedFCO ECS 1EM24 DIFS-Code	New Comment Edit Reference Number Print workorder Refresh page
 DIFS for WCM Spares 	Service Type SP OnSite 24h performance		Se On	Brief Field	Change Order	Information, e.g. with
Reports Settings Customer	CURRENT VIEW: CALL		/	reference appear.	to related FTS \$	Service Bulletins
	and the second se					
⊁ Help	Condition 1 - Always (during proce	essing) E - Rem M - Mec 2 - CP	om ovable drives / banical problem DVD-drive	cr I		· oyatem matory
 Help 	Condition 1 - Always (during proce Problem Description DVD not working Fco Description FC0: 2008-013 / RX100 :	sympt E - Rem M - Mec 2 - CT	om ovane drives / Anical problem DVD-drive	Specific Sp	pare Part Propo	> system matory > invoice
Help	Condition 1 - Always (during proce Problem Description DVD not working Fco Description FC0: 2008-013 / RX100: Line Items Material	Sympt E - Rem M - Mec 2 - CP	om ovare drives / Inical problem DVD-drive	Specific Sp	pare Part Propo	System matery Invoice Desails are added. Enter the Serial No. Invoice
Help	Condition 1 - Always (during proce Problem Description DVD not working Fco Description Fc0: 2008-013 / RX100 : Line Items Material Material number St 84003514 Fr	sympti E-Rem M - Mec 2 - CT	om ovarie drives / nical problem DVD-drive FCO Class A1	Additional However:	pare Part Propo FCO specific la This is modified	bour flat rates might be added
Help	Condition 1 - Always (during proced Problem Description DVD not working Fco Description Fc0: 2008-013 / RX100 Line Items Material Material number St 84003514 Fr 34011474 Pr Labour	sympti E-Rem M - Mec 2 - CT S4 mainboard VR-Issue, S4 mainboard VR-Issue, atur oposed	Total prid 1 0.00 1	Additional However: 1)FCO fail	pare Part Propo FCO specific la This is modified ure is identical t	bour flat rates might be added by the Validation Center if:
• Help	Condition 1 - Always (during proced) Problem Description DVD not working Fco Description FC0: 2008-013 / RX100 : Line Items Material Material number 34003514 Problem Labour Material number Material number St WTY:FLATRATE WTY:FLATRATE	ssing) E - Rem M - Mec 2 - CT S4 mainboard VR-Issue, S4 mainboard VR-Issue, atus oposed oposed	Total price 1 0.00 Total price Total price 1 0.00 Total price 1 0.00 Total price 1 0.00	Additional However: 1)FCO fail 2)the require czx	pare Part Propo FCO specific la This is modified ure is identical v ested service ty	bour flat rates might be added by the Validation Center if: with requested Work Order or already covered on site

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UJITSU THE POSS	SIBILITIES ARE INFI	ac	ccept w	orkorder
Accept call				
Accept call?	💽 Yes 🔘 No			
Partner call number:		20 characters available		
order spares?	⊙Yes ○No			
accept FCO?	⊙Yes ○No			
FCO-Description:	×			_
"FCO: A keyboard metal plate has to be added accor apply to shipment of CRU parts."		The field change order added by FTS be accepted from the SP again.	has to	responding. This FCO does no
		The Work Order only can be accepted	d in total	

The order can only be accepted in total.

FUJITSU THE POSSIBILITIES AR	All spare part orders for the Work Order ha been confirmed again.	ave	pt w	orko	order		
	The Spare Part can be deselected from MI Order. E.g. in case the spare part for the F was supplied by Product Operation separa	RO CO itely.					
These spares were suggested for the	e van						
Material number Description	W	arranty	LSF	RET	ECS	FTA	quantity
34024372		V					1

3.3.1 Different priority levels of FCO

There are different priority levels of FCOs. We distinguish into 2 different types of FCOs - FCO Type A and FCO Type A1:

FCO Type A describes the critical FCOs which have to be executed and handled by the specific service providers (SP) in any case, even if the suggested service type (ST) during the call entry at the Help Desk was CRU initially. FCO Type A1 describes the minor critical FCOs. Unlike the FCO Type A, the FCO Type A1 is ignored in case the service type is CRU.

In most countries the CRU process is enabled for the Help Desk only where the described logic above is fully supported in Support Assistant. Only in some countries the Service Type CRU is enabled for WCM WEB self assigned claims.

3.3.2 Different priority levels of FCO

For countries where the Service Type CRU is enabled for WCM WEB self assigned claims the following section describes how this functionality is integrated into the WCM WEB claim handling workflow.

3.3.2.1 FCO is of type A and the service type is "CRU"

In case the FCO is of type A and the service type is "CRU", the claim will be rejected with the following reject reason: CRU rejected – FCO pending – contact Help Desk.

In case multiple FCOs are identified for one Work Order and the types of the FCOs are different and there's one of the type A and the service type of the claim is CRU, the Service Type CRU is rejected as well.

FUJITSU THE POSSI	BILITIES ARE INFINITE							
Home Support Lo	gout							
WCM Field Service F- Technical question F- Ersin Translation Tool Export WCM News DESC for WCM	Workorder Deta	Ail Workorder 995002281259 Name Kandziora, Georg repair time 0	Partner Produc YK8V00 Date of -	r call number t 11302 Carriage	Current Sta Rejected ECS 2K314 DIFS-Code	atus	Actions New Comment Print workorder Refresh page Detail Views Call Messages	
 >> Dr's for work >> Spares >> Reports >> Settings >> Customer >> Help 	Service Type SP CRU (repairable) Information B2B Error: CRU rejected - FCO pending CURRENT VIEW: CALL ECS Condition 2 - Sporadic	- contact Help Desk Symptom K - Input devic 3 - Key stuck 1 - Keyboard	Service CRU (re	Type Custom pairable) The Fie requires involved new Wo the serv or bring contact	Id Change (s a technicia d. You can o ork Order, c vice type to in and retry the Helpde	Order an is open a hange on site y or sk.	Customer Product Spares order Workorder History System History Invoice Search for Workorder / Serial Workorder / Serial No. Adler Enter the Serial No.	
	Problem Description Key T stuck Line Items Material Material number 34003821 1	Status Proposed	Order No	RET-No	RET ReturnCode	 KeepMaterial 		

After the call is opened with service type different from service type CRU, the Work Order is assigned and the field change order information is displayed.

🏉 new workorder - Fujitsu Technology Solutions		X
FUJITSU THE POSSIBILITIES ARE INFINITE	new workorder	*
	YK8V001302	~
 The following FCO have been found for YK8V001322: FCO: In case of instable system function, sporadic system freeze, overheatin SB-M-07052-1 prior to swap any parts. Please also check the soldering at the 	g or similar symptoms please refer to Support Bulletin a heat pipe.	*
Attention There is a FCO of Type A! This will prevent the creation of a CRU workorder.		

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¥ WCM	Workorder Det	ail			Actions
- Field Service		an			 Accept workorder
	Call Date 16.09.2009 Customer Fujitsu Siemens Computers GmbH Response Time 0 Service Type SP	Workorder 995002281260 Name Kandziora, Georg repair time 0	Partner call number Product YK8V001302 Date of Carriage	er Current Status AssignedFCO ECS 2K314 DIFS-Code	Reject workorder New Comment Edit Reference Number Print workorder Refresh page Detail Views
>> Spares >> Reports >> Settings	Bringin		Bringin		Call Messages Customer
>> Help	Condition 2 - Sporadic	Symptom K - Input device 3 - Key stuck 1 - Keyboard	The status	Action 4 - HW-Repair with Spare	Spares order Workorder History System History Invoice
	Problem Description Key T stuck Fco Description	om function, operadio quetas	FCO inform	mation is displayed	Search for Workorder / Search for Workorder / Serial No.
	Line Items Material	-1 prior to swap any parts. Pi	lease also check the sold	ering at the heat pipe.	Enter the Serial No.
	Material number Total 34003821 1	Status C Proposed)rderNo RET-No -	RET ReturnCode KeepN	laterial

As usual, subsequently the Work Order with the assigned FCO has to be accepted by the Service Partner again.

3.3.2.2 FCO is of type A1 and the service type is "CRU"

In case the FCO is of type A1 and the service type is "CRU", the FCO will be ignored and the claim will be handled like a normal Work Order without FCO.

However the FCO information is displayed after the Work Order request is sent. It disappears after the material order identifies the part is a CRU part.

🏉 new workorder -	Fujitsu Tech	hnology Soluti	ons						×	
FUITSU THE	0	in e Marte	Order		1	new w	orkorder		^	
		ing Work	Order	r						
	loque	Jest with senaintimber				YK2K019050 .		Ŧ		
product informa	tuon								-	
Serial No.:		YK2K0190	50		Warranty code:		FSP:GL3B0000NBS			
Product:		T2300E/512	MB/CD-RW_		warranty owne	en:	RUS			
Article Code: Delivery Date:		LKN:RUS-2 31.08.2006	10100-001		warranty group warranty descu	o: ription:	NBS 3 vears bring in service	Global		
Activation Date:		04.10.200	06				Limited			
Additional-Text:		-								
		:			One-los de ba					
customer has p	aid for				Service to be expense	provided at Fi	ujitsu Technology Solut	ions	Ε	
On Site:	-	On Site:			On Site:	-	On Site:			
customer:	-	Collect and F	leturn:		customer:	-	Collect and Return:			
To customer: Work:	- 04.10.2009	Desk-To-Des	sk: r:	Н	To customer: Work:	- 04.10.2009	Desk-To-Desk: Door To Door:			
Material:	04.10.2009	Return To Ba	ise:		Material:	04.10.2009	Return To Base:			
Response Time:	0	BringIn:		4	Response Time:	0	BringIn:	v		
repair time:	0	Material:		1	repair time:	0	Material:	V		
Service Type:	CRU (repairs	able) 🏉	new workorde	r - Fu	ujitsu Technolog	gy Solutions				
Quit]		ů TCLI III							new workorder
	-		JIISO							
Fertig										YK2K019050
			The following	FCO	have been fou metal plate has t	nd for YK2K()19050: cordina to SB-M-09024 ii	n order to av	t biov	that the Likev is not responding. This ECO
			does not ap	ply to	shipment of CRU	J parts.	conding to 55-11-030241		roid i	and the sixey is not responding. This rise
			Material Invo 1. 340	2437	2 MET KB SUPP	ORT PLATE S7	7110			
			Attention				_			
			The FCO Materia	al will	be added automa	atically after w	orkorder creation. This F	CO will be i	gnore	ed in case of CRU.
						\sim				
			The FC	O is	displayed	for inform	nation only. It do	es not a	app	ly if the required service
			technici	uitii an t	led by send	aing the C ved	Justomer Replac	ceable (Jnit	to the customer without a
			Connor			<u>.</u>				
			Quit			Rack]	New	+	E Finish
			agun			Dack		IN Nex		C Filish

🏉 new workorder - Fujitsu Techno	ology Solutions		A CONTRACT OF A CONTRACT	
FUJITSU THE POSSIBILITI	ES ARE INFINITE		new workorder	*
			YK2K019050	-
Serial No. YK2	K019050			^
Problem Description				
Partner call number				
Error Code	Condition	Symptom	Action	
	5 - During start up	P - Power / Chassis 0 - No / partly voltage X - Other	4 - HW-Repair with	Spare
Problem Description	battery not loading			
customerwish	CRU (repairable)			
Service to be provided at				
Fujitsu Technology Solutions expense	CRU (repairable)			
Delivery address				
Delivery Comment	standard			
Delivery address	microCAT EDV Vertriebs und Soft	ware GmbH		=
	Daniel Stinner			
	Oberanger 40-42			
	80331 München			
Spare Parts				
Material number Type		v	Varranty CRU RET ECS FTA	quantity
88039520 -BT- 2 XX	ND BATTERY UNIT (6CELL 3800MAH	I) / FUJ:CP261945-		1
Quit	Back	Next		Finish
Fertig	Vertrauenswi	ürdige Sites Geschüt	tzter Modus: Inaktiv	🔍 100% 🔻 💡

After the necessary spare parts are ordered, the status is changed to "Open". No FCO is assigned.

Home Support L	ogout							
¥ WCM	Workorder Det	ail						Actions
- Field Service	Overview					\mathbf{i}		Repair started
- Technical question	Call Date	Workorde	r	Partne	er call num	ber	Current Status	 Update service type
- Frsin	16.09.2009	995002281	268				Open	 Order parts
Translation Tool	Customer	Name		Produ	ct		ECS	▶ Change status
- Translation root	Fujitsu Siemens Computers	Kandziara	Centra	VK2K0	10050		5001/4	 Appointment arranged
- Export	GmbH	Nanuziora,	Georg	TNZNU	15050		JF0/4	Cancel Workorder
WCM News	Response Time	repair tim	e	Date o	f Carriage		DIFS-Code	New Comment
DIFS for WCM	0	0		-				Edit Reference Number
Spares	Service Type SP			Servic	e Type Cu	stomer		Print workorder
>> Reports	CRU (repairable)			CRU (r	epairable)			Refresh nane
w Sattinge								- Honoon page
·· ocunga	CURRENT VIEW: CALL							D-4-il Missure
>> Customer	FCS							Detail views
>> Help	Condition		Symptom			Action		► Call
	5 - During start up		^o - Power / Chass	is		4 - HW-F	Repair with Spare	Messages
		() - No / partly volta	age				 Customer
)	(- Other					 Product
								 Spares order
	Problem Description							 Workorder History
	battery not loading							 System History
								► Invoice
	Line Items							
	Material							Search for Workorder / Serial
	Material number Total	Status	Or	der No	RET-No	RET	ReturnCode KeepMate	erial Workorder / Serial No
	88039520 1				-		- 🗌	
	Labour							
								Adlan
	Material number Status	Total	pri	ce				Adler

3.3.2.3 FCO is of type A or A1 and the service type is not equal to CRU

In case the FCO is of type A or A1 and the service type is not equal to CRU, now the FCO information is displayed during the Work Order request already and subsequently is processed by the selected service provider as usual. No further change to the existing process.

🏉 new workorder -	Fujitsu Technology Sol	utions					1100		х
FUJITSU THE P	OSSIBILITIES ARE	INFINITE			new	workor	der		*
					YK8V0	01328			-
The following FC FCO: In case of SB-M-07052-1	O have been found for f instable system function prior to swap any parts. I	YK8VU01328: , sporadic system fr Please also check th	eeze, overhe e soldering a	ating or simil t the heat pip	ar symptom e.	s please refe	er to Support E	Bulletin	
Attention	Vne Al This will prevent t	a creation of a CDU	workorder						
There is a red of t	ype A: This will prevent to		WORKOIDEL.						-
	ILLITIES ARE INFINITE								
WCM	Workorder Det	ail					 Actions Accept work 	order	
Technical question Ersin	Overview Call Date 16.09.2009	Workorder 995002281271	Partner ca	ll number	Current Sta AssignedFC	tus)	Reject worko New Commer Edit Deference	rder It	
Translation Tool Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK8V0013	08	5B124		 Print workord Refresh page 	er	
WCM News DIFS for WCM Spares	48 Service Type SP	0	- Service Ty	pe Customer	Dir 3-Code		Detail View	'S	
>> Reports >> Settings	OnSite 48h performance		OnSite 48h	performance		$ \rightarrow $			
>> Customer >> Help	ECS Condition	Symptom		Action			Product Spares order		
	5 - During start up	B - Board / Ra 1 - Error mess 2 - Memory / (The statu	us is chang on is displa	ed and th ayed.	ne FCO	rstem Histor voice	story Ty	
	Problem Description Not enough RAM detected w	hile booting					Workorder / S	Workorder / Ser Serial No.	ial ▶
	Fco Description FCO: In case of instable syst Support Bulletin SB-M-07052	em function, sporadic syste -1 prior to swap any parts.	em freeze, overhe Please also chec	eating or similar sy k the soldering at	rmptoms please the heat pipe.	refer to	Adler Enter the Ser	ial No.	
	Line Items Material								
	Material number Total 34006911 1 Labour	Status Proposed	Order No R	ET-No RET ☑	ReturnCode	KeepMaterial			
	Material number Status WTY:FLATRATE OK	Total 1	price 87.20 EUR						

As usual, subsequently the assigned FCO has to be accepted by the Service Partner again.

3.4 SWAP Process

For systems like Blade Frame or Monitor, the whole unit is replaced during the break fix. Immediately after the exchange of the defective system, the warranty data is transferred to the asset data of the Replacement System. Warranty Codes, SLA and day of first use date from the defective Call Entry SNR sold to the customer originally are moved to the Replacement Serial Number (SWAP). Thus the warranty entitlement of the customer keeps updated.

Required assistance by the Service Partners

For systems marked as swappable in the asset data the information about the Replacement System Serial Number needs to be entered in WCM by the Service Partner. Entry fields are provided in WCM WEB to be confirmed or updated. Adaptations of the messages in the B2B process are explained below.

3.4.1 Function

The Work Order in WCM is based on the SNR the customer communicates. As soon as the system is swapped successfully the Work Order is updated by two dates:

- the confirmed or corrected Serial Number of the actual collected defective system
- the Replacement Serial Number

If the actual SNR of the defective system differs from the SNR the customer communicated with the call, the Work Order is processed with a different SNR immediately after the WCM WEB User entries or the B2B Partners messages corrected the call assignment record. The correction is done during the To Claim process only. All three Serial Numbers, the SNR from the call entry, the corrected defective system SNR and the Replacement SNR will be placed in the WCM asset data. So the swap is traceable in WCM.

The ADLER data of the Replacement SNR takes over the Warranty Data which has been recorded to the defective System Serial Number in ADLER.

3.4.2 Process steps

A swap only is requested if the Work Order carries a SWAP Flag. Then, the Claim Update during the To Claim Action requires the additional entry of the Replacement SNR. It subsequently is updated in the ADLER data base by the warranty data of the Call Entry SNR. In some cases the update of ADLER is delayed as a manual confirmation of the local Service Management is necessary. This is the case if the Replacement System SNR is registered in the asset data base ADLER with a wrong Warranty Code, i.e. different to FSP:SWAP.

3.4.2.1 Work Order open

The WO is opened on the Call Entry SNR1. Based on the Call Entry SNR1 warranty record the Swap is taking place. Even so the Call Entry SNR1 could turn out to be misspelled by the customer. This requires an update in the workflow of the warranty claim.

3.4.2.2 Replacement

SNR2 is the Replacement SNR (SWAP) of the swapped asset. The Replacement SNR2 is entered by the SP or repairer.

3.4.2.3 Confirmation of defect SNR

As mentioned previously, after the repair is done a 3rd SNR could take place. This is the defect SNR which is identified by the Service Partner or Repair Center managing the swap stock. If the defect SNR3 is different to the Claim Entry SNR1, the defect SNR3 overwrites the Call Entry SNR1. The Service Partner sends the correct defect SNR during the ToClaim Action in exchange for the original Call Entry SNR the customer communicated.

3.4.2.4 <u>To Claim the Work Order</u>

After the Call Entry SNR is confirmed and the Replacement SNR is entered in WCM the Work Order is claimed. The exceptionally scenarios may apply - see chapter 3.4.5

3.4.3 Exceptions where no Swap Data need to be provided

Although the system is marked as swappable in the asset data, there are some exceptions the Work Order is not processed as Swap:

3.4.3.1 Desk to Desk Monitor Exchange in Germany

In Germany for Service Type Desk to Desk two Work Orders are opened by the Help Desk in parallel. The first one for the on site Service Partner (Desk to Desk) and another one for the Logistics Partner (Door to Door). For Service Type Desk to Desk no update of the Call Entry SNR1 by the actually identified SNR3, nor an update of the Work Order with the Replacement SNR2 (SWAP) is required. Both information are retrieved from the parallel Work Order of the Logistics Partner. As the Logistics Partner owns the swap stock information and forwards the defective system to the repair centre. WCM differentiates the Work Orders automatically.

3.4.3.2 Forwarded Work Orders

If in the country organization the Work Order forward process is implemented, i.e. a Service Partner is defined who can receive Work Orders from WCM WEB User Accounts of other Service Partners, the WCM WEB User Account who opened the claim is not requested to deliver the Swap data. Only the receiving WCM Service Partner account has to provide the Swap data. WCM distinguishes the status of forwarded Work Orders automatically.

3.4.3.3 Named repair for Displays with Door to Door Service

Despite the related monitor product family normally is maintained by Door to Door Service, in single cases the customer requests a named repair and gets his original system back after repair. Those repair orders are opened in WCM with Service Type Collect & Return. The Swap applies, but as the Call Entry SNR1 and Replacement SNR2 are identically, no Swap of the warranty data is executed. WCM will distinguish automatically, if Service Type is C&R and Call Entry SNR1 is equal to Replacement SNR2. The Swap Flag is removed from the Work Order data in WCM.

3.4.3.4 Repair of Blades

Repair on Blade Systems require a SWAP process if the whole unit is replaced. This is the case if the failure unit is the Blade Master or Blade Slave board which is combined to the housing. However a Blade failure might be fixed by replacing a modular component e.g. the RAM. The unit is not replaced and the Call Entry SNR1 does not change. The Service Partner signifies this by simply entering the Call Entry SNR1 for the Replacement SNR2 once again.

3.4.4 WCM WEB information

3.4.4.1 SWAP Example 1 – whole Blade unit was swapped

Work Order open

During a claim is opened in WCM WEB, WCM checks if the related system can be exchanged completely for break fix, i.e. the system is swappable or not. If the system is swappable in the Work Order Details an Additional Information line is displayed to inform the Service Partner the SNR of the defective and the SNR of the replacement system need to be recorded in the subsequent WCM claim process.

Home Support L	ogout						
\$ WCM	Workorder Det	ail					Actions
- Field Service	Ovenriew						▶ Repair started
- Technical question - Ersin - Translation Tool - Export > WCM News > DIFS for WCM > Spares > Reports > Settings	Call Date 19.03.2009 Customer Fujitsu Siemens Computers GmbH Response Time 0 Service Type SP OnSite CURPENT VIEWS CALL	Workorder 995002270113 Name Kandziora, Georg repair time 0	Partner call Product YK6T001709 Date of Carr - Service Typ OnSite	number iage e Customer	Current Sta Open ECS 3B114 DIFS-Code	tus	 Update service type Order parts Change status Appointment arranged Cancel Workorder New Comment Edit Reference Number Print workorder Refresh page
← customer + Help	Additional Information (S SWAP Process: Note Seri	WAP): al Numbers for warran	ty claim entry!	4			Detail Views Call Messages Customer
	ECS Condition 3 - Under high Load	Symptom B - Board / R 1 - Error mes 1 - CPU	am / internal IO sage	Action 4 - HW) -Repair with Spa	re	Product Spares order Workorder History System History Invoice
	Problem Description Bad performance under high	load.					Search for Workorder / Seria Workorder / Serial No.
	Line Items Material Material number Total 38006712 1	Status Proposed	Order No RET	-No Ret	ReturnCode	KeepMaterial	Adler Enter the Serial No.
	Labour Material number Status WTY:FLATRATE OK	Total 1	price 118.00 EUR				

SNR entry of replacement system

The replacement system can be ordered and the repair started and finished is confirmed in WCM as usual. When the Work Order is claimed, the system SNR of the Claim Entry is displayed. If the actual defect system SNR differs from the Claim Entry SNR the Help Desk had recorded from the customer call earlier, the Claim Entry SNR needs to be overwritten.

workorder to claim
the defective customer system. If not please enter

After confirmation by pressing the button Finish, a second entry is opened. Here the serial number of the Replacement System is required.

- • ×		🕘 Workorder to claim - Microsoft Internet Explorer
<u>^</u>	workorder to claim	FUJITSU THE POSSIBILITIES ARE INFINITE
~		
		Channe status
		Change status to: To Claim
		Please enter the serialnumber of the defect asset:
		Call Entry SNR*: YK6T001709
e enter	e defective customer system. If not please ente	*NOTE: Please double check the Serial No. entered during call open is identical with the Serial No. of defective SNR here.
		Please enter the serialnumber of the new (SWAP) asset:
		Replacement SNR (SWAP): YK6T001714
_		Please enter the serialnumber of the new (SWAP) asset: Replacement SNR (SWAP): YK6T001714

After the Replacement Serial Number is recorded and confirmed by the button Finish, the Current Status of the Work Order changes into ToClaim.

Trace the swapped system

The Additional Information line keeps the information on the claim header to mark this break fix was done by exchange of the whole system. The Call Entry SNR and the Replacement SNR are stored there as well.
FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

Home Support Logo	ul								
S VVCM	Workorder D	etail			Actions				
- Field Service	Overview								
- Technical question	Call Date	Workorder	Partner call number	Current Status	▶ New Comment				
- Ersin	19.03.2009	995002270113		ToClaim	► Edit Reference Number				
- Translation Tool	Customer	Name	Product	ECS	Print workorder				
Export	Fujitsu Siemens Compute GmbH	rs Kandziora, Georg	YK6T001709	3B114	 Refresh page 				
>> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	D D-4-3 Viewe				
>> DIFS for WCM	0	0							
>> Spares	Service Type SP		Service Type Customer		► Call ► Messares				
>> Reports	Onsite	► Customer							
>> Settings		▶ Product							
>> customer	CURRENT VIEW: CALL	▶ Spares order							
>> Help	Additional Information	→ Workorder History							
and the second sec	Call Entry SNR:	System History							
	Replacement SNR (SW	→ Invoice							
	Information:								
	This repair was fixed by	📕 Search for Workorder / Serial							
					Workorder / Serial No.				
	ECS								
	Condition	Symptom	Actio	Adler					
	3 - Under nigh Load	1 - Board / Ra	am / Internal IO 4 - Hv sage	v-rtepair with Spare	Enter the Serial No.				
		, 1-0-0	1						
	Problem Description								
	Bad performance under	high load.							
	Solution								
	Fixed by exchange of bla	ide.							
	Line Items Material				-				
	Material number Tot	al Status	Order No RET-No RE	T ReturnCode KeepMateria					
	38006712 1	Proposed	8004649001 -	-					
	38006712 1	Confirmed	8004649001 -	-					
	38006712 1	Despatched	8004649001 8137126823						
	38006712 1	Returned	8004649001 8137126823						
	Labour								
	Material number Sta	tus Total	price						

3.4.4.2 SWAP Example 2 - SNR of defect unit was captured incorrectly

For the process it is very important, the defect serial number is recorded correctly.

Claiming the Work Order, first of all the Serial Number of the defective System is to be confirmed. In case the Serial Number the Help Desk recorded from the customer call differs from the actual defect unit, it needs to be corrected now. WCM permits to correct the SNR in the ToClaim action entry. The overwritten Claim Entry SNR is stored in a text field in order to trace the sequence of events in this Work Order.

Example: SNR1 YE8L022326 claimed by customer, SNR2 YE8L022271 shipped as replacement system from Swap Stock, SNR3 YE8L022327 actually sent into repair:

Home Support Lo	ogout					
¥ WCM	Workorder Deta	ail			Actions	l
 Field Service Fechnical question Ersin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings Customer Help 	Curview Call Date 25.03.2009 Customer Fuiltau Siemens Computers GmbH Response Time 0 Service Type SP Door to door CURRENT VIEW: CALL Additional Information (S SWAP Process: Please tail ECS Condition 2 - Sporadic	Workorder 995002270148 Name Kandziora, Georg repair time 0 0 WAP): ce a note of both Serial Symptom D - Display /\ 3 - Brightness	Partner call number Product YE8L022326 Date of Carriage Service Type Customer Door to door Numbers for subsequent entre //deo 6- Sys	Cean WorkOrder Repair failed Update service type Repair successful Order parts Return order Keep Material Cancel Workorder New Comment Edit Reference Number Print workorder Refresh page Detail Views Call Messages Customer Product		
	Problem Description Display brilliance not accepta Solution System exchanged. Line Items Labour Material number WTY:FLATRATE	Change status Change status Change status to: Please enter th Call Entry SNR*: VEBL022326 *NOTE: Please double chi defective SNR he	reen ; claim - Microsoft Internet I POSSIBILITIES ARE INFI To Claim e serialnumber of the defect a eck the Serial No. entered during ca re.	Explorer IIIE sset: all open is identical with the Seria	No. of the defective customer system. If r	not please enter

As the Serial Number the Help Desk recorded from the customer call differs from the actual defect unit the Service Partner corrects the entry.

The corrected Entry SNR and the Replacement SNR are recorded.

🔄 Workorder to claim - Microsoft Internet Explorer 📃 🗖 🔯							
FUJITSU THE POSSIBILITIES ARE INFINITE	workorder to claim						
Change status							
Change status to: To Claim							
Please enter the serialnumber of the defect asset:							
Call Entry SNR*: YE8L022327							
*NOTE: Please double check the Serial No. entered during call open is identical with the Serial No. of the defective SNR here.	he defective customer system. If not please enter						
Please enter the serialnumber of the new (SWAP) asset:							
Replacement SNR (SWAP): YE8L022271							

After the correct data entry in WCM the Work Order is processed with the actual defect system SNR.

WCM WEB:

FUJITSU THE POSS	SIBILITIES ARE INFINITE								
Home Support L	Logout								
¥ WCM	Workorder Det	ail			Actions				
- Field Service	Overview				▶ Reset To claim				
- Technical question	Call Date	Workorder	Partner call number	Current Status	▶ New Comment				
- Ersin	25.03.2009	995002270148		ToClaim	 Edit Reference Number 				
. Translation Tool	Customer	Name	Product	ECS	 Print workorder 				
Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YE8L022327	2D316	▶ Refresh page				
>> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code					
>> DIFS for WCM	0	0		The corrected SNR	Detail Views				
>> Spares	Service Type SP		Service Type Customer	is linked to the	▶ Call				
W Reports	Door to door		Door to door	Workorder.	Messages				
w Reports					Customer				
M Settings	CURRENT VIEW: CALL				Product Success surface				
22 Customer	Additional Information (S	WAP):			 Spares order Markanian Matematica 				
>> Help	Call Entry SNR:	Call Entry SNR: YE8L022326							
	Information: This repair was fixed by exc	hange of the system unit.	the actions on the Workorder.	his	Invoice Search for Workorder / Serial Workorder / Serial No.				
	ECS	Comptom	Action						
	2 - Sporadic	D - Display / Vio 3 - Brightness / 1 - System scre	deo 6 - Sys / contrast een	tern exchanged	Adler Enter the Serial No.				
	Problem Description Display brilliance not accepte	able							
k;	Solution System exchanged.								
	Line Items Labour								
	Material number	Statu	us Total	price					
	WTY:FLATRATE	OK	1	66.00 EUR					

3.4.4.3 SWAP Example 3 - Blade unit was repaired not swapped

The Blade failure might be fixed by replacing a modular component e.g. the RAM. The unit is not replaced and the Claim Entry SNR does not change. The Service Partner signifies this by simply entering the Entry SNR for the replacement SNR once again.

 $\overline{\times}$

^

Home Support	_ogout								
S WCM	Workorder De	tail					🔲 Acti	ons	
- Field Service	Overview						→ Claim	Workorder	
- Technical question	Call Date	Workorde	r P	artner call num	ber	Current Status	▶ Repai	r failed	
- Ersin	25.03.2009	995002270	160			RepairSuccessful	▶ Updat	e service type	
Translation Tool	Customer	Name	Р	roduct		ECS	▶ Repai	r successful	
- Export	Fujitsu Siemens Computers	Kandziora	Georg Y	K6U001154		3BVV24	 Order 	parts	
>> WCM News	Response Time	repair tim	e D	ate of Carriage		DIFS-Code	▶ Retur	n order	
>> DIES for WCM	0	0	-				► Keep	Material	
ss Shares	Service Type SP		S	егчісе Туре Си	stomer		Canci North	31 vvorkorder	
W Reports	OnSite		0	nSite			► New	Comment	
M Reports							Bviets	ererence Number	
w settings	CURRENT VIEW: CALL						> Print	eh naria	
>> Customer	FCS							an page	
>> Help	Condition	Det:	ail Mieure						
	3 - Under high Load	E	3 - Board / Ram / inter	nal IO	4 - HVV-F	Repair with Spare		III VICWS	
			AV - Warning message comments)	(detail in			> Macc	2000	
			2 - Memory / cache				> Mess	ages	
							Produ	inei ict	
	Problem Description						> Prode	o order	
	Problems with memory dun	p					 Bjorki 	order History	
							→ Syste	em History	
	Solution						Invoid	:e	
	RAM exchanged.								
	Line Items						Sear	ch for Workorder / S	erial
	Material						1100	brach / Scharnet.	
	Material number Total	Status	Order	No RET-No	RET	ReturnCode Keep!	laterial		
	34005214 1	Proposed		-		- 🗹		<u>ار ا</u>	
	Labour Material number Statu	a Total	price				Enter	the Serial No.	
	WTY:FLATRATE OK	1	118.00	EUR					
			Ν						
) Workordor to	olaim Miorosoft In	tornot Ex	plarar		_				1
			hmiei						
	POSSIBILITIES AR	E INFIN	ITE			workor	der to cla	um	

The claim will move into Status ToClaim.

Please enter the serialnumber of the new (SWAP) asset:

Please enter the serialnumber of the defect asset:

Change status Change status to: To Claim

Call Entry SNR*: YK6U001154

defective SNR here.

YK6U001154

Replacement SNR (SWAP):

In the status ToClaim the additional information with the swap remark disappears.

Please double check the Serial No. entered during call open is identical with the Serial No. of the defective customer system. If not please enter

FUJITSU THE POSSIBI	LITIES ARE INFINITE				
Home Support Logo	ut				
VVCM Field Service F- Field Service F- Translation Tool E- Export XVCM News	Workorder Deta Overview Call Date 25.03.2009 Customer Fulitsu Siemens Computers GmbH Benomena Timp	Current Status ToClaim ECS 3BW24	Actions Reset To claim New Comment Edit Reference Number Print workorder Refresh page		
VVCM News VVCM News VVCM Spares Reports Settings Customer Help	CURRENT VIEW: CALL	Detail Views Call Messages Customer Product Spares order Workorder History			
Ŕ	3 - Under high Load Problem Description Problems with memory dump Solution	B - Board / Ram / J W - Warning mess comments) 2 - Memory / cach	Action nternal IO 4 - H/V- iage (detail in e	Repair with Spare	System History Invoice Search for Workorder / Serial Workorder / Serial No. Adler Enter the Serial No. T
	AM exchanged. Line Items Material Material number Total 34005214 1 Labour Material number Status WTY:FLATRATE OK	Status Or Proposed Total pri 1 118	der No RET-No RET - V ce 3.00 EUR	ReturnCode KeepMaterial	

3.4.4.4 SWAP Example 4 - Monitor was repaired not swapped

Occasionally the customer wants to avoid an exchange of his defective monitor. Being aware, he gives up some service level, he asks for repair of his defective unit. According to this request, the Help Desk opens the claim with service type Collect & Return. In this case no swap process is in place. The same unit is returned to the customer.

However as the principle service concept for the system is swap, the Work Order carries the swap flag and additional information is displayed to remember both Serial Numbers in the further process.

However the unit is not replaced and the Claim Entry SNR does not change. The Service Partner signifies this by simply entering the Entry SNR into the field replacement SNR once again. WCM will permit the repetition of the same SNR only for warranty claims with Service Type Collect & Return.

The Work Order is assigned by the Helpdesk with Service Type Collect & Return:

When the Work Order is claimed and the replacement serial number is to be entered, for Collect & Return Service the same Call Entry SNR is accepted.

🔄 Workorder to claim - Microsoft Internet Explorer 📃 🗔 🔯							
FUJITSU THE POSSIBILITIES ARE INFINITE	workorder to claim						
Change status							
Change status to: To Claim							
Please enter the serialnumber of the defect asset:							
Call Entry SNR*: YE8G000796							
*NOTE:							
Please double check the Serial No. entered during call open is identical with the defective SNR here.	ne Serial No. of the defective customer system. If not please enter						
Please enter the serialnumber of the new (SWAP) asset:							
Replacement SNR (SWAP):							
YE8G000796							

nome odpport c					
\$ WCM	Workorder Detai	il			Actions
- Field Service	Overview				 Accept workorder
 Technical question Ersin 	Call Date 25.03.2009	Workorder 995002270152	Partner call num	ber Current Status Assigned	Reject workorder New Comment Still Defenses Number
- Translation Tool - Export	Customer Response Time	Name Vollkammer, Mike repair time	Product YE8G000796 Date of Carriage	ECS 1D018 DIFS-Code	Eat Reference Number Print workorder Refresh page
VVCM News DIFS for VVCM Sparses	0 Service Type SP Collect&Return	•	26.03.2009 Service Type Cu Collect&Return	stomer	Detail Views
 Reports Settings 	CURRENT VIEW: CALL				→ Call → Messages → Customer
Customer	ECS				► Product
> Help	Condition 1 - Always (during processing)) D - Display / V D - Display / V O - No picture 1 - System sc	'ideo (power is on) reen	Action 8 - System exchanged (indire	ct) Spares order Vorkorder History System History Invoice
	Problem Description C&R ST für SWAP Gerät				Search for Workorder / Serial No.

Subsequently the Swap Flag will disappear from the claim. The indication of the system exchange is no longer displayed in the additional information section.

WCM Field Service Technical question	Workorder De	- 4 - 11			
- Field Service			Actions		
- Technical question	Overview		▶ Reset To claim		
	Call Date	Workorder	Partner call number	Current Status	▶ New Comment
- Ersin	25.03.2009	995002270152		ToClaim	 Edit Reference Number
- Translation Tool	Customer	Name	Product	ECS	 Print workorder
- Export		Vollkammer, Mike	YE8G000796	1D018	▶ Refresh page
s WCM Nowo	Response Time	repair time	Date of Carriage	DIFS-Code	
	U Convine Trans CD		26.03.2009		🔲 Detail Views
DIFS for VVCM	Collect&Return		Collect&Return	1	→ Call
> Spares	Collector/eturn		Collectarteturn		→ Messages
Reports					► Customer
 Settings 	CURRENT VIEW: CALL				▶ Product
Customer	ECS				► Spares order
> Help	Condition	Symptom	Acti	on	
	1 - Always (during proce	ssing) D - Display / V	ídeo 8 - S	ystem exchanged (indirect)	▶ System History
		0 - No picture 1 - System sc	(power is on) reen		Invoice
	Problem Description				Search for Workorder / Seri
	C&R ST für SWAP Gerät				Workorder / Serial No.

3.4.5 To Claim the Work Order

After the Call Entry SNR is confirmed and the Replacement SNR is entered in WCM the Work Order is claimed. The following exceptionally scenarios may apply:

3.4.5.1 Replacement SNR not in ADLER

If by any reason the Replacement System SNR is not recorded in ADLER, a ToClaimError appears:

"SWAP Error" "ADLER error during Swap"

The local Service Partner Management shall be informed to update the delivery data in ADLER. The Work Order can be claimed again after the ADLER data is complemented.

3.4.5.2 Warranty of Replacement SNR is not Zero

If the Replacement Serial Number is recognized by ADLER but the assigned Warranty Code is not equal to "FSP:Warranty", the Local Claim Approver in the Service Partner Management needs to update ADLER manually. Before the update the LCA will double check with the Repair Centre or Service Partner if the SNR which was recorded is correct and update the ADLER data accordingly. The payment of the claim does not depend on the ADLER update decision but will be delayed until the ADLER decision is made.

3.4.5.3 Assets are incompatible

If the Replacement Serial Number apparently does not fit to replace the defective system, e.g. Notebook for Monitor, a ToClaimError appears:

"SWAP Error" "Assets are incompatible for Swap"

3.4.6 SWAP Data in ADLER

3.4.6.1 SWAP Flag

In ADLER a so called multipurpose flag is implemented. Systems which are suitable for exchange are marked with the Parameter "SWAP". This flag is transmitted to WCM and SA during the call open process.

FUJITSU adlerv3.10	t e	S	t	6	adler ²			
SELECT	ABOUT US RE-REGI (E8L022327 - Warr	ster download uplo/ anty / Service	AD PRINT					
device serialnumber VE8L022327	Type: Family code: weight (gram):	AMILO Display L 3 YE8L AMILO LL 3	1190VV 3190VV	Part number: Material number:	S26361-K1284-V181 000000010600980072			
warranty information partiist	Last update:	10/30/2008						
component details configuration data test information testing results delivery data	tor details click <u>ne</u> te: 10/29/2008	re	Date of first use:	11/28/2008 history first use date				
total view additional services history country controlling	Customer warra Code: Description:	nty / service FSP:GN3D000STDWDY 3 years Door-to-Door Ex	E change Service	Kultipurpose - Mic	rosoft Internet Explore	r		
administration reports	Area: Owner: Group:	E - FSC Limited Warra NDL DYE - Display Entry	inty	adler v3.10	CLOSE WINDOW test-test-tes	t	-	
	Reaction time (h): Repair time (h): warranty days:	0 0 WD			YE8L022271 - Multij Flag SWAP	Datum 2009-03-17	Ersteller adleradm	×
	warranty time: ON-SITE	B	TRANSPORT	LABOUR	MATERIAL	k		
	-	From customer 11/28/2011	To customer 11/28/2011		·	v		
	Detail informati (in months)	DN			history warranty			
		Code	OS FC TC I	la ma producer	OWNER			
	BASIC	-			-			
	ADD. WAR-INFO	BW_no_BOM	0 0 0	0 0 u	ukn			
	STANDARD	FSP:GN3D000STDWDYE	0 36 36	0 0 A	00A1202147			
	TOPUP				-			
	EXTENDED	-						

3.4.6.2 SWAP Pool inventory

Units in the spare part stock, repaired or new material ready for exchange are recorded in ADLER with Zero Warranty. These assets also carry the SWAP Flag.

FUJITSU	t e	S	t			а	dler²								
adier vs. Tu															
	ABOUTUS I RE-REGIS	TER DOWNLOAD UPL	IAD PRIN	T											
Ŷ	E8LU22271 - Warra	nty / Service													
SELECT device serialnumber 🗸 YE8L022271 Submit	Type: Family code: weight (gram): Last update:	AMILO Display L YE8L AMILO LL 3/9/2009	3190W 3190W	F	'art nu lateria	mber: Il number:	S26361-K1284-V181 00000001060098007;	2							
warranty information partist component details configuration data test information testing results delivery data total view	multipurpose Factory delivery date	for details click <u>h</u> e: 10/29/2008		ſ)ate of	first use:	11/28/2008 history first use date	e							
additional services	additional services Code: ESP:SWAP			🐐 🖗 Multipurpose - Microsoft Internet Explorer											
history	history Description: FSP:SWAP			₩_¥	ultipu	irpose - Micro	osoft Internet Explor	797							
administration	administration Area: warranty area not valid reports Owner: D				adler	v3.10									
reports						1	test-test-tes	; t							
	Group:	XXX - Product liability	data												
	Reaction time (h):	0					YE8L022271 - Mult	ipurpose							
	Repair time (h):	0					Flag	Datum	Ersteller						
	warranty days:	WD					SWAP	2009-03-17	adleradm	×					
	warranty time:	A													
	ON-SITE	TRANSPORT From customer	TRANSP To custo	ORT		LABOUR	MATERIAL								
		-	-			-	-								
	Detail information (in months)					PROPUSE	history warrant	У							
	D1010	Code	OS FO		1 MA	PRODUCER	OWNER	-							
	BASIC -	W/ no. DOM			-	-	-	-							
	ADD. WAR-INFO E	MATUOTROW		1010	10	l n	l nku	-							
								_							
	STANDARD -		· · ·		-	-	-	_	Ν						
	TOPUP -		· · ·		-	-	-	_	И						
	EXTENDED -		· · ·		-	-	-	_							
	ADD. WAR-INFO F	SP:SWAP	00) 0 0	0		adleradm								

3.4.6.3 Warranty data after Swap

After the Work Order is claimed and WCM transmitted the swap information to ADLER, the warranty data in the asset are exchanged. The replacement system takes over the warranty from the defect system and the defect system receives the zero warranty from Warranty Code FSP: SWAP.

FUjitsu	te	€∕S '	t					adler ²					ļ		
adler v3.10															
	ABOUT US RE-REG	STER DOWNLOAD UPLOAD	I P	RINT											
Y	'E8L022271 - Gara	ntie / Service													
SELECT Geräteserialnummer 💌 YE8L022271 Abschicken	Typ: Produktfamilie: Gewicht (Gramm) Letzte Änderung:	AMILO Display L 31 YE8L AMILO LL 31 K 26.3.2009	90W 90W		: : !	GWAP (Gachnu Aateria	Details: Immer: Inummer:	1 S26361-K1284-V181 0000000106009800	1 172						
Garantie-Information Strückliste Komponentendetails Konfigurationsdaten Prüf-Information Prüfergebnisse Lieferdaten	Multipurpose Werkslieferdatum	Für Details bitte <u>hie</u> : 29.10.2008	<u>r</u> klicken	I	E	Einsatz	datum:	28.11.2008 Historie Einsatzdati	um						
Gesamtansicht Weitere Services Historie Country Controlling Administration Beauto	Kunden Garantie / Service Leistungen Code: FSP:0N3D000STOWDVE Beschreibung: 3 Jahre Door to-Door Austauschservice Area: E - FSC Limited Warranty Owner: NDI						vice, 5x9, gilt in Europa, Afrika und Naher Osten								
Reports	Owner:	NDL			adle	v v2.41	CI (1)	SE WINDOW							
	Gruppe:	DYE - Display Entry			aui	si və. i t		n moon		_	_	_			
	Reaktionszeit (n):	0			test-test-test										
	wiedernerstellze	iederherstellzeit (h):()						YERI 022271 . Multinumose							
	Service Tage:	WD						Elan Datum Erstellor							
2	Service Zeit:	В							2009-02-17		adlaradm	×			
η	VORORT	TRANSPORT Vom Kunden	TRANS Zum K	SPOR Lunde	T		ARBEIT	MATERIAL	2003-03-17						
	-	28.11.2011	28.11	.2011					_						
Detailinformation (in Monatsangaben) Historie Garantie															
	BARIC	Coue	00	VIC		N IMA	LIVATELLEL	Viviner(-						
	ADD WAR-INFO	E BW/ no. BOM			0 0	1 0	-	ukn	-						
	ADD. WAR-INFO	1044_10_00M	10	0	0 1		u	UMI	-						
	STANDARD	ESP:GN3D000STDWDYE	0	36	36 0	1 0	A	00A1202147	-						
	TOPUP	-	-	-				-	-						
	EXTENDED	-	-			-		-	-						
	1	1	1			1		1							

3.4.6.4 Defect System after Swap

FUjitsu	te	e/s 1	t				8	adler ²			
adler v3.10	HOME										
	ABOUT US RE-REGI	STER DOWNLOAD UPLOAD		RINT							
Y	'E8L022327 - Gara	ntie / Service									
SELECT Geräteserialnummer	Typ: Produktfamilie:	AMILO Display L 31 YE8L AMILO LL 31	90W 90W		9	achni	Details: ummer:	1 S26361-K1284-V181			
Abschicken	Gewicht (Gramm) Letzte Änderung:	: 26.3.2009			N	lateria	alnummer:	00000010600980072			
Garantie-Information Stückliste Komponentendetails Konfigurationsdaten Prüf-Information Prüfergebnisse Lieferdaten Gesantfansicht	Multipurpose Werkslieferdatum	Für Details bitte <u>hie</u> : 29.10.2008	<u>r</u> klicker	ı	E	insatz	zdatum:	28.11.2008 Historie Einsatzdatum			
Weitere Services	Kunden Garant	FOR-CANAD			کا لا	dtiou	unness Miss	aaaft Internet Funiera			
Historie Country Controlling	Beschreibung:	FSP:SWAP			10 N	unha	irpose - micri	usurt internet cxpture	ſ		_
Administration	Area:	kein gültiger Garan	tieberei	ch		adler	rv3.10	CLOSE WINDOW			
Reports	Owner:	D						test-test-tes	t		
	Gruppe:	XXX - Haftungsdaten						1001 000074 Markin			
	Reaktionszeit (h):	0						TE8LUZZZ71 - MUIU	Detun	C4-U	
	Wiederherstellze	it (h):0						Flag		Ersteller	
	Service Tage:	WD						SWAP	2009-03-17	adleradm	X
	Service Zeit:	A						Ν			
					-			۳			_
	VORORT	TRANSPORT Vom Kunden	TRAN Zum I	SPOF (unde	ti m		ARBEIT	MATERIAL			
		-	Luin	-							
	Detailinformatio (in Monatsangabe	on en)		1			1	Historie Garantie			
	DAGIO	Code	V0	VK	ZKA	< MA	ERSTELLER	OWNER			
	HASIC	- Dill no. DOM	-	-		-	-	-			
	ADD, WAR-INFU	DAA_UO_ROM	10	U	υļί	10	l u				
						_					
	STANDARD	•	-	-	- -	-	-	-			
		-	-	-		+-	-	-			
	EXTENDED	-	-	•		-	-	-			
	ADD. WAR-INFO	FSP:SWAP	0	U	0 0	U		adleradm			

3.4.7 Monitor Service Concept – Collect & Return Display

April 1st 2009 a new Monitor repair concept was introduced: Collect & Return Display. Monitor this Service applies to are not exchanged but the repaired system is returned to the customer. The swap process is not in place.

The ADLER values distinguish from Door to Door and normal Collect & Return. The warranty values are FromCustomer/ToCustomer/Labour. The asset has no swap flag. See example from ADLER below:

FUJITSU	τe	∋∕s	t					a	dler ²
adler v3.10	HOME								
	ABOUT US RE-REGI	STER DOWNLOAD UPLO	AD I	RINT					
<u>,</u>	YE8G000356 - Warr	anty / Service							
SELECT									
device serialnumber 🔽	Time	AMILO Display L 3	31007						
E80000356	Family code:	YE8G AMILOLL	3190T			Pa	rt nu	mber:	S26361-K1301-V180
20000000	weight (gram):					Ma	teria	l number:	00000001060096908
Submit	Last update:	3/25/2009							
warranty information partiist component details configuration data	Factory delivery da	te: 10/21/2008				Da	ite of	first use:	11/20/2008
testing results									history first use da
delivery data total view additional services history country controlling administration	Customer warra Code: Description: Area: Owner:	nty / service FSP:GN3H000STDWDY 3 years Collect & Return E - FSC Limited Warra D	/ service SP:0N3H000STDWDYE years Collect & Return Service Disp - FSC Limited Warranty YE - Display Entry //D TRANSPORT TRANSPORT From customer To custor 11/20/2011 11/20/20				alid ir	n Europe, Afri	a and Middle East
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE	DYE - Display Entry 0 WD B TRANSPORT From customer 11/20/2011	TRAN To cu 11/2	SPO ston	RT 1er		1	L ABOUR 1/20/2011	MATERIAL
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE - Detail informati (in months)	DYE - Display Entry 0 WD B TRANSPORT From customer 11/20/2011	TRAN To cu 11/2	SPO stom	RT ier		1	L ABOUR 1/20/2011	history warrar
reports	Group: Reaction time (h): warranty days: warranty time: ON-SITE 	DYE - Display Entry 0 W/D B TRANSPORT From customer 11/20/2011 on Code	TRAN To cu 11/2/	SPO stom	RT her 11		1	LABOUR 1/20/2011 PRODUCER	history warrar OWNER
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE - Detail informati (in months) BASIC	DYE - Display Entry 0 W/D B TRANSPORT From customer 11/20/2011 01 Code	TRAN To cu 11/20	SPO ston	RT her	LA	1 MA -	LABOUR 1/20/2011 PRODUCER	history warran
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE Detail informati (in months) BASIC ADD. WAR-INFO	DYE - Display Entry 0 W/D B TRANSPORT From customer 11/20/2011 0 N Code - BW_no_BOM	TRAN To cu 11/21 OS - 0	SPO storr 0/207	RT 11	LA - 0	1 - 0	LABOUR 1/20/2011 PRODUCER - u	history warran OWNER ukn
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE Detail informati (in months) BASIC ADD. WAR-INFO	DYE - Display Entry 0 WD B TRANSPORT From customer 11/20/2011 0 Code - EW_no_BOM	TRAN To cu 11/21 OS - 0	SPO stom 220' FC - 0	RT her	LA - 0	1 - 0	LABOUR 1/20/2011 PRODUCER - u	history warran OWNER - ukn
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE - Detail informati (in months) BASIC ADD. WAR-INFO STANDARD	DYE - Display Entry 0 WD 8 TRANSPORT From customer 11/20/2011 0 Code - BW_no_BOM FSP:GN3H000STDWDYE	TRAN To cu 11/21 OS - 0 0	SPO storr 1/207	RT her 11	LA - 0	1 - 0	LABOUR 1/20/2011 - - u I	history warran OWNER ukn
reports	Group: Reaction time (h): Repair time (h): warranty days: warranty time: ON-SITE - Detail informati (in months) BASIC ADD, WAR-INFO STANDARD TOPUP	DYE - Display Entry 0 WD B TRANSPORT From customer 11/20/2011 0 11/20/2011 0 Code - BW_no_BOM FSP-GN3H000STDWDYE	TRAN To cu 11/20 0S - 0	SPO storn 0/207	RT 197	LA - 0 36	1 - 0	LABOUR 1/20/2011 - - u - - - - - - - - - - - - - - - -	history warrar OWNER - ukn fsc sbd

Service Type Door to Door is a higher service and cannot be selected for those Displays.

FUITSU THE POSSIBILITIES ARE INFINITE

M Id Service chnical question	Ser	vice Calls (Assi	gneo) Serial No.:		RT:		Actions New service call
in	Wo	rkorder 🗘 🛛 Serial No. 🗘	Custo	omer 🤤 🔰	Date 🤤	RT 🗘 Status 🗘	Call Number	🗘 🔲 Status
횐 new workord	er - Micros	oft Internet Explorer						Requested (1)
FUĴITSU ***	POSSIBIL	ITIES ARE INFINITE			new v	vorkorder		Assigned (1) Open (6)
					YESOOO	1356		 In Progress (14)
						De la		Double Flatrate Calls (0)
weather inform	ation					-		Repair successful (7)
Serial No.: Product: Article Code: Delivery Date: Activation Date: Additional-Text	:	YE8G000356 AMILO Display L 3190T S26381-K1301-V180 21.10.2008 20.11.2008		Warranty code: warranty owner warranty group warranty descri	r: : iption:	PSP:GN3H000STDVV D DYE 3 years Collect & Re Display, 5x9, valid in Africa and Middle Ea	DYE turn Service Europe, st	F To claim error (15) Claim Workorder (34) Validation center (30) VC Revised Claims (0) VC Rejected Claims (0) Replied to Validation center (0) Claims accepted (3)
customer has	paid for			Service to be expense	provided at F	ujitsu Technology Sol	lutions	Cancelled Closed
On Site:	-	On Site:		On Site:	-	On Site:		
customer:	20.11.2011	Collect and Return:	~	customer:	20.11.2011	Collect and Return:	~	search for workorder / ser
To customer:	20.11.2011	Desk-To-Desk:		To customer:	20.11.2011	Desk-To-Desk:		Vvorkorder / Serial No.
Work:	20.11.2011	Door To Door:		Work:	20.11.2011	Door To Door:		
Response Time:	0	Return To Base: Bringln:		Response Time:	- 0	Return To Base: Bringln:		Enter the Serial No.
	0	Material:		repair time:	0	Material:		
repair time:	Collect 8 Re	turn Displays	~	Service Type:	Collect & Re	sturn Displays	~	Enter the Serial No.
repair time: Service Type:	Concertorite							Enter DIES Code

3.5 Service Desk Approval process

3.5.1 Work Flow in WCM

When a SP creates a Work Order the Service Desk Approval Process is induced if at least one of 4 business events applies:

- 1. The SP is restricted on Help Desk / Service Desk Work Orders
- 2. A repeated repair within a defined threshold is requested (X-day rule)
- 3. The 3rd repair within 30 days appears
- 4. The repair cost of an asset exceeds a defined maximum threshold

In general the sequence of actions is:

 The Service Partner opens a Work Order Request and one of the 4 business events mentioned above applies upon which the claim request is forwarded to the Service Desk. WCM WEB displays this.
 The Service Desk makes a decision. The WO can be rejected or approved. In WCM the status changes accordingly.

3. The Service Partner acknowledges changes and if necessary accepts the WO assignment again.

4. The Work Order is opened.

The particular work flow steps are explained in this chapter.

3.5.2 Claim Request by Service Partner

3.5.2.1 Event 1 - SP is restricted to Service Desk Work Orders

In countries where Service Partners are not authorized to open self assigned claims they now can open warranty claim requests in WCM WEB instead of calling the Help Desk or sending e-mails. The claims are pending in status "Requested" until the Help Desk decided if the Work Order will be moved into Status "Open" or "Rejected".

The Service Partner is informed that the Service Desk is involved and the approval is pending.

\$ WCM	Workorder Deta	ail					Actions
- Field Service	Overview						 New Comment
Technical question Ersin Translation Tool Export	Call Date 11.02.2011 Customer Fujitsu Technology Solutions	Workorder 995003125037 Name Kandziora, Georg	Partner call nur Product YK8J101329	nber	Current S Requested ECS 2H114	tatus	Print workorder Refresh page Detail Views
>> WCM News >> DIFS for WCM	Response Time 0 Service Type SP Bright	repair time 0	- Service Type C	ustomer			Call Messages Customer
>> Reports >> Settings >> Customer >> Help	Service Desk Approval Pe Reason: HD A Oper	ending Approval mandatory ned by restricted SP	>				Froduct System History Invoice
	CURRENT VIEW: CALL						
	ECS Condition 2 - Sporadic	Symptom H - Hard disk 1 - Hard disk 1 - Hard disk	is not recognized - internal	Action 4 - HW-	Repair with S	pare	Workorder / Serial No.
	Problem Description The Hard Disk is not activated	l after sleep modus					Enter the Serial No.

3.5.2.2 Event 2 - Repeated Repair (x-day rule)

This process applies if the repaired system failed again after the Work Order was claimed already.

If within the frozen zone (mainly 7 days) the same asset has another or the same failure, the repeated repair assistant is opened. By selecting a reason from the checklist and entering an explanation the Work Order can be requested at the Service Desk.

ບງິເກຣບ				new workorder	
				YK7W014289	
System Hist	tory				
Call Date	Workorder	ECS	Problem Description	Solution	
20.05.2010	995003121409	2H214	test	test test	
		las been crea	aled recently. Please select the reason	n for the repeated repair and add an explanatio	
Please Selec	*t 🔻				
Please Selec					*
wrong part in	box				
wrong part d	elivered				
wrong spare	part proposed				-
wrong serial	number				

After entering an explanation and pressing "Next", the status changes into HDApproval Pending

Home Support	Logout				
WCM Field Service Technical question Frain	Workorder Deta Overview Call Date 11.02.2011	Wprkorder 995003125041	Partner call number	Current Status	Actions New Comment Print workorder Refresh page
Translation Tool Export WCM News	Customer Fujitsu Technology Solutions Response Time	Name Kandziora, Georg repair time 0	Product YK7W014281 Date of Carriage	ECS 2H114 DIFS-Code	Detail Views
DIFS for WCM Spares	Service Type SP OnSite		Service Type Custome OnSite	F	Messages Customer Product
· Settings • Customer • Help	Service Desk Approval Pe Reason: Repe else Service Partner The Explanation:	ending eated Repair unsuccessful repair first repair didn't fix the pro	oblem. We have sent a specialist	t	Spares order Workorder History System History Invoice
	CURRENT VIEW: CALL				Search for Workorder / Ser Workorder / Serial No.
	Condition 2 - Sporadic	Symptom H - Hard disk 1 - Hard disk i 1 - Hard disk :	Acti 4 - H s not recognized internal	on IW-Repair with Spare	Adler Enter the Serial No.

3.5.2.3 Event 3 – 3rd Repair within 30 days

If a Serial Number was repaired the 3rd time in between the last 30 days (but not within the frozen zone which triggers the x-day rule), the Service Desk is involved by the Service Approval Process. WCM in this case automatically sets the repeated repair reason.

The Work Order automatically is moved into Status "HDApprovalPending". WCM displays the reason:

Home Support Lo	ogout				
\$ WCM	Workorder Deta	il			Actions
 Field Service 	Overview				New Comment
- Technical question - Ersin - Translation Tool - Export WCM News DIFS for WCM Spares Dess for	Call Date 08.02.2011 Customer Fujitsu Technology Solutions Response Time 0 Service Type SP Handling Fee	Workorder 995003125018 Name Kandziora, Georg repair time 0	Partner call number Product YKDR021008 Date of Carriage - Service Type Custon Handling Fee	Current Status HDApprovalPending ECS 2H212 DIFS-Code	Print workorder Refresh page Detail Views Call Messages Customer Product
> Reports > Settings > Customer > Help	Service Desk Approval Pe Reason: Repa 3rd f	nding ated Repair ailed repair in defined per	iod		Spares order Workorder History System History Invoice
	ECS Condition 2 - Sporadic Problem Description	Symptom H - Hard disk 2 - Noise / Vi 1 - Hard disk	Ac 2 - Ju - internal	ction : Electrical, mechanical refitting (e.g mper, cable, connector, resoldering	Search for Workorder / Serie Workorder / Serial No. Adler Enter the Serial No.

3.5.2.4 Event 4- A defined Repair Cost Maximum is exceeded

Work Order Requests on assets which have been repeatedly repaired in their live cycle and the repair cost have exceeded a defined threshold of cost shall be enriched by advice from the FTS Service Desk before the next repair is started. Those events are sent in the Service Desk Approval process automatically.

WCM WEB displays the related Information Box accordingly. See screenshot below.

	Logout				
Ø WCM	Workorder Det	ail			Actions
	Overview				Print workorder
Ersin Translation Tool Export > WCM News > DIFS for WCM > Spares	17.02.2011 Customer Fujitsu Technology Solutions Response Time 0 Service Type SP Collect&Return	995003125104 Name Kandziora, Georg repair time 0	Product YK2K168355 Date of Carriage 19.02.2011 Service Type Customer OnSite 24h performance	HDApprovalPending ECS 2H214 DIFS-Code	
Settings Customer Help	Service Desk Approval F Reason: Cos Cos	ending :t Maximum exceeded :tly repair history - help desl	k involved		Spares order Workorder History System History Invoice
	CORRENT VIEW: CALL				Search for Workorder / Ser
	FCC				
	Condition 2 - Sporadic	Symptom H - Hard disk 2 - Noise / Vib 1 - Hard disk -	ration internal	N-Repair with Spare	Adler

3.5.2.4.1 Repair Cost Threshold for Service Desk claims

Not only calls the service partners open in WCM, as well Work Orders opened by the Service Desk in Support Assistant are enhanced by detailed information about the cost situation if a certain threshold is exceeded to create awareness for assets with costly repair history or expensive material proposals generated by the current Work Order Request. However these Work Orders are assigned to the SP in WCM WEB as usual.

3.5.3 Decision by Service Desk

3.5.3.1 Approval by Service Desk

The WO can be rejected or approved. In WCM the status changes accordingly. If it is approved, the status changes to HDApproved. Subsequently if a Field Change Order applies, the status moves into AssignedFCO or if not, into AssignedAfterHDApproval.

Work Orders which are rejected or approved with changes are commented in the Service Desk Comment (see screenshot below). Spare part proposals and Error Codes may have changed during the approval. To proceed with the Work Order, the Service Partner has to accept the changes. This is analog to the process in place for Field Change Orders assigned by WCM.

Home Support	Logout					
* WCM	Workorder Deta	ail				Actoria
Field Service Factorical question Frain Translation Tool Export WOW News	Overview Call Date 11 02 2011 Customer Fujitss Technology Solutions Response Time 0	Workorder 965003125037 Name Kandziora, Georg repair time 0	Partner call num Product YK8J101329 Date of Carriage	ber 🤇	Current Status AssignedAterHDApproval 505 2H112	Accept with profes Report work over Rev Cammon Edit Reference Runtber Print workonder Refresh page
 DPS for WCM Spares Reports Settings Customer Help 	Service Type SP Irrigit Service Deck Information Reason: U() / Service Desk The Continent: Currient VEW: CALL	ipproval mendatory topo by restricted SP w is a loose connection w	Service Type Cu Break	stomer	r. Please try to reft	Deball Verwin Call Immangen Cuatomer Product Sparse order Workorder History System History Wyrkide
	Condition 2 - Speradic	Symptom H - Hard disk 1 - Hard disk 1 - Hard disk	is est recognized - internal	Action 2 - Electr Jumper, o	ical, nechanical refiting (e.p. cable, contector, reacidering)	Search for Workorder / Serial Workorder / Serial No.
	Problem Description The Hard Disk is not activated	i after siteop modus				Enter the Serie No.

Spare part proposals confirmed or added by the Service Desk are preselected. If the Service Partner selects additional spare parts, this is transparently reported in the FTS WCM SAP system.

FUĴÎTSU		acce	pt w	orko	order	r			1
These spares were	suggested for the call		_	-	_				
Material number	Description	Warranty	LSF	RET	ECS	FTA	quan	ni.j	
88039966	HDD SAS 36GB 10K HOT PLUG 2.5	1		V	V	V		1	P
Spare Parts			_	_					
Material number	Туре	Warranty	LSF	RET	ECS	FTA	qua	ntity	
- Mech. parts misc.									
88039969	2,5-INCH HDD DUMMY MODULE / SNP:A3C40071759	>			V	v	0		
34003342	BP INTERFACE / SNP:A3C40076903	1			v	v	0		
84003294	CPU DUMMY (ROHS) / SNP:A3C40060382-R				V	V	0		

3.5.3.2 Rejection by Service Desk

If the Service Desk decides the Work Order request is not covered by warranty or can be solved without a Work Order, the request is rejected. The name of the Service Desk Agent in charge and the reject reason is displayed in the red highlighted information area at the screen.

FUĴITSU

Home Support	Logout				
\$ WCM	Workorder Deta	il			Actions
- Field Service	Ονοριίου				▶ New Comment
Fochical question Frsin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings Customer	Overview Call Date 11.02.2011 Customer Fujitsu Technology Solutions Response Time 0 Service Type SP OnSite Service Desk Information Reason: Repertention	Workorder 995003125056 Name Kandziora, Georg repair time 0 ated Repair Insuccessful repair	Partner call number Product YK7W014281 Date of Carriage - Service Type Custo OnSite	Print workorder Refresh page Detail Views Call Messages Customer Product Spares order Workorder History System History	
>> Help	Service Partner custo Explanation:	mer complaining about re	peated failure again		► Invoice
	Information Reject Type: Rejected HelpDesk Comment: Kandziora Geo.=The sound of CURRENT VIEW: CALL	the Hard Disk is within th	Reason for rejectio rejected - no Help Des e specification.	n: .k approval	Search for Workorder / Serial Workorder / Serial No. Adler Enter the Serial No.
	ECS Condition 2 - Sporadic	Symptom H - Hard disk 2 - Noise / Vi 1 - Hard disk	pration - internal	Action - HW-Repair with Spare	

3.5.4 Exceptions

The Service Desk Approval process does not apply for:

- assets with SWAP Flag. This serial numbers are excluded from repeated repair detection.
- for claims with service type out of warranty.
- for Work Orders of Global Project Accounts.

4. Call Processing

4.1 Ordering Spare Parts

4.1.1 Ordering of spare parts at FUJITSU with WCM WEB (standard)

4.1.1.1 Material selection

It is only possible to order at most 5 pieces per Call.

For an order with several parts you will receive <u>only one</u> order number.

If you order only one piece per Call, it automatically will be an ADEX-Order (detailed explanation see <u>chapter 1.1.5</u>), e.g. the order will be created and in parallel also the return order.

You can order the suggested part(s) or search for specific material nos. With a click on the button "Change List" the complete material list is displayed.

With the buttons "plus" and "minus" it is possible to define the quantity.

(Explanation of abbreviations "LSF", RET", etc.: see chapter 7.3, or rest with the mouse on them and short explanation screens will arise.)

FUJITSU THE POSSI	BILITIES ARE INFINITE	new workorder									
		YKJNO	03022								
34013314	RIGHT SUPPORTER HUD /				T	.	U				
- fan + heatsink / heatpipe	3										
34012718	COOLER ASSY /	\checkmark			v	4	Contro				
- CPUs/microprocessors							quanti	ty			
34012709	CPU INTEL CELERON 575 2,00 GHZ 1MB /	V		v	v	v _					
34010631	CPU INTEL CORE 2 DUO T5670 1.8GHZ / V26808-B8216-V12	v		v	v	v	1				
34015947	CPU INTEL CORE2 DUO T6400 2.00GHZ 2MB /	V		v	v	1	0				
34012384	CPU INTEL MOBILE P8400 2.26GHZ / V26808-B8270-V10	V		1	1	V	0				
34012385	CPU INTEL MOBILE P8600 2.4GHZ (M0) / V26808-B8270-V11	\checkmark		1	v	v	0				
- Mainboards OEM											
³⁴⁰¹² Possibility to s	earch for M45 Q5030 /	✓		1	~	1	0				
- manu											
Manual input of spare	part information.										
Mat-Nr:	Change List										
			7								
Vult								1			

As long as the Work Order is not claimed additional spare part orders are possible.

- €Order parts)
- ▶ Change Status
- Appointment
- ▶ Cancel
- New comment
- Print workorder
- ▶ Refresh

Click on <Next>

In the next step you have to enter all further settings for your order:

4.1.1.2 Delivery Type selection

Delivery Comment:

- **Standard:** Delivery will be processed according to the delivery lead times as stated in the Maintenance Logistics Manual.
- **Urgent:** Delivery will be processed according to the delivery lead times as stated in the Maintenance Logistics Manual.

http://partners.ts.fujitsu.com/com/service/general/service-spares/manual

Important: The additional transport costs for urgent delivery are charged to you! The PEC order will show this additional charge like a part number and indicates the costs. In some countries, like Germany, the SP can currently request an express delivery, when ordering a spare part via WCM. The SP is charged for this express order fee by Maintenance Logistics. The authorized SP in defined countries gets reimbursed the express charge during the normal WCM invoice process, if the Service Type accepted by FUJITSU is at least an OnSite 24hrs performance ST.

Detailed delivery terms are shown in the Maintenance Logistics Manual at http://partners.ts.fujitsu.com/com/service/general/service-spares/manual

The reimbursement of the express fee is enabled country specific. At present only Germany is activated.

Ujitsu 🚥	POSSIBILI	TIES ARE INFINITE			new w	/orkorde	er	*
					YKDT003	3831		~
product inform	nation							
Serial No.:		YKDT003831		Warranty code:		FSP:GM	3S20000DEBD3	
Product:		ESPRIMO E5625 EPA		warranty owner		D		
Article Code:		S26361-K691-V511		warranty group:		BD3	0.01.0	
Delivery Date:		10.06.2008		warranty descri	ption:	3 years	On-Site Service, n	ext v9
Activation Date:	:	13.07.2008				valid in d	country of purchas	ie
Additional-Text	t:	-						
customer has	paid for			Service to be p expense	provided at F	ujitsu Tech	nology Solution	s
On Site:	13.07.2011	On Site:		On Site:	13.07.2011	On Site:		
From customer:	13.07.2011	Collect and Return:	1	From customer:	13.07.2011	Collect a	nd Return:	
To customer:	13.07.2011	Desk-To-Desk:		To customer:	13.07.2011	Desk-To-	Desk:	
Work:	13.07.2011	Door To Door:		Work:	13.07.2011	Door To I	Door:	
Material:	13.07.2011	Return To Base:		Material:	13.07.2011	Return T	o Base:	
Response Time:	24	BringIn:	~	Response Time:	24	BringIn	Preconditio	on for
repair time:	0	Material:	1	repair time:	0	Materia	express fe	e
Service Type:	OnSite		•	Service Type:	OnSite		reimburser SLA of 24	ment is a h is
Quit		Back		Next			required a fulfilled.	nd was
		. Varte	auenowő	rdige Siter Good	hütator Modu	e. In alstin	① 1	00% -

4.1.1.3 Express charges in WCM WEB

JITSU THE PI	OSSIBILITIES AR	E INFINITE			new wor	korder				<u>^</u>
					YKDT003832	2			-	-
Options									e l	*
Delivery Commen urgent Where would you servicepoint Customer	I like the spare parts	to be delivered	In de "urge expre FUJI	fined count nt" triggers ess charges TSU Mainte	ries the deliv express deli s are invoiced enance Logis	ery type ivery. He d by stics.	ence			
Delivery address free address		Please Choose					*			
You selected the	following spares.									
Material number 34005979	Description HDD 160GB S WDC:WD1600	ATA 300 7.2K /	LSF	Entr 16.0	ny Date 19.2009	Total 1	MIRO	•	1	
	1100.1101000					Set all	to MIRO	•	11	
Quit	Home Support Log WCM - Field Service - Technical question	out Workorder Deta	ail	der	Partner call numb	er Cu	rrent Status		Resolution	tions et To claim • Comment
Quit	Home Support Log 8 WCM - Field Service - Technical question - Translation Tool - Export > WCM News >> DIFS for WCM	out Workorder Deta Overview Call Date 16.99.2009 Customer Fullsu Siemens Computers Ombit Response Time 24	ail Workor 9950022 Name Kandzior repair ti 0	der 81264 ra, Georg ime	Partner call numb Product YKDT003832 Date of Carriage	er Cu To EC 3K	rrrent Status Claim S 214 FS-Code		Act • Rese • New • Edit I • Print • Refr • Det	tions et To claim Comment Reference Number workorder esh page tall Wiews
Quit	Home Support Log WCM - Field Service - Technical question - Ersin - Translation Tool - Export WCM News WCM News WCM Spares >> Reports	out Workorder Deta Overview Call Date 16.99.2009 Customer Fullsu Siemens Computers GmbH Response Time 24 Service Type SP OnSte 24h performance	ail Workor 9950022 Name Kandzior repair ti 0	der 81264 ra, Georg ime	Partner call numb Product YKDT003832 Date of Carriage - Service Type Cus OnSite 2/ perform	er Cu To EC 3H DB tomer ance	irrent Status Claim \$ 214 FS-Code		Act Result New Edit 1 Print Refn Def Call Mess Cust	tions et To claim Comment Reference Number workorder esh page tall Views tall Views tages tomer
Quit tig	FUITSU *** ***** Home Support Log % WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIPS for WCM >> Spares >> Reports >> Customer >> Heb	out Workorder Deta Overview Call Date 16.99 2009 Customer Fultsu Siemens Computers GmbH Response Time 24 Service Type SP OnSte 24h performance CURRENT VIEW: CALL ECS	ail Workor 9950022 Name Kandzior repair ti 0	der 81284 ime	Partner call numb Product YKDT003832 Date of Carriage Service Type Cus OnSite 3 perform	er Cu To EC 3H DB tomer ance	rrent Status Claim \$ 214 'S-Code		Act > Ress > New > Edit I > Print > Refn Cet > Cet > Cet > Cet > Cet > Prod > Spar > Worl	Ions et To claim Comment Reference Number workerder esh page hill Views sages torner luct res order korder History
Quit	Home Support Log 8 WCM - Field Service - Technical question - Ersin - Translation Tool - Export WCM News DIFS for WCM >> Spares >> Reports >> Settings >> Customer >> Help	out Workorder Deta Overview Call Date 16.99.2009 Customer Fultsu Siemens Computers GmbH Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load	ail Workor 9950022 Name Kandzior repair 5 0	der 181264 ime Symptom H - Hard disk 2 - Noise / Vier 1 - Hard disk -	Partner call numb Product YkDT003632 Date of Carriage Service Type Cus OnSte 2 perform	er Cu To EC 3H tomer ance	rrent Status Claim \$ 214 FS-Code		Act > Reso > New > Edit i > Print > Call > Mess > Mess > Mess > Moss > Spar > Worl > Spar > Worl > Spar > Nevon > Call > Mess > Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess Mess	tions et To claim Comment Reference Number workorder esh page tall Views sages tomer luct sages tomer luct res order korder History em History ice
Quit	Home Support Log & WCM - Field Service - Technical question - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Settings >> Help	out Workorder Deta Overview Call Date 16.99.2009 Customer Fujtsu Siemens Computers Ombit Response Time 24 Service Type SP OnSte 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performance	ail Workor 995002 995002 Name Kandzior repair ti 0	der 181264 ime Symptom H - Hard disk 2 - Noise / Vier 1 - Hard disk -	Partner call numb Product YKDT00352 Date of Carriage Service Type Cus OnSte 2 perform After the Wo claimed, Exp are registere line item in t details as SI	er Cu To To tomer ance ork Orde oress Cl ed in a s he Work ERVice	er was harges korder material.		Action Reserved Reserved Print Refin Print Refin Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Print Pr	tions et To claim Comment Reference Number workerder esh page tall Views sages tall Views sages tomer uct tres order korder History tee History tee wich for Workorder / fikerder / Serial No.
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Quit	Home Support Log & WCM - Field Service - Technical question - Ersin - Translation Tool L Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Customer >> Help	out Workorder Det: Overview Call Date 16.99.2009 Customer Fultsu Siemens Computers Ombit Response Time 24 Service Type 3P OnSite 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performa Solution HD defective Line Items Material number Total 34005979 1 SERVICE 1	ail Workor 9950022 Name Kandzior repair 8 0 nce fatus Proposed Confirmed	der 81264 ra, Georg ime Symptom H - Hard disk 2 - Noise / Vier 1 - Hard disk - 1 - Hard disk - Or 820 820 820 820 820 820 820 820	Partner call numb Product Yx07003032 Date of Carriage - Service Tyte Cuss OrSite 27 perform After the Woo claimed, Exp are registered line item in t details as SI	er Current of the comparison o	er was harges eeparate or Order material.		Act Rese New Eddt Print Print Cust Cust Cust Cust Spar Wor Sas Wor Add Ente	Bons et To claim r Comment Reference Number workorder esh page call Wiews sages tomer uct res order korder History ten History ice arch for Workorder / fikerder / Serial No.
Quit	FUITSU *** *********************************	out Workorder Deta Overview Call Date 16.99.2009 Customer Fujtsu Siemens Computers GmbH Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performa Solution HD defective Line Items Material 34005979 34005979 1 SERV2202 1 34005979 1 Service Type 1	ail Workor 9950022 Name Kandzior repair ti 0 nce nce	der 81264 ra, Georg ime Symptom H - Hard disk 2 - Noise / Vier 1 - Hard disk - Cor Signature Signature Cor Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Si	Partner call numb Product YkD7003522 Date of Carriage - Service Type Cus OnSite 3/ perform After the Wc claimed, Exp are registere line item in t details as SI details as SI details as SI	er Cu Tof comer tomer ance ork Orde poress Cl ed in a s he Work ERVice	er was harges separate k Order material.		Act Rese New Edit Det Print Print Cast Oct Spar Voor Spar Voor Spar Woor Stat Woor Addi Ente	Ions et To claim Comment Reference Number workorder esh page hill Views sages torner uct res order korder History ice wich for Workorder / korder / Serial No.

Page	57	/	124
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Home Support Lo	ogout				
\$ WCM	Workorder Deta	ail			Actions
- Field Service	Overview				
Technical question Ersin Translation Tool Export	Call Date 16.09.2009 Customer Fujitsu Siemens Computers	Workorder 995002281264 Name Kandziora, Georo	Partner call number Product YKDT003832	Current Status ClaimAcceptedByVC ECS 3H214	Detail Views Call Clessages Customer
>> WCM News	Response Time	repair time 0	Date of Carriage	DIFS-Code	After the claim is accepted by the Validation Center the express
>> Spares >> Reports	Service Type SP OnSite 24h performance		Service Type Customer OnSite 24h performance		charges are added to the warranty flat rate.
>> Settings >> Customer	CURRENT VIEW: INVOICE				Search for Workorder / Serial
>> Help	Service Type (Requested Service Type:	I) OnSite 24h performance	Service Type (Fujitsu T liable for the costs)	Fechnology Solutions is	Wrkorder / Serial No.
	Material		Service Type:	OnSite 24h performa	ance
	SERV2202: Labour	30.00 EUR	Material SERV2202:	30.00 E	EUR Enter the Serial No.
	WTY:FLATRATE: Total:	105.60 EUR 135.60 EUR	Labour WTY:FLATRATE: Total:	105.60 E 135.60 E	
	Invoice		Total:	135.60 E	EUR

4.1.1.4 Invoice /-proposal form with Express Charge

At the detail invoice the Express Charge is listed separately. At the summary invoice the Express Charges are included in the totals.

4.1.1.5 Delivery address selection:

Where would you like the spare parts to be delivered						
servicepoint	 O 					
Customer	0					
Delivery address	O Please Choose					
free address	0					

Service point: Address of Service Partners site

Delivery address: All additional delivery addresses, which are equal with the addresses entered in PEC. To set up new addresses please refer to <u>mailto:SparesDebitor.Masterdata@ts.fujitsu.com</u> Due to export control regulations the customer address or a free delivery address is only available for deliveries within Germany.

Where would you like the spar	e parts to be delivered
servicepoint	\circ
Customer	\circ
Delivery address	Please Choose
free address	0

Supplier:

FUJITSU MIRO: Spare parts are delivered from FUJITSU warehouse.

Own stock: You have the required spare part in your own stock. Ordering process ends after you confirm "own stock". (④ Process will be shown in <u>chapter 4.1.2</u>)

Where would you like the spar	e part	ts to be delivered	
servicepoint	0	Г	Supplier
Customer	0	L	Subhei
Delivery address	۲	Please Choose	v
free address	0	Please Choose	
	:		
You selected the following spa	ares.		

Click on button <Next> to proceed.

In the following mask all order settings can be verified.

Click on <Finish>

4.1.1.6 Order confirmation

An information screen confirms the spare part is ordered How this is confirmed depends on the way you have reached the ordering process

A): Material Orders for already assigned Work Orders, i.e. HD assigned claims or self assigned claims which are in status further than requested:

FUJITSU THE POSSIBILITIES ARE INFINITE	accept workorder
Information order was send	

B): Self assigned claims where the order was entered together with the call open:

FUĴITSU *** ****	BILITIES ARE INFIN	ITE			
Home Support Lo	gout				
\$ WCM	Workorder	Detail			Actions
- Field Service	Overview				New Comment
- Technical question	Call Date	Workorder	Partner call number	Current Status	 Print workorder
- Ersin	16.09.2009	995002281256		Requested	 Refresh page
- Translation Tool	Customer	Name	Product	ECS	L

Click on Refresh page to see the order confirmation. Current Work Order status subsequently changes into "Open" and after spares application confirmed the order the status changes into "SparesOrdered".

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New Com



ECS							• Refresh page
Condition 3 - Under high Load		Syn H - 2 - 1 -	mptom Hard disk Noise / Vibration Hard disk - internal	Action 4 - HW	n /-Repair with Sp	are	Detail Views Call Messages
Problem Description Hard disc noisy Line Items			Order Co states the received application		Confirmation the order is ed at spares ation		Customer Product Spares order Workorder History System History
Material number 34008899 34003251	Total 1 1	Status Proposed Proposed	Order No 8004650268	RET-No RE - V	F ReturnCode - -	KeepMaterial	Search for Work
Labour	1	Committed	3004030200	-	-		
	Status OK	Total	price 105.60 EUR				Adler

Service Type Customer

All Work Orders in this status can be retrieved from Status List "Open":

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Service Type SP

>> Spares

ReportsSettingsCustomerHelp

Home Support Logo	out							
¥ WCM	Service C	alls (Ope	n)					Actions
- Field Service	Workorder / SP-Re	ef:	Serial No.:			RT:		▶ New service call
- Technical question								
- Ersin	Workorder 韋	Serial No. 韋	Customer 韋	Date 韋	RT 🌲	Status 韋	Call Number 🌲	Status
- Translation Tool	995002270025	YKKR004689	Fujitsu Siemens Computers GmbH	10.03.2009	0	Open		 Requested (0) Rejected (5)
Export	995002270036	YE8L022221	Musterkunde, Muster	10.03.2009	0	Open		Rejected (5)
>> WCM News	995002270078	YKJW002250	Melanie, libor	12.03.2009	0	Open		Assigned (12)
>> DIFS for WCM	995002270101	YE8L022241	Fujitsu Siemens Computers GmbH	17.03.2009	0	Open		Open (20) In Progress (58)
>> Spares	995002270162	YE8G000337	Fujitsu Siemens Computers	26.03.2009	0	Open		▶ Double Flatrate Calls (0)
>> Reports			GmbH					Awaiting Immediate Action (0)
>> Settings	995002270246	YE8P000871	GmbH	02.04.2009	0	Open		▶ Repair successful (16)
W. Customer	995002270250	VE8P000885	Vollkammer Mike	03 04 2009	n	Onen		► To claim error (17)

After the spares system confirms the material order is placed, the current status of the Work Order changes to "OrderConfirmation" (see next screen shot). This shows that the order was created successfully. In the status list the Work Order now is shown in status "In Progress".

Another hint for successful order creation is the Material-Status at the bottom of the Work Order Detail (marked green). Complete explanation regarding this Material-Statuses please see <u>chapter 7.2.3</u>.

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Home | Support | Logout

\$ WCM	Workorder De	stail				Actions
- Field Service		zian				▶ Repair started
- Technical question	Call Date	Workorder	Partner call num	ber Curre	ent Status	► Update service type
. Frein	26.03.2009	995002270170		Order	Confirmation	▶ Order parts
Trendation Test	Customer	Name	Product	EUS		▶ Return order
	Fujitsu Siemens Computer	S Schork Robert	VK08446657	2874	4	▶ Change status
- Export	GmbH	Schork, Robert	1630140037	20.41	+	 Appointment arranged
>> VVCM News	Response Time	repair time	Date of Carriage	DIFS-	Code	▶ Keep Material
> DIFS for WCM		0	-			
>> Spares	Service Type SP		Service Type Cu	stomer		▶ New Comment
>> Reports	Bringin		Bringin			Edit Reference Number
>> Settings						Print workorder
>> Customer	CORRENT VIEW: CALL					▶ Refresh page
W Help	ECS					
	2 - Sporadic	H - Hard o X - Other 1 - Hard o	disk disk - internal	4 - HVV-Repair v	vith Spare	 Call Messages
	Droblom Description					Customer
	ihasdifhaifhaihfaikfhlakifh	aifhih				▶ Product
	ji kao ajn kajn kajn kajn kajn					Spares order
						Workorder History
	Line Items					 System History
	Material Material sumbar, Tate	L Ctatua	Order No. DET No.	DET Detur	Cada KaapMata	→ Invoice
		Proposed	VIGELING RET-NO			
	88037472 5	Proposed	8004649065			Search for Workorder / Serial
	84002184 1	Proposed	8004649064			Workorder / Serial No.
	84002184 1	Confirmed	8004650002 -			
	88037472 5	Confirmed	8004649065 -	 . 		Adler
	94000194 1		0004640064			

4.1.1.7 Order Details

You can see the PEC order number with using Button "Spares order" (marked red) or with clicking on the word "Confirmed" of the concerned material (marked green).

Overview Overview Field Service Control Question Ersin Call Date Workorder Partner call number Current Status 26.03.2009 995002270170 OrderConfirmation Update service for Order Confirmation Export NAme Product ECS MCM News OF Order Confirmation Charge status DPS for WCM Service Type SP Service Type Customer Pringin Settings CURRENT VIEW: SPARES ORDER Delivery address Company: Name Print workorder Settings Order information: Express Southerson Delivery address Country: 30100 Paderborn Call Linekternss Material Status Total Order Location Response order Workorder Histor Status Total Order Location RET LocalSpare OrderHow	55	li i					Detail	Workordor	APM
Overtylew Overtylew Image: Started of the started	started						Detail	vvorkorder L	Courtee
Cell Date Workorder Partner call number Current Status Object Status OrderConfirmation OrderConfirmation OrderConfirmation Order Confirmation Order No: Order No: Order Status Versioner Order Status Delivery address Company: Name Order Status Order More Status Order No: Status Order Status Order Status Order Status Order Informatics: Order No: Status Order Status Order Status Order Status </th <th>norios kino</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Overview</th> <th>ield Service</th>	norios kino							Overview	ield Service
26.03.2009 995002270170 OrderConfirmation ranslation Tool Customer Name Product ECS xport Schork, Robert YK98146657 2HX14 Appointment arra KCM News Response Time repair time Date of Carriage DIFS-Code Change status VKOM News 0 0 - - - - ØS for WCM Service Type SP Beringin Beringin - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - <t< td=""><td>service type</td><td></td><td>Current Status</td><td>mber</td><td>Partner call n</td><td>korder</td><td>Wor</td><td>Call Date</td><td>echnical question</td></t<>	service type		Current Status	mber	Partner call n	korder	Wor	Call Date	echnical question
ranslation Tool Customer Name Product ECS cport Schork, Robert YK9B146657 2HX14 Appointment arra CM News Response Time repair time Date of Carriage DIFS-Code > Appointment arra 0 0 - Service Type SP Service Type SP Service Type Customer > Return order etings CURRENT VIEW: SPARES ORDER Bringin Delivery address > Reference N order No: S004649064 Delivery address Company: Print workorder eting S004649064 Delivery address > Customer > Call Victorier Information S004649064 Delivery address > Customer > Call Material Material Status Total Order Location RET LocatSpare OrderNow	arts	n	rderConfirmatio			02270170	995	26.03.2009	rsin
cport Fullsu Stemens Computers Schork, Robert YK9B146657 2HK14 CM News Response Time repair time Date of Carriage DIFS-Code Appointment and Cancel Workorde Service Type SP Bringin Service Type SP Service Type Customer Current View: SPARES ORDER Current View: SPARES ORDER Order Informatics: Order Informatics: Order Informatics: Order Informatics: Order Informatics: Order Informatics: Country: Delivery address: Karl-Schurz-Str. 17 Situs Country: Detaid Views Call Material Status Total Order Location RET LocalSpare OrderNove Notice 	order		CS		Product	e	Narr	Customer	anslation Tool
CM News Property address Diffs-Code Agpointment arra Keep Material Cancel Workorde Service Type SP Bringin CURRENT VIEW: SPARES ORDER CURRENT VIEW: SPARES ORDER Current information Betride Time Concel Workorde New Comment Edit Reference N Print workorder Refresh page Order information Order information Delivery address Company: Name Address: Karl-Schurz-Str. 17 Siltoner Product Spares order Workorder History Norder History 	status		HX14		YK9B146657	rk, Robert	uters Sch	Fujtsu Siemens Comput	mont
CM News Page of the internation of the second of the s	ment arranged		IES Code		Date of Carrie	ir time	100	Response Time	
Image: Service Type SP Service Type Customer Cancel Workorde New Comment Edit Reference N Print workorder Refresh page Current VIEW: SPARES ORDER Current VIEW: SPARES ORDER Delivery address Order informatics: Order No: 8004649064 Refresh page Delivery address Company: Name Address: Karl-Schurz-Str. 17 Solutioner Customer Country: Deutschland Phone: Spares order Workorder History System History Invoice 	aterial		ars-coue	he i	Date of Carrie	ii une	lo	o nesponse nine	VCM News
pares service rype constituer Bringin Bringin CURRENT VIEW: SPARES ORDER > New Comment Subtromer > Order informatics: Order informatics: Order No: Order No: 8004649064 Express > Outloaderss: Order No: 8004649064 Express > Outloaderss: Country: Deutschland Phone: > Product > System History Material Material Material Status Total Order Location RET LocalSpare OrderNow	Workorder			Sustomer	- Coraico Tumo		0	Correlate Tump CD	IFS for WCM
Ateports Eningin Edit Reference N Settings CURRENT VIEW: SPARES ORDER > Edit Reference N Order informatics: Order informatics: > Refresh page Order No: 8004649064 > Maree > Call Address: Karl-Schurz-Str. 17 > Call > Messages Country: Deutschland > Product > Spares order Phone: > Workorder Histor > System History > Invoice	omment			Justomer	Bricalo			Bringle	pares
current view: SPARES ORDER Print workorder Refresh page Print workorder Refresh page Print workorder Refresh page Delivery address: Company: Mame Address: Karl-Schurz-Str. 17 Country: Deutschland Product Spares order Workorder Histor System History Invoice Vorkorder Histor System History Invoice Noterial Material Status Total Order Location RET LocatSpare OrderNow Product System History Invoice System History Invoice Status Order Location RET LocatSpare OrderNow Note Note	erence Number				Dringin			Cringin	eports
CURRENT VIEW: SPARES ORDER Current view: SPARES ORDER Refresh page Refresh page Refresh page Refresh page Company: Harne Address: Karl-Schurz-Str. 17 33100 Paderborn Country: Deutschland Product Spares order Workorder History Noterial Material Material Status Total Order Location RET LocalSpare OrderNow Refresh page Refresh page Refresh page Refresh page Call Messages Customer Product Spares order Workorder History Invoice Note Note Refresh page Call Messages Customer Product Spares order Workorder History Invoice Notei Refresh page Refresh page	orkorder								ettings
Order information Delivery address Order No: 8004649064 Express Company: Name Address: Address: Karl-Schurz-Str. 17 33100 Paderborn Country: Deutschland Product Product Spares order Violaterial Waterial Material Status Material Status Status Total Order Location RET LocatSpare OrderNox	1 page						RES ORDER	CURRENT VIEW: SPARE	hadomar
Order Information Booldsy address Order No: 8004649064 Express Company: Name Address: Karl-Schurz-Str.17 33100 Paderborn Country: Deutschland Phone: Product Spares order Workorder History Waterial Material Material Status Total Order Location RET LocatSpare OrderNow	, kođe			0.00	Dolivoruada			Order information	Justomer
Order Hol. Conversion Decar Views Name Address: Karl-Schurz-Str.17 Address: Karl-Schurz-Str.17 S3100 Paderborn Country: Deutschland Messages Phone: Product Spares order Waterial Workorder History System History Material Status Total Order Location RET LocatSpare OrderNow	Maura			622	Company		04649064	Order No: (8004	telp
Coll Coll Coll Coll Coll Coll Coll Coll Coll Messages Customer Phone: Coll Messages Customer Product Spares order Workorder Histor System History Invoice	views	1			Name			Evoreee	
Add Call Status Total Order Location RET LocalSpare OrderNow Invoice			Str 17	Karl-Schurz	Address			CAPICSS	
Country: Deutschland • Customer • Product • Spares order • Workorder Histor • System History • Invoice Material Status Total Order Location RET LocalSpare OrderNow	jes		born	33100 Pader	riddi caa.				
Phone: Product Spares order Workorder Histor System History Invoice Material System History Invoice 	er			Deutschland	Country:				
Linettems Spares order Workorder History System History Invoice Invoice	ł				Phone:				
Linettems Workorder History System History System History Invoice Invoice	order								
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Material Material Status Total Order Location RET LocalSpare OrderNow	History							Lineltems	
Material Status Total Order Location RET LocalSpare OrderNow								Material	
		OrderNow	LocalSpare	RET	rder Location	Total	Status	number St	
84002184 Proposed 1 MR0					RÓ	1	hereonor	84002184 Pro	

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In case of an ADEX Order you can see the return order number and also the order number with a click on material status "Returned":

UJITSU THE POS		mate	material details			
Material Material number 88037472	Description HDD 80GB SA	TA 300 7.2K / WDC: WD800	JD-S2	Date 27.03.2009	Status 9 13:42 Returned	ł
Order location	Total	price	CustomsD	ity LSF	Order Now	ordered
Material Details Return Type: Return Materialnum Return Number: Return Code: Product Hierarchy:	R07 1007 880374 813712 DFC	Warranty: Limited Warranty: S833 Dimited Warranty I Returnable: HD > 70 GB - 80 GB	Duration: 0	CRU: Fit To Fit To	o Asset: o ErrorCode:	□▼▼
Order information Order No: (8 Express (3004649065	:	Delivery ad Company: Name Address: Country:	Idress MicroCa C/O Rol Wiesen 92361 B Deutsch	at GmbH hringer a.n. grund 10 Berngau bland	

As soon as you can see the Status "Despatched" in the Material Status at the bottom of the Work Order Details, the spare part is sent out of the FUJITSU stock.

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
88037472	3	Proposed		-	~	-	
88037472	5	Proposed	8004649065	-	v	-	
84002184	1	Proposed	8004649064	-		-	
84002184	1	Confirmed	8004650002	-		-	
88037472	5	Confirmed	8004649065	-	~	-	
84002184	1	Confirmed	8004649064	-		-	
88037472	5 🤇	Despatched	8004649065	-	~	-	
84002184	1	Despatched	8004649064	<u>8137126832</u>		-	
00007470	A	D-t	0004040007				

The Status displayed in the Work Order Details now is "SparesInDelivery". (Explanation of all possible Status in "Current Status", please see <u>chapter 7.2.2</u>)

Provided that you have made the settings for PEC as described in <u>chapter 2</u>, you can switch into PEC with a click on the order number.

Here you can see the status of your order.

C				
tracking				
Shipment 82921706	91	Order 8006614077	Collection 2/2/2012 5:52:00 PM	Delivery 2/3/2012 10:41:00 AM
UPS		AWB 1Z009F0	E6855587082 provider t	racking
Content				
000010 38012209	4	Rubber Foo	t, Lower Assy	

4.1.2 Using Spares of own stock

You can use spare parts from your own stock (original FUJITSU parts) if wanted and available.

The processing in WCM WEB begins like the normal spare part ordering process. Therefore please start your WCM entries as described in <u>chapter 4.1.1</u>.

Then proceed here:

You can change the order location of the selected spare parts to "Own Stock".

FUJITSU THE POSSIBILITIES ARE INFINITE	order parts
----------------------------------------	-------------

Options								
Delivery Comment								
standard								
Where would you like the spare parts to be delivered								
servicepoint	۲							
Customer	0							
Delivery address	O Please Choose			~]			
free address	0							
You selected the following spa	ires.							
Material number Descr	iption	LSF	Entry Date	Total				
☑ 88038464 CDR D SNP:A SNP:A	VD DUMMY (ROHS) / 3C40071641		02.09.2009	1	Own Stock 🗸			
				Set all to	Own Stock 💌			

Click on <Next> to proceed; in the following window all Work Order settings can be verified.

Click on <Finish>

An information screen confirms the Work Order was created.

Work Order status changes automatically from "Requested" to "Open". Status will stay in status "Open" until you change it manually with click on "repair started".

(Only if you order spare parts from FUJITSU, then status changes from "Open" to "In Progress" automatically.)

4.1.3 Ordering High availability parts (4h Service Packs)

4.1.3.1 Ordering

For high availability contracts e.g. 4h Service Packs, WO has to be opened in WCM WEB as well. However it is not yet possible to order spare parts in WCM. Please order these parts as "Own stock".

Service Partners with additional agreement "High Availability Service" can choose additional delivery options "High Availability Courier" or "High Availability Pickup" in PEC. In Field: high availability/ Freezing contract number you have to select the Serial Number.

4.1.3.2 Parts Return

Processing the claim WCM checks, if all ordered material was returned (<u>to claim check chapter 5.1.2</u>). For the high availability spare parts ordered the <u>keep material flag (chapter 4.5</u>) has to be set. This is a workaround until the high availability orders are integrated in WCM.

4.1.4 Belated additional ordering

As long as a Work Order has the Status "In Progress" it is always possible to order additional material. When opened the Work Order Details, you can order again with clicking on "Order parts" at Actions section:

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support L	ogout							
¥ WCM	Workorder D	etail						Actions
- Field Service	Chrendew							▶ Repair started
Technical question Technical question Translation Tool Export VVCM News DIFS for VVCM Spares	Call Date OB.03.2009 Customer Response Time 0 Service Type SP Door to door	Workor 9950022 Name Melanie, repair t 0	der 270018 libor ime	Partner call num Product YE8D000109 Date of Carriage - Service Type Cur Door to door	ber stomer	Current Status RepairStarted ECS 1D118 DIFS-Code		
>> Reports >> Settings >> Customer	CURRENT VIEW: CALL							Cancel Workorder New Comment Edit Reference Number
>> Help	Condition 1 - Always (during proce	essing)	Symptom D - Display / Video 1 - Interference (s tremble)	o streak, flicker,	Action 8 - Syste	em exchanged (indired	:t)	 ▶ Print workorder ▶ Refresh page
Order parts - Fujits	u Technology Solutions			order parts	_			Detail Views Call Messages Customer
Spare Parts Material number - manual selection	Туре			Warranty LSF RE	F ECS F	FTA quantity		
Manual input of spare Mat-Nr:	part information.	2	Change List					Search for Workorder / Serial Workorder / Serial No.

4.1.5 Single Login to Partner Entry Channel (PEC)

4.1.5.1 User settings

To use the single login option for PEC, the user settings have to be completed by the PEC account data of the Service Partner.

FUITSU THE POSSIBILITIES ARE INFINITE

> WCM	User setting	S	Actions
VVCM News	User - Information		► Edit account settings
 DIFS for WCM 	Support ID:	20000	► Edit field service display
> Spares	WCMAccount:	20000	► Edit lineitems display
Reports	Company:	200000	
Settings	Salutation:		
User settings	First Name:	200000	
Customer	Surname:	X00000C	
> Help	Department:		
	Fax:		
	Mobile:	X0000X	
	Email:		
	Language:		
	Companylogo (change>>)	X0000C	
	Lloor Dormionion		
	WCMWeb Supervis	nr: No	
	view workorder:	own location	

FUITSU THE POSSIBILITIES ARE INFINITE

User Information	
Salutation:	Mr 💌
First Name:	
Surname:	
Department:	
Phone:	
Fax:	
Mobile:	
Email:	
Language:	English 💌
WCM Password	
Support ID:	
new password:	
repeat new password:	

Press Button "NEXT"

		ES ARE INFINITE		
ebsphe	re Password			
bSphe	relD:			
SSWOLO	1:			
peat pa	ssword:			
ner Use	ers Surname	First Name	Support ID	WebSphereID
~	Spörel	Sascha		
	Tester	Test	schork	

4.1.5.2 Spares Services

The Spare Parts Portal has been replaced by the Partner Entry Channel (PEC) in May 2012.

The PEC User Manual is available at: https://partners.ts.fujitsu.com/com/service/general/service-spares/manual/Pages/default.aspx

PEC is reachable with the SPARES button in WCM Web. PEC will open in a new Browser Window. To use PEC it is mandatory to install "Microsoft Silverlight" on your PC.

FUĬĬTSU PEC - Partner Entry Channel Spare Parts Welcome FTS Maintenance Logistics welcomes you to the Partner Entry Channel Order or return Parts of Fujitsu Technology Solutions. Here you can facilitate all business transactions, such as orders, returns and delivery complaints, as well as track processed orders and shipments. Tracking Track your orders News - Printing order confirmations Please note Order confirmations for orders generated in the Spare Parts Portal have to be printed from the Spare Parts Portal. It is not possible to print them from PEC. Order History 3/28/2012 10:55:11 AM Lookup your orders Spare Parts Under the functionality Spare Parts the following services are available: Contact Order Questions? Contact us Search and order spare parts, Quick order with known Mail spares@ts.fujitsu.com material number Return & Order Combined warranty and defect return including order Return Warranty, defect and good part return Complaint DOA, Wrong Part in Box, wrong delivery Tracking Shipment tracking via the tracking systems of the transport providers Order History

Order tracking and reprint documents

4.1.5.3 Delivery priorities in Partner Entry Channel (PEC)

The available delivery priorities depend on the individual contract with FTS Maintenance Logistics.

 Standard O Express O Emergency Courier O Emergency P 				
	Pickup 🔘 Satu	urday Shipmer	nt	
You have chosen the delivery priority "Standard". Order items			Total	4 54 6
Material No. Manufacturing No. Q	Quantity	Price	Total	Currenc
34032015 C26361-K1015-C98	1	4.54	4.54	EU
Delivery		Address		Next
Delivery Details C	Company	Address		Next
Delivery Details Control Contr	òmpany	Address		Next
Delivery Details Customer Reference Additional Ref. (e.g. Workorder/Call No.)	ompany	Address		Next
Delay Order To	ompany	Address		Next
Details C Customer Reference C Additional Ref. (e.g. Workorder/Call No.) Delay Order To <m d="" yyyy=""> 15 Sł</m>	ompany 	Address		Next
Delivery Details Customer Reference Additional Ref. (e.g. Workorder/Call No.) Email	Company	Address		Next
Delivery Details Customer Reference Additional Ref. (e.g. Workorder/Call No.) Letails Delay Order To <m d="" yyyy=""> 15 Email someone@sample.com</m>	Company	Address Address		Next
Delails C Customer Reference C Additional Ref. (e.g. Workorder/Call No.) Customer To Customer	company hipment	Address		Next

If PEC is used for warranty calls, the return order has to be advised in WCM WEB or PEC separately and the related order number is to be entered manually.

FUJITSU THE POSSIBI	LITIES ARE INFINITE	return o	rder
Complaints		下 go to Warr	anty- or GoodPart-Returns
All neccessary Returnorders	have allready been created (or no spa	areparts have been ordered).	
Input field for DoA-, WPiE	- and WDel-Complaints		
Order No	Material number	Return-Material number	Total
			1
		DoA	WPiB WDel

Note

If you leave the field "Ordernumber" empty, then automatically a suitable purchase order will be selected. Otherwise you can consequently enter a "Order No", then the return will be matched exactly with this purchase order.

Attention

A return order will be created regarding to the selected Material and its Amount.



4.2 Repair Process

4.2.1 Repair started

If the spare part is available, the repair process can be started.

First step is to manually change the status into "Repair started" (open the Work Order Detail Actions: "Repair started"):

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support L	ogout				
VVCM	Workorder Deta	ail			Actions Repair started
	Call Date 20.03.2009 Customer Fujitsu Siemens Computers GmbH Response Time	Workorder 995002270115 Name Schork, Robert repair time	Partner call number Product YKBX084717 Date of Carriage	Current Status OrderConfirmation ECS AG3X4 DIFS-Code	Update service to Order parts Return order Change status Appointment arra Keep Material
 DIFS for WCM Spares Reports Settings 	CURRENT VIEW: CALL		Service Type Custom OnSite	er	Cancel Workorde New Comment Edit Reference N Print workorder
>> Customer >> Help	ECS Condition A - Environment - Cold	Symptom G - General 3 - System o X - Other	Act 4 - I loes not boot	ion ₩V-Repair with Spare	

FUJITSU THE POSSIBILITIES ARE INFINITE	repair started
----------------------------------------	----------------

Change status		
Change status to	RepairStarted	▼
Comment		
Comment		
Repair started:	09.09.2009 Q	H: 12 💌 M: 44 💌

Choose "RepairStarted"; click on <Finish>.

An information screen is shown that the status was changed; click on <Close> to shut this window.

4.2.2 Repair successful

After finishing the repair, the Service Call Status has to be changed into "Repair successful".

Open the Work Order Detail and click on "Repair successful" in rubric actions:

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Lo	ogout				
VICM Field Service Technical question	Overview Call Date	ail Workorder	Partner call number	<u>Current Status</u>	Actions Repair started Repair failed
⊷ Ersin ⊷ Translation Tool ⊷ Export ≫ WCM News	20.03.2009 Customer Fujitsu Siemens Computers GmbH Response Time o	995002270115 Name Schork, Robert repair time	Product YKBX084717 Date of Carriage	RepairStarted LCS AG3X4 DIFS-Code	Update service type Repair successful Order parts Return order Change status
 DIFS for VVCM Spares Reports 	Service Type SP OnSite		Service Type Custon OnSite	ner	Appointment arranged Keep Material Cancel Workorder
 Settings Customer Help 	CURRENT VIEW: CALL				New Comment Edit Reference Number Print workorder
	A - Environment - Cold	Symptom G - General 3 - System c X - Other	Ac 4 -	c tion - HW-Repair with Spare	Refresh page Detail Views

Hint: It is not possible to change the status into "Repair successful" unless it was changed into "RepairStarted" before!

The error code has to be confirmed after repair. Press edit to enter the error code screen; do changes if necessary:

0						
FUJITSU	THE	POS	SIB	ILITIES	A R E	INFINITE

repair successful

Information					
	Condition	Symptom	Action		
Error Code	A - Environment - Cold	G - General 3 - System does not boot X - Other	4 - HW-Repair with Spare		
	Condition	Symptom	Action		
Error Code edit	-	-	-		
Solution		1			
Call Accepted:	09.09.2009 ДЭ н: 1	2 💙 51 💙			

🏉 Error Code System - Fujitsu Technology	y Solutions		
Condition	Syr	nptom	Action
0 - Fails from initial power on 1 - Always (during processing) 2 - Sporadic 3 - Under high Load 4 - During mechanical adjustment/movement 5 - During switch off 7 - During Standby mode 8 - During Configuration/Installation 9 - Environment - Vibration A - Environment - Cold B - Environment - Hot C - Environment - Usty E - After HW upgrade F - After SW/Driver/DS update G - Damaged / dropped X - Not Applicable / unknown	A - Battery / Accu B - Board / Ram / internal ID C - Communication / external ID D - Display / Video E - Removable drives / changer G - General H - Hard disk K - Input device N - Non technical P - Power / Chassis S - Software / DS T - Sound / Audio Z - Security 2 - Will not switch on (LED not lit) 3 - System does not boot 4 - Beep code 5 - Auto system off / reboot 6 - System reash 7 - System freeze 8 - System not able to shut down 9 - Cosmetic problem (scratched, dirty) A - Operating problem/ error X - Other	X - Other	 0 - No Defect Found / Functional Check only 1 - Explanation to customer 3 - Ship customer replaceable unit 4 - HW-Repair with Spare 5 - HW-Repair and info to Partner A - SW-Reload B - SW-Update C - BIOS / firmware update D - Driver Update E - Virus removed F - Operating System reinstallation J - Connector/Jumper refitting M - Customer Application support N - Modification requested by Servicepartner S - Forwarded external T - Forwarded internal U - Forwarded external T - Forwarded external with Spare X - other
A	G 3	×	4
🔀 Quit	Fint EC Paper	E Print EC Guide	Next

JITSU THE POSSIBI	LITIES ARE INFINITE		repair successful			
nformation						
Error Code	Condition A - Environment - Cold	Symptom G - General 3 - System does not bo X - Other	Action 4 - HW-Repair with Spare			
Error Code	edit Condition A-A - Environment - Cold	Symptom G-G - General 3-3 - System does not X-X - Other	Action 4-4 - HW-Repair with Spare boot			
Solution	Test Test Test	andatory field! Has to be filled!				
Call Accepted:	09.09.2009	H: 12 💙 51 💙				
	100.00.2000					
	·					

Click on <Finish> to proceed.

An Information Screen is shown that the repair is completed now.

Click on button <Finish> to shut the window; you are back in the Work Order Detail screen.

4.2.3 Repair failed - claim Double Flatrate

If the failure cannot be fixed at once and a second repair activity is necessary, another workorder may be claimed. For reasons of process government and active influence on the correct advice for the 2nd deployment on the same incident, this process needs to be controlled by the helpdesk. The former process to claim double flat rate for help desk assigned workorders was abandoned. Since 16.04.2012 the Service Desk Approval process can be used. See Service Desk Approval process for repeated repairs chapter 3.5.2.2. A model case is explained below:

Example: Repair fails because the spare part was defective:

1. Initial State: A Workorder was created and one spare part is ordered by ADEX Order

บ)๊เรรบ		N							
Home Support L	ogout	6							
WCM	Workorder Det	ail						Actions	
- Field Service	Overview							Repair started	
Technical guestion	Call Date	Workorde	r	Partner call num	ber	Current St	atus	 Update service type 	
Frsin	04.05.2012	995003693	439			SparesOrde	red	Order parts	
Translation Tool	Customer	Name		Product		ECS		 Return order 	
	Fujitsu Technology Solutions	Kandziora	Georg	VKDT040005		2H214		 Change status 	
Export	Division	Nanaziora,	ocorg	1101040000		211214		 Appointment arranged 	
WCM News	Response Time	repair tim	e	Date of Carriage		DIFS-Code		 Keep Material 	
DIFS for WCM	48	0		-				Cancel Workorder	
Spares	Service Type SP			Service Type Cu	stomer			New Comment	
Reports	Bringin			bringin				Edit Reference Number	
Settings								Print workorder	
Customer	CURRENT VIEW: CALL							Refresh page	
Customer	ECS								
Help	Condition	5	Symptom		Action			Detail Viewe	
	2 - Sporadic	H	I - Hard disk		4 - HW-	Repair with Sp	are		
		2	2 - Noise / Vibratio	in .				► Call	
		1	- Hard disk - inte	rnai				▶ Messages	
	Problem Description	Droblem Description							
	asdfasdfsadfsadf							▶ Product	
								 Spares order 	
								Workorder History	
	Line Items							 System History 	
	Material	ture	7-4	al Order l's	DET	DET No.	Ordealtar	► Invoice	
	Material number Sta	us	Iota	al Order No	RET	KET-NO	Graernow		
	24002251 Pro	pused	1	0000005323		-		Search for Workorder / Seria	
	Labour	ini neu		0000003323				Workorder / Serial No.	
	Material number Sta	tus	Tota	al price					
	WTY FLATRATE OK	100	1	51 00 EUR				Adler	
				01.00 2010				Adier	
								Enter the Serial No.	

2. Repair failed: To document the situation for your own overview it is possible to change the status to repair interrupted and enter a reason to the Workorder. This step is optional.

FUJITSU Home Support Lo	ogout								
Home Support Lo WCM Field Service Fachnical question Frain Frain Export WCM News WCM News PERFor WCM	Workorder Det Overview Call Date 04.05.2012 Customer Fujtsu Technology Solution Division Response Time 48 Service Type SP	ail Workorder 995003993439 Name Kandzlora, Georg repair time 0	Partner call numb Product YKDT049995 Date of Carriage - Service Type Cus	er Current S RepairStar ECS 2H214 DIFS-Cod	tatus ted	Action Action Repair s Repair fa Update s Repair s Order ps Return o Change Appointm	s tarted alied uervice type uccessful arts der status ent arranged		
>> Reports >> Settings >> Customer	Bringin CURRENT VIEW: CALL		BringIn		Change	status - Fujits	^{Norkorder} u Technology Solutions		
>> Help	Condition 2 - Sporadic Problem Description asdfasdfsadfsadf	Symptom H - Hard disk 2 - Noise / Vibrati 1 - Hard disk - inte	on Irnal	Action 4 - HW-Repair with S	Change Change	status status to	RepairInterrupted	-	
	Line Items Material Material number Sta 34003251 Pro	ttus Tot posed 1	al Order No 8006605323	RET RET-No	Comme	nt	Spare Part defective		4
	34003251 Co 34003251 Re Labour Material number Sta WTY:FLATRATE OK	ntrmed 1 turned 1 itus Tot	al price 51.00 EUR	□ - <u>813971119</u>	z				
					Quit				Finish
© 2012 Fujitsu Technology S	iolutions Imprint Privacy policy	/ Terms of use			Fertig			🗸 Vertrauenswürdige Sites Geschützter Modus: Inaktiv	🔍 100% 👻
3. Return of defective material by DOA return order: Choose action Return Order and go to complaint



4. Confirmation of complaint order and related return order are updated in WCM WEB

FUĴĨTSU

Home Support Logou	t							
								2
\$ WCM	Workorder Deta	ail						Actions
 Field Service 	Overview							▶ Repair started
- Technical question	Call Date	Workorder	ler Partner call number			Current Statu	IS	▶ Repair failed
- Ersin	04.05.2012	995003693439				SparesInDelive	ry	 Update service type
- Translation Tool	Customer	Name	P	roduct		ECS		 Repair successful
- Export	Fujitsu Technology Solutions	Kandziora, Georg	Y	KDT049995		2H214		 Order parts
WCM News	Response Time	repair time	Da	ate of Carriage		DIFS-Code		 Return order
DIEC for WOM	48	0	-	ato or ournage				▶ Change status
DIFS for WCM	Service Type SP		S	ervice Type Cus	tomer			 Appointment arranged
>> Spares	BringIn		Bi	ringIn				 Keep Material
>> Reports								 Cancel Workorder
>> Settings	CURRENT VIEW: CALL							 New Comment
>> Customer								 Edit Reference Number
>> Help	ECS							 Print workorder
	2 - Sporadic	H - Hard	disk		4 - HW-	Repair with Span	e	Refresh page
		2 - Noise 1 - Hard	e / Vibration disk - internal					Detail Views
								▶ Call
	Problem Description							▶ Messages
	asdfasdfsadfsadf							► Customer
								► Product
	Line Items							 Spares order
	Material							 Workorder History
	Material number Stat	us	Total	Order No	RET	RET-No	OrderNow	 System History
	34003251 Prop	osed	1	8006605323		-		► Invoice
	34003251 - Con	firmed	1	8006605324		-		
	34003251 Con	firmed	1	8006605323		-		Search for Workorder / Serial
	34003251 - Des	patched	1	8006605324		8139711198		Workorder / Serial No
	34003251 Des	patched	1	000000000000000000000000000000000000000		0139711197		
	34003251 Retu	imed	1	0000003324		010011100		
	34003251 Retu	irned	1	8006605323		8139711197		
	Labour							Enter the Serial No.
	Material number Stat	tus	Total	price				
	WTY:FLATRATE OK		1	51.00 EUR				

5. Repair Successful and To Claim

		Actions
		 Claim Workorder
r call number	Current Status	▶ Repair failed
	RepairSuccessful	 Update service type
ct	ECS	 Repair successful
49995	2H214	 Order parts
10.		Return order

Home Support Lo	pout								
	L.	5							
¥ WCM	Workorder Det	ail						Actions	
- Field Service	Workorder Det	an						▶ Reset To claim	
Technical supplier	Overview	Madaadaa				Comment State		▶ New Comment	
- rechnical question	Call Date	workorder	Pa	artner call numi	ber	Current Statu	IS	Print workorder	
- Ersin	Customer	995003093439 Name	Dr	roduct		FCS		Refresh nage	
 Translation Tool 	Euitsu Technology Solutions	Marrie		louder		203		, nonosn page	
Export	Division	Kandziora, Georg	Y	KDT049995		2H214		D 0-4-71/6	
>> WCM News	Response Time	repair time	Da	ate of Carriage		DIFS-Code		Detail Views	
>> DIFS for WCM	48	0	-					▶ Call	
So Soares	Service Type SP		Se	ervice Type Cus	stomer			 Messages 	
N. Departe	BringIn		Br	ringln				Customer	
A Reports								Product	
>> Settings	CURRENT VIEW: CALL							 Spares order 	
>> Customer	500							 Workorder History 	
>> Help	ECS						 System History 		
	Condition Symptom			Action				Invoice	
	2 - Sporadic	2 - Nois	se / Vibration	in 4 - niv-Repair with Spare					
	1 - Hard disk - internal						Search for Workorde	r / Serial	
								Workorder / Serial No.	
	Problem Description								
	asdfasdfsadfsadf							Adden	
								Adler	
	Solution							Enter the Serial No.	
	Hard Disk exchanged								
	Line Items								
	Material								
	Material number Stat	us	Total	Order No	RET	RET-No	OrderNow		
	34003251 Prop	osed	1	8006605323	×	-	¥		
	34003251 Con	firmed	1	8006605324		-			
	34003251 Con	firmed	1	8006605323		-			
	34003251 Des	patched	1	8006605324		8139711198			
	34003251 Des	patched	1	8006605323		<u>8139711197</u>			
	34003251 Retu	irned	1	8006605324	~	-			
	34003251 Retu	irned	1	8006605324	~	<u>8139711198</u>			
	34003251 Retu	irned	1		V	-			
	34003251 Retu	irned	1	8006605323	×	<u>8139711197</u>			
	Labour								
								1	
	Material number Stat	us	Total	price					

6. Accepted by Validation Center after defect parts are returned

FUĴĬTSU								
Home Support Lo	gout							
¥ WCM	Workorder Det	ail						Actions
- Field Service	Overview							L
Fachnical question Frsin Translation Tool Export WCM News SDFS for WCM Spares Reports Settings	Call Date Workborder 04.05.2012 995003693439 Customer Name Fujitsu Technology Solutions Division Response Time repair time 48 0 Service Type SP Bringin			Partner call number Current Status ClaimAcceptedByVC Product ECS YKDT049995 2H214 Date of Carriage DIFS-Code - - Service Type Customer Bringin			us dByVC	Detail Views Call Messages Customer Product Sparse order Workorder History System History Invoice
>> Customer	TCS							Search for Workorder / Seria
	2 - Sporadic Problem Description asdfasdfsadfsadf Solution Hard Disk exchanged	Condition Symptom 2 - Sporadic H - Hard disk 2 - Noise / Vibr 2 - Noise / Vibr 3 - Hard disk - i Problem Description asdfasdfsadfsadfsadf Solution			4 - HW-I	re	Adler	
	Line Items Material Material number Statistical number Material number	tus posed firmed firmed upatched urned urned urned urned tus	Tota 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Order No S006605323 S006605324 S0060532 S00605324 S00605324 S00605324 S00605324 S00605324 S00605324 S0060532 S	RET YYY	RET-No - - 8139711198 8139711197 - - -	OrderNow	
	WTY:FLATRATE OK	105	1	51.00 EUR				

- 7. Claim for 2nd Flat Rate:
 - 7.1. Open a new Service Call for 2nd FR via HDA.
 - 7.2. Select the reason for the repeated repair.

lome Support	.ogout	
/CM	Service Calls (Assigned)	Actions
eld Service	Workorder / SP-Ref: Serial No.: RT:	New service call
echnical question		
sin	Workorder 🗘 🛛 Serial No. 🗘 🛛 Customer 🗘 🛛 Date 🗘 🛛 RT 🤤 Statu	s 🗘 🛛 ECS 🥏 🔲 Status
anslation Tool	No workorder tound.	→ Requested (0)
port	Solutions	
CM News		new workorder
FS for WCM	FUJITSU	
ares		
ports		YKDT049995
ettings		
istomer	System History	
elp	Call Date Workorder CCS Problem Description	Solution Hard Disk exchanged
	Please Select	*
	Quit Back Next	Finish

IJĨTSU				new workorder	
				YKDT049995	
System His	tory				
Call Date	Workorder	ECS	Problem Description	Solution	
04.05.2002	995003693439	2H214	asdfasdfsadfsadf	Hard Disk exchanged	
Repeated R Another worl	lepair korder for this asset h	as been crea	ted recently. Please select the reasor	for the repeated repair and add an explanation.	
defect spare	e part 🔹 👻				
Spare Part d	idn't work				*

7.3. Select Action Code O "defective spare"



7.4. Go to Next without ordering spare parts. Don't order spare part

บุรีเรา		accept workorder	
Accept call			
Accept call Accept call?	• Yes O No		
Accept call Accept call? Partner call number:	• Yes 🔘 No	20 characters available	

7.5. Wait for Approval from Help Desk

Home Support	Logout	
WCM	Service Calls	Actions
- Field Service	Workorder / SP-Ref: Serial No.: RT:	New service call
Technical question Ersin	Workorder ≎ Serial No. ≎ Customer ≎ Date ≎ RT ≎ Status ≎ ECS ≎	Status
Translation Tool	HDApprovalPending	 Requested (1)
Export		Rejected (0)
WCM News		 Assigned (0)
DIES for WCM		▶ Open (1)
Snares		 In Progress (20)
Penorte		Double Flatrate Calls (0)
Settings		 Renair successful (0)
Customer		 To claim error (0)
Vale		 Claim Workorder (4)
Treip		 Validation center (1)
		▶ VC Revised Claims (0)

7.6. Repair Start, Repair Successful, Claim Workorder

	Workorde	r Detail			Actions				
den	Call Date for 65 3012	Workonder positivities	Partner call	number Current I	Repair failed • Update service	those			
é le	spair successful - Fujitsu Te	schoology Solutions				stul			
-	0			repair succes	sful - er				
FUJ	itsu				100 m	Tanana I			
						ther			
		Condition	Symptom	Action		Number			
6m	ror Code	1 - Annalys (Include Process	4 - Hard dek is	not recognized	Civil Spara	·			
		Condition	Symptom	Action					
En	tor Code e	ext and the stand bucket	 School deal is n School deal is n 	d-Detection of recognized lanced					
		Spare Part was ordered by	DOA Return Order	ena					
-	a firm								
14	FUJIISU								
	Home Support 1	Logeut							
	8 WCM	Workorder [Detail			Actions			
	- Feld Service	Overview	/oton			+ Cam Workorder	-		
	- Technical question	Call Date No. 10, 2012	enforce						
	I- Ersen		ruitso						
	- Translation Tool	Customer							
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4.3 Cancellation of Work Order

You are able to cancel the Work Order until status "To Call".

Use button <Cancel Work Order> on Action list.

If material has been ordered, please return it as good part return before you cancel the Work Order. Material based on ADEX related orders please return by using the prepared Part Return Form on which you note "unused".

Actions
▶ Repair started
▶ Update service type
▶ Order parts
▶ Return order
▶ Change status
 Appointment arranged
 Cancel Workorder
▶ New Comment
 Edit Reference Number
 Print workorder
▶ Refresh page

In the following window you have to choose a reason for cancellation and enter a description.

UJITSU THE POSSIBILITIES ARE INFINITE	cancel workorder	
Canadian		
Cancel WO		
Please enter the reason for canceling this Workorder.	Please select	~
	Please select	
Only for Testcases	End customer cancelation	

FCO not accepted by SP VVO not accepted by SP

Out of warranty, customer refuses repair fee

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4.4 Returning Spare Parts

4.4.1 Return order advise

Before sending parts back to FUJITSU Warehouse in Sömmerda, you have to advise the return in WCM.

4.4.1.1 ADEX Orders

In case of ADEX order, return order is already created. The part return form is printed and shipped with the ordered spare part.

Regarding the physical return process, please keep in mind the differentiation between RET-/RP-parts and N*-parts:

- R*-parts (WCM code is RET) have to be returned to FUJITSU.
- N-parts have only to be advised. Do not send these parts back to FUJITSU. BUT, good parts have to be returned to FUJITSU.
- NV parts are consumable parts and have only to be advised. Do not send these parts back to FUJITSU. Difference to N-parts: good part returns are not possible.

Detailed return terms are shown in the Maintenance Logistics Manual at http://partners.ts.fujitsu.com/com/service/general/service-spares/manual.

Only in case of an Advanced Exchange (ADEX), e.g. if you have ordered in maximum 6 parts, the return order number is created with the order already. The part return notification is done automatically and the return order is created already. The Part Return Form is included in the shipped package. Additionally it is available from PEC and can be printed from there up to 30 days for repairable parts and up to 10 days for non repairable parts.

In case of Non ADEX orders you advise the return as follows:

4.4.1.2 Orders with more than one part

FUITSU THE POSSIBILITIES ARE INFINITE

In case of Non ADEX orders (e. g. if more than 6 parts have been ordered) you advise the return as follows:

Home Support Lo	ogout				
\$ WCM	Workorder D	etail			Actions
- Field Service	Overview				▶ Repair started
Technical question Ersin Translation Tool Export WCM News	Call Date 24.02.2009 Customer	Workorder 995002264908 Name I repair time 0	Partner call number MCST-612681 Product YK3J158348 Date of Carriage	Current Status SparesInDelivery ECS 1C2B4 DIFS-Code	Update service type Order parts Return order Change status Appointment arranged Keep Material
 >> Dir's for VVCM >> Spares >> Reports >>> Settings >> Customer 	Service Type SP BringIn CURRENT VIEW: CALL		Service Type Custome BringIn	r	Cancel Workorder New Comment Edit Reference Number Print workorder Refresh page
>> Help	ECS	Semator	Activ	an	

Mark the parts, which you want to advise (and send them back to FUJITSU, if RET-parts):

Service Operations	Issue: July 2012	WCM WEB User Manual	- Warranty Claim	Management Tool	Page 80 / 124
			·····, ····,		

FUĴĨ	TSU THE POSSIBILITIES ARE IN	return	return order						
V	HDD 120GB SEAGATE ST9120822AS	00000000034005829	1	MIRO	~				
	Order No	Return-Material number							
		00000000034005829							
	GoodPart								
	Description	Material number	Total	Order Location	RET	LSF			
	HDD 120GB SATAMOB 5,4K WDC / WDC:WD1200BEVS-80B	00000000034006892	1	MIRO	~				
	Order No	Return-Material number							
		00000000034006892							
	GoodPart								
Inpu	rt Field for Good Part Return or additio	nal used spares							
	Order No Materi	ial number Return-Ma	terial number		Total				
					1				
		GoodPart							
L									
X Oui	it				Finish	1			

Click on <Finish> to close the window. Now the parts are advised.

With a click on Material Status "Returned" you can see the return order number in the next window: Click on <Finish> to close the window.

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

		zian				
- Field Service	Overview					
- Technical question	Call Date	Workorder	Partner call nur	nber	Current Sta	tus
- Ersin	07.05.2009	995002281078			OrderConfirm	ation
- Translation Tool	Customer	Name	Product		ECS	
Export	Fujitsu Siemens Computer GmbH	^S Schork, Robert	YK9B146670		2HM14	
VVCM News	Response Time	repair time	Date of Carriage	e	DIFS-Code	
DIFS for WCM	0	0	-			
Spares	Service Type SP		Service Type C	ustomer		
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	Problem Description ,sdalsalfhldhflhflkhflakfafs Line Items Material Material number Tota 88037472 1 88037472 1 88037472 1 280037472 1 2000 1	slkashfkeajf I Status Proposed Confirmed Returned	Order No RET-No 8004649961 - 8004649961 - 8004649961 - 8004649961 -	RET ♥ 	ReturnCode - -	KeepMateri
	Problem Description ,sdalsalfhldhflhflkhflakfafs Line Items Material Material number Tota 88037472 1 88037472 1 88037472 1 88037472 1 88037472 1 88037472 1 88037472 1 88037472 1 0400r Material number State 2400r	sikashfkeajf I Status Proposed Confirmed Returned us Total	Order No RET-No 8004649961 - 8004649961 - 8004649961 8137126 price 40.90 EUR	RET ♥ 	ReturnCode - -	KeepMater

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materiai						
Material number	Description			Date	Status	
88037472	HDD 80GB SAT	A 300 7.2K / WDC:WD800JE)-S2	07.05.2009 14:30	Returned	
Order location	Total	ргісе	CustomsDuty	LSF 0	rder Now	ordered
MIRO	1	-73.53 EUR				
Material Details						
Return Type:	R46	Warranty:		CRU:		
Return Materialnumbe	er:	Limited Warranty:		Fit To Asset	:	~
Return Number:	8137126	962 Limited Warranty D	uration: 0	Fit To ErrorO	code:	\checkmark
Return Code:		Returnable:	v			
Product Hierarchy:		HD > 70 GB - 80 GB				
Order information			Delivery addre	ess		
Order No: 800	4649961					
Express						
Express						

Click on the return number and you will be transmitted into PEC. Here you can print the PRF form, for sending back the defective parts (see <u>chapter 4.4.2</u>). The part return form is available for printing up to 10 days.

4.4.2 Physical part return

4.4.2.1 Print Part Return Form

For the physical part return it is necessary to enclose the Part Return Form (PRF-Form). It can be printed directly from WCM WEB using the Icon next to the Return Order Number.

FUĴÎTSU					(WCMAcco	t: 🖉 🖌	ttps://bicore.ts.fujitsu.com/hub/order/300/81398845	538/CF93B726BACBC0EBAB8	7D539D9CB28D2/do	ocumen - Fujits 💷	
Home Support L	Logout										
\$ WCM	Workorder De	etail					Return Order Confirmation	Warranty			
- Field Service	WORKOIGET DO	ctall				_	+				
Technical question	Overview	Werkerder	- Dea		Current Statu		Delivery Address:				
Facility Control of Co	02/07/2012	9950038511	143	uler call humber	SparesInDelive		Fuitsu Technology Solutions GmbH				
- crsin	Customer	Name	Pro	duct	ECS		Spares Return Center				
Iranslation I col			N.F.	14 92000	4164.24		Rampe 17/18				
- Export		MARKT VI	100		11(124		Erfurter Höhe 8				
WCM News	Response Time	repair time	e Date	e of Carriage	DIFS-Code		99610 Sömmerda				
DIFS for WCM	Convice Tune CD	0	04.0	Vien Turne Cueter	123		D				
Spares	Collect&Return		Colle	vice Type Custor	ner						
Reports			000			_	Customer-Nr:	Creater	d On: 07/02/2	012 16:18:00	
Settings	CURRENT MENA CALL					_	Customer	Paturn	Order Nr 813988	4538	
Customer	CORRENT VIEW. CALL							PMA N	DEA81	39884538	
Help	ECS							NING N			
	Condition	S	symptom	A	ction						
	1 - Always (during proce	essing) K	- Input device	4	- HW-Repair with Spare	/	User:				
		2	- Mouse / Touchpad				Fax:				
							E-Mail:				
	Problem Description										
	NOT WORKING TOUCHPA	AD					Additional Reference: 995003851143				
						- 11	Customer Reference:				
	DIFS - General Informa	ation					Identity Nr: YI DN183906				
	DIFS Code	123				/	identity in:				
	System operating time	e (days) 0				-					
	Tool Version						Material Nr. / Part	Ne	Quantity	Crodit Prico	L
	Inventory checksum o	ok 0					Description	-INL.	Quantity	Credit Flice	
	Number of errors four	na u									-
							38017727 FUJ:CP5159	132-XX	1.00	0,00 EUR	
	Symptom Locati	ion	Problem Description				Comm./imp.code no.: 84733080000	-1			
	No error found		r robiern beseinplier	•			Parts and accessories of automatic data-processi	ing machines or for other machin	nes of heading 8471, n.e	e.s. (excl.	
							electronic assemblies)				
	Line Items									0.00 510	
	Material						Total Credit (VAT not included):			0,00 EOR	
	Material number Sta	itus	Total pric	e RET LS	F OrderNow RET-No						
	38017727 Cor	nfirmed	1		- L		Please do not return the part. Scrap this part local	Ily according to the contractual a	agreement.		
	38017727 Des	spatched	1 -		813988	38 lodf					
	38017727 Ret	turned	1		813988	<u>38 (Dati</u>					
	38017727 Pro	posed	1 0.00	EUR	¥ -						
	Labour Sta		Tetal asia								
a 2012 Euiteu Technology	Solutione Imprint Privacy o	olicy Terms of a									_

Please have in mind this functionality is only available if initial settings in your Service Partner Profile have been maintained accordingly. See chapter 2.1

4.4.2.2 Order Tracking

Clicking on the return order number, as described in chapter 4.4.1, you will be routed to PEC to section "order overview" in the "order tracking" function (as shown in second screenshot).

material details

Material Material number Date Status Description 88037472 HDD 80GB SATA 300 7.2K / WDC:WD800JD-S2 07.05.2009 14:30 Returned **Order** location CustomsDuty LSF Order Now ordered Total price MIRO -73.53 EUR 1 **Material Details** R46 CRU: **Return Type:** Warranty: ~ Limited Warranty: Fit To Asset: **Return Materialnumber:** \checkmark **Return Number:** 8137126962 Limited Warranty Duration: 0 Fit To ErrorCode: 4 **Return Code:** Returnable: Product Hierarchy: HD > 70 GB - 80 GB

Order informa	tion	Delivery address
Order No:	<u>8004649961</u>	
Express		

Order Tracking

E	nter Order	Number				
1	8139832882					Search
	Shipment	not shipped yet	Order 8139832882	Collection	Delivery Date	
	In pr	In progress		not available	not available	
	Conter	nt				
	0000)10 38016179	1	Heatsink Assy (Incl.	Fan And Pads)	

Here as well it is possible to reprint the Part Return Form. PEC Users check the order history for the related Return Order Number, mark the displayed line and press the button "pdf".

Order Hist	ory				
Material No., Order No., Counter 8139832882	No. or Reference	Orders Orders	Returns Any from Open Orders t	n 10/05/2012 o 10/05/2012	15 Search
Orders				export	pdf spare track
Return Order 81398 Customer Ref.: Date:	32882 RA1204826-stm 10 May 2012	Add. Reference: Counter No: Invoice No:	995003815602 DEC8139832882	Allocca Markus 70567 Stuttgart-Fas	anenhof

4.4.2.3 Return Code registration

The Return Order reasons announced by the Service Partner might have changed during the posting of the defective part in the reverse logistics in Sömmerda. E.g. the part might be send in as defective warranty return because the Part Return Form accompanying the spares packages of ADEX deliveries already carries this code. However if the parcel is resend in original packed status, FUJITSU can store it again without preceding repair loop. The intake is booked as good part return, the return code is changed accordingly.

Item Type ⁺	Material	Description	Order Location	Return Cod	Order Number	Asset Fit	
FR 🗗	WTY:FLATRATE		Ē				
MATD	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	1		8003708994		
	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	1		8003708994		
MATO	00000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	1		8003708994		
	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	1		8003708994		
MATP	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	FSC MIRO 🗈		17131938	Х	
	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	FSC MIRO 🖺		17131938	Х	
MATR	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	1	GOOD	8135975821	Х	
	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	Ē	DFC	8135974494	Х	

Line item details in WCM WEB:

FUĴÎTSU	T H E	POSSIBILITIES	ARE INFINITE
---------	-------	---------------	--------------

material details

Material Material number 88037460	Description HDD 250GB SATA	300 7.2K / WDC:WD2500J	s	Date 11.08.2009 14:4	Status 5 Returned	1
Order location	Total	price	CustomsDuty	LSF	Order Now	ordered
MIRO	1	-146.10 EUK				
Material Details						
Return Type:	R46	Warranty:		CRU:		
Return Materialnumb	er:	Limited Warranty:		Fit To Ass	et:	\checkmark
Return Number:	<u>813712711</u>	8 Limited Warranty Dur	ration: 0	Fit To Erro	orCode:	\checkmark
Return Code:	GOOD	Returnable:	~			
Product Hierarchy:		HD > 180GB - 250GB				
Order information Order No: 80 Express	<u>04650190</u>		Delivery addre	255		

L____

If the field service display in the user settings is maintained accordingly, the return code can be displayed in the Work Order Details as well:

>> VVCM		Article Code
>> WCM News		Total
>> DIFS for WCM		price
>> Spares		RET
>> Reports	Actions	LSF
Settings	► Edit account settings	Status
User settings	▶ Edit field service display	Order No
>> Customer	▶ Edit lineitems display	KeepMaterial
ss. Heln	▶ Supervisor	ReturnType
		ReturnCode

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout



Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34009638	1	Proposed	<u>8004818429</u>	-	\checkmark	-	
34009670	1	Proposed	8004803728	-	V	-	
34009638	1	Proposed	8004796314	-	~	-	
88037112	1	Proposed	8004787442	-		-	
34009638	1	Confirmed	8004818429	-		-	
34009670	1	Confirmed	8004803728	-	Image: A start and a start	-	
34009638	1	Confirmed	8004796314	-	~	-	
88037112	1	Confirmed	8004787442	-		-	
34009638	1	Despatched	8004818429	<u>8137341891</u>		-	
34009670	1	Despatched	8004803728	<u>8137323921</u>	V		
34009638	1	Despatched	8004796314	<u>8137314580</u>		DFC	
88037112	1	Despatched	8004787442	<u>8137303972</u>		DFC	
34009638	1	Returned	8004818429	8137341891		GOOD	
34009670	1	Returned	8004803728	8137303001			

4.4.3 Return orders in case of alternative material taken from own stock

The material number in the spare part proposal in WCM may differ from the material number delivered by FUJITSU spares operations if alternative parts are supplied. WCM and the spares application will take this into consideration in the fit to asset check during the return order process.

You may use alternative parts (original FUJITSU material) from own stock as well as long as the part is defined as alternative spare part for the related asset in the spare part catalog. You can check this out using the Translation Tool check function described in chapter 1.1.8 Selecting Spare Parts with 'Translation Tool' (virtual Fit-to-Asset Check).

4.4.4 Return orders for out-of-warranty systems

In case a Service Partner wants to return material, which has been used for an out-of-warranty repair PEC should be used. Defective part return will be credited with a 'residual credit', if some applies to the part. At the PEC start page navigate via 'Spare Parts' to 'Returns' and choose 'Return Defective'. Detailed information is available from the PEC Manual chapter 4.3.2.

4.4.5 Return orders for Work Orders after 30 days

For each material (N* and R*-parts) in WCM WEB return orders can be created within 30 days after the repair start date, including order number, ordered material and returned material number. To insure full material credit is granted, it is recommended to acknowledge the regional deadlines for part returns which may be shorter than 30 days. Please refer to the deadlines mentioned in previous chapter.

The repair start date will be considered. If no start date is available yet, the Work Order Call Date is retrieved. If a defined threshold is exceeded (currently 30 days), the MIRO Warranty check result is negative and a new warning message appears in PEC:

"WCM-Error (Work Order older than 30 days No return order allowed)"

^{1).}value set April 2011

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return order

Returnorder

The return period for the material has expired. To proceed please choose option 'Keep Material'.

4.4.6 Claim Reference on Part Return Form.

The partner internal call number/text recorded by the Service Partner as Claim Reference is displayed on the Part Return Form for all Product Warranty Returns.

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Confirmation - Product Warranty Return



Material Nr. / Part Nr. Description	Quantity	Credit Price
88031660 / WDC:WD800BB HDD 80GB ATA 7,2K	1 ST	78.97 EUR

Fill return mask in WCM WEB

The data for return orders in complaint processes or good part return are prefilled after selecting the return option. Example, for details see 4.6 below.

FUĴĨ	FUJITSU THE POSSIBILITIES ARE INFINITE		return order			
	-BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No 8004600657	00000000088039520 Return-Material number 0000000088039520	1	MIRO		
Inpu	rt Field for Good Part Return or Order No 8004600657	additional used spares Material number 000000000034024372			Total	
		GoodPart ☑				
Mate	erialNumber = Materialnumber	according to delivery note				

Note

If you leave the field "Ordernumber" empty, then automatically a suitable purchase order will be selected. Otherwise you can consequently enter a "Order No", then the return will be matched exactly with this purchase order.

Attention

A return order will be created regarding to the selected Material and its Amount.

•	Finish	

FUĴĨ	TSU THE POSSIBILITIES ARE	THE POSSIBILITIES ARE INFINITE return order		rder	
	3800MAH) / FUJ:CP261945-XX Order No	0000000088039520 Return-Material number	L.I. M	11KU	
	8004600657	00000000088039520	WPiB	WDel	

Inpu	Input field for DoA-, WPiB- and WDel-Complaints						
	Order No	Material number				Total	
	8004600657	00000000088039452				1	
			DoA	WPiB	WDel		
			~				
Mate	rialNumber = Materialnumber	according to delivery note					

<u>Note</u>

If you leave the field "Ordernumber" empty, then automatically a suitable purchase order will be selected. Otherwise you can consequently enter a "Order No", then the return will be matched exactly with this purchase order.

Attention

A return order will be created regarding to the selected Material and its Amount.

🗙 Quit

Back	-
Dace	L .

Next

Finish

4.5 Keep material flag

4.5.1 Customer keeps material

On line item please mark single spare parts kept by the customer.

Home Support Lo	gout				
\$ VVCM	Workorder Det	ail			Actions
- Field Service	Overview				▶ Repair started
Technical question Ersin Tropolation Tool	Call Date 19.03.2009 Customer	Workorder 995002270114 Name	Partner call number Product	Current Status SparesInDelivery ECS	Update service type Order parts Return order
- Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK6T001720	3B114	Change status Appointment arranged
VWCM News DIFS for WCM Spares	0 Service Type SP OnSite	o	Uate of Carriage - Service Type Custome OnSite	UIFS-Code r	Keep Material Cancel Workorder New Comment
Settings Customer	CURRENT VIEW: CALL				Edit Reference Number Print workorder Refresh page
Help	Additional Information (S SWAP Process: Please ta	wAP): ke a note of both Serial	Numbers for subsequent en	try in WCM!	Detail Views
	BILITIES ARE INFINITE		keep material		Messages Customer Product
	2)			~	Spares order Workorder History System History
Ordered spares Description	M	aterial number	Total	Order Location	► Invoice
Don't use Keep Materia has to be send to Spare	I Flag for TopUp Services includes Operations instead of defect	ling HDD discard. Return ive part.	n Order is mandatory and wri	tten conf	Search for Workorder / Serial

Service Partners maintaining systems with Top Up Warranty including HDD discard ("Service mit Datenschutz" if sold in Germany) shall not use this function as those return orders shall not be cancelled. WCM WEB is giving instructions on the bottom line of the keep material screen.

For orders updated with the keep material flag no return order is expected.

As for each ADEX order a return order already exists, the keep material flag triggers an automated info mail to Order Processing Spares. Order Processing Spares will cancel the return order. With Cancellation the return code CANCL is transferred to WCM WEB.

A new flag on line item level is added. You can change setup as in <u>chapter 2.3 Edit line items display</u> described. The flag is set in the "despatched" line if ordered in PEC and in "proposed" line if it is an own stock order (see below <u>4.5.2 "Own stock material kept</u>")

Line Items Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38006712	1	Proposed	8004649002	-	~	-	
38006712	1	Confirmed	8004649002	-		-	
38006712	1	Despatched	8004649002	CANCL		-	
38006712	1	Returned	8004649002	<u>8137126824</u>	\checkmark	-	
Labour							
Material number	Status	Total	Drice				

4.5.2 Own stock material kept

As WCM supports the SP to create return orders for all ordered spare parts, a warning message is displayed if the SP claims before all return orders have been created. See <u>5.1.2 ToClaimError</u>. For parts ordered from own stock this means you have to set the keep material flag for all parts proposed but not used for the incident.

4.6 Good part return and complaints (DOA, WPIB and WDel)

With action "Return order" you get the following screens. You can choose between creation of "Good part" return or complaint cases "DOA" (spare part is dead on arrival), "WPIB" (wrong part in box) and "WDEL" (Wrong delivery).

As a default the defect return and the Good Part return function is displayed. If you want to switch to the complaint orders (DOA, WPiB, WDEL) please press the bar "go to Complaint".

UJITSU THE POSSIBILITIES ARE	INFINITE	return	order		
Warranty- or GoodPart-Returns		📘 go to co	mplaint (DOA, WPiE	3, WDel)	
Description	Material number	Total	Order Location	RET	LS
-BT- 2ND BATTERY UNIT (6CELL 3800MAH) (FUU: CP261945 YY	00000000088039520	1	MIRO		
Order No	Return-Material number				
8004600657	0000000088039520				
Description	Material number	Total	Order Location	DET	I SE
Board, BT-ANT / FLU: CP331590-XX	00000000034005969	1	MIRO		
Order No	Return-Material number				
8004600657	0000000034005969				
Input Field for Good Part Return or add	itional used spares				
Order No Mat	erial number	terial number		Total	
				1	
	GoodPart				_
Quit				💽 Finist	1

After pressing the bar "go to Complaint", the order options displayed change:

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,	FUĴĨTSU	ΤH	E	PO	S	SI	B	ı	LI	τı	E	s	A R	E	1 1	F	I	NI	T	E	
---	---------	----	---	----	---	----	---	---	----	----	---	---	-----	---	-----	---	---	----	---	---	--

- was der state	امير من	-
return	i ora	er

Con	plaints			📘 go to Wa	arranty- or GoodPa	rt-Returns
	Description	Material	number	Total	Order Location	RET LSF
	-BT- 2ND BATTERY UNIT (6CELI 3800MAH) / FUJ:CP261945-XX	- 00000000	0088039520	1	MIRO	
	Order No	Return-N	laterial number			
	800460657	0000000	00088039520]		
			DoA	WPiB	WDel	
	Description	Material	number	Total	Order Location	RET LSF
	Board, BT-ANT / FUJ:CP331590-	XX 0000000	0034005969	1	MIRO	
	Order No	Return-M	laterial number			
		0000000	00034005969]		
			DoA	WPiB	WDel	
Inpu	t field for DoA WPiB- and W	Del-Complaints				
	Order No	Material number	Returr	n-Material number		Total
						1
				DoA	WPiB WDel	
X Qui	t	Back		Next		Finish

With choosing one of the complaint buttons a new line is shown. The order number is pre-filled. The data for return orders in complaint processes or good part return are pre filled after selecting the return option.

4.6.1 Dead on arrival (DOA):

FUITSU THE POSSIBILITIE	S ARE INFINITE	return	n order	
Board, BT-ANT / FUJ:CP33159 Order No	0-XX 0000000034005969 Return-Material number 00000000034005969]	MIRO	
	DoA	WPiB	WDel	
Input field for DoA-, WPiB- and V Order No	WDel-Complaints Material number			Total
800460657	000000008803753			1
		DoA W	PiB WDel	
		✓		
MaterialNumber = Materialnumb	er according to delivery note			
Note If you leave the field "Order selected. Otherwise you ca with this purchase order.	mumber" empty, then automatica an consequently enter a "Order N	lly a suitable p o", then the ret	urchase ordei urn will be ma	r will be itched exactly
Attention A return order will be creat	ed regarding to the selected Mat	erial and its Ar	nount.	
🗙 Quit	Back	Next		Finish
1				

Enter the order number which the DOA return refers to. Then click on <Finish>

As confirmation you receive the following screen:

FUJITSU THE POSSIBILITIES ARE INFINITE	return order

Information

The request for return orders is placed. Check order confirmation (813...) in detail view "call". 0000000008803753

Remember:

4.6.2 Workaround for DOA after repair finished

Once a Work Order is claimed, no more Spare Part Returns can be added. The DOA handling described in 4.6.1 is not possible. In case the new part is working right after the break fix, but fails again in between the spare part warranty period (185 days) a complaint order for Part Warranty Return / Dead on arrival can be opened in PEC as described below. This order process only works for spare part complaints of parts previously ordered as ADEX order. Complaint orders for previous standard spare part orders can be done without Work Order reference only.

4.6.2.1 Part Warranty DOA Complaint Order to replace a previous delivery on ADEX order

1. Former Repair:

Service Partner opened WO 995003125348 with order 8006226945. After repair finish and return of the defect part the WO was claimed. But the part failed again subsequently.

2. Subsequent DOA Repair:

A new Work Order 995003125350 is opened. If this happens in between the frozen zone, the Help Desk Approval Process applies as described in Chapter 3.5.2.2 Repeated Repair. The Repeated Repair Reason "defect spare part" is to be selected.

				YK2F015472	
System Histo	огу				
Call Date	Workorder	ECS	Problem Description	Solution	
21.04.2011	995003125350	2H214	Hard Disk vibrations	HD exchanged	
Another workor	rder for this asset has	been crea	ited recently. Please select the reaso	on for the repeated repair and add an explana	ation.
defect spare p	part 👻				
Part was excha	anged but failed again	1			^
					-

The ECS error code **in WCM WEB** must include the Action Code O - DEFECTIVE SPARE. The Error Description has to be entered with prefix "DOA:"

🍘 Error Code System - Fujitsu Technology Solut	tions	and a state of the second	
Condition	Syn	nptom	Action
0 - Fails from initial power on 1 - Always (during processing) 2 - Sporadic 3 - Under high Load 4 - During mechanical adjustment/movement 5 - During start up 6 - During switch off 7 - During Start up 8 - During Configuration/Installation 9 - Environment - Vibration A - Environment - Vibration B - Environment + Hot C - Environment - Wet D - Environment - Usty E - After FWU pograde F - After SW/Driver/OS update G - Damaged / dropped X - Not Applicable / unknown	A - Battery / Accu B - Board / Ram / Internal IO C - Communication / external IO D - Display / Video E - Removable drives / changer G - General H - Hard disk K - Input device N - Non technical P - Power / Chassis R - Disk array / RAID S - Software / OS T - Sound / Audio Z - Security 0 - No function audible / detectable 1 - Hard disk is not recognized 2 - Noise / Vibration 2 - Wide area for fording extern	1 - Hard disk - internal 2 - Hard disk - external X - Others	O - No Defect Found / Functional Check only Electrical, mechanical refitting (e.g. Jumper, cable, Ship customer replaceable unit - CRU HW-Repair with Spare System exchanged C - BIOS/fimware update D - Driver Update P - Operating System reinstallation N - Modification requested by manufacturer O - Defective Spare P - Cost estimate Q - Return to outcomer without Repair

No spare part shall be ordered in WCM WEB! Not from Own Stock nor from MIRO.

After the Help Desk approved the Work Order, a DOA complaint order can be opened for the original ADEX order 8006226945 in PEC.

Enter the Order Number in the navigation area 'Spare Parts', select the displayed line and click on the material line displayed below. Select Complaint 'DOA' and enter the Serial Number of the repair asset.

Search		Material	
8006226945	search	Order	
		Return & Ord	der
Order 8006728878		Return	
For illustration only! Screenshot does not match wit	h data sample	Complaint • DOA • Wrong	Part in Box O Wrong Delivery
1 x -G-Mainboard Assy S760	available	Guarantee period t damaged/faulty.	rn spare parts within the that were delivered
MaterialNo: 34027660 - Open: 0 - Returned: 1 ManufacturingNo: FUJ:CP483478-XX	224.45 EUR*	Order/Invoice No.	8006226945
		Order Material No.	38008989
		Serial No.	YK2F015472
		Quantity	1
		Fault Description	
		Fault Description By entering a com shipment will be ir is no need to place	plaint a replacement itiated automatically. There a a new order.

Please acknowledge, this is an illustration only. Screenshot does not match the data sample. Go to Next.



Shipment Condition

Standard C Express Bulk Emergency Courier Emergency Pickup Saturday Shipment You have chosen the delivery priority "Standard".
 Details
 Material No. 38008989
 Original Order No. 8006226945
 Serial No. YK2F015472

Check your entries and go to Next.

Delivery	
Details	Company Address
Customer Reference 995003125348 Former Work Order	GmbH
Additional Ref. (e.g. Workorder/Call No.)	
995003125350 New Work Order	
Email someone@sample.com	Shipment Address
Phone	GmbH
	set as default select
	create edit delete Next

Miro will update automatically the WCM Work Order by Order Confirmation, Dispatch Information and Return Order Number. Thus the Work Order can be claimed as usual.



4.6.2.2 Part Warranty DOA Complaint Order to replace a previous delivery on Standard Order

The defect part is to be sent back to the Spares Return Center in Sömmerda. The delivery note of the replacing delivery for the defect spare part shall be used as part return form and the comment "DOA for material order 8000123456" shall be recorded onto it.

The FUJITSU Spares Clearing Department in Sömmerda will check if the warranty for the asset serial number is valid still and create a warranty return order for the DOA part in MIRO. The comment the SP noted on the delivery paper "DOA for order 8000123456", will be entered into the return order as reference.

If in the course of the 2nd repair due to the defective spare part another warranty reimbursement for travel cost is claimed please open a new Workorder using the Action "O" in the Error Code without ordering spare parts.

4.6.3 Wrong part in box (WPIB):

ບິ່ມ	TSU THE POSSIBILITIES A	RE INF	INITE			return	order			
_										
	Description		Material numbe	er		Total	Order L	ocation	RET	LS
	HDD 120GB SATAMOB 5,4K SEAC SGT:ST9120821AS	∋ATE /	0000000008803	7843		1	MIRO		~	
	Order No		Return-Material number							
			000000000880	37843						
			[)oA		WPiB	1	MDel		
						✓				
Inpu	t field for DoA WPiB- and WD	el-Comp	laints							
	Order No	Material	number		Return-M	aterial number			Total	
~		0000000	00088037843		00000000	0088037843			1	
						DoA	WPiB	WDel		
							✓			
Mate Retu	erialnumber = delivered accord Irn Material = will be recorded b	ing to de by Fujitsu	livery note 1 Technology Solu	rtions						

Note

If you leave the field "Ordernumber" empty, then automatically a suitable purchase order will be selected. Otherwise you can consequently enter a "Order No", then the return will be matched exactly with this purchase order.

🔀 Quit	Back	Next	Finish

Then click on <Next> and <Finish>

As confirmation you receive the following screen:

FUJITSU THE POSSIBILITIES ARE INFINITE	return order
Information	
The request for return orders is placed. Check order confirmation (813) in detail view "call	и.
0000000088037843	

Remember:

4.6.4 Wrong delivery (WDel):

ับ)๊ท	TSU THE POSSIBILITIES ARE INFINITE				return order				
	HDD 320GB HITACHI HTS5450 (SATA) /	32B9A300	0000000003402	4375	1	MIRO		V	
	Order No]	Return-Material	number 24375					
			D	юA	WPiB		WDel		
Input	t field for DoA-, WPiB- and \	MDel-Compl	laints						
	Order No	Material	number	Return-Ma	terial number			Total	
✓	8004600657	0000000	00034024375	000000000	088037843			1	
					DoA	WPiB	WDel		
Mate Retu	rialnumber = delivered accor rn Material = will be recorded	ding to deliv I by Fujitsu T	ery note echnology Solutio	ns			✓		

<u>Note</u>

If you leave the field "Ordernumber" empty, then automatically a suitable purchase order will be selected. Otherwise you can consequently enter a "Order No", then the return will be matched exactly with this purchase order.

Attention

A return order will be created regarding to the selected Material and its Amount.

🗙 Quit	K Back	Next	Finish

Then click on <Next> and <Finish>

As confirmation you receive the following screen:

FUJITSU THE POSSIBILITIES ARE INFINITE	return order
Information	

The request for return orders is placed. Check order confirmation (813) in detail view "call".
000000008803753

Remember:

4.6.5 Good part return:

4.6.5.1 Good part return order for RET and N-parts

FUJITSU THE POSSIBILITIES	ARE INFINITE	retur	m order	
-BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No 8004600657	00000000088039520 Return-Material numb	1 er	MIRO	
Input Field for Good Part Return of Order No 8004600657	or additional used spares Material number 000000000034024372			Total 1
	GoodPart			
MaterialNumber = Materialnumbe	r according to delivery note			
Note If you leave the field "Ordern selected. Otherwise you car with this purchase order.	umber" empty, then automa n consequently enter a "Ord	atically a suitable p er No'', then the re	ourchase orde turn will be ma	r will be atched exactly
A return order will be create	d reaardina to the selected	Material and its A	mount.	Finish

Then click on <Finish>

As confirmation you receive the following screen:

FUJITSU THE POSSIBILITIES ARE INFINITE	return order
Information	

The request for return orders is placed. Check order confirmation (813...) in detail view "call". 0000000008803753

Remember:

4.6.5.2 How to return unused parts - Overview

Please acknowledge the process for ADEX orders and NV-Parts differs from the process described above:

Order type was ADEX_(Return order already exists): Please note "unused" written manually on the Part Return Form and return it with the part to the FUJITSU Spares Return Center.

Order type was NORMAL, STANDARD order:

Part is returnable: The returned parts must be in their original packaging or the ESD packaging must be originally sealed. Use function Good Part Return in WCM.

Part is non returnable:

(N-Part):_are non returnable parts. Unused parts should be returned, if they are in original packaging or the ESD packaging is originally sealed. Use function Good Part Return in WCM. (NV-Part):_MIRO is not accepting 'Good Part Return' for NV Parts.

For further details see Maintenance Logistics Manual at:

http://partners.ts.fujitsu.com/com/service/general/service-spares/manual

4.7 Central Work Order monitoring

Work Orders where no material has been ordered yet and no repair started flag has been set within the last 90 days will be moved into a new status 'Awaiting immediate action' and the Service Partner gets an info message. 4.6.5.2 How to return unused parts – Overview

	Status				
rujiisu					 Requested (0)
Home L Support L L	Rejected (5)				
figure (cappoint 2					 Assigned (12)
M MACM					
Cield Comdee		all			► In Progress (56)
- Field Service	Overview				Double Elstrate Calls (1)
 Technical question 	Call Date	Workorder	Partner call number	Current Status	Awaiting Immediate Action (1)
- Ersin	10.03.2009	995002270025		AwaitingImmediateAction	 Repair excessful (19)
- Translation Tool	Customer	Name	Product	ECS	 To claim error (17)
i Export	Fujitsu Siemens Computers GmbH	Schork, Robert	YKKR004689	1C121	▶ Claim Workorder (71)
>> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	 Validation center (41)
>> DIES for WCM	0	0	12.03.2009		 VC Revised Claims (1)
M Sharas	Service Type SP		Service Type Custom	er	 VC Rejected Claims (0)
w operes	Collect&Return		Collect&Return		 Replied to Validation center (3)
>> Reports					 Claims accepted (3)
>> Settings	Information				▶ Cancelled
>> Customer	Attention:				▶ Closed
>> Help	Awaiting Immediate Action	7.10.2009. Otherwise \8/			
	Containde vvo handning until o	7.10.2003. Other wise vik	o is calicelleu.		
	CUDDENT VIEWA CALL				_
	CONCERT VIEW, CHEE				Search for Workorder / Serial
	ECS				Workorder / Serial No.
	Condition	Symptom	Act	ion	
	1 - Always (during processi	ng) C - Commun	nmunication / external IO 1 - Explanation to customer recognized A		Adler
		2 - IRDA			
		•			Enter the Serial No.
	Problem Description				
Test Standard, aber in Topupzeit IFRS					

If the Work Order is still valid and needs to be proceeded status can be reset with action 'continue Work Order handling' which can be found as first menu item from the actions box of the right navigation bar.

FUJITSU THE POSS	IBILITIES ARE INFINITE	continue workorder handling	
Change status			
Change status to	ContinueWOHandling	~	



Revised status are listed in the Work Order history

Home Support Lo	ogout				
\$ VVCM	Workorder Det	ail			Actions
- Field Service	Overview				▶ Repair started
Technical question Ersin Translation Tool Export VVCM News DIFS for VVCM Spares Reports Setting a	Call Date 10.03.2009 Customer Fujitsu Siemens Computers OmbH Response Time 0 Service Type SP Collect&Return	Workorder 995002270025 Name Schork, Robert repair time 0	Partner call number Product YKKR004689 Date of Carriage 12.03.2009 Service Type Custon Collect&Return	Current Status Open ECS 1C121 DIFS-Code	Update service type Order parts Change status Appointment arranged Cancel Workorder New Comment Edit Reference Number Print workorder Refresh page Update Seture Address
 Settings Sustamor 	CURRENT VIEW: WORKORD	ER HISTORY			Update Return Address
 Guatomor Halo 	Workorder History				Detail Views
 neb 	Start Pro	ocedure	Comment		
	10.03.2009 09:00:00 Re	quested			Messaries
	10.03.2009 09:02:49 Op	en			- messages
	09.09.2009 18:03:21 Av	vaitingImmediateAction	Awaiting Immediate Action Continue WO handling until 07.10.2009. Otherwise WO is cancelled		Customer Product
	18.09.2009 11:48:54 Co	ntinueWOHandling	Continue Workorder Handling v	vith last Status: ContinueWOHandling	▶ Spares order

If the Service Partner does not reactivate the Work Order, it is cancelled after 20 days. With the reason "Not processed by SP" Work Orders cancelled in this way are recorded in action 'cancelled'.

5. Claiming and Invoicing

After repair has been finished successfully call can be claimed. For service calls with agreed performance the additional bonus as agreed in the Service Partner will be paid, if the successful repair is confirmed within the agreed time. Basic benchmark for performance is the customer satisfaction.

5.1 Claiming & Validation

FINTER THE POSSIBILITIES ARE INFINITE

5.1.1 Claiming

After you have received the return order number from the system, the Work Order may be claimed. Please do not try to claim before the part return order is created for each part of this Work Order.

There are two ways to claim Work Orders for the following Invoicing/Crediting:

1) Starting from the Work Order Detail, using Action "Claim Work Order":

FUJITSU THE POSS	IBILITIES ARE INFINITE				
Home Support L	ogout				
VVCM	Workorder Det	ail			Claim Workorder
Fechnical question Frsin Translation Tool Export WOCM News	Call Date 14.05.2009 Customer Fulitsu Siemens Computers GmbH Response Time 0	Workorder 995002281086 Name Kandziora, Georg repair time 0	Partner call number Product YK9B145940 Date of Carriage	Current Status RepairSuccessful ECS 5H214 DIFS-Code	Repair railed Update service type Repair successful Order parts Return order Keep Material
Spares Spares Reports Settings Customer	Service Type SP BringIn CURRENT VIEW: CALL	1.	Service Type Custome Bringin	r	Cancel Workorder New Comment Edit Reference Number Print workorder Refresh page

2) Starting from 'Repair Successful' Action Work Orders with existing Return Orders (= Return Advise) do have a checkbox, which can be ticked for claiming (this is convenient for a higher number of Calls to claim at once). Please acknowledge the checkbox will only appear after the return order is transferred from PEC to WCM. This may take some time if the return notification was entered in PEC instead of WCM WEB.

In our example, only 3 boxes are selected for claiming and therefore ticked:

Home Support	Logout								
\$ VVCM	s	ervice Cal	ls (Repair	rsuccess	ful)				Actions
- Field Service	W	orkorder / SP-Ref:		Serial No.:			RT:		New service call Olaim Workorder
Ersin		Workorder 韋	Serial No. 🌲	Customer 韋	Date 韋	RT 🗘	Status 韋	Call Number 🌻	
- Translation Tool	Ĕ	995002248134	YK3J098050 YKAJ083895	Tran, Thi Hanh Curanum AG	17.02.2009 24.02.2009	0 48	RepairSuccessful RepairSuccessful	MCST-610950 MCST-612734	Status Requested (0)
VVCM News DIES for WCM		995002270019	YE8D000120	Fujitsu Siemens Computers GmbH	09.03.2009	0	RepairSuccessful		 Rejected (5) Assigned (12)
Spares Reports	V] 1995002270020	YE8D000119	Fujitsu Siemens Computers GmbH	09.03.2009	0	ResetToClaim		
Settings	×	995002270033	YK6T001706	Fujitsu Siemens Computers	10.03.2009	0	RepairSuccessful		Double Flatrate Calls (1) Avvaiting Immediate Action (0) Panair or pages (4.12)
>> Customer				GmbH Fuitsu Siemens					► Repair successful (18)

For both ways of claiming the 'Current Status' in the Work Order Detail has now changed into "ToClaim":

Home Support L	ogout				
\$ VVCM	Workorder Deta	ail			Action
- Field Service	Overview				► Reset T
- Technical question	Call Date	Workorder	Partner call number	Current Status	► New Co
- Ersin	15.07.2009	995002281111		ToClaim	► Edit Ref
· · Translation Tool	Customer	Name	Product	ECS	▶ Print we
Export	Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146675	3HM14	▶ Refresh
>> VVCM News	Response Time	repair time	Date of Carriage	DIFS-Code	
>> DIFS for WCM	0	0	-		Detail
>> Spares	Service Type SP		Service Type Custome	۲.	▶ Call
	BringIn		BringIn		II ► Messag

After the part is received back physically (!), the Work Order Status changes into "ClaimMovedToVC" and FUJITSU Validation Centre will verify the Call:

- The Validation Centre (VC) proves the Call and has the possibility
- a) Of accepting it. Then the invoicing process can start.
- b) Of shortening it. Then you have to confirm or comment as next action...
- c) Of rejecting it. Then you have to confirm or comment as next action...

With rejection starts verification with the validation center. The Service Partner and the VC can communicate via WCM WEB. See 5.1.4 Rejected or revised Work Order

5.1.2 Claim Error

If a Work Order is claimed while not all return orders have been posted in WCM, you will receive a 'To Claim Error' message.

In Work Order detail the current status "ToClaimError" appears. In an information field the SP is informed about how much and which material numbers are not returned yet compared to the delivered material or material proposals from own stock.

Now you have the possibility to advise the remaining parts and to claim again.

VOM Workorder Detail - Febi Service Overview - Technical question - Frandation Tool - Tranalation Tool - Gain Date - Tranalation Tool - Gain Date - Tranalation Tool - Gain Date - Customer - Kandzora, Georg - VK2013507 - Sport - Seponse Time - o - Sport - o - o - Sport - o - o - Sport - repair time - o - Sport - o - o - Service Type SP - onste - o - Ster - o - o - Service Type Customer - o - o - Ster - o - o - Customer - o - o - Ster - o - o - Customer - o - o - Ster - o - o - Ster - o - o - Ster - o </th <th>Home Support Lo</th> <th>ogout</th> <th></th> <th></th> <th></th> <th></th> <th></th>	Home Support Lo	ogout						
	¥ WCM	Workorder Deta	ail				Actions	
- Technical question Call Date Workorder Partner call number Current Status + Return order - Ersin ToolainEror ToolainEror ToolainEror - Keep Material - Keep Material - Keep Material - Keep Material - Cancel Workorder > Keep Material - Cancel Workorder > Keep Material - Keep Material <td< th=""><th>Field Service</th><th>Overview</th><th colspan="4">Overview</th><th> Claim Workorder </th></td<>	Field Service	Overview	Overview				 Claim Workorder 	
Erain 14.10.200 995002281393 Image: Product ECS Transition Tool Customer Name Product ECS - Calimerror - Ca	 Technical question 	Call Date	Workorder	Partner call num	ber Curr	rent Status	 Return order 	
Customer Name Product ECS) Cancel/Wohrdref - Export Figure Technology Solutions GmbH Kandziora. Georg YK2F013807 2H114)) Cancel/Wohrdref > OFS for WVM Service Type SP O -) Onste) Priot workorder > Service Type SP Onste 0 - Service Type Customer) Onste) Customer) Customer) Customer) Customer) Priot workorder) Customer) Onste) Customer) Customer) Customer) Customer) Customer) Suters) Suters) Suters) Suters) Suters) Customer) Suters) Suters) Customer) Suters) Suters) Customer) Suters) Suters)	- Ersin	14.10.2009	995002281393		ToCla	aimError	 Keep Material 	
Export Fullsu Technology Solutions Kandziora, Georg YK2F013507 2H114) New Comment 2 WGM News 0 0 - 2H114) DIFS-Code)) Hew Comment 3 DifS for WCM Service Type SP 0 - -)) Service Type Customer)) Reference Number) Profile) Reference Number)) Reference Number) New Comment)) Reference Number) New Comment)) <td>- Translation Tool</td> <td>Customer</td> <td>Name</td> <td>Product</td> <td>ECS</td> <td></td> <td> Cancel Workorder </td>	- Translation Tool	Customer	Name	Product	ECS		 Cancel Workorder 	
VCM News Dist or VCM > DPS for VCM > Spares > Reports Service Type SP OnSite Distor Workorder > Service Type SP OnSite Customer > Customer > Nissing 3x38008999 1x38008999 1x38008847 Customer Condition Customer Service Type Customer Condition Service Type SP OnSite Condition Conditi	- Export	Fujitsu Technology Solutions	Kandziora, Georg	YK2F013507	2H11	14	New Comment	
IVER Nor WOM Print work order Print work order > DPS for WOM Service Type SP Service Type Customer OnSte OnSte Customer > Settings Information > Customer > Customer Status > Call > Kepp of Sorvice Type SP OnSte > Customer > Customer School Result: > Customer > Felp Status orders created > Messages > Keipp Customer > Customer > Felp Status orders created > Settings Customer Spares order Workorder History > Spares order Workorder History > System History > Sporadic H - Hard disk is not recognized 4 - HW-Repair with Spare 1 - Hard disk is not recognized 1 - Hard disk - Internal Workorder / Serial No. Material number ToclamError with detailed MATR Metrial No. Image: Solution 1234234234242341 Image: Status Order Nor RET -No RET ReturnCode KeepMaterial 30006890 1 Proposed - - - 30006891 1 Proposed -<	WCM News	Response Time	repair time	Date of Carriage	DIES	-Code	 Edit Reference Number 	
> birs for VCM Service Type SP OnSite Service Type Customer OnSite > Refresh page > Spares OnSite Detail Views > Settings Information > Call > Customer > Solve and the return orders created S Missing 3x38008989 1x38008989 1x38008647 > Call Customer Solve and the return orders created S Missing 3x38008989 1x38008647 > Call Customer Solve and the return orders created S Missing 3x38008989 1x38008647 > Customer Customer Solve and the return orders created S Missing 3x38008989 1x38008647 > Customer Condition Symptom Action > System History Image: Condition Symptom Action + HW-Repair with Spare Image: Condition H - Hard disk is not recognized 1 - Hard disk - internal 4 - HW-Repair with Spare Problem Description Image: Condition Image: Condition Image: Condition Solution 1234234234242341 Image: Condition Image: Condition Image: Condition Solution Image: Condition Proposed Image: Condition Image: Condition 12342342342342342342342342342342342342342		0	0	-	211 0	oodo	 Print workorder 	
Settings OnSite	DIFS for WCM	Service Type SP	1	Service Type Cu	stomer		 Refresh page 	
Settings Settings Information Validation Result: S2: Not enough return orders created System History System History System History Notice Search for Workorder / Serie	Spares	OnSite		OnSite				
Settings Information Customer Customer Settings Validation Result: Settings in Su38008999 1x38008899 1x38008647 Fleip CURRENT VIEW: CALL Current VIEW: CALL Condition Current VIEW: CALL Condition 2 - Sporadic H - Hard disk is not recognized 1 - Mard disk is not	Reports			:			Detail Views	
> Customer Validation Result:	Settings	Information					► Call	
S Heip 52: Not enough return orders created S Missing 3x38008990 1x38008999 1x38006947 CURRENT VIEW: CALL ECS Condition 2 - Sporadic H - Hard disk 1 - Hard disk is not recognized 1 - Hard disk is not re	Customer	Validation Result:					▶ Messages	
• Missing 3X30003990 1X30003990	> Help	52: Not enough return orders	created				▶ Customer	
CURRENT VIEW: CALL Spares order Condition 2 - Sporadic Ymptom Action 1 - Hard disk 1 - Hard disk 4 - HW-Repair with Spare > hroice Problem Description test CR ToclaimError with detailed MATR Solution 12342342343242341 Line Items Material Material 38006647 2 Proposed - 2 Advise of the trial Solution 12342342343242341							Product	
CORRENT VIEW: CALL Workorder History System History System History System History Invoice Problem Description test CR ToclaimError with detailed MATR Solution 12342342343242341 Line Items Material Mat							 Spares order 	
ECS Symptom Action 2 - Sporadic H - Hard disk 1 - Hard disk is not recognized 4 - HW-Repair with Spare Problem Description Lest CR ToclaimError with detailed MATR Solution 12342342343242341 Line Items Material Material Material Material S006647 2 Proposed 38006899 1 Proposed - 2 Proposed - 2 Proposed - 2 1 Returned 8137127274 1 System History Invoice Submit of the serial No. Inter the Serial No.		CURRENT VIEW: CALL					 Workorder History 	
Condition Symptom Action 2 - Sporadic H - Hard disk 4 - HW-Repair with Spare H - Hard disk is not recognized 1 - Hard disk is not recognized 1 - Hard disk - internal 4 - HW-Repair with Spare Problem Description test CR ToclaimError with detailed MATR Solution Image: Condemine of the series of the s		ECS	ECS				 System History 	
2 - Sporadic H - Hard disk 1 - Hard disk is not recognized 1 - Hard disk i		Condition	Symptom		Action		► Invoice	
I - Hard disk is not recognized 1 - Hard disk is not recognized I - Hard disk is not recognized Solution 1 - 2342342343242341		2 - Sporadic	H - Hard disk		4 - HW-Repair	with Spare		
Problem Description Workorder / Serial No. test CR ToclaimError with detailed MATR Solution 12342342343242341 Line Items Material Material 38006647 2 Proposed - - - 38006647 2 Proposed - - - 38008899 1 Proposed - - - 38008647 2 Proposed - - - 38008647 1 Retrined - 38008647 2 Proposed - - - - - - - 38008647 1 Returned 8137127274 - - - - - - - - - - - - - - - - <td></td> <td></td> <td>1 - Hard disk</td> <td>is not recognized</td> <td></td> <td></td> <td>Search for Workorder / Serial</td>			1 - Hard disk	is not recognized			Search for Workorder / Serial	
Problem Description Workorder / Serial No. Letst CR ToclaimError with detailed MATR Solution 12342343242341 Enter the Serial No. Line Items Material Material number Total Status Order No RET No RET ReturnCode KeepMaterial 38006647 2 Proposed - ✓ - _ _ 38008899 1 Proposed - ✓ - _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ <td></td> <td></td> <td>I - Hard disk</td> <td>- Internal</td> <td></td> <td></td> <td></td>			I - Hard disk	- Internal				
Itest CR ToclaimError with detailed MATR Adler Internet with detailed MATR Solution 12342342343242341 Line Items Material Material Material number Total Status Order No RET ReturnCode KeepMaterial 38006647 2 Proposed - 38008989 1 Proposed - 38008647 1 Returned 8137127274		Problem Description					Workorder / Serial No.	
Material Solution 12342342343242341 Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Adler Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4">Image: Colspan="4" Image: Colspan="4">Image: Colspan="4" Image: Colspan="4">Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" Image: Colspan="4" <th co<="" td=""><td></td><td>test CR ToclaimError with det</td><td>ailed MATR</td><td></td><td></td><td></td><td></td></th>	<td></td> <td>test CR ToclaimError with det</td> <td>ailed MATR</td> <td></td> <td></td> <td></td> <td></td>		test CR ToclaimError with det	ailed MATR				
Solution 12342342343242341 Inter the Serial No. Material Material Material number Total Status Order No RET ReturnCode KeepMaterial 38006647 2 Proposed - ✓ - _ 38006647 1 Proposed - ✓ - _ 38006647 1 Proposed - ✓ - _ 38006647 1 Returned §137127274 ✓ - _ Jahour							Adler	
Solution 12342342343242341 Line Items Material Material number Total Status Order No RET -No RET ReturnCode KeepMaterial 38006647 2 Proposed - ✓ - □ 38008989 1 Proposed - ✓ - □ 38008990 3 Proposed - ✓ - □ 38006647 1 Returned 8137127274 ✓ - □ Jahour		0-1-4					Enter the Serial No.	
Internal Status Order No RET -No RET ReturnCode KeepMaterial Material number Total Status Order No RET -No RET ReturnCode KeepMaterial 38006647 2 Proposed - Image: Colspan="4">Image: Colspan="4" Image: Colspan="4"		Solution						
Line Items Material Material number Total Status Order No RET -No RET ReturnCode KeepMaterial 38006647 2 Proposed - ✓ - _ 38006899 1 Proposed - ✓ - _ 38008890 3 Proposed - ✓ - _ 38006647 1 Returned <u>8137127274</u> ✓ - _		12342342343242341						
MaterialMaterial numberTotalStatusOrder NoRET -NoRET ReturnCodeKeepMaterial380066472Proposed-✓-□380089891Proposed-✓-□380089903Proposed-✓-□380066471Returned8137127274✓-□		Line Items						
Material number total Status Order No RET - No RET - ReturnCode KeepMaterial 38006647 2 Proposed - Image: Constraint of the status Image: Constraint of the status 38008989 1 Proposed - Image: Constraint of the status Image: Constraint of the status 38008990 3 Proposed - Image: Constraint of the status Image: Constraint of the status 38006647 1 Returned 8137127274 Image: Constraint of the status		Material	24.4	0.1.11.000		0 I K II		
38006647 2 Proposed - ✓ - □ 38008989 1 Proposed - ✓ - □ 38008990 3 Proposed - ✓ - □ 38006647 1 Returned 8137127274 ✓ - □		Material number Total	Status	Order No RET-No	REI Retur	rncode KeepMateri	ai	
38008999 1 Proposed - Image: Constraint of the second secon		38006647 2	Proposed	-	· -			
38008990 3 Proposed - Image: Constraint of the state of		1 10000000 4	Proposed	-	- Y			
38006647 1 Returned <u>813/12/2/4</u> ⊻ -		36006969 1						
		38008990 3 38008990 3	Proposed	-	- 🛛			

If the material is not returned (kept by customer or kept in own stock) please set the keep material flag. For details please see chapter <u>4.5.1 Customer keeps material</u> and <u>4.5.2 Own stock material kept</u>.

5.1.3 Validation process

The agreement process may encircle some iteration and is based on communication with the FUJITSU Validation Centre or Service Partner Management contacts. See chapter <u>5.1.4 Rejected or revised Work</u> Order



As the WCM order process is based on early decisions about the Service Type accepted as warranty case, the negotiation process is the exception, not the rule.

The validation status of each Work Order is reported in the status screen:

ClaimMovedtoVC (included in status "Validation Centre"): After spare part return has been received physically at Spares Return

Spares Return Centre Work Order is forwarded to the Validation Centre.

ClaimRevisedByVC (included in status "VC Revised Claims") FUJITSU Validation Centre has changed the claimed Service Type After revised claim is accepted by Service Partner, the status will change to ClaimAcceptedByVC (in status Claims accepted)

ClaimRejectedByVC (incl. in status "VC Rejected Claims") FUJITSU Validation Centre rejected the claim completely. If a rejected claim is accepted by you, the status will change to "Cancelled."

ClaimAcceptedByVC (incl. in button "Claims accepted"): If the Validation Centre did not change something but accept the claim, it will be paid with the next invoice summary.

If you answered to a rejection or comment of a VC decision, the Work Order can be found in "Replied to Validation Center". After final agreement, the Work Order will be placed in the adequate status section and has to be accepted by the Service Partner

In general:

When browsing through the Work Order Details Service Partner may find all possible activities (accepting, commentate, etc) in Actions menu on the right side. (The possible activities depend on the status of the claim.)

📕 Status

- Requested (0)
- Rejected (5)
- Assigned (12)
- Open (18)
- In Progress (58)
- Double Flatrate Calls (1)
- Awaiting Immediate Action (0)
- ▶ Repair successful (17)
- To claim error (17)
- Claim Workorder (69)
- Validation center (41)
- VC Revised Claims (1)
- VC Rejected Claims (1)
- Replied to Validation center (2)
- Claims accepted (3)
- ▶ Cancelled
- ▶ Closed

5.1.4 Rejected or revised Work Order

Double click on a rejected or revised Work Order

Home Support	_ogout	
\$ WCM	Service Calls (VC Rejected Claims)	Actions
- Field Service	Workorder / SP-Ref: Serial No.: RT:	New service call
- Technical question		
- Ersin	Workorder 🗘 Serial No. 🗘 Customer 🗘 🛛 Date 🗘 🦷 RT 🗘 Status 🗘 🦷 Call Number 🗘	📕 Status
Translation Tool	995002270044 YKLG002894 Fujitsu Siemens 10.03.2009 ClaimRejectedByVC	 Requested (0)
- Export		 Rejected (5)
> WCM News		 Assigned (12)
DIES for MICM		▶ Open (18)
		 In Progress (58)
Spares		▶ Double Flatrate Calls (1)
Reports		

... to open this claim with all the details.

The rejection message will be displayed:

FUITSU THE POSSIBILITIES ARE INFINITE

\$ VVCM	Workorder Deta	Workorder Detail			
- Field Service	Overview				 Accept rejection
Technical question Ersin Translation Tool Export	Call Date 10.03.2009 Customer Fujitsu Siemens Computers GmbH	Workorder 995002270044 Name Schork, Robert	Partner call number Product YKLG002894	Current Status ClaimRejectedByVC ECS 1B121	Reject rejection New Comment Print workorder Refresh page
>> WCM News >> DIFS for WCM >> Spares	0 Service Type SP OpSite 24h performance	24	Jate of Carriage - Service Type Customer OpSite 24b performance	UIFS-Code	Detail Views Call Messages
>> Reports >> Settings >> Customer	Information Validation Result:	Information Validation Result:			
>> Help	VC Rejected Claim	VC Rejected Claim			
	CORRENT VIEW. INVOICE				
	Service Type (Requested Service Type:) OnSite 24h performanc	Service Type (Fujitsu 1 e liable for the costs) Service Type:	echnology Solutions is Out of warranty	Search for Workorder / Serial Workorder / Serial No.
	WTY:FLATRATE: WTY:FLATRATE:	134.00 EUF	Labour WTY:FLATRATE:	0.00 EUR	Adler
	Total:	134.00 EUF	WTY:FLATRATE:	0.00 EUR	Enter the Serial No.

By choosing "Accept rejection" (Action menu on right side) you can agree on the validation result from the FUJITSU Validation Centre. The Work Order will move to status "cancelled". In case the Work Order was not rejected but revised only and you have accepted the decision from FUJITSU, the Work Order status will go to "ClaimAcceptedbyVC" and will be paid in the next invoice with this amount.

If you select "Reject rejection" (Action menu) a screen will open for your comments to be transferred to the Validation Centre within WCM.

By choosing "Accept rejection" (Action menu on right side) you can agree on the validation result from the FUJITSU Validation Centre. The Work Order will move to status "cancelled". In case the Work Order was not rejected but revised only and you have accepted the decision from FUJITSU, the Work Order status will go to "ClaimAcceptedbyVC" and will be paid in the next invoice with this amount.

If you select "Reject rejection" (Action menu) a screen will open for your comments to be transferred to the Validation Centre within WCM.

FUĴÎTSU 🗥	E POSSIBILITIES ARE INFINITE	reject rejection	
Reject rejecti	on		
Reason:	rejection not acceptable		
	Re	ejection	

mark "Rejection"

Then click on <Finish>

The Call will change to the status "ValidationFeedbackBySP".

For a better traceability of the communication all the communicated messages are stored in the Work Order History.

CURRENT VIEW: WORKORDER HISTORY

Workorder History				
Start	Procedure	Comment		
10.03.2009 16:02:00	Requested			
10.03.2009 16:03:00	RepairStarted	call start: 10.03.2009, 16:3o´ clock jfakjfasjflkasjflajf		
10.03.2009 16:03:27	Open			
10.03.2009 16:03:59	RepairSuccessful			
10.03.2009 16:04:02	ToClaim	To Claim		
11.03.2009 09:41:31	ClaimMovedToVC	Claim moves to validation centre		
11.03.2009 09:42:47	ClaimAcceptedByVC	Country Manager has approved the claim		
11.03.2009 09:44:59	ClaimPaid	Claim is paid		
11.03.2009 10:10:25	ClaimAcceptedByVC	Country Manager has approved the claim		
06.08.2009 15:58:43	ClaimRevisedByVC	Claim revised by operator ()		
06.08.2009 16:00:59	ClaimRevisedByVC	Claim revised by operator ()		
06.08.2009 16:01:12	ClaimRejectedByVC	VC Rejected Claim () -		
06.08.2009 16:02:11	ClaimRejectedByVC	VC Rejected Claim () -		
06.08.2009 16:03:58	ClaimRevisedByVC	Claim revised by operator ()		
06.08.2009 16:05:28	ClaimRejectedByVC	VC Rejected Claim () -		
09.09.2009 16:19:53	ValidationFeedback	rejection not acceptable		

5.1.5 WO History on export file

Various time stamps can be selected.

The selected fields are added at the end of the file string.

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Log	gout	
VVCM Field Service Technical question Frsin Translation Tool L. Export	Export call Workorder / SP-Ref: Serial No.: Status: open , Period: Please Select from: Delimiter: ; , to: Image: Comparison of the second secon	Actions Create file Adler Enter the Serial No.
>> VVCM News >> DIFS for VVCM	repair successfull: Trepair not succesful:	
» Spares » Reports » Settings Fxport call	Workorder Product Customer Date RT Status ECS 995001523725 YK9S002337 Schnell, Petra 16.05.2008 0 ToClaimError 1B1X4 995001528725 YKVL003999 RTT 24.10.2008 48 ToClaimError 1G3X4	
Workorder / SP-Ref:	Serial No : Status: onen	×
Period:	Please Select 🕶 from:	
Additional Fields in	Export-File :	
call accepted: 🔽	🗹 🛛 spares ordered: 🔽 spare in delivery: 🔽 repair started: 🔽	
repair successfull: 🔽	🛛 repair not succesful: 🔲	SEARCH

File description:

Field	Example 1	Example 2
DebitorNo	11223344	11223344
SerialNo	YK7T048601	YK8V018053
ProductType	CELSIUS M460, Core 2 Quad Q6600 SAG	LB E8410 WSXGA+ EXT GFX CAM /C2-T9500/
Workorder	995003125221	995003125315
Status	OrderConfirmation	RepairSuccessful
CallDateTime	15.03.2011 14:23	13.04.2011 09:54
CloseDateTime		14.04.2011 12:11
ADLER-ST	OnSite	OnSite
CUST	OnSite 48h performance	OnSite 48h performance
SvcType	OnSite 48h performance	OnSite 48h performance
ST Fujitsu paid		
labour price paid	0	0
FCODescription		
CustomerFirm		
CustomerLastname	Gebhardt	Gebhardt
CustomerFirstname	Britta	Britta
Street	Bgm-Ulrich-Strasse 100	Bgm-Ulrich-Strasse 100
Country	Germany	Germany
ZipCode	86159	86159
City	Augsburg	Augsburg
CustomerNo		
Phone	8218045102	8218045102
Mobile	1	
--------------	-----------------------------------------------------------------	-----------------------------------------
eMail	Britta.Gebhardt.external@ts.fujitsu.com	Britta.Gebhardt.external@ts.fujitsu.com
Problem	das ist ein test. das ist ein test. das ist ein test.	Das ist eine Test Work Order
ECS	2GXX4	2H214
DIFS		
ProviderWONR		
InvoiceNr		
InvoiceDatum		
InvoiceGroup		
PartNumber1	WTY:FLATRATE	WTY:FLATRATE
Description1		
SNR1		
Quantity1	1	1
Price1	11,11	11,11
Currency1	EUR	EUR
OrderNumber1		
PartNumber2	34008959	
Description2	MAINBOARD BEARLAKE ATX I_X38 LGA7757 S26361-D2608-A11-1-R791	
SNR2	S26361-D2608-A11-1-R791	
Quantitv2	1	
Price2	0.00	
Currency2	EUR	
OrderNumber2	8006226785	
PartNumber3	34013728	
Description3	BLU-RAY DISC TRIPLE WRITER SATA /	
SNR3		
Quantity3	1	
Price3	0.00	
Currency3	EUR	
OrderNumber3	8006226786	
PartNumber4	88037460	
Description4	HDD 250GB SATA 300 7.2K / WDC:WD2500JS	
SNR4	WDC:WD2500JS	
Quantity4	1	
Price4	0.00	
Currency4	EUR	
OrderNumber4	8006226787	
PartNumber5		
Description5		
SNR5		
Quantity5		
Price5		
Currency5		
OrderNumber5		
PartNumber6		
Description6		
SNR6		
Quantity6		
Price6		
Currency6		
OrderNumber6		
PartNumber7		
Description7		
SNR7		
Quantity7		
Price7		

Currency7		
OrderNumber7		
PartNumber8		
Description8		
SNR8		
Quantity8		
Price8		
Currency8		
OrderNumber8		
PartNumber9		
Description9		
SNR9		
Quantity9		
Price9		
Currency9		
OrderNumber9		
PartNumber10		
Description10		
SNR10		
Quantity10		
Price10		
Currency10		
OrderNumber10		
Call Accepted	15.03.2011 13:26	14.04.2011 10:10
Spares Ordered	15.03.2011 13:33	
Spares In Delivery		
Repair Started		14.04.2011 10:11
Repair Successfull		14.04.2011 10:11
Repair Not Succesfull		
PickUpCompany		
PickUpLastname		
PickUpFirstname		
PickUpStreet		
PickUpSupplement		
PickUpCounty		
PickUpZipCode		
PickUpCity		
PickUpCountry		
ReturnCompany		
ReturnLastname		
ReturnFirstname		
ReturnStreet		
ReturnSupplement		
ReturnCounty		
ReturnZipCode		
ReturnCity		
ReturnCountry		
ReturnPartNumber1	34008959	
ReturnReturnable1	False	
ReturnCode1		
ReturnNumber1	8139226056	
ReturnPartNumber2	88037460	
ReturnReturnable2	False	
ReturnCode2		
ReturnNumber2	8139226058	
ReturnPartNumber3	34013728	
ReturnReturnable3	False	

ReturnCode3		
ReturnNumber3	8139226057	
ReturnPartNumber4		
ReturnReturnable4		
ReturnCode4		
ReturnNumber4		
ReturnPartNumber5		
ReturnReturnable5		
ReturnCode5		
ReturnNumber5		
ReturnPartNumber6		
ReturnReturnable6		
ReturnCode6		
ReturnNumber6		
ReturnPartNumber7		
ReturnReturnable7		
ReturnCode7		
ReturnNumber7		
ReturnPartNumber8		
ReturnReturnable8		
ReturnCode8		
ReturnNumber8		
ReturnPartNumber9		
ReturnReturnable9		
ReturnCode9		
ReturnNumber9		
ReturnPartNumber10		
ReturnReturnable10		
ReturnCode10		
ReturnNumber10		
END	END	END

5.2 Invoicing

5.2.1 Overview

1) All Work Orders with the status "to Claim" will be forwarded for validation and invoicing. Precondition is that the return orders for all defective parts are created in PEC and reported back into WCM WEB.

2) The defective part is received back at FUJITSU.

3) The FUJITSU Validation Centre (VC) checks the claim:

a) The VC accepts or

b) The VC rejects or reduces the claim.

4) You have to accept reduced or rejected claims or clarify with the VC until you can accept the result.

5) The Validation Centre sends the clarified claims to the local FUJITSU claim approver (Service Partner Manager).

6) The local claim approver confirms.

Depending on the invoice process agreed in your SP Contract and defined in the WCM master data a credit note is issued automatically or an invoice proposal is sent, with which the Service Partner create the commercial invoice. Please also see <u>chapter 5.2.2</u>)

Invoice Process



Service Partner create an invoice

- 7) FUJITSU creates an invoice proposal document for all accepted Calls
- 8) The document is sent to the Service Partner as .pdf file. This document contains a grouping number and an invoice proposal number. The value and the numbers are posted in the FUJITSU Financial SAP System.
- 9) Service Partner sends a paper invoice to FUJITSU with the amount and the grouping-/invoice number as stated in the .pdf file.
- 10) The grouping-/invoice no. is the reference for FUJITSU Accounting to find the pre-posted invoice record in its systems.



FUJITSU creates an invoice -Payment takes place with an invoice credit process

7) FUJITSU creates an invoice document in the name of the SP.8) SP receives an invoice in paper

format by mail.9) The invoice is paid automatically

by FUJITSU.

5.2.2 Methods

For all Warranty Claims where the claimed amount is accepted by FUJITSU, e.g. no agreement on reductions or rejections is pending; there is a summarized invoice for all claims during the past period.

The length of the period is defined together with the responsible FUJITSU Service Partner Manager. It can be monthly, weekly, biweekly or even daily.

In principle there are two invoice processes possible:

1) FUJITSU creates and sends an invoice proposal with the invoice amounts agreed in the WCM process or

2) The service partner has agreed at the so called "credit like process" [or "Self-Invoice"] and FUJITSU prepares an invoice document in paper format and as pdf-file in the name of the Service Partner, which is paid (credited) automatically. The invoice in paper format is sent by mail to the Service Partner.

Additionally the .pdf file and a text file with all Work Order details are sent to the Service Partner for his internal usage.

The documents for point 1) and point 2) are similar. They only distinguish by the header. Below (<u>chapter5.2.3</u>) please find an example of an invoice in the "credit like process" prepared monthly.

The partner reference is added to the detail documents for both invoices and invoice proposals in the line items menu.

The FUJITSU description "Product related service costs for labour" is changed to Labour.

5.2.3 Documents

This is an example of a monthly prepared invoice in the "Credit-like/self-invoice process":

Avenida de Bruselas 13 28100Alcobendas, Madrid, SPAIN VAT-ID: ESB82441908 Sender Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, Invoice Proposal:ORIGINAL SPAIN Proposal Invoice date:28.05.2009 VAT-ID: ESB82441908 Vendor Nr.: Proposal Invoice Nr.: 0000002000012458 Service Provider Grouping Number: 00000000000053931 Fujitsu Technology Solutions S.L. Supply Date: See Attachment Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, Claim Number: See Attachment SPAIN

No invoice, request for issuing the invoice.

UNIT	DESCRIPTION	UNIT PRICE	TOTAL AMOUNT
1 PC	Product related service costs for labour	4.760,44 EUR	4.760,44 EUR
1 PC	Product related service costs for local spare parts	0,00 EUR	0,00 EUR

Total net amount

4.760,44 EUR

The partner reference is added to the detail documents for both invoices and invoice proposals in the line items menu "SA ID".

```
Sender
                                              Proposal Recipient
                                              Fujitsu S'Computers S.L.
Fujitsu Technology Solutions S.L.
Fujitsu TS Spain ES82 Serv.
                                              Avenida de Bruselas 13
AV. DE BRUSELAS, 13 ED. AMERICA
                                              Alcobendas, Madrid
ALCOBENDAS
                                              28100
28108
                                              SPAIN
SPAIN
                                              VAT-ID: ESB82441908
VAT-ID: ESB82441908
Vendor Nr.:
                                              Attachment to Invoice Prop .:
                                              0000002000012458
Service Provider
                                              of: 28.05.2009
Fujitsu Technology Solutions S.L.
```

Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, SPAIN Service Provider Nr.: 00A1602213

	G	ROUPING PERIOD				GROUPIN	IG NR.	
28.04.2009 - 28.05.2009 (Monthly)						000000000	00053931	
POS.	CLAIM	SA ID	ITEM	MATERIAL DESCRI	IPTION	SUPPLY DATE	VAT	TOTAL AMOUNT
1	995002369106	4800018874	2	Labour		15.04.2009	16,00%	235,00 EUR
2	995002370523	4800018878	2	Labour		14.04.2009	16,00%	235,00 EUR

In case of the "credit like process" you have no more action to do. The payment from FUJITSU will be received after the agreed time for payment allowed.

In case of the "standard" invoice process you can prepare the commercial invoice and send it to the local FUJITSU Service Contact.

Additionally a text file with all Work Order details is sent out. Including e.g. FUJITSU Work Order and Service Partner reference number.

Description of the Work Order detail text file:

Header	Example
Туре	NI
Vendor_ID	0000812033
Vendor_Name	FUJITSU SERVICES
SP_ID	0011295641
SP_Name	Fujitsu Services Ltd.
FUJITSU_Org_Name	Fujitsu Siemens Computers Ltd.
FUJITSU_VAT_ID	GB731653542
Invoice_Date	20080605
Proposal_or_Invoice_Number	00000000025595
Grouping_Number	0000000000025595
Position_ID	1
WO_ID	995001400261
SP_Reference_Number	PRIORITY 1
Serial_Number	YBBC008967
Asset	LB S7020 SXGA+ /P-M7
Warranty_Group	NBS
Description	Product related service costs for local spare parts
Call_open_Date	04.06.2008
Service_Date	04.06.2008
SP_ST	003
Paid_ST	003
Modification_reason	-
Reason_comment	
Amount_demanded	100.00
Amount_paid	100.00
VAT	0.00
Currency	EUR
PLA	PSBM

5.2.4 Commercial Invoice (standard/normal invoice process)

The commercial invoice the Service Partner creates must contain the invoice proposal number and the grouping number of the invoice proposal from the .pdf file.

The invoice amount must not differ to the sum in the invoice proposal, as all changes on the claims per Work Order are already processed and agreed earlier. Rejections or reductions of a warranty claim are only valid when verified with the FUJITSU Validation Centre and must be agreed before the claims are grouped for invoicing. All changes have to be recorded in the related Work Order in WCM WEB according to the described workflows. See <u>5.1.4 Rejected or revised Work Order</u>.

Forward Work Order 6.

Depending on the country specific service processes, for special cases (e.g. AMILO, LIFEBOOK with Collect & Return service) forwarding a repair is possible.

Important: This function has to be activated in the country.

If you can't do the repair and forwarding is possible, then action <Forward Work Order> has to be used. Action <Forward Work Order> is available after status repair failed is set.



FUITSU THE POSSIBILITIES ARE INFINITE Home | Support | Logout \$ WCM Workorder Detail - Field Service Overview - Tech - Er · Tr і... Е » w » D

rechnical question	Call Date	workorder		Partner call nun	iber	Current status		
- Ersin	21.09.2009	9950022812	94	6		RepairFailed		 Repair failed
· ··· Translation Tool	Customer	Name		Product	_	ECS		 Repair successful
- Export	Fujitsu Siemens Computers	s Kandziora, G	Georg	YKKR011111		2E224	2 -	 Forward Workorder
SS WCM News	Response Time	renair time		Date of Carriage		DIES-Code		 Order parts
W WCM News			·	bute of curringe		Dil d'Oddo		 Return order
>> DIFS for WCM	Service Type SP	U		- Service Type Ci	etomer			Change status
>> Spares	Bringin			Bringin	stomer			 Appointment arranged
>> Reports								 Cancel Workorder
>> Settings	CURRENT VIEW: CALL							New Comment
>> Customer	CORRENT VIEW. CALL							 Edit Reference Number
>> Help	ECS							 Print workorder
	Condition	S	ymptom		Action			Refresh page
	2 - Sporadic	2	- Removable driv - Write / burning- - CD / DVD-drive	-, read-error	4 - 11VV-1	kepair with Spare		Detail Views
	Problem Description							▶ Call
	CD burning fails							• messages
								Customer
	Line Menne							> Product
	Line items Material							Spares order
	Material number Total	Status	00	ler No PET-No	DET	ReturnCode Ke	enMaterial	Workorder History
	34014125 1	Proposed	On			Returneoue Re	opmatoriai	 System History
	Labour	Troposed						► Invoice
	Material number Statu	us Total	pri	ce				
	WTY:FLATRATE OK	1	0.0	0 EUR				Search for Workorder / Serial
								Workorder / Serial No.
								Adler
								Enter the Serial No.

Acti

Repair started

Indate service type

A list of authorized repairers is shown automatically. (See the next window.) The error code and description will be copied from the old call and can be enhanced. Selected spare parts are not forwarded to the new Service Partner. Click on <finish>

🏉 For	🏉 Forward Workorder - Filitsu Technology Solutions							
FUĴ	TSU THE POSSIBILITIES ARE	EINFINITE	forward workorder		*			
					Ŧ			
For	ward Workorder 995002281294				^			
For	ward to 2nd-Repairer	IT-Business GmbH		•				
Ad	ditional Information	CD burning fails		~ ~				

After click on <refresh> the Work Order status changes to "Forwarded". The Service Partner/ Repairer is displayed in the area "Solution".

FUITSU THE POSSI	BILITIES ARE INFINITE				
Home Support Lo	gout				
WCM Field Service Field Service Frain Technical question Frain Translation Tool Export WCM News DIFS for WCM Somes	Workorder Deta Overview Call Date 21.09.2009 Customer Fujitsu Siemens Computers GmbH Response Time 0 Service Type SP	Workorder 995002281294 Name Kandziora, Georg repair time 0	Partner call number Product YKKR011111 Date of Carriage - Service Type Custome	Current Status Forwarded ECS 2E22U DIFS-Code	Actions Return order Keep Material New Comment Print workorder Refresh page Detail Views Call
 Spares Reports Settings Customer Help 	Handling Fee CURRENT VIEW: CALL ECS Condition 2 - Sporadic Problem Description	Handling Fee BringIn CURRENT VIEW: CALL ECS Condition Symptom 2 - Sporadic E - Removable drives / changer 2 - Sporadic E - Removable drives / changer 2 - CD / DVD-drive U - Forwarded external with Spare			
	CD burning fails Solution Workorder 995002281294 for Line Items Material Material number Total 34014125 1 Labour Material number Status	Total	T-Business GmbH Drder No RET-No RI - V	(995002281295) ET ReturnCode KeepMaterial	Adler Enter the Serial No.
	WTY:FLATRATE OK	1 8	3.00 EUR]

You will be responsible for the claim until the Service Partner/Repairer you forwarded the Work Order to, accepted the claim.

The Forward Service Partner/Repairer receives the claim in his In-Box. The reference of the forwarding SP is entered in the area Additional Information. All Customer Data and the original Work Order number are transferred as well.

Screenshots from Forward Service Partner/Repairer WCM WEB application:

Home Support	logout	
 WCM Field Service Technical question Ersin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings Customer Help 	Service Calls (Assigned) Workorder / SP-Ref: Serial No.: Workorder * Serial No. * Customer * Date * RT * Status * ECS * 995002281295 YKKR011111 GmbH Computers 21.09.2009 0 Assigned 2E224	Actions New service Call Status Requested (0) Rejected (0) Assigned (1) Open (1) In Progress (37) Double Flatrate Calls (0) Awaiting Immediate Action (Repair successful (1) To claim error (0) Claim Workorder (50)
Additional Info Original Worko Forwarded By: Information: CD burning fails	rnation: rder: 995002281294 EDV-Vertrieb:	Adler Identnummer eingeben

In case of Collect and Return Service a Pick Up and Return address can be defined additionally. Thus the Service Partner can define his own subsidiary as pick up location and e.g. the customer site as return location during the assignment to the Forward Service Partner.

	ARE INFINITE	new workorder	
,			
Pick up address			
Preselect	🔘 Customer 🔘 partner 🔇	Reset	
Company			
Surname First Name			
Street			
Address 2			
Secondaria de la construcción de			
Jounty			
Post Code Town			
Country:	Deutschland	▼	
Phone			
Date	ON 23.09.2009		
Return Address			
Preselect	🔘 Customer 🔘 partner 🔇	Reset	
Company			
Surname First Name			
Street			
Quit	Back	Next	Finish

After the Forward Service Partner/Repairer accepted the claim, you are informed about the new Work Order number the Forwarded Service Partner/Repairer received while taking over the call.

FUJITSU THE POSSI	BILITIES ARE INFINITE					
Home Support Lo	gout					
	45					
¥ WCM	Workorder Deta	ail				Actions
- Field Service	Overview					▶ Return order
- Technical question	Call Date	Workorder	Partner call nur	nber	Current Status	▶ Keep Material
- Ersin	21.09.2009	995002281294			Forwarded	▶ New Comment
- Translation Tool	Customer	Name	Product		ECS	 Print workorder
- Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKKR011111		2E22U	▶ Refresh page
>> WCM News	Response Time	repair time	Date of Carriage	e	DIFS-Code	
>> DIFS for WCM	0	0	-			
>> Spares	Service Type SP		Service Type C	ustomer		► Call
35 Penorts	Handling Fee		BringIn			▶ Messages
A Cottings						Customer
w Settings	CURRENT VIEW: CALL					Product
>> Customer	FCS					Spares order
>> Help	Condition	Symptom		Action		Workorder History
	2 - Sporadic	E - Remova	able drives / changer	U - Forv	varded external with Spare	System History
		2 - Write / t 2 - CD / DV	burning-, read-error D-drive			► IIIVOICE
						Search for Workorder / Serial
	Problem Description					Workorder / Serial No.
	CD burning fails					
	Solution					Adler
	Workorder 995002281294 fo	rwarded to partner	IT-Busines	s GmbH	(995002281295)	Enter the Serial No.
	Line Items					
	Material number Total	Status	Order No RET-No	RET	ReturnCode KeenMateria	n
	34014125 1	Proposed				
	Labour					
	Material number Status	Total	price			
	WTY:FLATRATE OK	1	8.00 EUR			1

The original Work Order now can be claimed. Provided all return orders have been created of course.

Home Support Lo	ogout	\searrow						
WCM	Workorder Deta	ail			Actions			
 Field Service 	Overview				 Reset To claim 			
 Technical question 	Call Date	Workorder	Partner call number	Current Status	▶ New Comment			
Ersin	21.09.2009	995002281294		ToClaim	 Edit Reference Number 			
Translation Tool	Customer	Name	Product	ECS	 Print workorder 			
· Export	Computers GmbH	Kandziora, Georg	YKKR011111	2E22U	 Refresh page 			
WCM News	Response Time	repair time	Date of Carriage	DIFS-Code				
DIFS for WCM	0	0	-		Detail Views			
Snares	Service Type SP		Service Type Custome	r	▶ Call			
opures .	Handling Fee		BringIn		▶ Messages			
Reports					Customer			
 Settings 	ettings CURRENT VIEW: CALL							
· Custome	CURRENT VIEW: CALL				Product			

Please acknowledge: The Service Type is reduced to handlings fee.

7. Annex

7.1 Error Message

In WCM following Error Messages may occur, if entries are not accepted:

No	Reject Text in WCM WEB	Explanation
1	90 day rule	Call information forwarded too late (90 day rule)
2	7 days rule	Serial no. was already claimed recently.
3	Double WO	WO for this Serial no. already opened
4	Missing Qualification of SP	
5	FCO not accepted by SP	
6	WO not accepted by SP	
7	OoW, customer refuses repair fee	
8	Out of Warranty (OoW)	
9	Spare part asset mismatch	Spare part does not fit to this asset
10	Spare part error code mismatch	Spare part does not fit to the error code reported
11	Customer cancellation	
12	Wrong ADLER data – no proof provided	
13	No ADLER data – no proof provided	
14	Customer Self Inflicted	
15	Material OoW	Mat. is out of warranty
16	Spare part required	Spare part required according to error code
17	No spare part required	No spare part required according to error code
18	WO was claimed too late	
CN	Correction needed	

7.2 Service Call Status

At three different places in the WCM WEB-Screens status arise, which are explained here in detail to avoid misunderstandings and to ease the distinction when talking about any status.

7.2.1 Service Call Status "1. Level"

In WCM WEB on Level Field Service, Service Calls are grouped into Status, which are shown there on the right side:

Claims accepted (5)

📕 Search for Workorder / S

Þ

Workorder / Serial No.

or the Seriel Nr

▶ Cancelled

▶ Closed

Adler

Home Support	Logout							
\$ VVCM	Service C	alls (Ass	ianed)					Actions
- Field Service	Workorder (SP-Ref. Serial No. RT				▶ New service call			
- Technical question								
- Ersin	Workorder 韋	Serial No. 🌲	Customer 韋	Date 韋	RT 🗘	Status 🗘	Call Number 🌻	Status
- Translation Tool	995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO		▶ Requested (2)
- Export	995002281170	VICIN003021	Fujitsu Siemens	21.08.2009	n	AssignedECO		▶ Rejected (9)
VVCM News	000002201110	11014000021	Computers GmbH	21.00.2000	0	Accignical CO		 Assigned (15)
 DIFS for WCM 	995002281202	YB2K013004	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		 Open (20) In Progress (58)
Spares	995002281205	YKJR001010	Fujitsu Siemens	25.08.2009	0	AssignedFCO		Double Flatrate Calls (1)
Reports			Computers GmbH			-		Awaiting Immediate Action
Settings	995002281196	YBBC010001	Computers GmbH	25.08.2009	0	AssignedFCO		▶ Repair successful (29)
Customer	995002281201	YB2K013003	Fujitsu Siemens Computers OrbH	25.08.2009	48	AssignedFCO		▸ To claim error (17)
 Help 	995002281212	YK2K001005	Fujitsu Siemens Computers GmbH	26.08.2009	48	AssignedFCO		 Claim Workorder (72) Validation center (42)
	995002281211	YK2K001004	Fujitsu Siemens Computers GmbH	26.08.2009	0	AssignedFCO		 VC Revised Claims (1) VC Revised Claims (2)
	995002281228	YKJN003011	Vollkammer, Mike	31.08.2009	0	AssignedFCO		VC Rejected Claims (U)
	005000004000	VCMT040440	Contraction and Address	1 24 00 2000	0	0 and one and		 Replied to Validation center

YSMT018118 Vollkammer, Mike

Vollkammer, Mike

Vollkammer, Mike

Computers GmbH Fujitsu Siemens

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Computers GmbH

Fuiitsu Siemens

YKJR005521

YKJN002000

YK8V001303

YK8V001308

YKJN003025

31.08.2009 0

09.09.2009 48

09.09.2009 0

16.09.2009 0

16.09.2009 48

18.09.2009 0

Assigned

AssignedFCO

AssignedFCO

AssignedFCO

AssignedFCO

AssignedFCO

This is helpful to get a first overview about all the existing Work Orders.

995002281229

995002281240

995002281242

995002281261

995002281271

995002281277

7.2.2 Status in specific Work Order

Within a Work Order (Work Order detail) the current status of this specific Call is also shown:

FUJITSU THE POSSI	BILITIES ARE INFINITE							
Home Support Lo	ogout							
\$ WCM	Workorder Deta	ail			Actions			
- Field Service	Overview	Chepáieu Repair started						
- Technical question	Call Date	Workorder	Partner call number	Current Status	▶ Update service type			
- Ersin	11.08.2009	995002281151		OrderConfirmation	▶ Order parts			
- Translation Tool	Customer	Name	Product	ECS	▶ Return order			
- Export	Fujitsu Siemens Computers GmbH	Computers Schork, Robert	YK9B146690	2HM14	Change status Appointment errended			
VVCM News	Response Time	repair time	Date of Carriage	DIFS-Code	Keen Material			
DIFS for WCM	0	0	-		Cased Markeyler			
 Spares 	Service Type SP BringIn		Service Type Customer BringIn	г 	New Comment			
Reports					Edit Reference Number			

Often this "Current Status" does correspond to the Status of the Status-Group the Work Order belongs to at that time (described in 7.2.1).

But in some cases, e.g. Status-Groups "In Progress" and "Validation Centre", the Work Orders can show different current status, which then gives more detailed information, e.g. the status of the ordered spare part or the exact claiming status.

Current Status in Work Order Details can be:

Status	Description
Approval	Not yet implemented
Assigned	Work Order assigned
AssignedFCO	assigned Field Change Order
AssignedToEmployee	Technician assigned
Cancelled	Work Order cancelled
ClaimAcceptedByVC	Claim accepted by Validation Centre
Claimed	Contains Work Orders where the defective material is posted.
ClaimMovedToVC	Claim moved to Validation Centre
ClaimPaid	Claim paid
ClaimRejectedByVC	Claim rejected by Validation Centre
ClaimRejectionAccepted	Claim rejection accepted
ClaimRejectionRejected	Claim rejection rejected
ClaimRevisedByVC	Claim changed by Validation Centre
Closed	Done
CostEstimationCreated	Cost estimation created
CustomerAgreedDate	Date agreed with customer
CustomerInformedToCollectSystem	Customer informed, that he can collect his system
CustomerKeepsMaterial	Customer keeps material, e.g. police protects sensible data
HD Open	Claim opened by Helpdesk
Open	Work Order opened
OrderConfirmation	Order confirmation
ParcelDelivered	Parcel delivered
ParcelPickedUp	Parcel picked up
Rejected	Work Order is rejected
RepairCentreLeft	System has left Repair Centre
RepairCentreReceipt	System has reached Repair Centre
RepairedSystemDeliveredToCustomer	System is repaired and can be delivered to customer
RepairFailed	Repair failed
RepairFailedAndDoubleFR	Repair failed, SP will get paid double Flatrate (if entitled)
RepairInterrupted	Repair interrupted
RepairStarted	Repair started
RepairSuccessful	Repair successful
Requested	Work Order requested
ResetToClaim	Reset from "To Claim" to "Repair Successful"
RevisedClaimAccepted	Change of claim accepted
RevisedClaimRejected	Change of claim rejected
SparesInDelivery	Spares are delivered
SparesOrdered	Spares are ordered
SparesProposed	Spares are proposed
SPatCustomerSite	SP has reached customer
SystemReceived	System is delivered to SP
ToClaim	Request payment
UpdateServiceTypes	Service data update
WaitingForSystem	SP is waiting for System
ResumeCancelled	Resumption of cancelled Call
Spare Parts Receive	Spare parts have been received
ToClaimKeepMaterial	To claim, parts won't be sent back
	Not enough return orders have been created
DoubleFRApproved	Double Flat Rate is approved
VCChangesAccepted	Changes of Validation Center have been accepted

7.2.3 Status of ordered spare parts

If spare parts are ordered via WCM WEB and therefore an order in PEC was created automatically, the status of the part can be seen at the bottom in the Work Order detail.

Following Status can arise:

Proposed:	Parts are proposed, but nothing more.				
Confirmed	Parts are selected. Order has been transferred to PEC and order number has				
	been created.				
Despatched:	Shipment out of FUJITSU stock has been done				
Returned:	Return order is placed in PEC				
	(In case of an ADEX order the Return Order is created automatically; therefore				
	the Returned Status is given immediately.				
	With a Non-ADEX order the Return has to be advised before Returned Status is				
	given.)				

Example:

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34001173	1	Proposed	8004919074	-	\checkmark	-	
34001173	1	Confirmed	8004919074	-		-	
SERV2200	1	Confirmed	8004919074	-		-	
34001173	1	Despatched	8004919074	8137467430		-	
34001173	1	Returned	8004919074	8137467430	\checkmark	-	
Labour							
Material number	Status	Total	price				
WTY:FLATRATE	OK	1	93.00 EUR				

7.3 Detail View Messages

"Messages" is a new button in <Detail Views> With button Messages you can see all error messages, comments, information, etc. together.

~					
FUIITSU	THE	POSSI	BILITIES	A R E	INFINITE

Home Support Lo	ogout				
¥ WCM	Workorder Det	Actions			
- Field Service	Overview	▶ New Comment			
Technical question Ersin Translation Tool	Call Date 18.09.2009 Customer Fujitsu Siemens Computers	Workorder 995002281282 Name	Partner call number Product	Current Status Rejected ECS	Print workorder Refresh page
Export WCM News DIFS for WCM	GmbH Response Time 0	repair time	Date of Carriage 20.09.2009 10:34:08	DIFS-Code	→ Call → Messages
>> Spares >> Reports	Service Type SP BringIn		Service Type Custome Collect&Return	Customer Product Spares order	
>> Settings >> Customer >> Help	Information B2B Error: BAPI claim creation error	 > tWorkorder History > System History > Invoice 			
	CURRENT VIEW: MESSAGES	not exist or is not activate	d		Search for Workorder / Serial
	Customer information Date Author				
	17.09.2009 MIRO Error 17:53:49	Exception of javax.net.s 34013937	connecting partner system: WCM. sl.SSLHandshakeException: unex -BT-2ND BATTERY LI-ION 3800M	(; nested exception is: pected message) IAH 6C /	Enter the Serial No.
	Desklass Description				

Information:

Helpdesk can send comments to you. But you can't answer. Your comments won't be forwarded to the Helpdesk.

7.4 Abbreviations of spare part data

In the process of ordering spare parts, material numbers are suggested and additional data is given, as there are:

WARRANTY:	Spare part is in warranty For a warranty repair, SP will receive a credit. Also limited warranty parts are marked with this flag.
LSF:	Local spare part Flag Spare part with local sourcing agreement with FUJITSU Service Country Management.
RET	Spare part is returnable E.g. the defective spare part has to be sent to FUJITSU.
ECS	Error Code System (Spare part fits to error code, if it is ticked at ECS field).
FTA	Fit To Asset (Spare part fits to the asset (serial number)).
HDA	Help Desk Approval Process
PEC	Partner Entry Channel