

USER MANUAL

WCM WEB Warranty Claim Management

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We accept your updates and proposals for the document with pleasure.
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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.

The screenshot displays the 'Service Calls (Assigned)' interface. At the top, there is a navigation bar with 'Home | Support | Logout'. Below it, a sidebar on the left lists various menu items under 'WCM'. The main area contains a table with the following columns: Workorder, Serial No., Customer, Date, RT, Status, and Call Number. The table lists 14 service calls, all with a status of 'AssignedFCO'. To the right of the table is a 'Status' panel, which is circled in red. This panel shows a list of status points with their respective counts: Requested (0), Rejected (5), Assigned (14), Open (18), In Progress (55), Double Flatrate Calls (0), Awaiting Immediate Action (0), Repair successful (16), To claim error (17), Claim Workorder (68), Validation center (41), VC Revised Claims (1), VC Rejected Claims (1), Replied to Validation center (2), Claims accepted (3), Cancelled, and Closed.

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.

Service Type is registered in ADLER data base and must be in warranty for self-assigned Calls. 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 [Maintenance Logistics Manual](#) 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 [Maintenance Logistics Manual](#). 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:

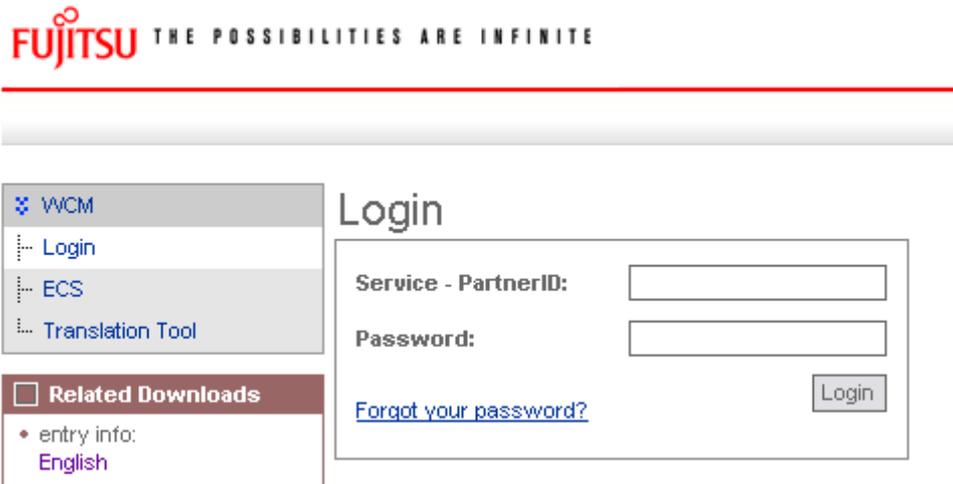
For ADEX orders (return with replacement) a serial number and a Work Order number are necessary.

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.

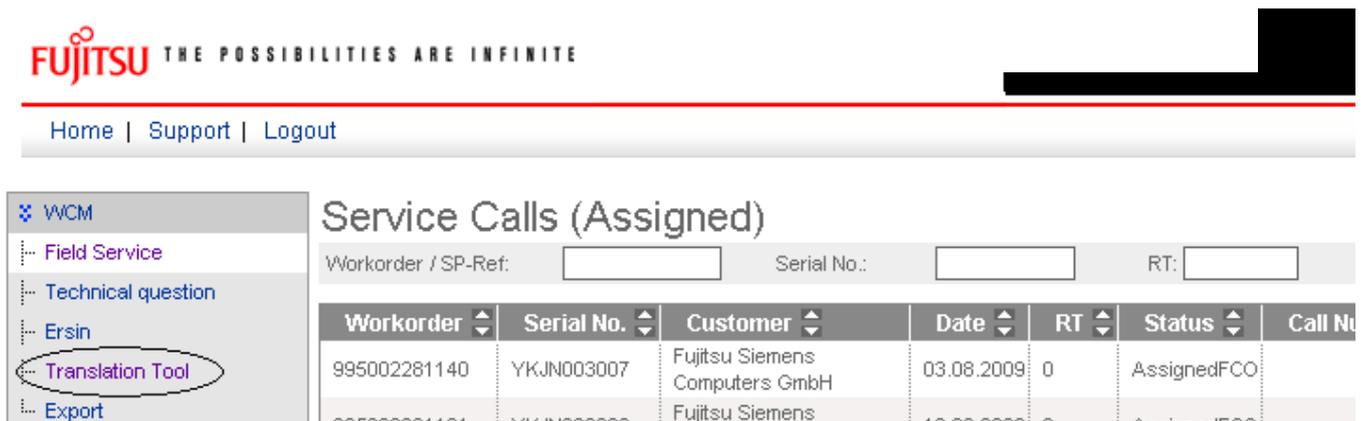
1.1.8 Selecting Spare Parts with ‘Translation Tool’ (virtual Fit-to-Asset Check)

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)



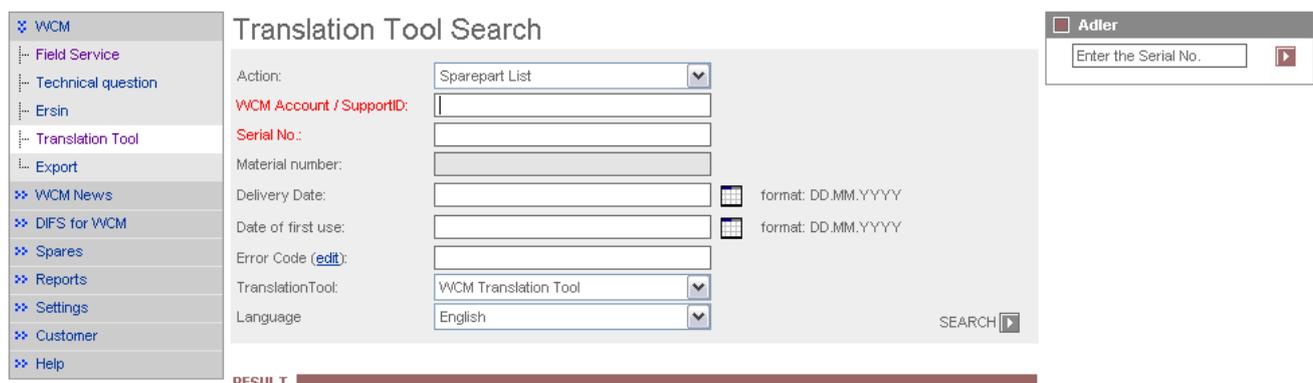
Or if already logged on to WCM WEB :



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.



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.

The screenshot displays the 'Translation Tool Search' interface. On the left is a sidebar menu with 'Translation Tool' selected. The main form contains the following fields:

- Action: Material Check (dropdown)
- WCM Account / SupportID: 00010xxxxx
- Serial No.: YMXX000001
- Material number: 88011111
- Delivery Date: (calendar icon) format: DD.MM.YYYY
- Date of first use: (calendar icon) format: DD.MM.YYYY
- Error Code (edit):
- TranslationTool: WCM Translation Tool (dropdown)
- Language: English (dropdown)

A 'SEARCH' button is located at the bottom right of the form. Below the form, a 'RESULT' bar is visible.

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)

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)

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

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.



Home | Support | Logout

- » WCM
- » WCM News
- » Newsboard
- » DIFS for WCM
- » Spares
- » Reports
- » Settings
- » Customer
- » Help

Newsboard

Date	Message
------	---------

Adler

Enter the Serial No.

DIFS Decoder

Enter the Serial No.

Enter DIFS-Code



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- » Spares
- » Reports
- » Settings
- » Customer
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- » Frequently Asked Questions
- » Manuals

Frequently Asked Questions

Keywords:

Category: Language:

RESULT

Enter the keyword you look for answers and press “search”.



Home | Support | Logout

- » WCM
- » WCM News
- » DIFS for WCM
- » Spares
- » Reports
- » Settings
- » Customer
- » Help
- » Frequently Asked Questions
- » Manuals

Frequently Asked Questions

Keywords:

Category: Language:

RESULT

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 contact 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”.



[Home](#) | [Support](#) | [Logout](#)

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- » Help
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- » Manuals

Contact WCM-Support

Contact Form	
Email Address	<input type="text" value="Test@user.com"/>
Subject	<input type="text" value="repair scope"/>
Email Text	<div style="border: 1px solid #ccc; padding: 5px;"> Dear WCM Team, according to the local FTS Service Manager the repair scope was adjusted already. However I still have problems to open a call for Amilo Notebook. Details pls find attached. Best regards Test User </div>
attachement	<input type="text"/> <input type="button" value="Durchsuchen..."/> <input type="button" value="Upload"/>
Name	<input type="text"/>
Company	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>
<input type="button" value="Quit"/> <input type="button" value="Preview"/> <input type="button" value="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.



- WCM
- Login
- ECS
- Translation Tool

Related Downloads

- entry info: English

Login

Service - PartnerID:

Password:

[Forgot your password?](#)

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.



[Home](#) | [Support](#) | [Logout](#)

- WCM
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- User settings
- Customer

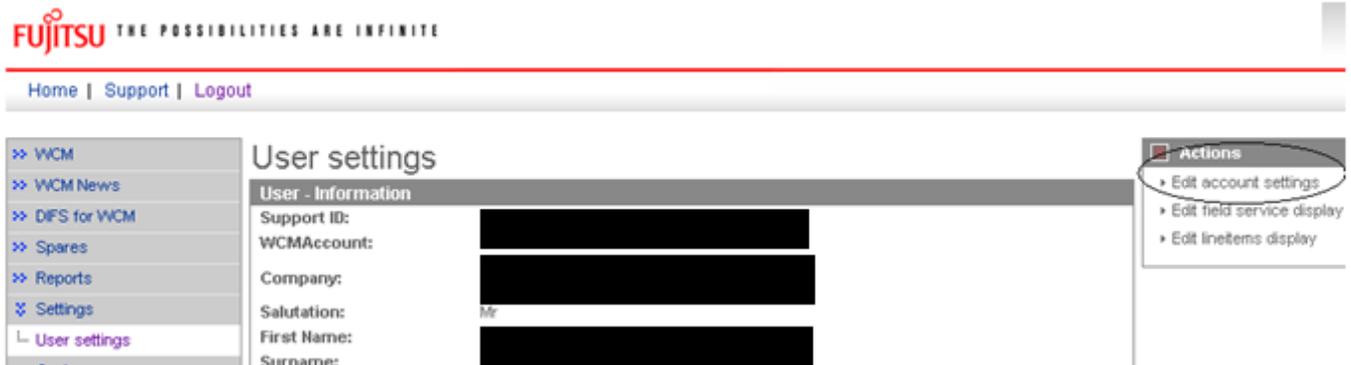
Service Calls (Assigned)

Workorder / SP-Ref: Serial No.:

Workorder	Serial No.	Customer	Date
995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.200
995002281169	DNA.A001001	Fujitsu Siemens Computers GmbH	21.08.200
995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.200

2.1 Edit account settings

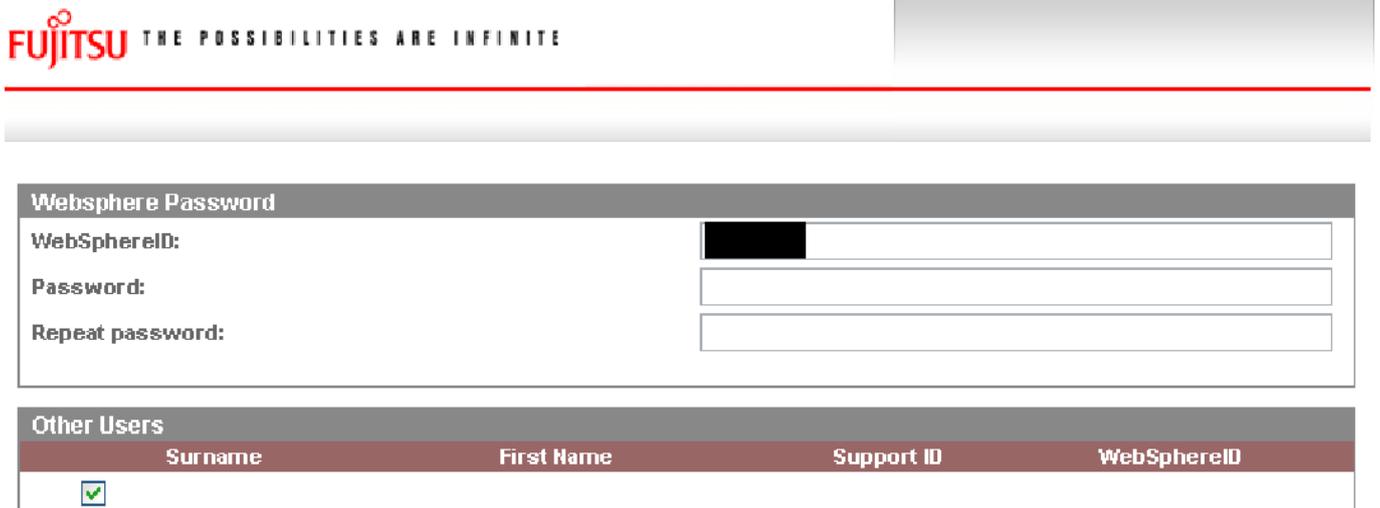
To enter your PEC identification, you have to use button <Edit account settings>:



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:



With <Finish> you will save new settings and return to the first window.

With <Back> you can correct your settings.

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>



edit field service display

Edit field 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

Preview:

Workorder	Company / Customer	Date	RT	Status	Call Number
995000000	Testfirma 1	01.01.2006	48	Requested	MyInernalNr

Dropdown menu for 7. Column:

- No allocation
- Workorder
- Call Number
- Serial No.
- Product
- Company / Customer
- Customer / Company
- Status
- ECS
- Date
- RT
- SP ST
- 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.



edit lineitems display

Darstellung Ersatzteilliste ändern

1. Column	Material number
2. Column	Total
3. Column	Status
4. Column	Order No
5. Column	RET-No
6. Column	RET
7. Column	ReturnCode
8. Column	KeepMaterial

Preview:

LineItems Material	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
Material n 82101711	Proposed (ErrorFitFault)	8000816830	8131581805	<input checked="" type="checkbox"/>		

Dropdown menu for 8. Column:

- No allocation
- Material number
- Article Code
- Type
- Total
- price
- Customer
- RET
- LSF
- OrderNow
- Status
- Order No
- RET-No
- KeepMaterial
- Return type
- 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.

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 than in item “Rework Work Order”.



supervisor

edit employee	
200	Sascha München
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 just own calls own location all locations own location
rework Workorder:	own location ▼
- order spares:	own location ▼
- 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.

Service Calls (Assigned)

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.2009	0	AssignedFCO	
995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	
995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	

Clicking on the listed Work Order opens the “Work Order Detail” view.

Workorder Detail

Overview

Call Date 18.08.2009	Workorder 995002281161	Partner call number YKJN003008	Current Status AssignedFCO
Customer Fujitsu Siemens Computers GmbH	Name Kandziora, Georg	Product 5GXX4	DIFS-Code -
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code -
Service Type SP OnSite	Service Type Customer OnSite		

CURRENT VIEW: CALL

ECS

Condition 5 - During start up	Symptom G - General X - Other X - Other	Action 4 - HW-Repair with Spare
---	---	---

Problem Description
Test Bestellungen

Fco Description
"FCO: TEST ZRA."

Line Items

Material	Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
	34012719	1	Proposed		-	<input type="checkbox"/>	-	<input type="checkbox"/>

3.1.1 Reject Service Call

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

The screenshot shows the 'Workorder Detail' page in the WCM system. The 'Actions' menu on the right side is expanded, and the 'Reject workorder' option is circled in red. The main content area displays a table with the following data:

Overview			
Call Date	Workorder	Partner call number	Current Status
18.08.2009	995002281161		AssignedFCO
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziara, Georg	YKJN003008	5GXX4
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
OnSite	OnSite		

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’.

The screenshot shows the 'Workorder Detail' page in the WCM system. The 'Actions' menu on the right side is expanded, and the 'Accept workorder' option is circled in red. The main content area displays a table with the following data:

Overview			
Call Date	Workorder	Partner call number	Current Status
18.08.2009	995002281161		AssignedFCO
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziara, Georg	YKJN003008	5GXX4
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
OnSite	OnSite		

Next window:

The screenshot shows the 'Accept call' dialog box. It contains the following fields and options:

- Accept call? Yes No
- Partner call number: 20 characters available
- order spares? Yes No
- accept FCO? Yes No
- FCO-Description: "FCO: TEST ZRA."

At the bottom of the dialog, there are four buttons: 'Quit', 'Back', 'Next', and 'Finish'. The 'Next' button is highlighted with a red border.

Click on <Next> to proceed.

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

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'.

FUJITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

Service Calls (Assigned)

Workorder / SP-Ref: Serial No.: RT:

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.2009	0	AssignedFCO	
995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	

Actions

- New service call

Status

- Requested (0)
- Rejected (5)
- 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.)

FUJITSU THE POSSIBILITIES ARE INFINITE

new workorder

Serial No.:

Serial No.:

CallDate: hour: minute:

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



new workorder

YKDS038205

1 product information

Serial No.:	YKDS038205	Warranty code:	FSP:GB3S00Z00GBBD5
Product:	ESP E3510 /C2D E7300/2GB/DVD SUPERMULTI/	warranty owner:	GBR
Article Code:	VFY:E3510PPAG1GB	warranty group:	BD5
Delivery Date:	02.12.2008	warranty description:	3 years On-Site Service, 5x9, valid in Europe, Africa and Middle East
Activation Date:	<input type="text" value="04.01.2009"/>		
Additional-Text:	-		

2 customer has paid for

On Site:	04.01.2012	On Site:	<input checked="" type="checkbox"/>
From customer:	04.01.2012	Collect and Return:	<input checked="" type="checkbox"/>
To customer:	04.01.2012	Desk-To-Desk:	<input type="checkbox"/>
Work:	04.01.2012	Door To Door:	<input type="checkbox"/>
Material:	04.01.2012	Return To Base:	<input type="checkbox"/>
Response Time:	0	BringIn:	<input checked="" type="checkbox"/>
repair time:	0	Material:	<input checked="" type="checkbox"/>
Service Type:	<input type="text" value="OnSite"/>		

3 Service to be provided at Fujitsu Technology Solutions expense

On Site:	04.01.2012	On Site:	<input checked="" type="checkbox"/>
From customer:	04.01.2012	Collect and Return:	<input checked="" type="checkbox"/>
To customer:	04.01.2012	Desk-To-Desk:	<input type="checkbox"/>
Work:	04.01.2012	Door To Door:	<input type="checkbox"/>
Material:	04.01.2012	Return To Base:	<input type="checkbox"/>
Response Time:	0	BringIn:	<input checked="" type="checkbox"/>
repair time:	0	Material:	<input checked="" type="checkbox"/>
Service Type:	<input type="text" value="OnSite"/>		

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:

Search customer

Customer ID:

Company:

Surname:

First Name:

Town:

Create new customer:

Customer Details	
<input type="radio"/> Test SA south's africa street 1 12345 Pretoria	<input type="button" value="New Contact"/>
<input type="radio"/> Testmaier Test Bgm.-Ulrich-Str. 100 86199 Augsburg	<input type="button" value="Edit Contact"/> <input type="button" value="New Contact"/>
<input type="radio"/> Fujitsu Siemens Computers GmbH test Now2 Gladbecker Straße 7 40472 Düsseldorf	<input type="button" value="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.

Search customer

Customer ID:

Company:

Surname:

First Name:

Town:

Create new customer:

Click on <Next> to proceed.

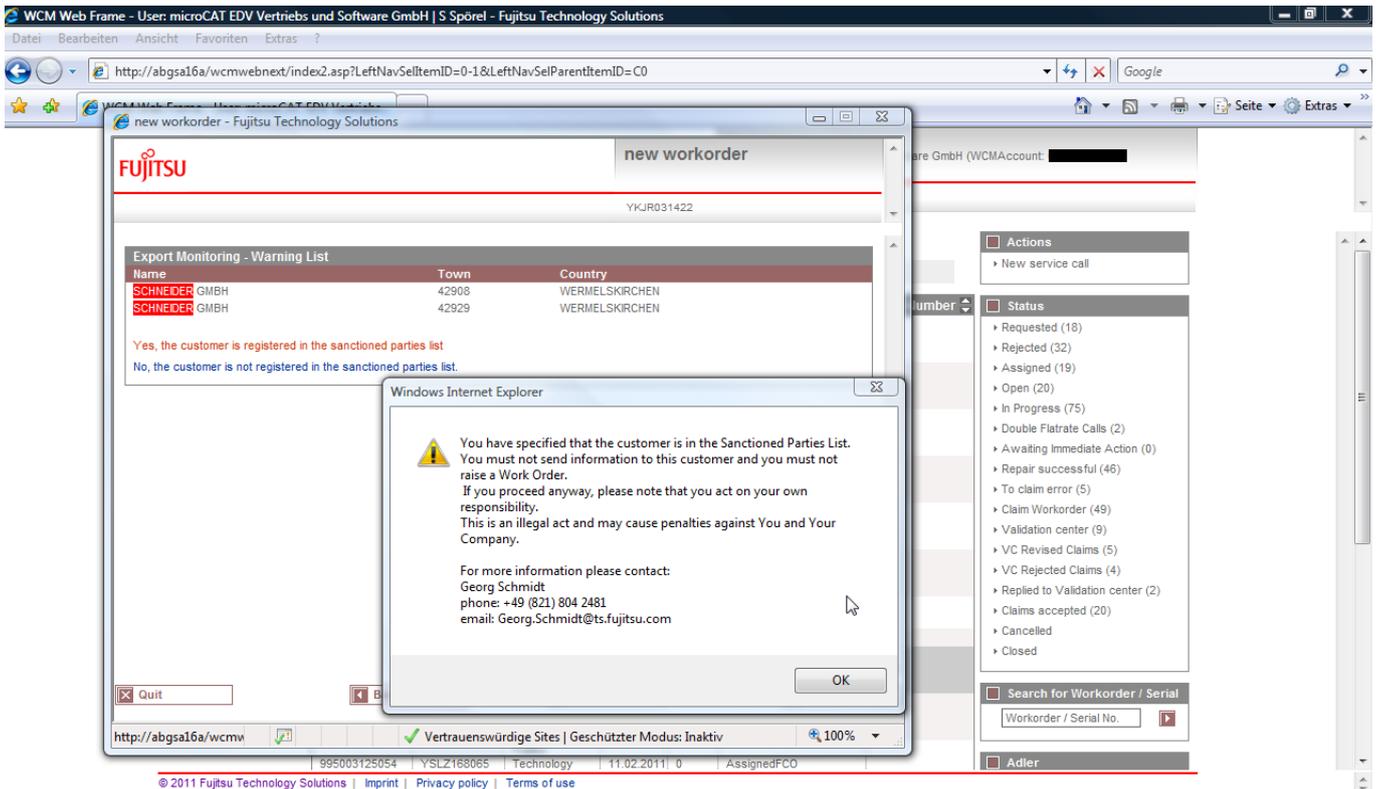
new workorder

YKDS038205

New Customer

Salutation:	<input type="text" value="Ms"/>
Title:	<input type="text"/>
Company:	<input type="text"/>
Surname:	<input type="text" value="Gadletz"/>
First Name:	<input type="text" value="Christine"/>
Department:	<input type="text"/>
Street:	<input type="text" value="Mies-van-der-Rohe-Strasse 8"/>
Post Code, Town:	<input type="text" value="80807"/> <input type="text" value="München"/>
Country:	<input type="text" value="Deutschland"/>
Phone Private:	<input type="text" value="08952525252"/>
Phone Business:	<input type="text" value="08962626262"/>
Fax private:	<input type="text"/>
Fax business:	<input type="text"/>
Mobile:	<input type="text"/>
Email 1:	<input type="text"/>
Email 2:	<input type="text"/>
accessible under:	<input type="text"/>

A "Warning list" check is opened:



Check this list:

If your customer is not 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:



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: Gadletz **1**

First Name:

Town: München

Create new customer:

2 → Cust

- Mies-van-der-Rohe-Strasse 8
80807 München
Fujitsu Siemens Computers GmbH
Gadletz Christine
Dammstr. 28 **3** →
-

FUJITSU THE POSSIBILITIES ARE INFINITE

new workorder

YKDS038205

4 → Location

- Mies-van-der-Rohe-Strasse 8
80807
München
Deutschland

FUJITSU THE POSSIBILITIES ARE INFINITE

new worko

YKDS038205

New contact

Salutation: Mr

Title:

Company:

Surname:

First Name:

Department:

Street: Mies-van-der-Rohe-Strasse 8

Post Code, Town: 80807 München **5**

Country: Deutschland

Phone Private:

Phone Business:

Fax private:

Check the warning list.

If your customer is not 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:

Error Code: Use button <EDIT> to enter the error code (see screen after text).

Problem Description: 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.



new workorder

YKDS038205

Information			
	Condition	Symptom	Action
Error Code	-	-	-
ECS Plus (DIFS Code)	<input type="text"/>	<input type="button" value="▶ Check"/>	
Problem Description:	<div style="border: 2px solid red; padding: 5px; display: inline-block;"> mandatory field </div>		
	350 characters available		
service partner reference number	<input type="text"/>	20 characters available	
order spares	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Error Code System - Fujitsu Technology Solutions

Condition	Symptom	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 Standby mode 8 - During Configuration/Installation 9 - Environment - Vibration A - Environment - Cold B - Environment - Hot C - Environment - Wet D - Environment - Dusty E - After HW upgrade 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 recognizable 1 - Error message D - Driver problem (detail in comments) M - Mechanical problem W - Warning message (detail in comments) X - Other	1 - CPU 2 - Memory / cache 3 - Clock / timer 4 - Fan A - PCMCIA B - ISA C - PCI D - PCIe F - SATA G - SCSI J - Connector L - AGP X - Other on system board

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

Information			
Error Code	Condition	Symptom	Action
edit	1-Always (during processing)	B-Board / Ram / internal IO 1-Error message 1-CPU	4-HW-Repair with Spare
ECS Plus (DIFS Code)	<input type="text"/>	<input type="button" value="Check"/>	
Problem Description:	low CPU performance causes the system to freeze 339 characters available		
service partner reference number	<input type="text" value="1-2345"/>	14 characters available	
order spares	<input checked="" type="radio"/> Yes <input type="radio"/> No		

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.

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

9/2/2009 995002281237

Customer Name Product Current Status

 AssignedFCO

Response Time repair time Date of Carriage 1EM24

24 0 - DIFS-Code

Service Type SP Service Type Customer

OnSite 24h performance OnS

CURRENT VIEW: CALL

ECS

Condition	Symptom
1 - Always (during processing)	E - Removable drives / cd
	M - Mechanical problem
	2 - CD / DVD-drive

Problem Description

DVD not working

Fco Description

FCO: 2008-013 / RX100 S4 mainboard VR-issue, FCO Class A1

Line Items

Material number	Status	Total	price
84003514	Proposed	1	0.00 EUR
34011474	Proposed	1	0.00 EUR

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	0.00 CZK

FieldChangeOrder

Material number	Status	Total	price
WTY:WORK_FCO	Proposed	1	0.00 CZK
WTY:TRAVEL_FCO	Proposed	1	0.00 CZK

Actions

- Accept workorder
- Reject workorder
- New Comment
- Edit Reference Number
- Print workorder
- Refresh page

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If a Field Change Order is assigned, the status changes to "AssignedFCO"

Brief Field Change Order Information, e.g. with reference to related FTS Service Bulletins appear.

Specific Spare Part Proposals are added.

Additional FCO specific labour flat rates might be added. However: This is modified by the Validation Center if:
 1)FCO failure is identical with requested Work Order
 2)the requested service type already covered on site

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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: A keyboard metal plate has to be added according to the following instructions. This FCO does not apply to shipment of CRU parts."

The field change order added by FTS has to be accepted from the SP again.

The Work Order only can be accepted in total.

The order can only be accepted in total.



All spare part orders for the Work Order have been confirmed again.

The Spare Part can be deselected from MIRO Order. E.g. in case the spare part for the FCO was supplied by Product Operation separately.

These spares were suggested for the can

Material number	Description	Warranty	LSF	RET	ECS	FTA	quantity
<input checked="" type="checkbox"/> 34024372		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	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.

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
16.09.2009	995002281259		Rejected
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK8V001302	2K314
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
CRU (repairable)	CRU (repairable)		

Information

B2B Error:
CRU rejected - FCO pending - contact Help Desk

Information Callout:
The Field Change Order requires a technician is involved. You can open a new Work Order, change the service type to on site or bring in and retry or contact the Helpdesk.

ECs

Condition	Symptom
2 - Sporadic	K - Input device 3 - Key stuck 1 - Keyboard

Problem Description

Key T stuck

Line Items

Material	Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
	34003821	1	Proposed		-	<input type="checkbox"/>	-	<input type="checkbox"/>

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

new workorder

YK8V001302

The following FCO have been found for YK8V001322:

- FCO: In case of instable system function, sporadic system freeze, overheating or similar symptoms please refer to Support Bulletin SB-M-07052-1 prior to swap any parts. Please also check the soldering at the heat pipe.

Attention

There is a FCO of Type A! This will prevent the creation of a CRU workorder.

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
16.09.2009	995002281260		AssignedFCO
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK8V001302	2K314
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
Bringln	Bringln		

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
2 - Sporadic	K - Input device 3 - Key stuck 1 - Keyboard	4 - HW-Repair with Spare

Problem Description
Key T stuck

Fco Description
FCO: In case of instable system function, sporadic system freeze, overheating or similar symptoms please refer to Support Bulletin SB-M-07052-1 prior to swap any parts. Please also check the soldering at the heat pipe.

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34003821	1	Proposed		-	<input type="checkbox"/>	-	<input type="checkbox"/>
Labour							
Material number	Status	Total	price				
WTY:FLATRATE	OK	1	0.00 EUR				

- Actions
- Accept workorder
- Reject workorder
- New Comment
- Edit Reference Number
- Print workorder
- Refresh page

- Detail Views
- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

The status is changed and the FCO information is displayed.

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.

Opening Work Order request with serialnumber

new workorder
YK2K019050

product information

Serial No.:	YK2K019050	Warranty code:	FSP:GL3B0000NBS
Product:	LB S7110 SXGA+ /C- T2300E/512MB/CD-RW_	warranty owner:	RUS
Article Code:	LKN:RUS-210100-001	warranty group:	NBS
Delivery Date:	31.08.2006	warranty description:	3 years bring in service Global Limited
Activation Date:	04.10.2006		
Additional-Text:	-		

customer has paid for

On Site:	-	On Site:	<input type="checkbox"/>
From customer:	-	Collect and Return:	<input type="checkbox"/>
To customer:	-	Desk-To-Desk:	<input type="checkbox"/>
Work:	04.10.2009	Door To Door:	<input type="checkbox"/>
Material:	04.10.2009	Return To Base:	<input type="checkbox"/>
Response Time:	0	BringIn:	<input checked="" type="checkbox"/>
repair time:	0	Material:	<input checked="" type="checkbox"/>

Service to be provided at Fujitsu Technology Solutions expense

On Site:	-	On Site:	<input type="checkbox"/>
From customer:	-	Collect and Return:	<input type="checkbox"/>
To customer:	-	Desk-To-Desk:	<input type="checkbox"/>
Work:	04.10.2009	Door To Door:	<input type="checkbox"/>
Material:	04.10.2009	Return To Base:	<input type="checkbox"/>
Response Time:	0	BringIn:	<input checked="" type="checkbox"/>
repair time:	0	Material:	<input checked="" type="checkbox"/>

Service Type: CRU (repairable)

Quit

Fertig

new workorder - Fujitsu Technology Solutions

FUJITSU THE POSSIBILITIES ARE INFINITE new workorder

YK2K019050

The following FCO have been found for YK2K019050:

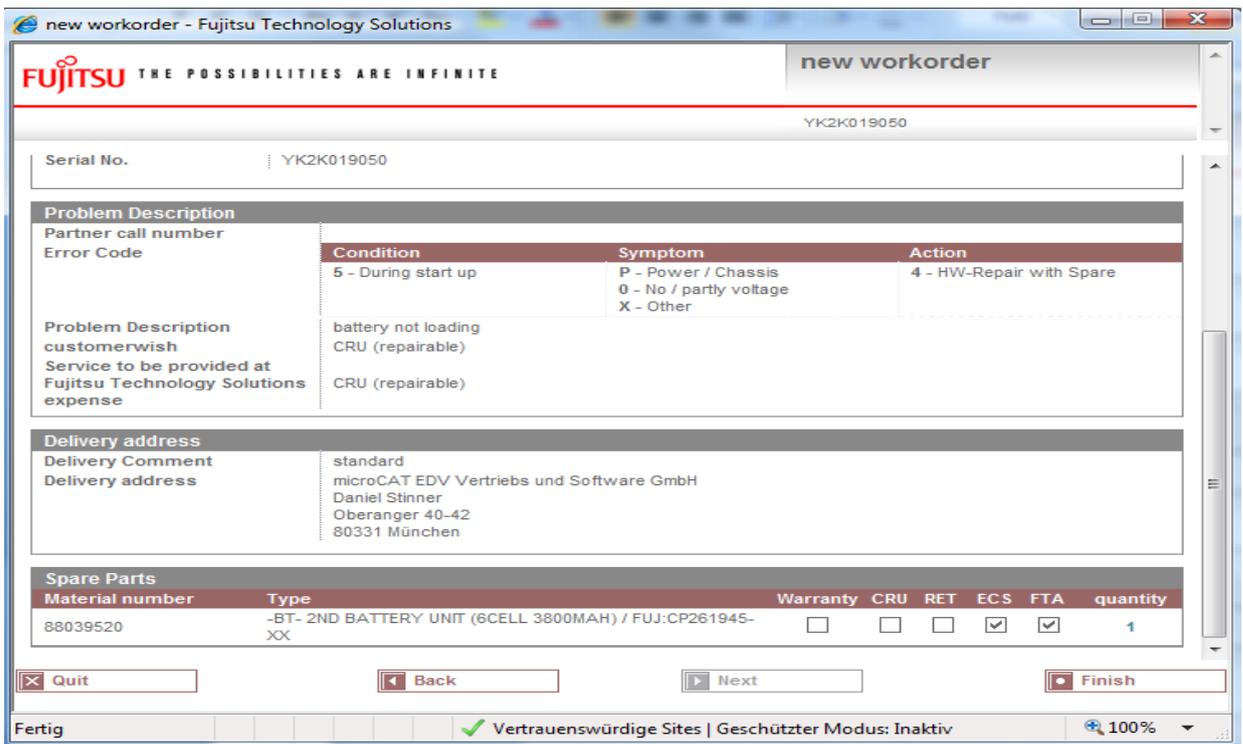
- FCO: A keyboard metal plate has to be added according to SB-M-09024 in order to avoid that the J key is not responding. This FCO does not apply to shipment of CRU parts.
Material involved:
1. 34024372 MET KB SUPPORT PLATE S7110

Attention

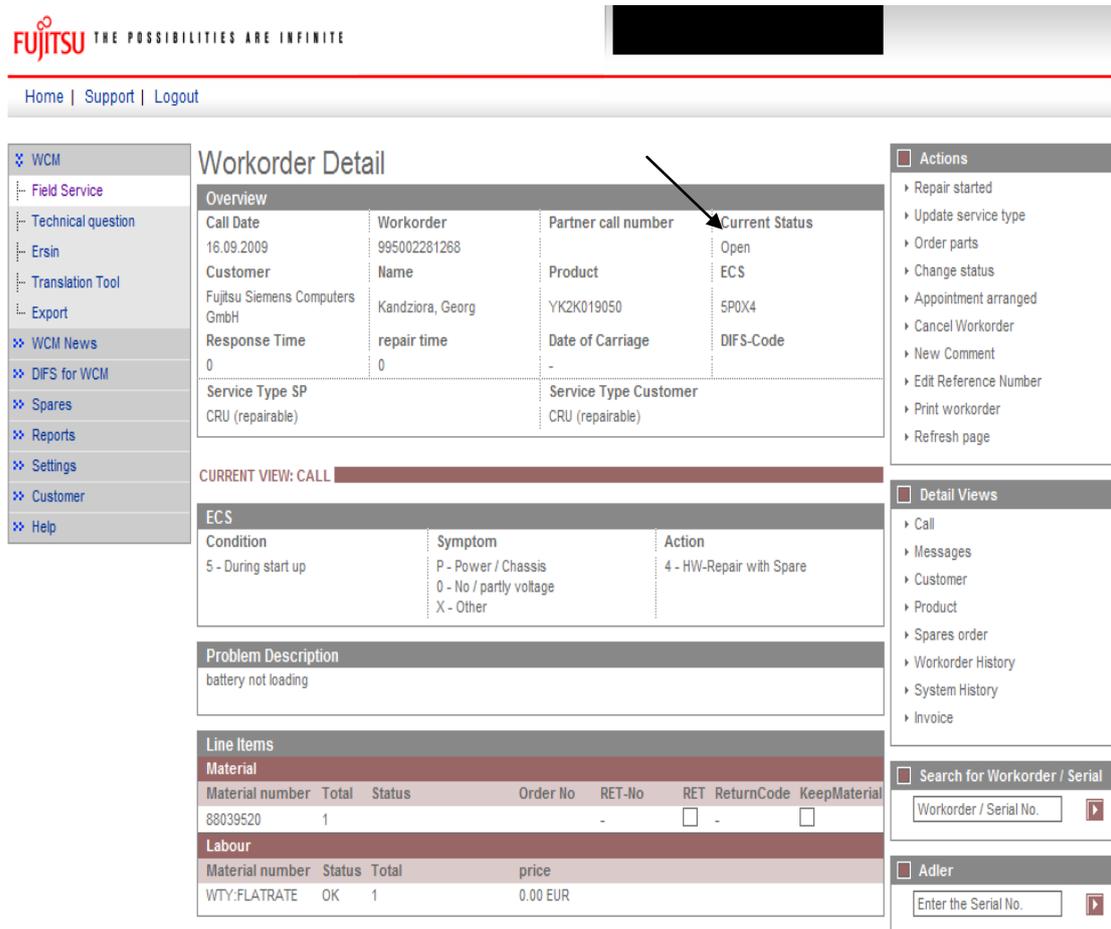
The FCO Material will be added automatically after workorder creation. This FCO will be ignored in case of CRU.

The FCO is displayed for information only. It does not apply if the required service can be fulfilled by sending the Customer Replaceable Unit to the customer without a technician to be involved.

Quit Back Next Finish



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



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.

The screenshot shows the 'new workorder - Fujitsu Technology Solutions' interface. At the top, the Fujitsu logo and slogan 'THE POSSIBILITIES ARE INFINITE' are visible. The workorder ID 'YK8V001328' is displayed. A message box states: 'The following FCO have been found for YK8V001328: FCO: In case of instable system function, sporadic system freeze, overheating or similar symptoms please refer to Support Bulletin SB-M-07052-1 prior to swap any parts. Please also check the soldering at the heat pipe.' Below this, a red 'Attention' banner reads: 'There is a FCO of Type A! This will prevent the creation of a CRU workorder.'

The main content area is titled 'Workorder Detail' and includes an 'Overview' section with the following data:

Call Date	16.09.2009	Workorder	995002281271	Partner call number		Current Status	AssignedFCO
Customer	Fujitsu Siemens Computers GmbH	Name	Kandziora, Georg	Product	YK8V001308	ECS	
Response Time	48	repair time	0	Date of Carriage	-	DIFS-Code	5B124
Service Type SP	OnSite 48h performance	Service Type Customer	OnSite 48h performance				

The 'CURRENT VIEW: CALL' section shows a log entry:

Condition	Symptom	Action
5 - During start up	B - Board / R 1 - Error mes 2 - Memory /	

The 'Problem Description' is: 'Not enough RAM detected while booting'. The 'Fco Description' is: 'FCO: In case of instable system function, sporadic system freeze, overheating or similar symptoms please refer to Support Bulletin SB-M-07052-1 prior to swap any parts. Please also check the soldering at the heat pipe.'

The 'Line Items' section includes a table for materials and a table for labor:

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34006911	1	Proposed		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Material number	Status	Total	price
WTY:FLATRATE	OK	1	87.20 EUR

On the right side, there are 'Actions' (Accept workorder, Reject workorder, New Comment, Edit Reference Number, Print workorder, Refresh page) and 'Detail Views' (Call, Messages, Customer, Product, Spares order, Workorder History, System History, Voice). A search box for 'Workorder / Serial' and an 'Adler' section are also present.

A callout box with arrows pointing to the 'AssignedFCO' field in the overview and the 'Fco Description' field contains the text: 'The status is changed and the FCO information is displayed.'

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 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 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.

Workorder Detail

Overview

Call Date 19.03.2009	Workorder 995002270113	Partner call number -	Current Status Open
Customer Fujitsu Siemens Computers GmbH	Name Kandziora, Georg	Product YK6T001709	ECS 3B114
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code -
Service Type SP OnSite		Service Type Customer OnSite	

Additional Information (SWAP):
SWAP Process: Note Serial Numbers for warranty claim entry!

ECS

Condition 3 - Under high Load	Symptom B - Board / Ram / Internal IO 1 - Error message 1 - CPU	Action 4 - HW-Repair with Spare
---	---	---

Problem Description
Bad performance under high load.

Line Items

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38006712	1	Proposed	-	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	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.

Change status
Change status to: To Claim

Please enter the serialnumber of the defect asset:

Call Entry SNR*:

***NOTE:**
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 defective SNR here.

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

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workorder to claim

Change status
Change status to: To Claim

Please enter the serialnumber of the defect asset:

Call Entry SNR*:

***NOTE:**
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 defective SNR here.

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

Replacement SNR (SWAP):

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.



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Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
19.03.2009	995002270113		ToClaim
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK6T001709	3B114
Response Time	repair time	Date of Carriage	DIFS-Code
0		-	
Service Type SP	Service Type Customer		
OnSite	OnSite		

CURRENT VIEW: CALL

Additional Information (SWAP):

Call Entry SNR: YK6T001709

Replacement SNR (SWAP): YK6T001714 ←

Information:

This repair was fixed by exchange of the system unit. ←

ECS

Condition	Symptom	Action
3 - Under high Load	B - Board / Ram / internal IO 1 - Error message 1 - CPU	4 - HW-Repair with Spare

Problem Description

Bad performance under high load.

Solution

Fixed by exchange of blade.

Line Items

Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38006712	1	Proposed	8004649001	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Confirmed	8004649001	-	<input type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Despatched	8004649001	8137126823	<input type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Returned	8004649001	8137126823	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Labour			
Material number	Status	Total	price

Actions

- Reset To claim
- New Comment
- Edit Reference Number
- Print workorder
- Refresh page

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

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:



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Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
25.03.2009	995002270148		RepairSuccessful
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziara, Georg	YE8L022326	2D316
Response Time	repair time	Date of Carriage	DIFS-Code
0	0		
Service Type SP		Service Type Customer	
Door to door		Door to door	

Claim Entry SNR named by customer at the Help Desk.

- Actions
- Claim 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

CURRENT VIEW: CALL

Additional information (SWAP):
SWAP Process: Please take a note of both Serial Numbers for subsequent entry in WCM!

ECS		
Condition	Symptom	Action
2 - Sporadic	D - Display / Video 3 - Brightness / contrast 1 - System screen	6 - System exchanged

- Problem Description
Display brilliance not acceptable
- Solution
System exchanged.
- Line Items
- Labour
- Material number
WTY:FLATRATE

Workorder to claim - Microsoft Internet Explorer

workorder to claim

Change status
Change status to: To Claim

Please enter the serialnumber of the defect asset:

Call Entry SNR*:

***NOTE:**
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 defective SNR here.

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

workorder to claim

Change status
Change status to: To Claim

Please enter the serialnumber of the defect asset:

Call Entry SNR*:

***NOTE:**
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 defective SNR here.

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

Replacement SNR (SWAP):

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

WCM WEB:

Workorder Detail

Overview

Call Date 25.03.2009	Workorder 995002270148	Partner call number -	Current Status ToClaim
Customer Fujitsu Siemens Computers GmbH	Name Kandziara, Georg	Product YE8L022327	ECS 2D316
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code -
Service Type SP Door to door		Service Type Customer Door to door	

Additional Information (SWAP):

Call Entry SNR:	YE8L022326
Replacement SNR (SWAP):	YE8L022271

Information:
This repair was fixed by exchange of the system unit.

ECS

Condition 2 - Sporadic	Symptom D - Display / Video 3 - Brightness / contrast 1 - System screen	Action 6 - System exchanged
----------------------------------	---	---------------------------------------

Problem Description
Display brilliance not acceptable

Solution
System exchanged.

Line Items

Labour			
Material number	Status	Total	price
WTY:FLATRATE	OK	1	66.00 EUR

Annotations:

- The corrected SNR is linked to the Workorder. (points to Product: YE8L022327)
- The originally recorded SNR is stored to trace the actions on this Workorder. (points to Replacement SNR (SWAP): YE8L022271)

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.

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- Help

Workorder Detail

Overview

Call Date 25.03.2009	Workorder 995002270160	Partner call number	Current Status RepairSuccessful
Customer Fujitsu Siemens Computers GmbH	Name Kandziara, Georg	Product YK6U001154	ECS 3BW24
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code
Service Type SP OnSite		Service Type Customer OnSite	

CURRENT VIEW: CALL

ECS

Condition 3 - Under high Load	Symptom B - Board / Ram / internal IO W - Warning message (detail in comments) 2 - Memory / cache	Action 4 - HW-Repair with Spare
---	---	---

Problem Description
Problems with memory dump

Solution
RAM exchanged.

Line Items

Material	Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
	34005214	1	Proposed		-	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>

Labour	Material number	Status	Total	price
	WTY:FLATRATE	OK	1	118.00 EUR

Actions

- Claim 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
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

N

Workorder to claim - Microsoft Internet Explorer

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workorder to claim

Change status
Change status to: To Claim

Please enter the serialnumber of the defect asset:

Call Entry SNR*:

***NOTE:**
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 defective SNR here.

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

Replacement SNR (SWAP):

The claim will move into Status ToClaim.

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

Workorder Detail

Overview

Call Date 25.03.2009	Workorder 995002270160	Partner call number -	Current Status ToClaim
Customer Fujitsu Siemens Computers GmbH	Name Kandziora, Georg	Product YK6U001154	ECS 3BW24
Response Time 0	repair time -	Date of Carriage -	DIFS-Code -
Service Type SP OnSite	Service Type Customer OnSite		

CURRENT VIEW: CALL

ECS

Condition 3 - Under high Load	Symptom B - Board / Ram / internal IO W - Warning message (detail in comments) 2 - Memory / cache	Action 4 - HW-Repair with Spare
---	---	---

Problem Description
Problems with memory dump

Solution
RAM exchanged.

Line Items

Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34005214	1	Proposed	-	-	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>

Labour			
Material number	Status	Total	price
WTY:FLATRATE	OK	1	118.00 EUR

3.4.4.4 SWAP Example 4 - Monitor was repaired not swapped

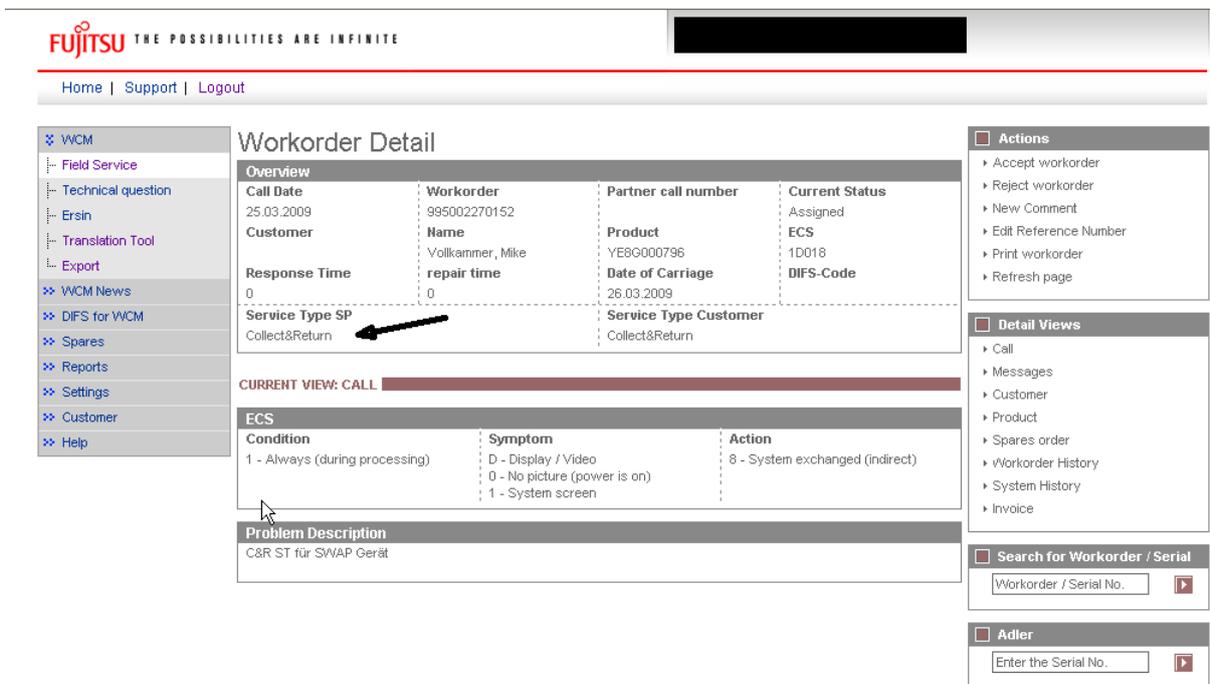
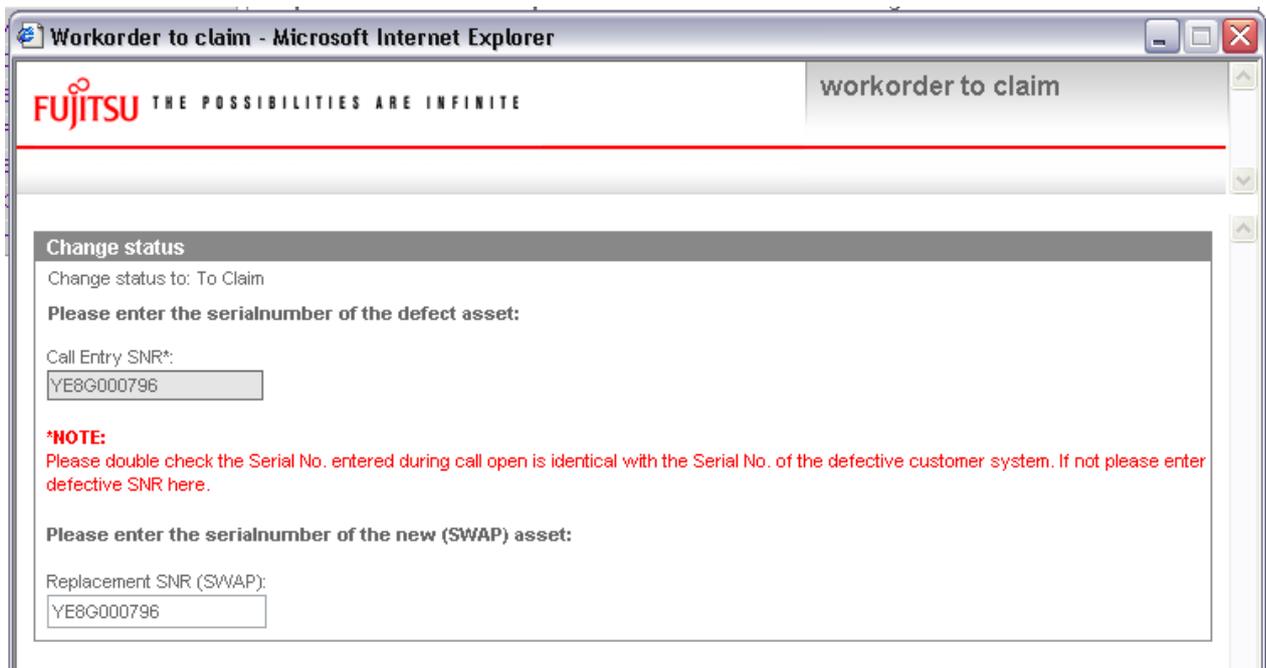
Occasionally the customer wants to avoid an exchange of his defective monitor. Being aware, he gives up some service level, he asks for repair of his defective unit. According to this request, the Help Desk opens the claim with service type Collect & Return. In this case no swap process is in place.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



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

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- Export
- WCM News
- DIFS for WCM
- Spares
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- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
25.03.2009	995002270152		ToClaim
Customer	Name	Product	ECS
	Volkammer, Mike	YEBG000796	1D018
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	26.03.2009	
Service Type SP	Service Type Customer		
Collect&Return	Collect&Return		

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
1 - Always (during processing)	D - Display / Video	8 - System exchanged (indirect)
	0 - No picture (power is on)	
	1 - System screen	

Problem Description
C&R ST für SWAP Gerät

Solution
Monitor repaired centrally

Actions

- Reset To claim
- New Comment
- Edit Reference Number
- Print workorder
- Refresh page

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the 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.

The screenshot displays the ADLER web application interface. At the top, there are logos for FUJITSU, test, and adler². Below the navigation bar, the page title is "YE8L022327 - Warranty / Service".

Device Information:

- Type: AMILO Display L 3190W
- Family code: YE8L AMILO LL 3190W
- Part number: S26361-K1284-V181
- Material number: 000000010600980072
- Last update: 10/30/2008

Warranty Information:

- Factory delivery date: 10/29/2008
- Date of first use: 11/28/2008
- history first use date

Customer warranty / service:

- Code: FSP:GN3D000STDWDYE
- Description: 3 years Door-to-Door Exchange Service
- Area: E - FSC Limited Warranty
- Owner: NDL
- Group: DYE - Display Entry
- Reaction time (h): 0
- Repair time (h): 0
- warranty days: WD
- warranty time: B

Warranty Flag Table:

Flag	Datum	Ersteller
SWAP	2009-03-17	adleradm

Warranty Cost Breakdown Table:

ON-SITE	TRANSPORT From customer	TRANSPORT To customer	LABOUR	MATERIAL
-	11/28/2011	11/28/2011	-	-

Detail information (in months):

Code	OS	FC	TC	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.

The screenshot displays the 'Customer warranty / service' section for device YE8L022271. A red box highlights the following details:

- Code:** FSP:SWAP
- Description:** FSP:SWAP
- Area:** - - warranty area not valid
- Owner:** D
- Group:** XXX - Product liability data
- Reaction time (h):** 0
- Repair time (h):** 0
- warranty days:** WD
- warranty time:** A

An arrow points from the 'multipurpose' link to a browser window titled 'Multipurpose - Microsoft Internet Explorer'. The browser window shows a table with the following data:

Flag	Datum	Ersteller
SWAP	2009-03-17	adleradm

Below the warranty details is a table for service costs:

ON-SITE	TRANSPORT From customer	TRANSPORT To customer	LABOUR	MATERIAL
-	-	-	-	-

At the bottom, there is a 'Detail information (in months)' table with columns for Code, OS, FC, TC, LA, MA, PRODUCER, and OWNER. The table contains the following rows:

Code	OS	FC	TC	LA	MA	PRODUCER	OWNER
BASIC	-	-	-	-	-	-	-
ADD. WAR-INFO BW_no_BOM	0	0	0	0	0	u	ukn
STANDARD	-	-	-	-	-	-	-
TOPUP	-	-	-	-	-	-	-
EXTENDED	-	-	-	-	-	-	-
ADD. WAR-INFO FSP:SWAP	0	0	0	0	0	l	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.

Geräteserialnummer
YE8L022271

Typ: AMILO Display L 3190W
Produktfamilie: YE8L AMILO LL 3190W
Gewicht (Gramm): 26.3.2009

SWAP Details: 1
Sachnummer: S26361-K1264-V181
Materialnummer: 000000010600980072

Garantie-Information
Stückliste
Komponentendetails
Konfigurationsdaten
Prüf-Information
Prüfresultate
Lieferdaten
Gesamtansicht
Weitere Services
Historie
Country Controlling
Administration
Reports

Multipurpose Für Details bitte [hier](#) klicken

Werkslieferdatum: 29.10.2008
Einsatzdatum: 28.11.2008
Historie Einsatzdatum

Kunden Garantie / Service Leistungen

Code: FSP:GN3D000STDWDYE
Beschreibung: 3 Jahre Door-to-Door Austauschservice, 5x9, gilt in Europa, Afrika und Naher Osten
Area: E - FSC Limited Warranty
Owner: NDL
Gruppe: DYE - Display Entry
Reaktionszeit (h): 0
Wiederherstellzeit (h): 0
Service Tage: W/D
Service Zeit: B

VORORT	TRANSPORT Vom Kunden	TRANSPORT Zum Kunden	ARBEIT	MATERIAL
-	28.11.2011	28.11.2011	-	-

Detailinformation (in Monatsangaben)

	Code	VO	VK	ZK	AR	MA	ERSTELLER	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	-	-	-	-	-	-	-	-

Historie Garantie

Flag	Datum	Ersteller
SWAP	2009-03-17	adleradm

3.4.6.4 Defect System after Swap





adler v3.10
HOME

ABOUT US
RE-REGISTER
DOWNLOAD
UPLOAD
PRINT

YE8L022327 - Garantie / Service

SELECT

Geräteserialnummer

YE8L022327

Abschicken

Typ: AMILO Display L 3190W

Produktfamilie: YE8L AMILO LL 3190W

Gewicht (Gramm): 26.3.2009

Letzte Änderung: 26.3.2009

SWAP Details: 1

Sachnummer: S26361-K1284-V181

Materialnummer: 000000010600980072

Garantie-Information

- Stückliste
- Komponentendetails
- Konfigurationsdaten
- Prüf-Information
- Prüfresultate
- Lieferdaten
- Gesamtansicht
- Weitere Services
- Historie
- Country Controlling
- Administration
- Reports

Multipurpose Für Details bitte [hier klicken](#)

Werkslieferdatum: 29.10.2008

Einsatzdatum: 28.11.2008

Historie Einsatzdatum

Kunden Garantie / Service Leistungen

Code: FSP:SWAP

Beschreibung: FSP:SWAP

Area: - - kein gültiger Garantiebereich

Owner: D

Gruppe: XXX - Haftungsdaten

Reaktionszeit (h): 0

Wiederherstellzeit (h): 0

Service Tage: WD

Service Zeit: A

Multipurpose - Microsoft Internet Explorer

adler v3.10 CLOSE WINDOW

test-test-test

YE8L02271 - Multipurpose

Flag	Datum	Ersteller
SWAP	2009-03-17	adleradm

VORORT	TRANSPORT Vom Kunden	TRANSPORT Zum Kunden	ARBEIT	MATERIAL
-	-	-	-	-

Detailinformation (in Monatsangaben)

Historie Garantie

	Code	VO	VK	ZK	AR	MA	ERSTELLER	OWNER
BASIC	-	-	-	-	-	-	-	-
ADD. WAR-INFO	BW_no_BOM	0	0	0	0	0	u	ukn
STANDARD	-	-	-	-	-	-	-	-
TOPUP	-	-	-	-	-	-	-	-
EXTENDED	-	-	-	-	-	-	-	-
ADD. WAR-INFO	FSP:SWAP	0	0	0	0	0	I	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:

The screenshot shows the 'test adler' web interface. At the top, there are navigation links: HOME, ABOUT US, RE-REGISTER, DOWNLOAD, UPLOAD, and PRINT. The main content area is titled 'YE8G000356 - Warranty / Service'. On the left, there is a 'SELECT' dropdown menu with 'device serialnumber' selected and the value 'YE8G000356' entered. A 'Submit' button is below it. To the right of the dropdown, there is a 'warranty information' sidebar with a tree view containing: partlist, component details, configuration data, test information, testing results, delivery data, total view, additional services, history, country controlling, administration, and reports.

The main data area displays the following information:

- Type:** AMILO Display L 3190T
- Family code:** YE8G AMILO LL 3190T
- Part number:** S26361-K1301-V180
- weight (gram):** [blank]
- Material number:** 000000010600969089
- Last update:** 3/25/2009

Below this, there are two rows of data:

- Factory delivery date:** 10/21/2008
- Date of first use:** 11/20/2008

The 'Customer warranty / service' section includes:

- Code:** FSP:GN3H000STDWDYE
- Description:** 3 years Collect & Return Service Display, 5x9, valid in Europe, Africa and Middle East
- Area:** E - FSC Limited Warranty
- Owner:** D
- Group:** DYE - Display Entry
- Reaction time (h):** 0
- Repair time (h):** 0
- warranty days:** WD
- warranty time:** B

A table shows warranty periods:

ON-SITE	TRANSPORT From customer	TRANSPORT To customer	LABOUR	MATERIAL
-	11/20/2011	11/20/2011	11/20/2011	-

The 'Detail information (in months)' section includes a table with columns: Code, OS, FC, TC, LA, MA, PRODUCER, and OWNER.

Code	OS	FC	TC	LA	MA	PRODUCER	OWNER
BASIC	-	-	-	-	-	-	-
ADD. WAR-INFO	BW_no_BOM	0	0	0	0	u	ukn
STANDARD	FSP:GN3H000STDWDYE	0	36	36	36	l	fsc sbd
TOPUP	-	-	-	-	-	-	-
EXTENDED	-	-	-	-	-	-	-

At the bottom left, there is a copyright notice: © 1999-2009 Fujitsu Technology Solutions.

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

The screenshot shows the 'Service Calls (Assigned)' view in the WCM web application. The top navigation bar includes 'Home | Support | Logout'. The main content area is titled 'Service Calls (Assigned)' and shows a list of workorders. The selected workorder is for device 'YE8G000356'.

The 'product information' section displays:

- Serial No.:** YE8G000356
- Product:** AMILO Display L 3190T
- Article Code:** S26361-K1301-V180
- Delivery Date:** 21.10.2008
- Activation Date:** 20.11.2008
- Warranty code:** FSP:GN3H000STDWDYE
- warranty owner:** D
- warranty group:** DYE
- warranty description:** 3 years Collect & Return Service Display, 5x9, valid in Europe, Africa and Middle East

The 'customer has paid for' and 'Service to be provided at Fujitsu Technology Solutions expense' sections show service type options:

- Service Type:** Collect & Return Displays

On the right side, there is an 'Actions' panel with a list of actions such as 'New service call', 'Requested (1)', 'Rejected (12)', 'Assigned (1)', 'Open (6)', 'In Progress (14)', 'Double Flatrate Calls (0)', 'Awaiting Immediate Action (0)', 'Repair successful (7)', '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)', 'Cancelled', and 'Closed'. There is also a 'Search for Workorder / Serial' field and an 'Adler' field.

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:

1. 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.
2. 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.

The screenshot displays the Fujitsu WCM WEB interface. The top navigation bar includes 'Home | Support | Logout'. The left sidebar contains a menu with options like 'WCM', 'Field Service', 'Technical question', 'Ersin', 'Translation Tool', 'Export', 'WCM News', 'DIFS for WCM', 'Spares', 'Reports', 'Settings', 'Customer', and 'Help'. The main content area is titled 'Workorder Detail' and shows an 'Overview' section with the following data:

Call Date	11.02.2011	Workorder	995003125037	Partner call number	Current Status
Customer	Fujitsu Technology Solutions	Name	Kandziara, Georg	Product	ECS
Response Time	0	repair time	0	Date of Carriage	2H114
Service Type SP	BringIn	Service Type Customer	BringIn		

Below the overview, a section titled 'Service Desk Approval Pending' is highlighted with a red oval. The reason for this status is: 'HD Approval mandatory Opened by restricted SP'. Another red oval highlights the 'Current Status' field, which is 'Requested'.

The 'CURRENT VIEW: CALL' section shows the following details:

ECS	Condition	Symptom	Action
2 - Sporadic	H - Hard disk	1 - Hard disk is not recognized	4 - HW-Repair with Spare
		1 - Hard disk - internal	

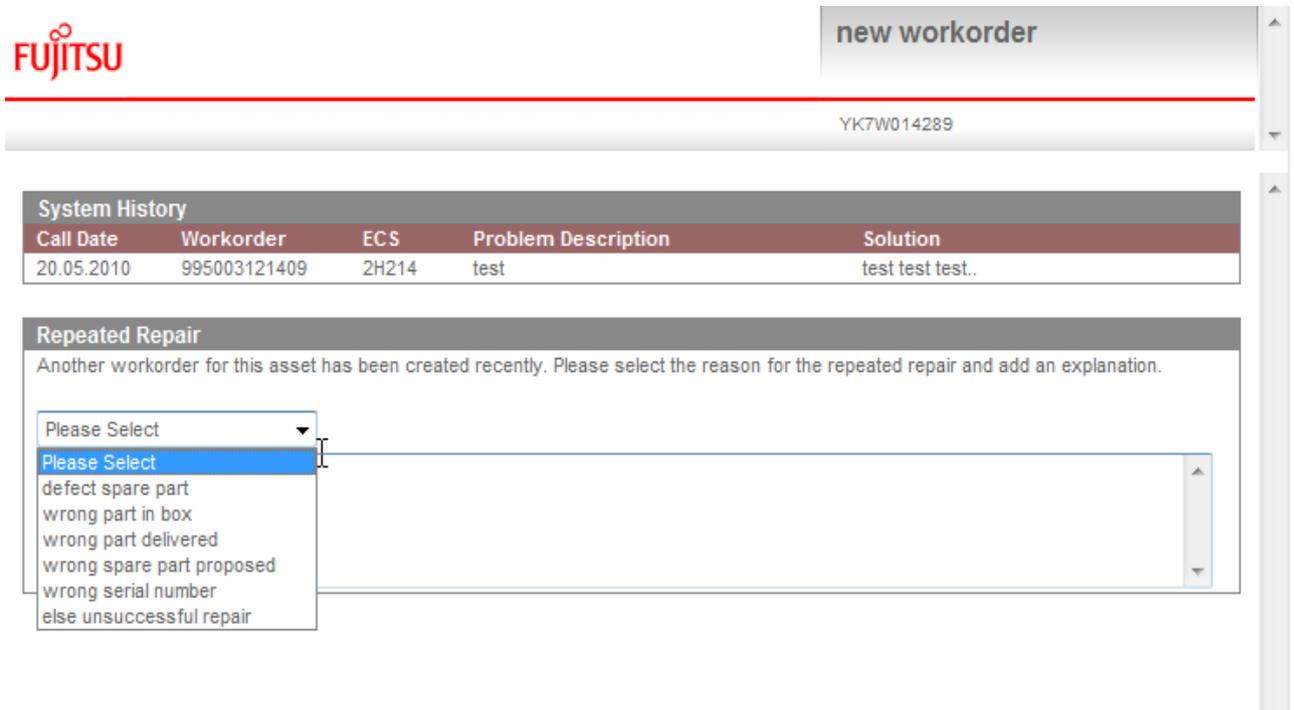
The 'Problem Description' section states: 'The Hard Disk is not activated after sleep modus'. The 'Line Items' section is partially visible at the bottom.

At the bottom of the page, there is a footer with the text: '© 2011 Fujitsu Technology Solutions | Imprint | Privacy policy | Terms of use'.

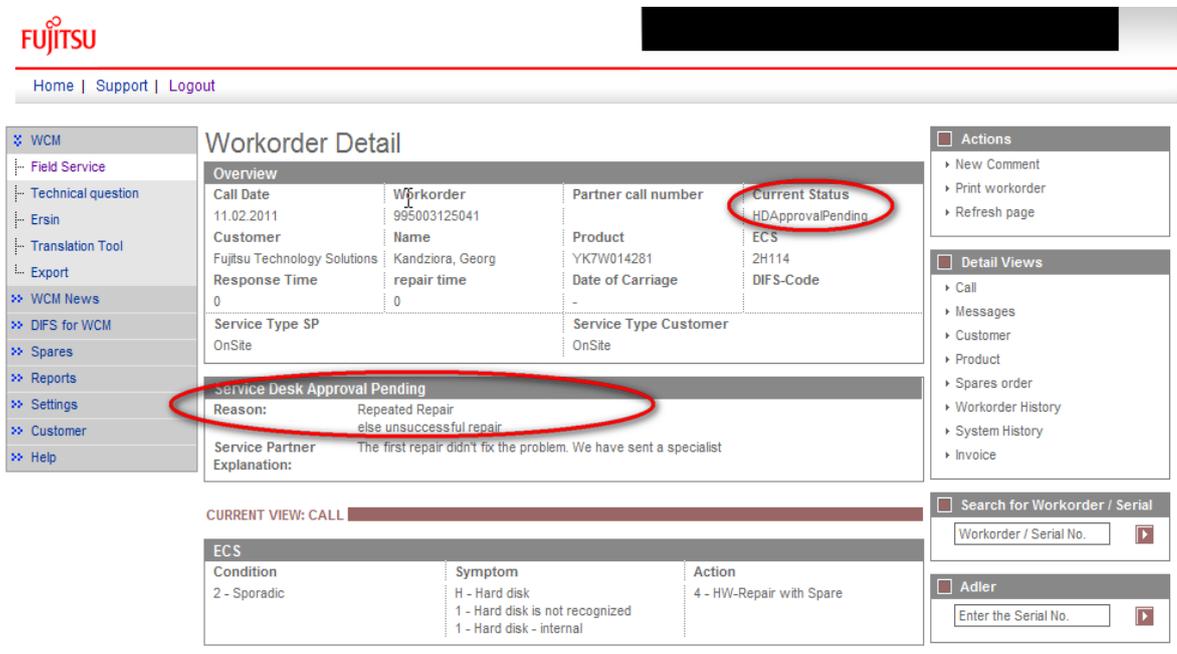
3.5.2.2 Event 2 - Repeated Repair (x-day rule)

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.



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



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 “HDApapprovalPending”. WCM displays the reason:

The screenshot shows the WCM Workorder Detail page. The 'Service Desk Approval Pending' section is circled in red. The reason for the approval is: "Repeated Repair 3rd failed repair in defined period".

Overview			
Call Date	Workorder	Partner call number	Current Status
08.02.2011	995003125018		HDApapprovalPending
Customer	Name	Product	ECS
Fujitsu Technology Solutions	Kandziara, Georg	YKDR021008	2H212
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
Handling Fee	Handling Fee		
Service Desk Approval Pending			
Reason:	Repeated Repair 3rd failed repair in defined period		

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.

The screenshot shows the WCM Workorder Detail page. The 'Service Desk Approval Pending' section is circled in red. The reason for the approval is: "Cost Maximum exceeded Costly repair history - help desk involved".

Overview			
Call Date	Workorder	Partner call number	Current Status
17.02.2011	995003125104		HDApapprovalPending
Customer	Name	Product	ECS
Fujitsu Technology Solutions	Kandziara, Georg	YK2K168355	2H214
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	19.02.2011	
Service Type SP	Service Type Customer		
Collect&Return	OnSite 24h performance		
Service Desk Approval Pending			
Reason:	Cost Maximum exceeded Costly repair history - help desk involved		

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.

The screenshot displays the 'Workorder Detail' page in the Fujitsu WCM WEB interface. The page is divided into several sections:

- Overview:** A table with fields for Call Date (11.02.2011), Workorder (995003125037), Partner call number, Current Status (AssignedAfterHDApproval), Customer Name (Fujitsu Technology Solutions), Product (YKJ101329), Date of Carriage (2/11/12), Response Time (0), and repair time.
- Service Desk Information:** A section containing Reason (HD Approval mandatory), Comment (Opened by restricted SP), Service Desk (There is a loose connection with the Hard Disk data cable connector. Please try to reft), and Comment.
- EC-S:** A table with columns for Condition (2 - Sporadic), Symptom (H - Hard disk, 1 - Hard disk is not recognized, 1 - Hard disk - internal), and Action (2 - Electrical, mechanical re fitting (e.g. Jumper, cable, connector, resoldering)).
- Problem Description:** The Hard Disk is not activated after sleep modus.
- Actions:** A list of actions including Accept workorder, Reject workorder, New Comment, Edit Reference Number, Print workorder, and Refresh page.
- Detail Views:** A list of views including Call, Messages, Customer, Product, Spares order, Workorder History, System History, and Invoice.
- Search for Workorder / Serial:** A search bar with the text 'Workorder / Serial No' and a search button.
- Adler:** A field with the text 'Enter the Serial No.' and a search button.

Red circles highlight the 'Current Status' field and the 'Service Desk Information' section. The footer of the page reads: © 2011 Fujitsu Technology Solutions | Imprint | Privacy policy | Terms of use.

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.

Material number	Description	Warranty	LSF	RET	ECS	FTA	quantity
<input checked="" type="checkbox"/> 88039966	HDD SAS 36GB 10K HOT PLUG 2.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1

Material number	Type	Warranty	LSF	RET	ECS	FTA	quantity
- Mech. parts misc.							
88039969	2,5-INCH HDD DUMMY MODULE / SNP:A3C40071759	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
34003342	BP INTERFACE / SNP:A3C40076903	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
84003294	CPU DUMMY (ROHS) / SNP:A3C40060382-R	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	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.

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
11.02.2011	995003125056		Rejected
Customer	Name	Product	ECS
Fujitsu Technology Solutions	Kandziora, Georg	YK7W014281	2H114
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
OnSite	OnSite		

Service Desk Information

Reason: Repeated Repair else unsuccessful repair

Service Partner: customer complaining about repeated failure again

Explanation:

Information

Reject Type: Rejected

Reason for rejection: rejected - no Help Desk approval

HelpDesk Comment: Kandziora Geo.=The sound of the Hard Disk is within the specification.

CURRENT VIEW: CALL

ECS	Symptom	Action
2 - Sporadic	H - Hard disk	4 - HW-Repair with Spare
	2 - Noise / Vibration	
	1 - Hard disk - internal	

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 only one order number.

If you order only one piece per Call, it automatically will be an ADEX-Order (detailed explanation see chapter 1.1.5), 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 POSSIBILITIES ARE INFINITE

new workorder

YKJN003022

34013914	RIGHT SUPPORTER FDD /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
- fan + heatsink / heatpipe							
34012718	COOLER ASSY /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1
- CPUs/microprocessors							
34012709	CPU INTEL CELERON 575 2,00 GHZ 1MB /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
34010631	CPU INTEL CORE 2 DUO T5670 1.8GHZ / V26808-B8216-V12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
34015947	CPU INTEL CORE2 DUO T6400 2.00GHZ 2MB /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
34012384	CPU INTEL MOBILE P8400 2.26GHZ / V26808-B8270-V10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
34012385	CPU INTEL MOBILE P8600 2.4GHZ (M0) / V26808-B8270-V11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
- Mainboards OEM							
34012	M45 Q5030 /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
- manu							

Manual input of spare part information.

Mat-Nr: [Change List](#)

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



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.

4.1.1.3 Express charges in WCM WEB

The screenshot shows a web browser window titled 'new workorder - Fujitsu Technology Solutions'. The page displays details for a workorder with ID 'YKDT003831'. The 'product information' section includes:

- Serial No.: YKDT003831
- Product: ESPRIMO E5625 EPA
- Article Code: S26361-K691-V511
- Delivery Date: 10.06.2008
- Activation Date: 13.07.2008
- Warranty code: FSP:GM3S20000DEBD3
- warranty owner: D
- warranty group: BD3
- warranty description: 3 years On-Site Service, next business day response, 5x9, valid in country of purchase

Below this, there are two sections for service options:

- customer has paid for:**
 - On Site: 13.07.2011
 - From customer: 13.07.2011 Collect and Return:
 - To customer: 13.07.2011 Desk-To-Desk:
 - Work: 13.07.2011 Door To Door:
 - Material: 13.07.2011 Return To Base:
 - Response Time: 24 BringIn:
 - repair time: 0 Material:
 - Service Type: OnSite
- Service to be provided at Fujitsu Technology Solutions expense:**
 - On Site: 13.07.2011
 - From customer: 13.07.2011 Collect and Return:
 - To customer: 13.07.2011 Desk-To-Desk:
 - Work: 13.07.2011 Door To Door:
 - Material: 13.07.2011 Return To Base:
 - Response Time: 24 BringIn:
 - repair time: 0 Material:
 - Service Type: OnSite

A callout box with an arrow pointing to the 'OnSite' service type and '24' response time in the second section contains the text: "Precondition for express fee reimbursement is a SLA of 24h is required and was fulfilled."

Options
 Delivery Comment: **urgent**

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

You selected the following spares.

Material number	Description	LSF	Entry Date	Total	
<input checked="" type="checkbox"/> 34005979	HDD 160GB SATA 300 7.2K / WDC:WD1600AAJS	<input type="checkbox"/>	16.09.2009	1	MIRO

Set all to: MIRO

Workorder Detail

Overview

Call Date: 16.09.2009	Workorder: 995002281264	Partner call number: YKDT003832	Current Status: ToClaim
Customer: Fujitsu Siemens Computers GmbH	Name: Kandziora, Georg	Product: ECS	3H214
Response Time: 24	repair time: 0	Date of Carriage: -	DIFS-Code
Service Type SP: OnSite 24h performance	Service Type Customer: OnSite 24h performance		

CURRENT VIEW: CALL

ECS

Condition: 3 - Under high Load	Symptom: H - Hard disk, 2 - Noise / Vibe, 1 - Hard disk -
--------------------------------	---

Problem Description: HDD noisy and bad performance

Solution: HD defective

Line Items

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34005979	1	Proposed	8004650271	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34005979	1	Confirmed	8004650271	-	<input type="checkbox"/>	-	<input type="checkbox"/>
SERV2202	1	Confirmed	8004650271	-	<input type="checkbox"/>	-	<input type="checkbox"/>
80037830	1	Returned	8002644044	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34005979	1	Returned	8004650271	8137127174	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	105.60 EUR

Quit

Fertig



Home | Support | Logout

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
16.09.2009	995002281264		ClaimAcceptedByVC
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKDT003832	3H214
Response Time	repair time	Date of Carriage	DIFS-Code
24	0	-	
Service Type SP	Service Type Customer		
OnSite 24h performance	OnSite 24h performance		

CURRENT VIEW: INVOICE

Service Type (Requested)		Service Type (Fujitsu Technology Solutions is liable for the costs)	
Service Type:	OnSite 24h performance	Service Type:	OnSite 24h performance
Material		Material	
SERV2202:	30.00 EUR	SERV2202:	30.00 EUR
Labour		Labour	
WTY:FLATRATE:	105.60 EUR	WTY:FLATRATE:	105.60 EUR
Total:	135.60 EUR	Total:	135.60 EUR

Invoice		
invoice number	Date	Group
-		-

Actions

Detail Views

- Call
- Messages
- Customer

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

After the claim is accepted by the Validation Center the express charges are added to the warranty flat rate.

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	<input checked="" type="radio"/>
Customer	<input type="radio"/>
Delivery address	<input type="text" value="Please Choose"/>
free address	<input type="radio"/>

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 <mailto:SparesDebitor.Masterdata@ts.fujitsu.com>
 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 spare parts to be delivered

servicepoint	<input type="radio"/>
Customer	<input type="radio"/>
Delivery address	<input checked="" type="radio"/> <input type="text" value="Please Choose"/>
free address	<input type="radio"/>

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”. (🕒 Process will be shown in [chapter 4.1.2](#))

Click on button <Next> to proceed.
In the following mask all order settings can be verified.

Click on <Finish>

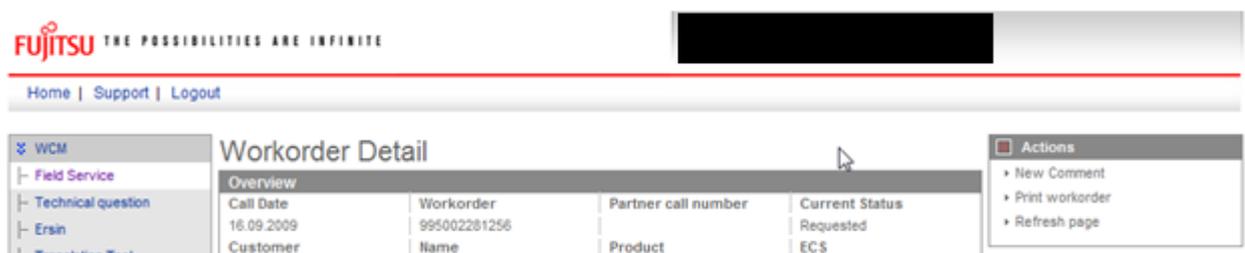
4.1.1.6 Order confirmation

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:



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



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”.

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
16.09.2009	995002281256		SparesOrdered
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKDT003831	3H214
Response Time	repair time	Date of Carriage	DIFS-Code
24	0	-	
Service Type SP	Service Type Customer		
OnSite 24h performance	OnSite 24h performance		

CURRENT VIEW: CALL

ECS

Condition	Symptom	Action
3 - Under high Load	H - Hard disk 2 - Noise / Vibration 1 - Hard disk - internal	4 - HW-Repair with Spare

Problem Description
Hard disc noisy

Line Items

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34008899	1	Proposed	8004650268	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34003251	1	Proposed	-	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34008899	1	Confirmed	8004650268	-	<input type="checkbox"/>	-	<input type="checkbox"/>

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	105.60 EUR

Actions

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

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

Order Confirmation states the order is received at spares application

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

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer

Service Calls (Open)

Workorder / SP-Ref: Serial No.: RT:

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002270025	YKKR004689	Fujitsu Siemens Computers GmbH	10.03.2009	0	Open	
995002270036	YE8L022221	Musterkunde, Muster	10.03.2009	0	Open	
995002270078	YKJW002250	Melanie, libor	12.03.2009	0	Open	
995002270101	YE8L022241	Fujitsu Siemens Computers GmbH	17.03.2009	0	Open	
995002270162	YE8G000337	Fujitsu Siemens Computers GmbH	26.03.2009	0	Open	
995002270246	YE8P000871	Fujitsu Siemens Computers GmbH	02.04.2009	0	Open	
995002270250	VF8P000885	Volkammer, Mike	03.04.2009	0	Open	

Actions

- New service call

Status

- Requested (0)
- Rejected (5)
- Assigned (12)
- Open (20)**
- In Progress (58)
- Double Flatrate Calls (0)
- Awaiting Immediate Action (0)
- Repair successful (16)
- 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 [chapter 7.2.3](#).



Home | Support | Logout

WCM

- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview

Call Date 26.03.2009	Workorder 995002270170	Partner call number	Current Status OrderConfirmation
Customer Fujitsu Siemens Computers GmbH	Name Schork, Robert	Product YK9B146657	ECS 2HX14
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code
Service Type SP Bringln	Service Type Customer Bringln		

CURRENT VIEW: CALL

ECS

Condition	Symptom	Action
2 - Sporadic	H - Hard disk X - Other 1 - Hard disk - internal	4 - HW-Repair with Spare

Problem Description

jhasdjfhajfhajfkhlakjfhajfjh

Line Items

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
88037472	3	Proposed		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Proposed	8004649065	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Proposed	8004649064	-	<input type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	8004650002	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Confirmed	8004649065	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	8004649064	-	<input type="checkbox"/>	-	<input type="checkbox"/>

Actions

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

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

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).



Home | Support | Logout

WCM

- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview

Call Date 26.03.2009	Workorder 995002270170	Partner call number	Current Status OrderConfirmation
Customer Fujitsu Siemens Computers GmbH	Name Schork, Robert	Product YK9B146657	ECS 2HX14
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code
Service Type SP Bringln	Service Type Customer Bringln		

CURRENT VIEW: SPARES ORDER

Order information:

Order No: 8004649064

Express

Delivery address

Company: [REDACTED]

Name: [REDACTED]

Address: Karl-Schurz-Str. 17
33100 Paderborn

Country: Deutschland

Phone:

LineItems

Material number	Status	Total	Order Location	RET	LocalSpare	OrderNow
84002184	Proposed	1	MRO	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Actions

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

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

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”:



material details

Material						
Material number	Description	Date	Status			
88037472	HDD 80GB SATA 300 7.2K /WDC:WD800JD-S2	27.03.2009 13:42	Returned			
Order location	Total	price	CustomsDuty	LSF	Order Now	ordered
MIRO	1	-73.53 EUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Material Details					
Return Type:	R07	Warranty:	<input type="checkbox"/>	CRU:	<input type="checkbox"/>
Return Materialnumber:	88037472	Limited Warranty:	<input type="checkbox"/>	Fit To Asset:	<input checked="" type="checkbox"/>
Return Number:	8137126833	Limited Warranty Duration:	0	Fit To ErrorCode:	<input checked="" type="checkbox"/>
Return Code:	DPC	Returnable:	<input checked="" type="checkbox"/>		
Product Hierarchy:	HD > 70 GB - 80 GB				

Order information	
Order No:	8004649065
Express	<input type="checkbox"/>

Delivery address	
Company:	MicroCat GmbH
Name	C/O Rohringer a. n.
Address:	Wiesengrund 10 92361 Bergau
Country:	Deutschland

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		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Proposed	8004649065	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Proposed	8004649064	-	<input type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	8004650002	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Confirmed	8004649065	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	8004649064	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Despatched	8004649065	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Despatched	8004649064	8137126832	<input type="checkbox"/>	-	<input type="checkbox"/>

The Status displayed in the Work Order Details now is “SparesInDelivery”. (Explanation of all possible Status in “Current Status”, please see [chapter 7.2.2](#))

Provided that you have made the settings for PEC as described in [chapter 2](#), you can switch into PEC with a click on the order number.

Here you can see the status of your order.



tracking

Shipment 8292170691	Order 8006614077	Collection 2/2/2012 5:52:00 PM	Delivery 2/3/2012 10:41:00 AM
UPS	AWB 1Z009F0E6855587082 provider tracking...		
Content	4 Rubber Foot, Lower Assy		
000010 38012209			

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 [chapter 4.1.1](#).

Then proceed here:

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



order parts

Options

Delivery Comment

standard

Where would you like the spare parts to be delivered

servicepoint
 Customer
 Delivery address
 free address

You selected the following spares.

Material number	Description	LSF	Entry Date	Total	
<input checked="" type="checkbox"/> 88038464	CDR DVD DUMMY (ROHS) / SNP:A3C40071641	<input type="checkbox"/>	02.09.2009	1	<input type="button" value="Own Stock"/> <input type="button" value="v"/>
Set all to					<input type="button" value="Own Stock"/> <input type="button" value="v"/>

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 (to claim check chapter 5.1.2).

For the high availability spare parts ordered the keep material flag (chapter 4.5) 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:

The screenshot displays the WCM WEB interface. At the top left is the Fujitsu logo with the tagline "THE POSSIBILITIES ARE INFINITE". Below it are navigation links: Home | Support | Logout. A sidebar on the left contains a menu with options like Field Service, Technical question, Ersin, Translation Tool, Export, WCM News, DIFS for WCM, Spares, Reports, Settings, Customer, and Help. The main area is titled "Workorder Detail" and contains an "Overview" table with fields: Call Date (09.03.2009), Workorder (995002270018), Partner call number, Current Status (RepairStarted), Customer, Name (Melanie, libor), Product (YE8D000109), Date of Carriage, DIFS-Code (1D118), Response Time (0), repair time, Service Type SP (Door to door), and Service Type Customer (Door to door). Below this is a "CURRENT VIEW: CALL" section with an "ECS" table showing Condition (1 - Always (during processing)), Symptom (D - Display / Video, 1 - Interference (streak, flicker, tremble)), and Action (8 - System exchanged (indirect)). On the right, an "Actions" menu is open, listing various actions such as "Repair started", "Repair failed", "Update service type", "Repair successful", and "Order parts", which is highlighted with a red box. Below the main content, a browser window titled "Order parts - Fujitsu Technology Solutions" is open, showing the "order parts" page. This page includes the Fujitsu logo and a table for "Spare Parts" with columns: Material number, Type, Warranty, LSF, RET, ECS, FTA, and quantity. Below the table is a section for "Manual input of spare part information." with a "Mat-Nr:" field and a "Change List" link. At the bottom right, there is a "Search for Workorder / Serial" section with a search box and a search button.

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.



Home | Support | Logout

- WCM
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- User settings
- Customer
- Help

User settings

User - Information

Support ID: XXXXX

WCMAccount: XXXXX

Company: XXXXX

Salutation: XXXXX

First Name: XXXXX

Surname: XXXXX

Department: XXXXX

Phone: XXXXX

Fax: XXXXX

Mobile: XXXXX

Email: XXXXX

Language: XXXXX

Companylogo (change>>): XXXXX

User - Permissions

WCMWeb Supervisor: No

view workorder: own location

Actions

- ▶ Edit account settings
- ▶ Edit field service display
- ▶ Edit lineitems display



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”

The screenshot shows a web application interface with the Fujitsu logo and tagline 'THE POSSIBILITIES ARE INFINITE' at the top left. Below the logo is a horizontal bar with a red line. The main content area is divided into two sections: 'Websphere Password' and 'Other Users'. The 'Websphere Password' section contains three input fields: 'WebSphereID:' (with a blacked-out value), 'Password:', and 'Repeat password:'. The 'Other Users' section contains a table with columns for Surname, First Name, Support ID, and WebSphereID. The table has two rows: one for 'Spörel, Sascha' (with checked checkboxes) and one for 'Tester, Test' (with unchecked checkboxes). At the bottom of the page, there are four buttons: 'Quit', 'Back', 'Next', and 'Finish'.

FUJITSU THE POSSIBILITIES ARE INFINITE

Websphere Password

WebSphereID: [Redacted]

Password: []

Repeat password: []

Other Users

	Surname	First Name	Support ID	WebSphereID
<input checked="" type="checkbox"/>	Spörel	Sascha	[Redacted]	[Redacted]
<input type="checkbox"/>	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.



PEC - Partner Entry Channel

Spare Parts

Order or return Parts



Tracking

Track your orders



Order History

Lookup your orders



Contact

Questions? Contact us

Mail spares@ts.fujitsu.com



Welcome

FTS Maintenance Logistics welcomes you to the Partner Entry Channel 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.

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.

3/28/2012 10:55:11 AM

Spare Parts

Under the functionality Spare Parts the following services are available:

Order

Search and order spare parts, Quick order with known 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.



Order

Shipment Condition

Standard
 Express
 Emergency Courier
 Emergency Pickup
 Saturday Shipment

You have chosen the delivery priority "Standard".

Order items

Total 4,54 EUR

Material No.	Manufacturing No.	Quantity	Price	Total	Currency
34032015	C26361-K1015-C98	1	4.54	4.54	EUR

Next



Delivery

Details

Customer Reference

Additional Ref. (e.g. Workorder/Call No.)

Delay Order To

15

Email

Phone

Company Address

Shipment Address

select...

set as default

create... edit... delete...

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.



return order

Complaints ▶ go to Warranty- or GoodPart>Returns
 All necessary Returnorders have allready been created (or no spareparts have been ordered).

Input field for DoA-, WPiB- and WDel-Complaints

Order No	Material number	Return-Material number	Total
<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	1
		DoA	WPiB WDel
		<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

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"):



Home | Support | Logout

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date 20.03.2009	Workorder 995002270115	Partner call number	Current Status OrderConfirmation
Customer Fujitsu Siemens Computers GmbH	Name Schork, Robert	Product YKBX084717	ECS AG3X4
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code
Service Type SP OnSite	Service Type Customer OnSite		

CURRENT VIEW: CALL

Condition	Symptom	Action
A - Environment - Cold	G - General 3 - System does not boot X - Other	4 - HW-Repair with Spare

Actions

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

Detail Views

- ▶ Call
- ▶ Messages

Change status

Change status to:

Comment:

Repair started: H: M:

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:

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
20.03.2009	995002270115		RepairStarted
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Schork, Robert	YKBX084717	AG3X4
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
OnSite	OnSite		

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
A - Environment - Cold	G - General	4 - HW-Repair with Spare
	3 - System does not boot	
	X - Other	

Actions

- ▶ Repair started
- ▶ Repair failed
- ▶ Update service type
- ▶ **Repair successful**
- ▶ Order parts
- ▶ Return order
- ▶ Change status
- ▶ Appointment arranged
- ▶ Keep Material
- ▶ Cancel Workorder
- ▶ New Comment
- ▶ Edit Reference Number
- ▶ Print workorder
- ▶ 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:



repair successful

Information			
Error Code	Condition	Symptom	Action
	A - Environment - Cold	G - General 3 - System does not boot X - Other	4 - HW-Repair with Spare
Error Code	Condition	Symptom	Action
edit	-	-	-
<div style="border: 1px solid gray; height: 50px; width: 100%;"></div>			
Call Accepted:	09.09.2009	H: 12	51

Error Code System - Fujitsu Technology Solutions

Condition	Symptom	Action
<ul style="list-style-type: none"> 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 Standby mode 8 - During Configuration/Installation 9 - Environment - Vibration A - Environment - Cold B - Environment - Hot C - Environment - Wet D - Environment - Dusty E - After HW upgrade F - After SW/Driver/OS update G - Damaged / dropped X - Not Applicable / unknown 	<ul style="list-style-type: none"> 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 S - Software / OS T - Sound / Audio Z - Security <ul style="list-style-type: none"> 2 - Will not switch on (LED not lit) 3 - System does not boot 4 - Beep code 5 - Auto system off / reboot 6 - System crash 7 - System freeze 8 - System not able to shut down 9 - Cosmetic problem (scratched, dirty...) A - Operating problem/ error X - Other 	<ul style="list-style-type: none"> X - Other <ul style="list-style-type: none"> 0 - No Defect Found / Functional Check only 1 - Explanation to customer 3 - Ship customer replaceable unit 4 - HW-Repair with Spare 5 - HW-Repair wo Spare 7 - 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 re-fitting M - Customer Application support N - Modification requested by manufacturer O - Defective Spare P - Cost estimate Q - Return to customer without Repair R - Modification requested by Servicepartner S - Forwarded external T - Forwarded internal U - Forwarded external with Spare X - other

A
G 3 X
4

Quit
Print EC Paper
Print EC Guide
Next

Information			
Error Code	Condition A - Environment - Cold	Symptom G - General 3 - System does not boot 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 boot X-X - Other	Action 4-4 - HW-Repair with Spare
Solution	Test Test Test <div style="border: 1px solid red; padding: 5px; text-align: center; color: red; font-weight: bold;">Mandatory field! Has to be filled!</div>		
Call Accepted:	09.09.2009	H: 12	51

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

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
04.05.2012	995003693439		SparesOrdered
Customer	Name	Product	ECS
Fujitsu Technology Solutions Division	Kandziara, Georg	YKDT049995	2H214
Response Time	repair time	Date of Carriage	DIFS-Code
48	0	-	
Service Type SP		Service Type Customer	
Bringln		Bringln	

CURRENT VIEW: CALL

ECS

Condition	Symptom	Action
2 - Sporadic	H - Hard disk 2 - Noise / Vibration 1 - Hard disk - internal	4 - HW-Repair with Spare

Problem Description
asdfsadfsadf

Line Items

Material number	Status	Total	Order No	RET	RET-No	Orderflow
34003251	Proposed	1	8006605323	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>
34003251	Confirmed	1	8006605323	<input type="checkbox"/>	-	<input type="checkbox"/>

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	51.00 EUR

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.

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
04.05.2012	995003693439		RepairStarted
Customer	Name	Product	ECS
Fujitsu Technology Solutions Division	Kandziara, Georg	YKDT049995	2H214
Response Time	repair time	Date of Carriage	DIFS-Code
48	0	-	
Service Type SP		Service Type Customer	
Bringln		Bringln	

CURRENT VIEW: CALL

ECS

Condition	Symptom	Action
2 - Sporadic	H - Hard disk 2 - Noise / Vibration 1 - Hard disk - internal	4 - HW-Repair with Spa

Problem Description
asdfsadfsadf

Line Items

Material number	Status	Total	Order No	RET	RET-No
34003251	Proposed	1	8006605323	<input checked="" type="checkbox"/>	-
34003251	Confirmed	1	8006605323	<input type="checkbox"/>	-
34003251	Returned	1	8006605323	<input checked="" type="checkbox"/>	813971192

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	51.00 EUR

Change status - Fujitsu Technology Solutions

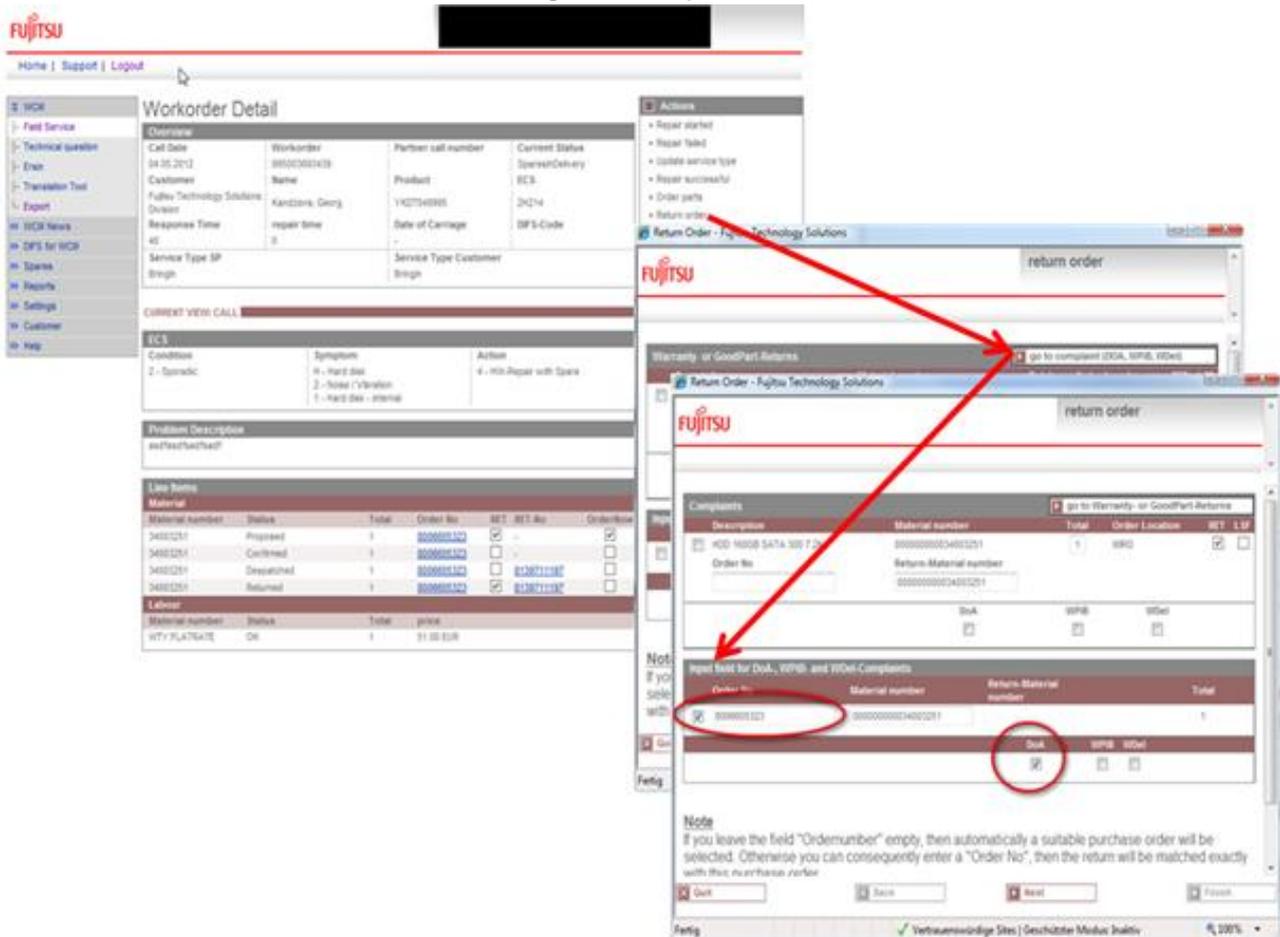
change status

Change status to: Repairinterrupted

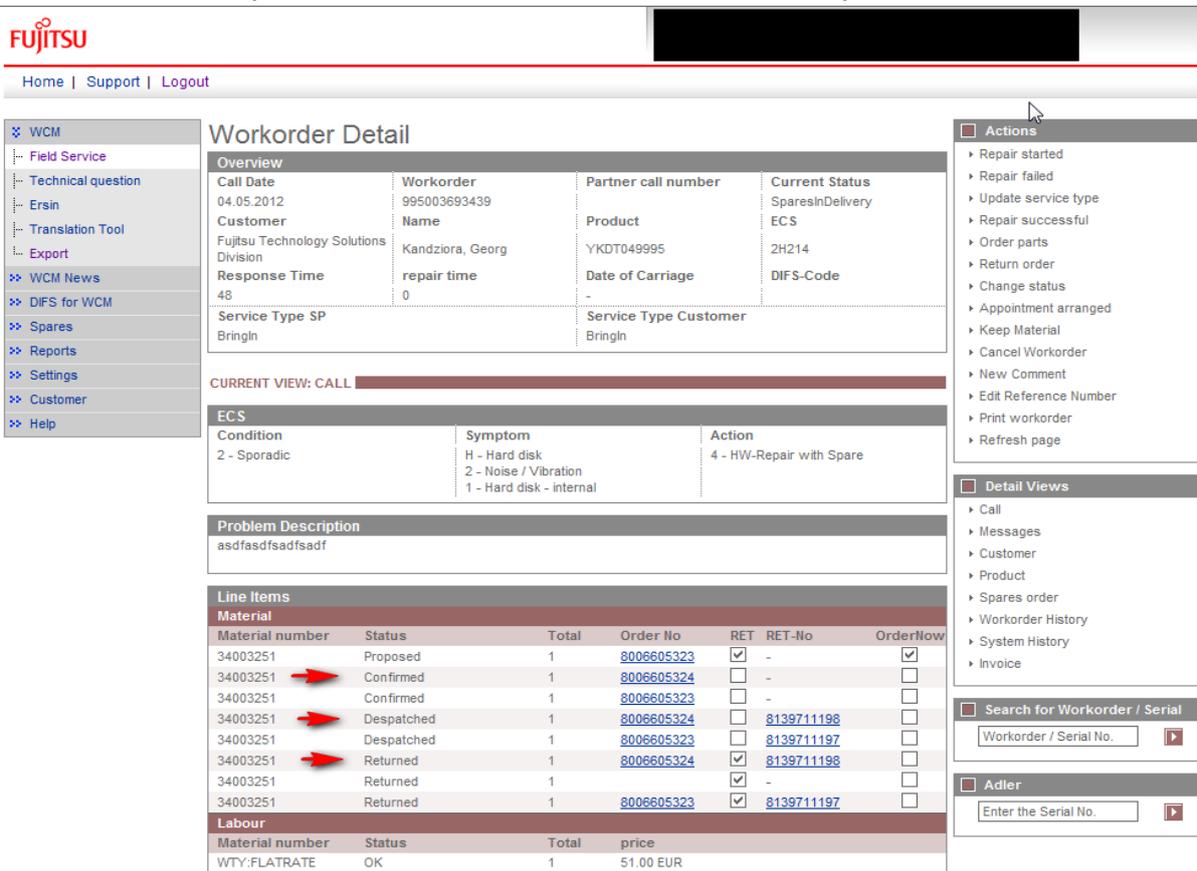
Comment: Spare Part defective

Buttons: Quit, Finish

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



5. Repair Successful and To Claim

Partner call number	Current Status	Actions <ul style="list-style-type: none"> ▶ Claim Workorder ▶ Repair failed ▶ Update service type ▶ Repair successful ▶ Order parts ▶ Return order
Product	RepairSuccessful	
49995	ECS	
2H214	2H214	



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- Technical question
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- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
04.05.2012	995003693439		ToClaim
Customer	Name	Product	ECS
Fujitsu Technology Solutions Division	Kandziora, Georg	YKDT049995	2H214
Response Time	repair time	Date of Carriage	DIFS-Code
48	0	-	
Service Type SP	Service Type Customer		
Bringln	Bringln		

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
2 - Sporadic	H - Hard disk 2 - Noise / Vibration 1 - Hard disk - internal	4 - HW-Repair with Spare

Problem Description
asdfsadfsadfsadf

Solution
Hard Disk exchanged

Line Items						
Material						
Material number	Status	Total	Order No	RET	RET-No	OrderNow
34003251	Proposed	1	8006605323	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>
34003251	Confirmed	1	8006605324	<input type="checkbox"/>	-	<input type="checkbox"/>
34003251	Confirmed	1	8006605323	<input type="checkbox"/>	-	<input type="checkbox"/>
34003251	Despatched	1	8006605324	<input type="checkbox"/>	8139711198	<input type="checkbox"/>
34003251	Despatched	1	8006605323	<input type="checkbox"/>	8139711197	<input type="checkbox"/>
34003251	Returned	1	8006605324	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34003251	Returned	1	8006605324	<input checked="" type="checkbox"/>	8139711198	<input type="checkbox"/>
34003251	Returned	1	8006605323	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34003251	Returned	1	8006605323	<input checked="" type="checkbox"/>	8139711197	<input type="checkbox"/>
Labour						
Material number	Status	Total	price			
WTY:FLATRATE	OK	1	51.00 EUR			

- Actions**
- ▶ Reset To claim
- ▶ New Comment
- ▶ Print workorder
- ▶ Refresh page

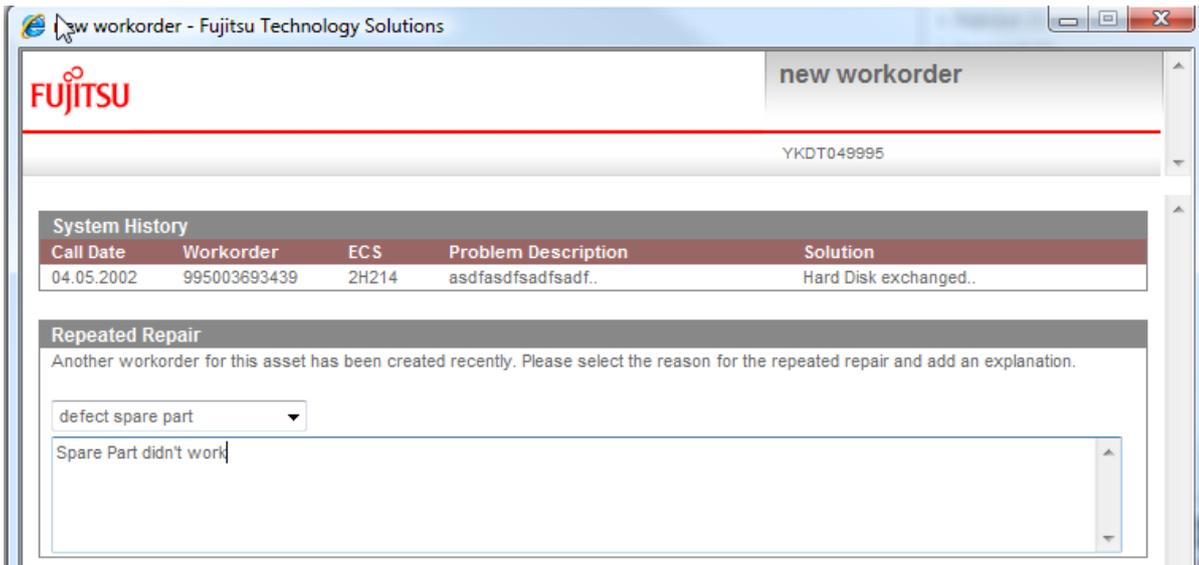
- Detail Views**
- ▶ Call
- ▶ Messages
- ▶ Customer
- ▶ Product
- ▶ Spares order
- ▶ Workorder History
- ▶ System History
- ▶ Invoice

Search for Workorder / Serial

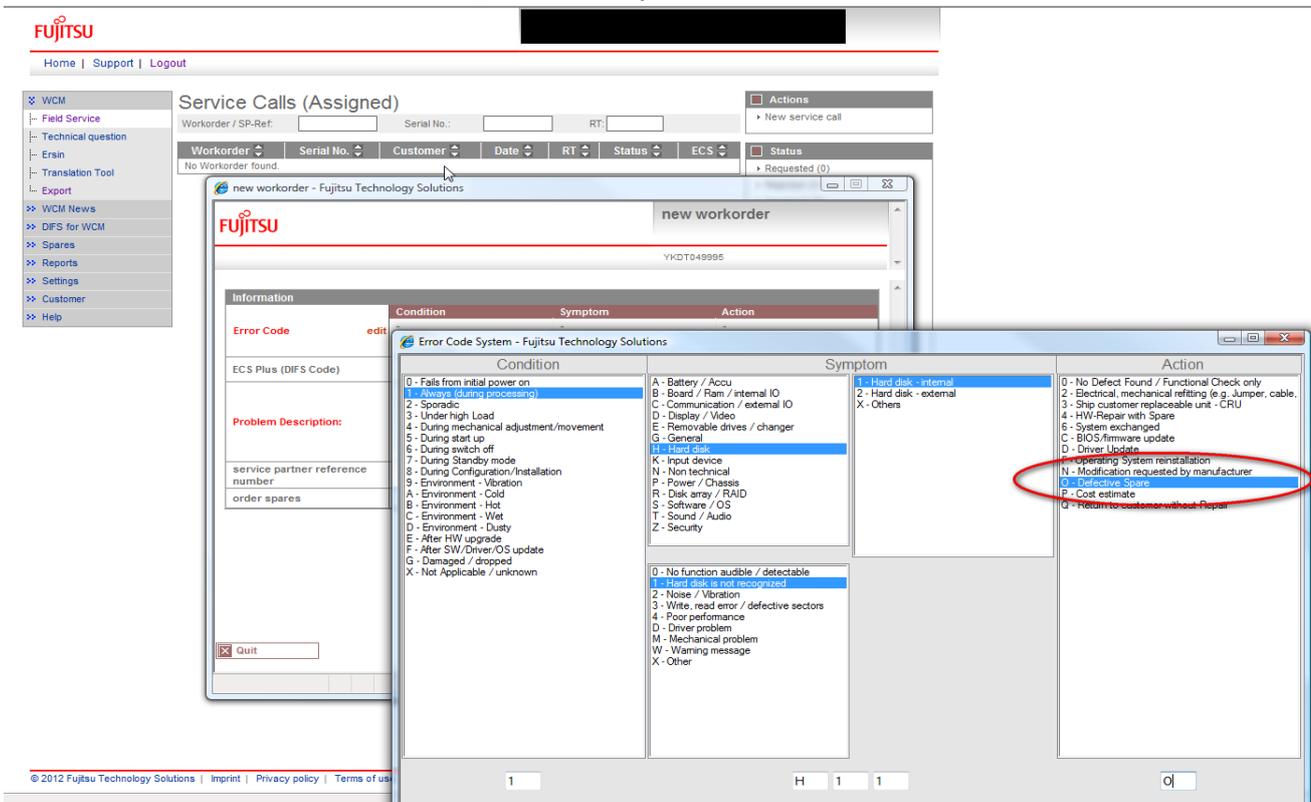
Workorder / Serial No.

Adler

Enter the Serial No.



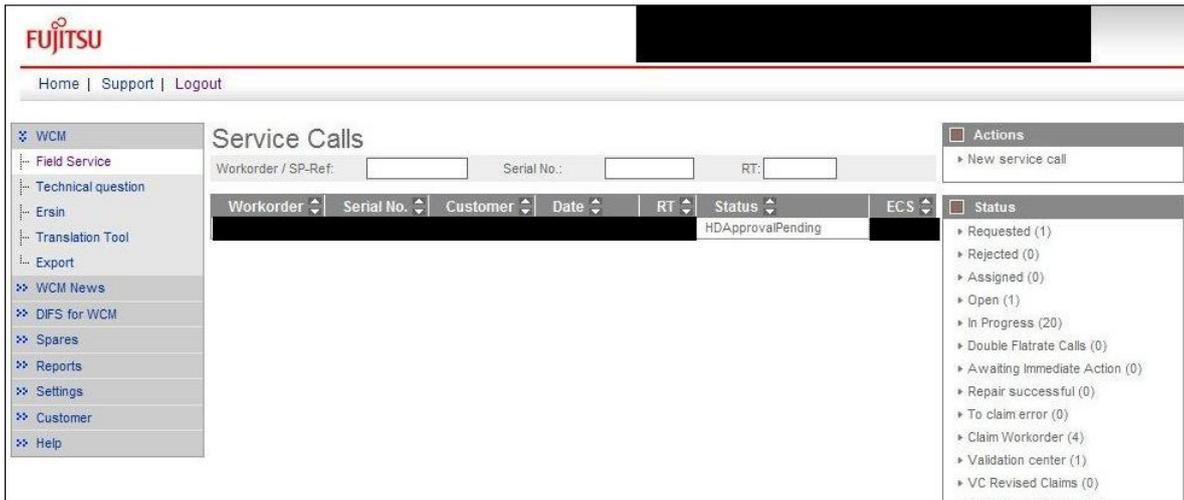
7.3. Select Action Code O „defective spare“



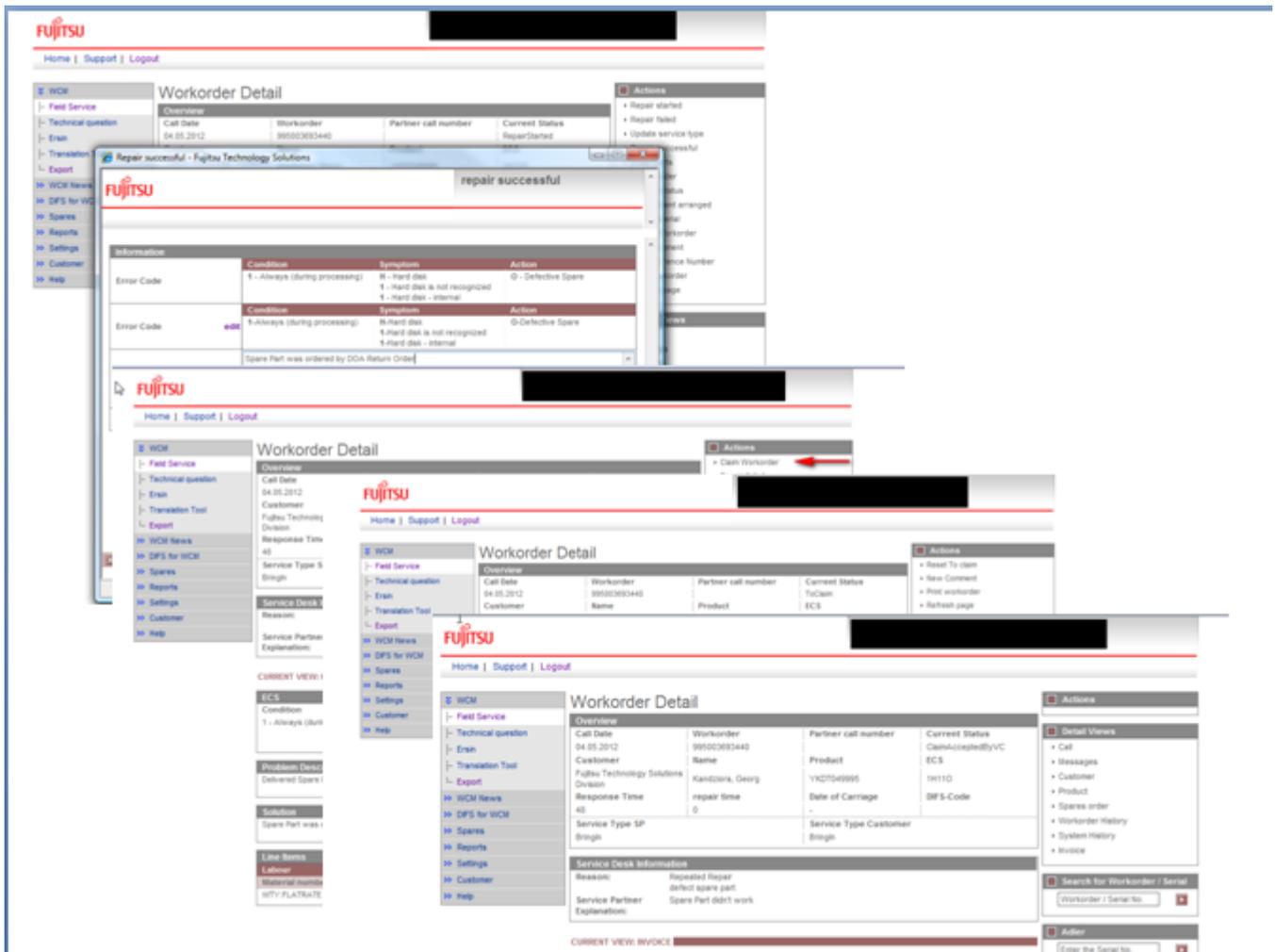
7.4. Go to Next without ordering spare parts. Don't order spare part



7.5. Wait for Approval from Help Desk



7.6. Repair Start, Repair Successful, Claim Workorder



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”.

A screenshot of a software interface showing a list of actions. The list includes: Repair started, Update service type, Order parts, Return order, Change status, Appointment arranged, **Cancel Workorder** (highlighted with a red box), New Comment, Edit Reference Number, Print workorder, and Refresh page.

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

A screenshot of a web application window titled 'cancel workorder'. The window has the FUJITSU logo and tagline 'THE POSSIBILITIES ARE INFINITE' on the left. The main content area contains a text input field with the placeholder text 'Please enter the reason for canceling this Workorder.' and a dropdown menu. The dropdown menu is open, showing the following options: 'Please select', 'Please select', 'End customer cancelation', 'FCO not accepted by SP', 'WO not accepted by SP', and 'Out of warranty, customer refuses repair fee'. The text 'Only for Testcases' is visible in the input field.

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

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



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- DIFS for WCM
- Spares
- Reports
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- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
24.02.2009	995002264908	MCST-612681	SparesInDelivery
Customer	Name	Product	ECS
		YK3J158348	1C2B4
Response time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP		Service Type Customer	
BringIn		BringIn	

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action

Actions

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

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

<input checked="" type="checkbox"/>	HDD 120GB SEAGATE ST9120822AS SATA / SGT:ST9120822AS	000000000034005829	<input type="text" value="1"/>	MIRO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Order No		Return-Material number				
<input type="text"/>		<input type="text" value="000000000034005829"/>				

GoodPart

Description	Material number	Total	Order Location	RET	LSF
<input type="checkbox"/> HDD 120GB SATAMOB 5,4K WDC / WDC:WD1200BEVS-80B	000000000034006892	<input type="text" value="1"/>	MIRO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Order No		Return-Material number			
<input type="text"/>		<input type="text" value="000000000034006892"/>			

GoodPart

Input Field for Good Part Return or additional used spares			
Order No	Material number	Return-Material number	Total
<input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	1
GoodPart			
<input type="checkbox"/>			

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.



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- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
07.05.2009	995002281078		OrderConfirmation
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146670	2HM14
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP		Service Type Customer	
Bringln		Bringln	

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
2 - Sporadic	H - Hard disk M - Mechanical problem 1 - Hard disk - internal	4 - HWV-Repair with Spare

Problem Description
 ,sdalsalfhdhfhflkhflakfafsilkashfkeajf

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
88037472	1	Proposed	8004649961	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037472	1	Confirmed	8004649961	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	1	Returned	8004649961	8137126962	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
Labour							
Material number	Status	Total	price				
WTY:FLATRATE	OK	1	40.80 EUR				

- Act
- Rep:
- Upd:
- Ordk
- Retu
- Char
- App
- Keep
- Can
- New
- Edit
- Print
- Refr
- De
- Call
- Mes
- Cust
- Proc
- Spa
- Wor
- Syst
- Invo
- Se
- Wor
- Ad
- Ente

Material number	Description	Date	Status
88037472	HDD 80GB SATA 300 7.2K /WDC:WVD800JD-S2	07.05.2009 14:30	Returned

Order location	Total	price	CustomsDuty	LSF	Order Now	ordered
MIRO	1	-73.53 EUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Return Type:	R46	Warranty:	<input type="checkbox"/>	CRU:	<input type="checkbox"/>
Return Materialnumber:		Limited Warranty:	<input type="checkbox"/>	Fit To Asset:	<input checked="" type="checkbox"/>
Return Number:	8137126962	Limited Warranty Duration:	0	Fit To ErrorCode:	<input checked="" type="checkbox"/>
Return Code:		Returnable:	<input checked="" type="checkbox"/>		
Product Hierarchy:	HD > 70 GB - 80 GB				

Order information	
Order No:	8004649961
Express	<input type="checkbox"/>

Delivery address

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 chapter 4.4.2). 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.

The screenshot shows the WCM WEB interface. On the left, the 'Workorder Detail' page is visible, showing various fields like Call Date, Workorder, Partner call number, and Current Status. A red arrow points from the return order number '8137126962' in the 'Return Number' field of the 'Material Details' table to the 'Return Order Confirmation' window on the right.

The 'Return Order Confirmation' window displays the following information:

- Return Order Confirmation** **Warranty**
- Delivery Address:** Fujitsu Technology Solutions GmbH, Spares Return Center, Rampe 17118, Erfurter Höhe 8, 99610 Sömmerda, D
- Customer-Nr.:** [Redacted] **Created On:** 07/02/2012 16:18:00
- Customer:** [Redacted] **Return Order Nr.:** 8139884538
- RMA Nr.:** DE48139884538
- User:** [Redacted]
- Phone:** [Redacted]
- Fax:** [Redacted]
- E-Mail:** [Redacted]
- Additional Reference:** 995003851143
- Customer Reference:**
- Identity Nr.:** YLDN183906

Below this information is a table with columns: Material-Nr. / Part-Nr., Description, Quantity, and Credit Price.

Material-Nr. / Part-Nr.	Description	Quantity	Credit Price
38017727	FUJ-CP515932-XX UPPER ASSY GLOSSY BLK (INCL TP, SPEAK)	1.00	0,00 EUR
Comm./imp.code no.: 84733060000			
Parts and accessories of automatic data-processing machines or for other machines of heading 8471, n.e.s. (excl. electronic assemblies)			
Total Credit (VAT not included):			0,00 EUR

At the bottom of the window, it says: "Please do not return the part. Scrap this part locally according to the contractual agreement."

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	Description			Date	Status		
88037472	HDD 80GB SATA 300 7.2K /WDC:WD800JD-S2			07.05.2009 14:30	Returned		
Order location	Total	price	CustomsDuty	LSF	Order Now	ordered	
MIRO	1	-73.53 EUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Material Details			
Return Type:	R46	Warranty:	<input type="checkbox"/>
Return Materialnumber:		Limited Warranty:	<input type="checkbox"/>
Return Number:	<u>8137126962</u>	Limited Warranty Duration:	0
Return Code:		Returnable:	<input checked="" type="checkbox"/>
Product Hierarchy:	HD > 70 GB - 80 GB		

Order information	
Order No:	<u>8004649961</u>
Express	<input type="checkbox"/>

Delivery address

Order Tracking

Enter Order Number

8139832882 Search

Shipment	not shipped yet	Order	Collection	Delivery Date
In progress		8139832882	-	-
	Content	AWB	not available	not available
	000010 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 History

Material No., Order No., Counter No. or Reference

8139832882

Orders
 Returns
 Any
 from 10/05/2012 to 10/05/2012

Only Open Orders

Search

Orders

export pdf. spare. track.

Return Order 8139832882	Add. Reference:	995003815602	Allocca
Customer Ref.: RA1204826-stm	Counter No.:	DEC8139832882	Markus
Date: 10 May 2012	Invoice No.:	70567 Stuttgart-Fasanenhof	

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					
MATD	000000000038001506	VGA ASUS EN7300SE 64/256MB DV-I TVOUT			8003708994	
	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775			8003708994	
MATO	000000000038001506	VGA ASUS EN7300SE 64/256MB DV-I TVOUT			8003708994	
	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775			8003708994	
MATP	000000000038001506	VGA ASUS EN7300SE 64/256MB DV-I TVOUT	FSC MIRO		17131938	X
	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	FSC MIRO		17131938	X
MATR	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775		GOOD	8135975821	X
	000000000038001506	VGA ASUS EN7300SE 64/256MB DV-I TVOUT		DFC	8135974494	X

Line item details in WCM WEB:



material details

Material						
Material number	Description	Date	Status			
88037460	HDD 250GB SATA 300 7.2K /WDC:WD2500JS	11.08.2009 14:45	Returned			
Order location	Total	price	CustomsDuty	LSF	Order Now	ordered
MIRO	1	-146.10 EUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Material Details			
Return Type:	R46	Warranty:	<input type="checkbox"/>
Return Materialnumber:		Limited Warranty:	<input type="checkbox"/>
Return Number:	8137127118	Limited Warranty Duration:	0
Return Code:	GOOD	Returnable:	<input checked="" type="checkbox"/>
Product Hierarchy:	HD > 180GB - 250GB		
CRU:	<input type="checkbox"/>		
Fit To Asset:	<input checked="" type="checkbox"/>		
Fit To ErrorCode:	<input checked="" type="checkbox"/>		

Order information	
Order No:	8004650190
Express	<input type="checkbox"/>

Delivery address

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:

- » WCM
- » WCM News
- » DIFS for WCM
- » Spares
- » Reports
- » Settings
- » User settings
- » Customer
- » Help

Actions

- » Edit account settings
- » Edit field service display
- » Edit lineitems display
- » Supervisor

- Article Code
- Type
- Total
- price
- Customer
- RET
- LSF
- OrderNow
- Status
- Order No
- RET-No
- KeepMaterial
- ReturnType
- ReturnCode**



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- » Export
- » WCM News
- » DIFS for WCM
- » Spares
- » Reports
- » Settings
- » Customer
- » Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
07.01.2009	995002135562		ToClaim
Customer	Name	Product	ECS
		YK7T010144	1G2X4
Response Time	repair time	Date of Carriage	DIFS-Code
48	0	-	
Service Type SP		Service Type Customer	
OnSite with preclarif. 48h perf.		OnSite with preclarif. 48h perf.	

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
1 - Always (during processing)	G - General 2 - Will not switch on (LED not lit) X - Other	4 - HW-Repair with Spare

Actions

- » Reset To claim
- » New Comment
- » Edit Reference Number
- » Print workorder
- » Refresh page

Detail Views

- » Call
- » Messages
- » Customer
- » Product
- » Spares order
- » Workorder History
- » System History
- » Invoice

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34009638	1	Proposed	8004818429	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009670	1	Proposed	8004803728	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Proposed	8004796314	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037112	1	Proposed	8004787442	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Confirmed	8004818429	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34009670	1	Confirmed	8004803728	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Confirmed	8004796314	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037112	1	Confirmed	8004787442	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Despatched	8004818429	8137341891	<input type="checkbox"/>	-	<input type="checkbox"/>
34009670	1	Despatched	8004803728	8137323921	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Despatched	8004796314	8137314580	<input checked="" type="checkbox"/>	DFC	<input type="checkbox"/>
88037112	1	Despatched	8004787442	8137303972	<input type="checkbox"/>	DFC	<input type="checkbox"/>
34009638	1	Returned	8004818429	8137341891	<input checked="" type="checkbox"/>	GOOD	<input type="checkbox"/>
34009670	1	Returned	8004803728	8137323921	<input checked="" type="checkbox"/>		<input type="checkbox"/>

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



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.



Home | Support | Logout

- WCM
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- Ersin
- Translation Tool
- Export
- WCM News
- DFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
24.02.2009	995002264990	TestRob	RepairSuccessful
Customer	Name	Product	ECS
[REDACTED]	[REDACTED]	YKAJ083895	1B0J4
Response Time	repair time	Date of Carriage	DIFFS-Code
48	0	-	
Service Type SP		Service Type Customer	
OnSite 48h performance		OnSite 48h performance	

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
1 - Always (during processing)	B - Board / Ram / Internal IO 0 - No function recognizable J - Connector	4 - HW-Repair with Spare

Actions

- Claim 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
- Material

Confirmation - Product Warranty Return

Delivery Address:

Fujitsu
 Spares Supply Center
 Rampe 17 + 18
 Erfurter Höhe 8
 99610 Sömmerda
 Germany



Customer Nr.: 001126 [REDACTED]

Return Order Nr.: 8134353898

Customer: [REDACTED]
 [REDACTED]
 GmbH
 [REDACTED]
 Germany

RMA Nr.: DEC8134353898

User: Webservice WCM
 Phone: +49-(0)1805-003 [REDACTED]
 Fax: +49-(0)3634-330 [REDACTED]
 E-mail: spares@fujitsu-siemens.com

Your Reference: TestRob
 Additional reference: 995001400007
 Identity Nr.: YBCM234345

Service Partner Claim Reference recorded in WCM WEB by Service Partner.

Defect Type:

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

Total Credit (VAT not included):

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.



return order

Description	Material number	Total	Order Location	RET	ESI
<input type="checkbox"/> -BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX	000000000088039520	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>
Order No	Return-Material number				
<input type="text" value="8004600657"/>	<input type="text" value="000000000088039520"/>				

Input Field for Good Part Return or additional used spares		
Order No	Material number	Total
<input checked="" type="checkbox"/> <input type="text" value="8004600657"/>	<input type="text" value="000000000034024372"/>	1
GoodPart		
<input checked="" type="checkbox"/>		

MaterialNumber = 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.



return order

<input type="checkbox"/> 3800MAH) / FUJ:CP261945-XX	000000000088039520	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>
Order No	Return-Material number				
<input type="text" value="8004600657"/>	<input type="text" value="000000000088039520"/>				
		DoA	WPIB	WDel	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Input field for DoA-, WPIB- and WDel-Complaints		
Order No	Material number	Total
<input checked="" type="checkbox"/> <input type="text" value="8004600657"/>	<input type="text" value="000000000088039452"/>	1
DoA WPIB WDel		
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

MaterialNumber = 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.

4.5 Keep material flag

4.5.1 Customer keeps material

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

The screenshot displays the 'Workorder Detail' page in the WCM WEB application. The 'Actions' menu on the right side includes options like 'Repair started', 'Update service type', and 'Keep Material', with a circled '1' highlighting the 'Keep Material' option. Below this, a separate window titled 'Keep Material - Fujitsu Technology Solutions' is open, showing a table of 'ordered spares'. A circled '2' points to the 'Keep Material' checkbox in the first row of the table. A warning message at the bottom of the window is circled with an exclamation mark.

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38006712	1	Proposed	8004649002	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Confirmed	8004649002	-	<input type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Despatched	8004649002	CANCL	<input type="checkbox"/>	-	<input checked="" type="checkbox"/>
38006712	1	Returned	8004649002	8137126824	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

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 [chapter 2.3 Edit line items display](#) 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 [4.5.2 “Own stock material kept”](#))

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38006712	1	Proposed	8004649002	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Confirmed	8004649002	-	<input type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Despatched	8004649002	CANCL	<input type="checkbox"/>	-	<input checked="" type="checkbox"/>
38006712	1	Returned	8004649002	8137126824	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
Labour							
Material number	Status	Total	price				

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 [5.1.2 ToClaimError](#). 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”.



return order

Warranty- or GoodPart>Returns

▶ go to complaint (DOA, WPIB, WDel)

Description	Material number	Total	Order Location	RET	LSF
<input type="checkbox"/> -BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No <input type="text" value="8004600657"/>	000000000088039520 Return-Material number <input type="text" value="000000000088039520"/>	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>
Description	Material number	Total	Order Location	RET	LSF
<input type="checkbox"/> Board, BT-ANT / FUJ:CP331590-XX Order No <input type="text" value="8004600657"/>	000000000034005969 Return-Material number <input type="text" value="000000000034005969"/>	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>

Input Field for Good Part Return or additional used spares

Order No	Material number	Return-Material number	Total
<input type="checkbox"/> <input style="width: 150px;" type="text"/>	<input style="width: 150px;" type="text"/>	<input style="width: 150px;" type="text"/>	1

GoodPart

✕ Quit

▶ Finish

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



return order

Complaints						<input type="button" value="go to Warranty- or GoodPart>Returns"/>	
Description	Material number	Total	Order Location	RET	LSF		
<input type="checkbox"/> -BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No <input type="text" value="800460657"/>	000000000088039520 Return-Material number <input type="text" value="000000000088039520"/>	<input type="text" value="1"/>	MIRO	<input type="checkbox"/>	<input type="checkbox"/>		
		DoA	WPiB	WDel			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Description	Material number	Total	Order Location	RET	LSF		
<input type="checkbox"/> Board, BT-ANT / FUJ:CP331590-XX Order No <input type="text"/>	000000000034005969 Return-Material number <input type="text" value="000000000034005969"/>	<input type="text" value="1"/>	MIRO	<input type="checkbox"/>	<input type="checkbox"/>		
		DoA	WPiB	WDel			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Input field for DoA-, WPiB- and WDel-Complaints							
Order No	Material number	Return-Material number	Total				
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	1				
		DoA	WPiB	WDel			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
<input type="button" value="Quit"/>		<input type="button" value="Back"/>		<input type="button" value="Next"/>		<input type="button" value="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):



return order

Board, BT-ANT / FUJ:CP331590-XX
Order No

000000000034005969
Return-Material number

MIRO

DoA

WPiB

WDel

Input field for DoA-, WPiB- and WDel-Complaints

Order No	Material number	Total
<input checked="" type="checkbox"/>	<input style="width: 100%;" type="text" value="800460657"/> <input style="width: 100%;" type="text" value="00000000008803753"/>	1
	DoA WPiB WDel	
	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

MaterialNumber = 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.

✕ Quit

◀ Back

▶ Next

● Finish

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

As confirmation you receive the following screen:



return order

Information

The request for return orders is placed. Check order confirmation (813...) in detail view "call".
 00000000008803753

Remember:
 If you only mark the little box in front of the description a normal warranty return order is created.

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.

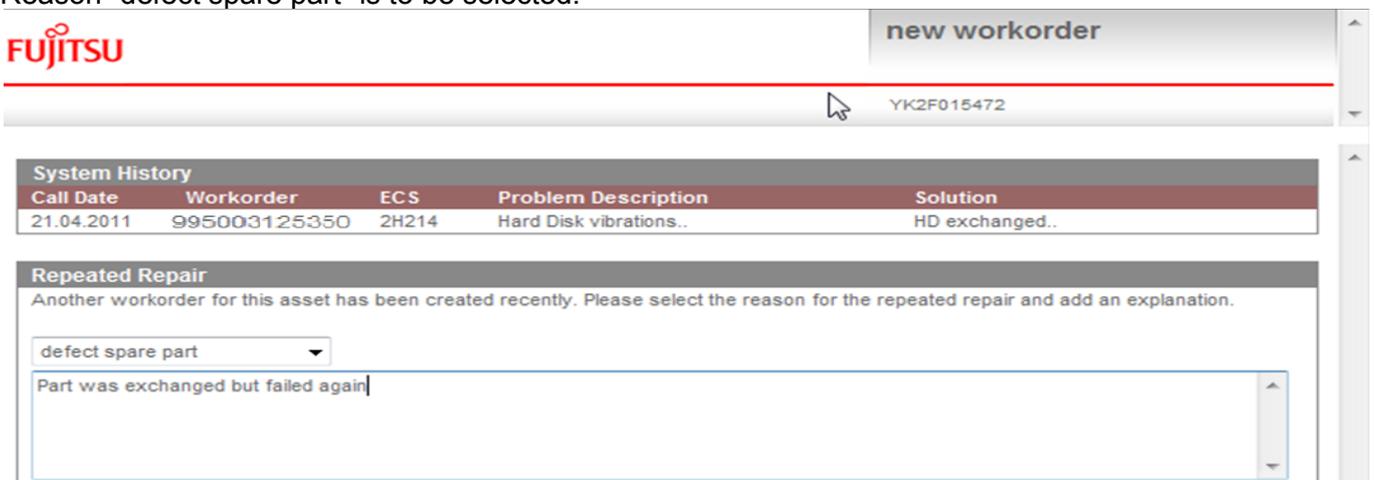
4.6.2.1 Part Warranty DOA Complaint Order to replace a previous delivery on ADEX order

1. Former Repair:

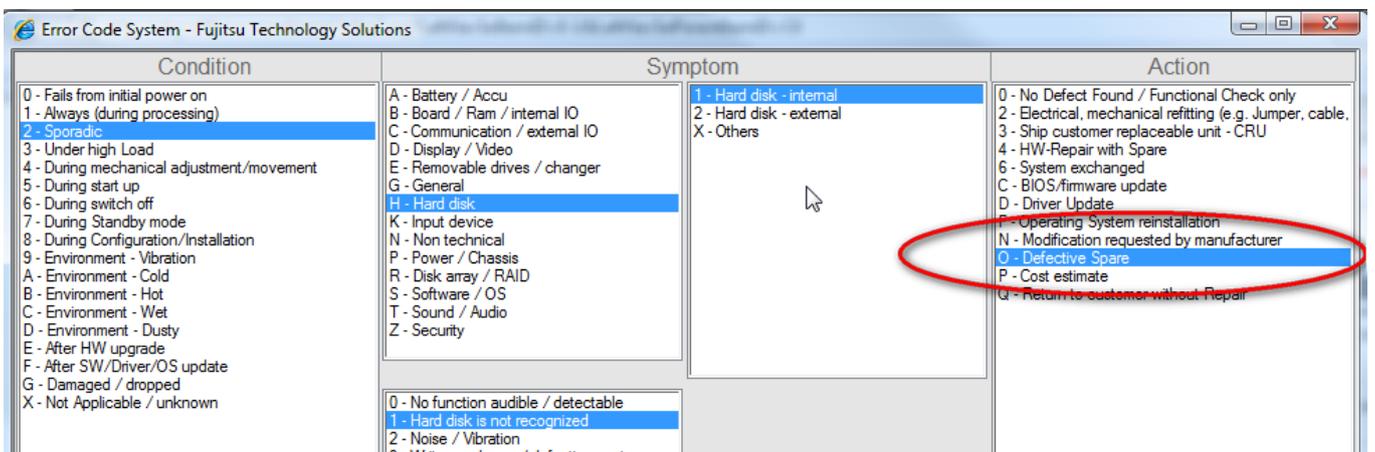
Service Partner opened WO 995003125348 with order 8006226945. After repair finish and return of the defect part the WO was claimed. But the part failed again subsequently.

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.



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:”



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.

← Spare Parts

Search

Material

Order

Return & Order

Return

Complaint

DOA Wrong Part in Box Wrong Delivery

Here you can return spare parts within the guarantee period that were delivered damaged/faulty.

Order/Invoice No.

Order Material No.

Serial No.

Quantity

Fault Description

By entering a complaint a replacement shipment will be initiated automatically. There is no need to place a new order.

Order 8006728878

For illustration only! Screenshot does not match with data sample

1 x -G-Mainboard Assy S760	available
MaterialNo: 34027660 - Open: 0 - Returned: 1	224.45 EUR*
ManufacturingNo: FUJ:CP483478-XX	

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

Return - DOA

Shipment Condition

Standard
 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

Customer Reference

995003125348

Former Work Order

Additional Ref. (e.g. Workorder/Call No.)

995003125350

New Work Order

Email

someone@sample.com

Phone

Company Address



GmbH

Shipment Address



GmbH

[set as default](#)

[create...](#) [edit...](#) [delete...](#)

[select...](#)

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.

Workorder Detail

Overview

Call Date 21.04.2011	Workorder 995003125350	Partner call number	Current Status SparesDelivery
Customer Fujitsu Technology Solutions	Name Kandziora, Georg	Product YK2F015472	ECS 3H210
Response Time 0	repair time 0	Date of Carriage -	DFS-Code
Service Type SP OnSite	Service Type Customer OnSite		

Service Desk Information

Reason: Repeated Repair defect spare part
 Service Partner: Part was exchanged but failed again
 Explanation:

CURRENT VIEW: CALL

ECS

Condition	Symptom	Action
3 - Under high Load	H - Hard disk 2 - Noise / Vibration 1 - Hard disk - internal	O - Defective Spare

Problem Description
spare part failed again

Line Items

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38008989	1	Proposed			<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38008989	1	Confirmed	8000226946		<input type="checkbox"/>	-	<input type="checkbox"/>
38008989	1	Despatched	8000226946	8139226134	<input type="checkbox"/>	-	<input type="checkbox"/>
38008989	1	Returned		8139226134	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Labour

Material number	Status	Total	price
WTY:PLATRATE	OK	1	

Actions

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

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

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):



return order

Description	Material number	Total	Order Location	RET	LSF
<input type="checkbox"/> HDD 120GB SATAMOB 5,4K SEAGATE / SGT:ST9120821AS	000000000088037843	1	MIRO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Order No	Return-Material number				
<input type="text"/>	<input type="text" value="000000000088037843"/>				
	DoA	WPIB	WDel		
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Input field for DoA-, WPIB- and WDel-Complaints

Order No	Material number	Return-Material number	Total
<input checked="" type="checkbox"/> <input type="text"/>	<input type="text" value="000000000088037843"/>	<input type="text" value="000000000088037843"/>	1
	DoA	WPIB	WDel
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Materialnumber = delivered according to delivery note
Return Material = will be recorded by Fujitsu Technology Solutions

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.

Then click on <Next> and <Finish>

As confirmation you receive the following screen:



return order

Information
The request for return orders is placed. Check order confirmation (813...) in detail view "call". 000000000088037843

Remember:

If you only mark the little box in front of the description a normal warranty return order is created.

4.6.4 Wrong delivery (WDel):



return order

<input type="checkbox"/>	HDD 320GB HITACHI HTS545032B9A300 (SATA) /	000000000034024375	1	MIRO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Order No		Return-Material number				
<input type="text"/>		<input type="text" value="000000000034024375"/>				
		DoA	WPiB	WDel		
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Input field for DoA-, WPiB- and WDel-Complaints			
Order No	Material number	Return-Material number	Total
<input checked="" type="checkbox"/> <input type="text" value="8004600657"/>	<input type="text" value="000000000034024375"/>	<input type="text" value="000000000088037843"/>	1
		DoA	WPiB WDel
Materialnumber = delivered according to delivery note		<input type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>
Return Material = will be recorded by Fujitsu Technology Solutions			

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.

Then click on <Next> and <Finish>

As confirmation you receive the following screen:



return order

Information
The request for return orders is placed. Check order confirmation (813...) in detail view "call".
00000000008803753

Remember:

If you only mark the little box in front of the description a normal warranty return order is created.

4.6.5 Good part return:

4.6.5.1 Good part return order for RET and N-parts



return order

Description	Material number	Total	Order Location	RET	ESI
<input type="checkbox"/> -BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No <input type="text" value="8004600657"/>	000000000088039520 Return-Material number <input type="text" value="000000000088039520"/>	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>

Input Field for Good Part Return or additional used spares

Order No	Material number	Total
<input checked="" type="checkbox"/>	<input type="text" value="8004600657"/> <input type="text" value="000000000034024372"/>	1

GoodPart

MaterialNumber = 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.

Then click on <Finish>

As confirmation you receive the following screen:



return order

Information
 The request for return orders is placed. Check order confirmation (813...) in detail view "call".
 00000000008803753

Remember:

If you only mark the little box in front of the description a normal warranty return order is created.

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

FUJITSU THE POSSIBILITIES ARE INFINITE

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WCM

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- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
10.03.2009	995002270025		AwaitingImmediateAction
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Schork, Robert	YKKR004689	1C121
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	12.03.2009	
Service Type SP	Service Type Customer		
Collect&Return	Collect&Return		

Information

Attention:
Awaiting Immediate Action
Continue WO handling until 07.10.2009. Otherwise WO is cancelled.

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
1 - Always (during processing)	C - Communication / external IO 1 - Not recognized 2 - IRDA	1 - Explanation to customer

Problem Description
Test Standard, aber in Topupzeit IFRS

Status

- ▶ Requested (0)
- ▶ Rejected (5)
- ▶ Assigned (12)
- ▶ Open (17)
- ▶ In Progress (56)
- ▶ Double-Flatrate-Calls (1)
- ▶ **Awaiting Immediate Action (1)**
- ▶ Repair successful (49)
- ▶ To claim error (17)
- ▶ Claim Workorder (71)
- ▶ Validation center (41)
- ▶ VC Revised Claims (1)
- ▶ VC Rejected Claims (0)
- ▶ Replied to Validation center (3)
- ▶ Claims accepted (3)
- ▶ Cancelled
- ▶ Closed

▶ Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

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.



continue workorder handling

Change status

Change status to

Actions

- ▶ Continue Workorder Handling
- ▶ New Comment
- ▶ Print workorder
- ▶ Refresh page

Revised status are listed in the Work Order history



Home | Support | Logout

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
10.03.2009	995002270025		Open
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Schorck, Robert	YKKR004689	1C121
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	12.03.2009	
Service Type SP		Service Type Customer	
Collect&Return		Collect&Return	

CURRENT VIEW: WORKORDER HISTORY

Workorder History		
Start	Procedure	Comment
10.03.2009 09:00:00	Requested	
10.03.2009 09:02:49	Open	
09.09.2009 18:03:21	AwaitingImmediateAction	Awaiting Immediate Action
18.09.2009 11:48:54	ContinueWOHandling	Continue WO handling until 07.10.2009. Otherwise WO is cancelled. Continue Workorder Handling with last Status: ContinueWOHandling

Actions

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

Detail Views

- ▶ Call
- ▶ Messages
- ▶ Customer
- ▶ Product
- ▶ Spares order
- ▶ Workorder History

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

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”:

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Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
14.05.2009	995002281086		RepairSuccessful
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK9B145940	5H214
Response Time	repair time	Date of Carriage	DIFS-Code
0		-	
Service Type SP	Service Type Customer		
Bringln	Bringln		

CURRENT VIEW: CALL

- Claim 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

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:

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Service Calls (Repair successful)

Workorder / SP-Ref: Serial No.: RT:

	Workorder	Serial No.	Customer	Date	RT	Status	Call Number
<input type="checkbox"/>	995002248134	YK3J098050	Tran, Thi Hanh	17.02.2009	0	RepairSuccessful	MCST-610950
<input checked="" type="checkbox"/>	995002264990	YKAJ083895	Curanum AG	24.02.2009	48	RepairSuccessful	MCST-612734
<input checked="" type="checkbox"/>	995002270019	YE8D000120	Fujitsu Siemens Computers GmbH	09.03.2009	0	RepairSuccessful	
<input checked="" type="checkbox"/>	995002270020	YE8D000119	Fujitsu Siemens Computers GmbH	09.03.2009	0	ResetToClaim	
<input type="checkbox"/>	995002270033	YK6T001706	Fujitsu Siemens Computers GmbH	10.03.2009	0	RepairSuccessful	

- New service call
- Claim Workorder

Status

- Requested (0)
- Rejected (5)
- Assigned (12)
- Open (18)
- In Progress (58)
- Double Flatrate Calls (1)
- Awaiting Immediate Action (0)
- Repair successful (18)
- To claim error (17)

For both ways of claiming the ‘Current Status’ in the Work Order Detail has now changed into “ToClaim”:

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
15.07.2009	995002281111		ToClaim
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146675	3HM14
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP		Service Type Customer	
Bringln		Bringln	

CURRENT VIEW: CALL

- Actions
- Reset To c
- New Comi
- Edit Refer
- Print work
- Refresh p
- Detail V
- Call
- Messages
- Customer
- Product

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.

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- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
14.10.2009	995002281393		ToClaimError
Customer	Name	Product	ECS
Fujitsu Technology Solutions GmbH	Kandziora, Georg	YK2F013507	2H114
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
OnSite	OnSite		

Information

Validation Result:

52: Not enough return orders created

5 Missing 3x38008990 1x38008989 1x38006647

CURRENT VIEW: CALL

ECS		
Condition	Symptom	Action
2 - Sporadic	H - Hard disk 1 - Hard disk is not recognized 1 - Hard disk - internal	4 - HW-Repair with Spare

Problem Description

test CR ToclaimError with detailed MATR

Solution

12342342343242341

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
38006647	2	Proposed		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38008989	1	Proposed		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38008990	3	Proposed		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38006647	1	Returned		8137127274	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Labour			
Material number	Status	Total	price

- Actions
 - Claim Workorder
 - Return order
 - Keep Material
 - Cancel Workorder
 - New Comment
 - Edit Reference Number
 - Print workorder
 - Refresh page
- Detail Views
 - Call
 - Messages
 - Customer
 - Product
 - Spares order
 - Workorder History
 - System History
 - Invoice
- Search for Workorder / Serial

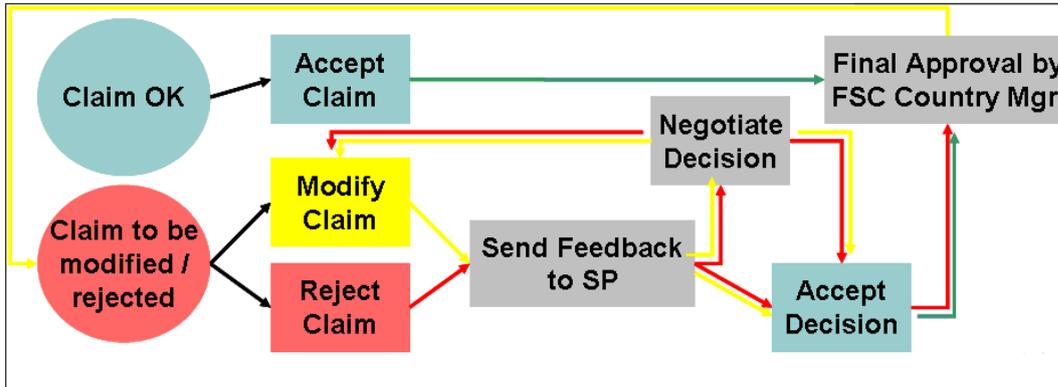
Workorder / Serial No. ▶
- Adler

Enter the Serial No. ▶

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 [4.5.1 Customer keeps material](#) and [4.5.2 Own stock material kept](#).

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 [5.1.4 Rejected or revised Work 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

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Service Calls (VC Rejected Claims)

Workorder / SP-Ref: Serial No.: RT:

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002270044	YKLG002894	Fujitsu Siemens Computers GmbH	10.03.2009		ClaimRejectedByVC	

Actions

- New service call

Status

- Requested (0)
- Rejected (5)
- Assigned (12)
- Open (18)
- In Progress (58)
- Double Flatrate Calls (1)

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

The rejection message will be displayed:

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Workorder Detail

Overview

Call Date 10.03.2009	Workorder 995002270044	Partner call number YKLG002894	Current Status ClaimRejectedByVC
Customer Fujitsu Siemens Computers GmbH	Name Schork, Robert	Product 1B121	DIFS-Code -
Response Time 0	repair time 24	Date of Carriage -	
Service Type SP OnSite 24h performance	Service Type Customer OnSite 24h performance		

Information

Validation Result:
VC Rejected Claim
() -

Actions

- Accept rejection
- Reject rejection
- New Comment
- Print workorder
- Refresh page

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

CURRENT VIEW: INVOICE

Service Type (Requested)		Service Type (Fujitsu Technology Solutions is liable for the costs)	
Service Type:	OnSite 24h performance	Service Type:	Out of warranty
Labour		Labour	
WTY:FLATRATE:	134.00 EUR	WTY:FLATRATE:	0.00 EUR
WTY:FLATRATE:		WTY:FLATRATE:	0.00 EUR
Total:	134.00 EUR	Total:	0.00 EUR

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.

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, 16:30' 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.

Export call

Workorder / SP-Ref: Serial No.: Status:

Period: from: to: Delimiter:

Additional Fields in Export-File :

call accepted: spares ordered: spare in delivery: repair started:

repair successful: repair not successful:

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		
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 LGA775 / S26361-D2608-A11-1-R791	
SNR2	S26361-D2608-A11-1-R791	
Quantity2	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 [chapter 5.2.2](#))

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 ([chapter5.2.3](#)) 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”:

<p>Sender</p> <p>Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, SPAIN</p> <p>VAT-ID: ESB82441908 Vendor Nr.: XXXXXXXXXX</p> <p>Service Provider</p> <p>Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, SPAIN</p> <p>No invoice, request for issuing the invoice.</p>	<p>Avenida de Bruselas 13 28100Alcobendas, Madrid, SPAIN</p> <p>VAT-ID: ESB82441908</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Invoice Proposal: ORIGINAL</td> </tr> <tr> <td style="padding: 2px;">Proposal Invoice date: 28.05.2009</td> </tr> <tr> <td style="padding: 2px;">Proposal Invoice Nr.: 0000002000012458</td> </tr> <tr> <td style="padding: 2px;">Grouping Number: 000000000000053931</td> </tr> <tr> <td style="padding: 2px;">Supply Date: See Attachment</td> </tr> <tr> <td style="padding: 2px;">Claim Number: See Attachment</td> </tr> </table>	Invoice Proposal: ORIGINAL	Proposal Invoice date: 28.05.2009	Proposal Invoice Nr.: 0000002000012458	Grouping Number: 000000000000053931	Supply Date: See Attachment	Claim Number: See Attachment
Invoice Proposal: ORIGINAL							
Proposal Invoice date: 28.05.2009							
Proposal Invoice Nr.: 0000002000012458							
Grouping Number: 000000000000053931							
Supply Date: See Attachment							
Claim Number: See Attachment							

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	<u>0,00 EUR</u>
Total net amount			<u>4.760,44 EUR</u>

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

Sender
 Fujitsu Technology Solutions S.L.
 Fujitsu TS Spain ES82 Serv.
 AV. DE BRUSELAS, 13 ED. AMERICA
 ALCOBENDAS
 28108
 SPAIN
VAT-ID: ESB82441908
Vendor Nr.: [REDACTED]

Proposal Recipient
 Fujitsu S´Computers S.L.
 Avenida de Bruselas 13
 Alcobendas, Madrid
 28100
 SPAIN
VAT-ID: ESB82441908

Service Provider

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

Attachment to Invoice Prop.:
 0000002000012458
 of: 28.05.2009

GROUPING PERIOD				GROUPING NR.			
28.04.2009 - 28.05.2009 (Monthly)				000000000000053931			
POS.	CLAIM	SA ID	ITEM	MATERIAL DESCRIPTION	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
Type	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	0000000000025595
Grouping_Number	000000000000025595
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 [5.1.4 Rejected or revised Work Order](#).

6. Forward Work Order

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.

Actions

- ▶ Repair started
- ▶ Update service type
- ▶ **Forward Workorder**
- ▶ Order parts
- ▶ Change status
- ▶ Appointment arranged
- ▶ Cancel Workorder
- ▶ New Comment
- ▶ Edit Reference Number
- ▶ Print workorder
- ▶ Refresh page



[Home](#) | [Support](#) | [Logout](#)

WCM

- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports
- Settings
- Customer
- Help

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
21.09.2009	995002281294	1	RepairFailed
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKKR011111	2E224
Response Time	repair time	Date of Carriage	DIFS-Code
0		-	
Service Type SP	Service Type Customer		
Bringln	Bringln		

CURRENT VIEW: CALL

Condition	Symptom	Action
2 - Sporadic	E - Removable drives / changer 2 - Write / burning-, read-error 2 - CD / DVD-drive	4 - HW-Repair with Spare

Problem Description
CD burning fails

Line Items						
Material						
Material number	Total	Status	Order No	RET-No	RET	ReturnCode
34014125	1	Proposed		-	<input checked="" type="checkbox"/>	-
Labour						
Material number	Status	Total	price			
WTY:FLATRATE	OK	1	0.00 EUR			

Actions

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

Detail Views

- ▶ Call
- ▶ Messages
- ▶ Customer
- ▶ Product
- ▶ Spares order
- ▶ Workorder History
- ▶ System History
- ▶ Invoice

Search for Workorder / Serial

Workorder / Serial No.

Adler

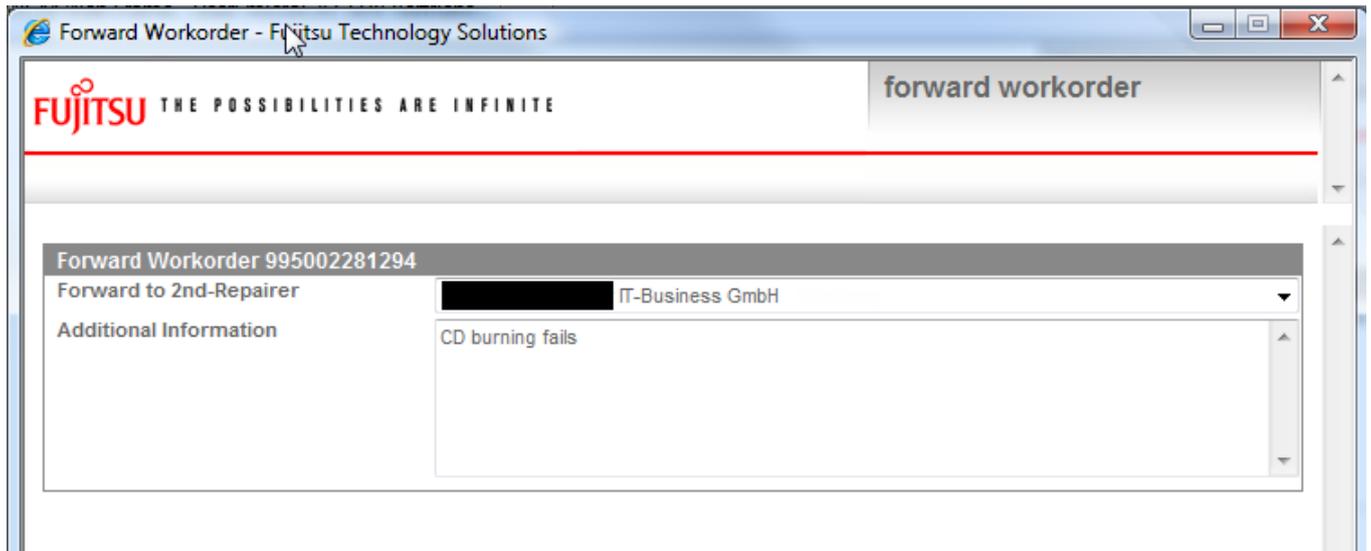
Enter the Serial No.

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>



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

The screenshot shows the 'Workorder Detail' page. The top navigation bar includes the Fujitsu logo and links for 'Home | Support | Logout'. A left sidebar contains a menu with options like 'WCM', 'Field Service', 'Technical question', 'Ersin', 'Translation Tool', 'Export', 'WCM News', 'DIFS for WCM', 'Spares', 'Reports', 'Settings', 'Customer', and 'Help'. The main content area is titled 'Workorder Detail' and contains several sections:

- Overview:** A table with fields for Call Date (21.09.2009), Workorder (995002281294), Partner call number, Current Status (Forwarded), Customer (Fujitsu Siemens Computers GmbH), Name (Kandziara, Georg), Product (YKKR011111), Date of Carriage, Response Time (0), repair time (0), Service Type SP (Handling Fee), and Service Type Customer (Bringln).
- CURRENT VIEW: CALL**
- ECS:** A table with columns for Condition (2 - Sporadic), Symptom (E - Removable drives / changer, 2 - Write / burning-, read-error, 2 - CD / DVD-drive), and Action (U - Forwarded external with Spare).
- Problem Description:** CD burning fails
- Solution:** Workorder 995002281294 forwarded to partner [redacted] T-Business GmbH (995002281295)
- Line Items:** A table with columns for Material number, Total, Status, Order No, RET-No, RET, ReturnCode, and KeepMaterial. It shows one material item (34014125) with a status of 'Proposed' and a price of 8.00 EUR.

On the right side, there are two panels: 'Actions' with options like 'Return order', 'Keep Material', 'New Comment', 'Print workorder', and 'Refresh page'; and 'Detail Views' with options like 'Call', 'Messages', 'Customer', 'Product', 'Spares order', 'Workorder History', 'System History', and 'Invoice'. Below these are search boxes for 'Workorder / Serial' and 'Adler'.

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:

The screenshot displays the 'Service Calls (Assigned)' interface. At the top, there is a navigation bar with the Fujitsu logo and the tagline 'THE POSSIBILITIES ARE INFINITE'. Below this, there are links for 'Home | Support | Logout'. A sidebar on the left contains a menu with options like 'WCM', 'Field Service', 'Technical question', 'Ersin', 'Translation Tool', 'Export', 'WCM News', 'DIFS for WCM', 'Spares', 'Reports', 'Settings', 'Customer', and 'Help'. The main content area features a table of assigned work orders with columns for Workorder, Serial No., Customer, Date, RT, Status, and ECS. Below the table, there are sections for 'Additional Information' and 'Adler'.

Workorder	Serial No.	Customer	Date	RT	Status	ECS
995002281295	YKKR011111	Computers GmbH	21.09.2009	0	Assigned	2E224

Additional Information:
 Original Workorder: 995002281294
 Forwarded By: EDV-Vertrieb
 Information:
 CD burning fails

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.

The screenshot shows the 'new workorder' form. It features two main sections: 'Pick up address' and 'Return Address'. Each section includes a 'Preselect' dropdown with options for 'Customer', 'partner', and 'Reset'. Below these are input fields for 'Company', 'Surname First Name', 'Street', 'Address 2', 'County', 'Post Code Town', 'Country' (set to 'Deutschland'), 'Phone', and 'Date'. At the bottom of the form, there are navigation buttons: 'Quit', 'Back', 'Next', and 'Finish'. The browser's address bar shows 'new workorder - Fujitsu Technology Solutions' and the status bar indicates 'Vertrauenswürdige Sites | Geschützter Modus: Inaktiv' and '100%' zoom.

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 POSSIBILITIES ARE INFINITE

Home | Support | Logout

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
21.09.2009	995002281294		Forwarded
Customer	Name	Product	ECS
Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKKR011111	2E22U
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
Handling Fee	Bringln		

CURRENT VIEW: CALL

ECS

Condition	Symptom	Action
2 - Sporadic	E - Removable drives / changer 2 - Write / burning-, read-error 2 - CD / DVD-drive	U - Forwarded external with Spare

Problem Description

CD burning fails

Solution

Workorder 995002281294 forwarded to partner [redacted] IT-Business GmbH [redacted] (995002281295)

Line Items

Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34014125	1	Proposed		-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

Labour

Material number	Status	Total	price
WTY:FLATRATE	OK	1	8.00 EUR

Actions

- Return order
- Keep Material
- New Comment
- Print workorder
- Refresh page

Detail Views

- Call
- Messages
- Customer
- Product
- Spares order
- Workorder History
- System History
- Invoice

Search for Workorder / Serial

Workorder / Serial No. [input] [button]

Adler

Enter the Serial No. [input] [button]

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

FUJITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

Workorder Detail

Overview

Call Date	Workorder	Partner call number	Current Status
21.09.2009	995002281294		ToClaim
Customer	Name	Product	ECS
GmbH Computers	Kandziora, Georg	YKKR011111	2E22U
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
Handling Fee	Bringln		

CURRENT VIEW: CALL

Actions

- Reset To claim
- New Comment
- Edit Reference Number
- Print workorder
- Refresh page

Detail Views

- Call
- Messages
- Customer
- 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:



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.: RT:

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	
995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	
995002281202	YB2K013004	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO	
995002281205	YKJR001010	Fujitsu Siemens Computers GmbH	25.08.2009	0	AssignedFCO	
995002281196	YBBC010001	Fujitsu Siemens Computers GmbH	25.08.2009	0	AssignedFCO	
995002281201	YB2K013003	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO	
995002281212	YK2K001005	Fujitsu Siemens Computers GmbH	26.08.2009	48	AssignedFCO	
995002281211	YK2K001004	Fujitsu Siemens Computers GmbH	26.08.2009	0	AssignedFCO	
995002281228	YKJN003011	Volkammer, Mike	31.08.2009	0	AssignedFCO	
995002281229	YSMT018118	Volkammer, Mike	31.08.2009	0	Assigned	
995002281240	YKJR005521	Volkammer, Mike	09.09.2009	48	AssignedFCO	
995002281242	YKJN002000	Volkammer, Mike	09.09.2009	0	AssignedFCO	
995002281261	YK8V001303	Fujitsu Siemens Computers GmbH	16.09.2009	0	AssignedFCO	
995002281271	YK8V001308	Fujitsu Siemens Computers GmbH	16.09.2009	48	AssignedFCO	
995002281277	YKJN003025	Fujitsu Siemens Computers GmbH	18.09.2009	0	AssignedFCO	

Actions

- ▶ New service call

Status

- ▶ Requested (2)
- ▶ Rejected (9)
- ▶ Assigned (15)
- ▶ Open (20)
- ▶ In Progress (58)
- ▶ Double Flatrate Calls (1)
- ▶ Awaiting Immediate Action (0)
- ▶ Repair successful (29)
- ▶ To claim error (17)
- ▶ Claim Workorder (72)
- ▶ Validation center (42)
- ▶ VC Revised Claims (1)
- ▶ VC Rejected Claims (0)
- ▶ Replied to Validation center (3)
- ▶ Claims accepted (5)
- ▶ Cancelled
- ▶ Closed

Search for Workorder / Serial

Adler

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

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:

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News
- DIFS for WCM
- Spares
- Reports

Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
11.08.2009	995002281151		OrderConfirmation
Customer	Name	Product	
Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146690	
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP	Service Type Customer		
BringIn	BringIn		

Actions

- ▶ Repair started
- ▶ Update service type
- ▶ Order parts
- ▶ Return order
- ▶ Change status
- ▶ Appointment arranged
- ▶ Keep Material
- ▶ Cancel Workorder
- ▶ New Comment
- ▶ 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
ToClaimError	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	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34001173	1	Confirmed	8004919074	-	<input type="checkbox"/>	-	<input type="checkbox"/>
SERV2200	1	Confirmed	8004919074	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34001173	1	Despatched	8004919074	8137467430	<input type="checkbox"/>	-	<input type="checkbox"/>
34001173	1	Returned	8004919074	8137467430	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
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.

The screenshot shows the 'Workorder Detail' page in the WCM system. The left sidebar contains a navigation menu with 'Messages' highlighted in the 'Detail Views' section. The main content area displays an 'Overview' table with fields like Call Date, Workorder, Partner call number, and Current Status. Below this is an 'Information' section with a red header and a B2B Error message. A 'CURRENT VIEW: MESSAGES' indicator is present. At the bottom, there is a 'Customer information' table and a 'Problem Description' section.

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