

# 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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#### Note:

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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 shows the Fujitsu WCM interface. At the top, there is a navigation bar with 'Home | Support | Logout'. Below it, a sidebar 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 content area is titled 'Service Calls (Assigned)' and features a table with columns: Workorder, Serial No., Customer, Date, RT, Status, and Call Number. The table lists 12 service calls, all with a status of 'AssignedFCO'. To the right of the table is a 'Status' dropdown menu, which is circled in red. The menu options include: New service call, 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 the Spare Parts Portal.

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 you order only one spare part per Call, the order will automatically be a so called “ADEX order” (“Advanced Exchange Order”). In this case, an order and a return order will be created at the same time (= only one action step for you).

This differs from the “normal” order process, when you order a spare part and later on you create a return order. Thus there are two action steps to do here.

Another benefit of ADEX order: You will not receive an invoice or credit note, if you send back the defective part within 30 days. The only paperwork received is an “invoice” with amount of Zero. This allocation document is for information purposes and will not appear on your account. The amount of paperwork will be reduced and the need to manually match credits and invoices will not be necessary. Furthermore your account is smaller.

If you do not send the defective part back within 30 days, a normal invoice will be created after that time. If the faulty part is returned after the 30 days period, a normal credit note will be issued. For the valid terms and conditions please refer to the Service Logistics Manual.

If no return takes place after 60 days since delivery date, the return order will be cancelled. The Return Code CAN90 will be transferred to WCM. Therewith the Call 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 you order more than one spare part per Call, the order is automatically a ship only order. Invoice will be created at the same day of delivery date.

For each material (N\* and R\*-parts) return order has be advised within 30 days after the call date, including order number, ordered material and returned material number.

After 60 days without physical return of R\* parts, the return order will be cancelled. Return Code CAN90 will be transferred to WCM. Therewith the Call will be forwarded to the Service flat rate in Validation Centre. Afterwards returns can only, for special cases, be winded up by Return Clearing department.

### **1.1.7 Ship only order in the Spare Parts Portal**

Orders related to a work order should have always been created in WCM.

If, by any reason, you want to create an order in the Spare Parts Portal instead of WCM there are some particular handling instructions:

**Basically: Warranty orders should always be entered in WCM.**

In the Spare Parts Portal 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. As warranty orders request Serial number and work order, please do not enter a work order number in field “additional reference” for ship only orders. This will cause an error message.

If the work order number shall appear on the delivery documents as internal order reference, please enter the work order number into the field “Your reference”.

#### ADEX orders:

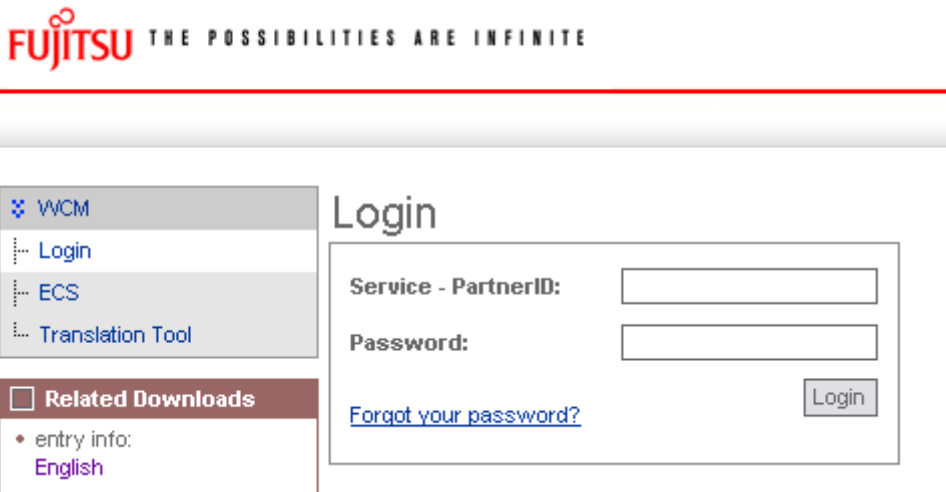
For ADEX orders (return with replacement) serial number as well as work order number is necessary.

If you order spare part by means of the Spare Parts Portal instead of WCM, it is recommended to “order” the parts in WCM as well. However to avoid a second delivery, the parts shall be registered as taken from “own stock” in WCM. WCM will perform some logical checks to state the part fits to the asset. Thus acceptance problems during the part return process of the warranty call can be prevented.

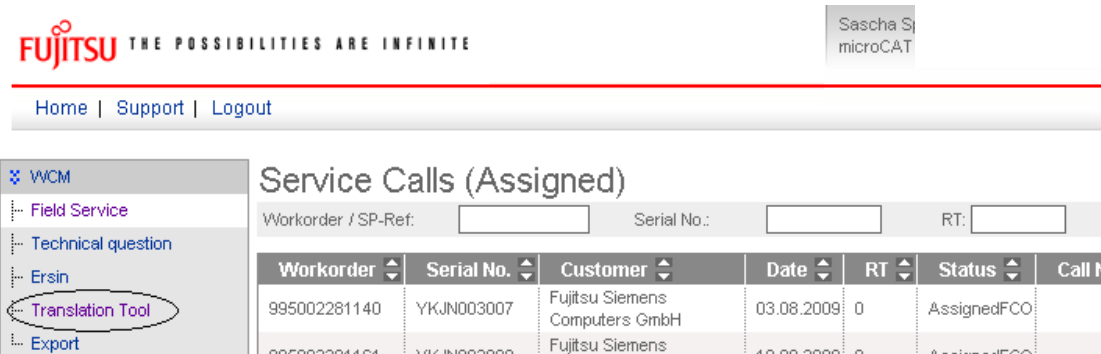
### 1.1.8 Selecting Spare Parts with ‘Translation Tool’ (virtual Fit-to-Asset Check)

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)



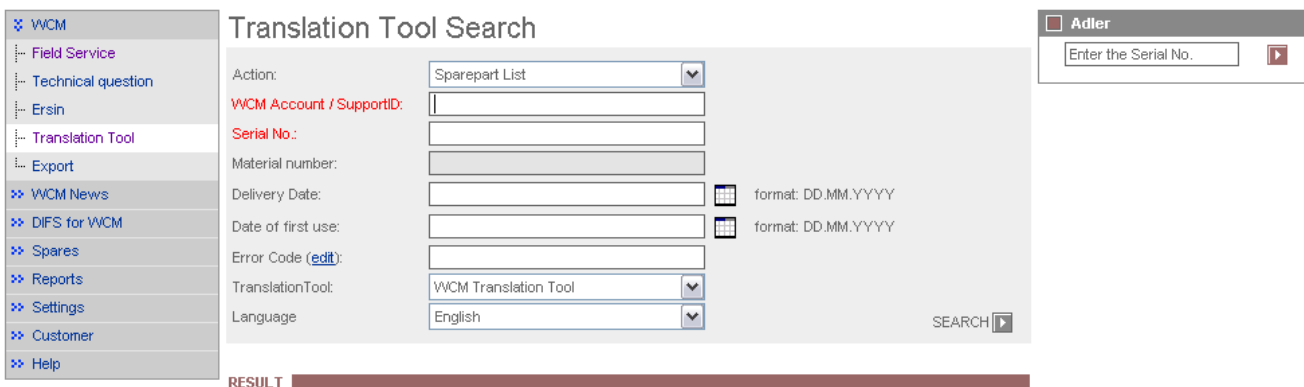
Or if already logged on to WCM WEB :



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.



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 Spare Parts Portal

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 Bulk orders in the Spare Parts Portal

Bulk orders are only possible in the Spare Parts Portal. Delivery lead times can be found in the Service Logistics Manual:

<http://partners.ts.fujitsu.com/com/service/general/service-spare/manual/Pages/default.aspx>  
Invoice will be created on delivery date.

**Notice:** If you "jump" from WCM WEB directly into Spare Parts Portal, via crosslink, orders will have delivery priority BULK automatically.

If Bulk material will be used for warranty calls, then return order has to be advised in WCM WEB or Spare Parts Portal with declaration of order number, ordered material number and returned material number. After 60 days without return of R\* parts, the return order will be cancelled. Therewith the Call will be forwarded to the Validation Centre to reimburse the service flat rate. See 4.1.5 for details.

### 1.1.11 Orders for 4h Service Packs

To order for 4h Service packs you have to choose in Spare Parts Portal the Product: High availability service (HV) for FUJITSU and Multivendor spare part.

### 1.1.12 Data Consistencies of Related Systems

In order to ensure consistency of data available in the Spare Parts Portal 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



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**

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](#)

<b>Contact WCM-Support</b>	
<b>Contact Form</b>	
<b>Email Address</b>	<input type="text" value="Test@user.com"/>
<b>Subject</b>	<input type="text" value="repair scope"/>
<b>Email Text</b>	<div style="border: 1px solid gray; padding: 5px;"><p>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.</p><p>Best regards</p><p>Test User</p></div>
<b>attachement</b>	<input type="text"/> <input type="button" value="Durchsuchen..."/> <input type="button" value="Upload"/>
<b>Name</b>	<input type="text"/>
<b>Company</b>	<input type="text"/>
<b>Phone</b>	<input type="text"/>
<b>Fax</b>	<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.

Account and password do not change for current WST users.

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 the Spare Parts Portal to have the possibility to order spare parts directly in WCM WEB, you should enter your Spare Parts Portal 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	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.200
995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.200

### 2.1 Edit account settings

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



Home | Support | Logout

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

## User settings

**User - Information**

Support ID: 200416

WCMAccount: 0001029857

Company: [REDACTED]

Salutation: Mr

First Name: [REDACTED]

Surname: [REDACTED]

**Actions**

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

At first you see settings for WCM.

Use <Next> to continue.

In the next window you have to enter your Spare Parts Portal-ID and your password:



**WebSphere Password**

WebSphereID:

Password:

Repeat password:

**Other Users**

	Surname	First Name	Support ID	WebSphereID
<input checked="" type="checkbox"/>				


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
9950000000	Testfirma 1	01.01.2006	48	Requested	MyInternalNr

▼

- 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.

**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: L**

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

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

## 2.4 Supervisor

New: WCM WEB provides the Supervisor function.

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

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”.

<b>edit employee</b>	
200416 Sascha Spörel 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 ▼
<b>201247 Daniel Stinner Mannheim</b>	
view workorder:	own location ▼
create Workorder:	no right just own calls own location ▼
rework Workorder:	all locations 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.

**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	
995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	

**Actions**

- New service call

**Status**

- Requested (0)
- Rejected (5)
- Assigned (12)**
- Open (18)
- In Progress (57)

Clicking on the listed work order opens the “work order Detail” view.

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Home | Support | Logout

**Workorder Detail**

**Overview**

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

**CURRENT VIEW: CALL**

**ECS**

<b>Condition</b> 5 - During start up	<b>Symptom</b> G - General X - Other X - Other	<b>Action</b> 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"/>

**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.

### 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.

**FUJITSU** THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

WCM

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

### Workorder Detail

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

**Actions**

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

**Detail Views**

- Call
- Messages

After clicking ‘reject’ Service Partners are requested to enter the reason for rejecting this work order.

### 3.1.2 Accept Service Call

Service Partners who intend to process an assigned work order need to confirm this by clicking on ‘Accept’.

**FUJITSU** THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

WCM

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

### Workorder Detail

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

**Actions**

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

**Detail Views**

- Call

Next window:

**FUJITSU** THE POSSIBILITIES ARE INFINITE

accept workorder

---

**Accept call**

Accept call?  Yes  No

Partner call number:  20 characters available

order spares?  Yes  No

accept FCO?  Yes  No

FCO-Description:  
"FCO: TEST ZRA."

Quit
Back
Next
Finish

Click on <Next> to proceed.

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

WCM

- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
- WCM News

### Service Calls (Assigned)

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

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002281161	YKJH003008	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:

Quit Back Next Finish

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



new workorder

---

YKDS038205

**product information**

<b>Serial No.:</b>	YKDS038205	<b>Warranty code:</b>	FSP:GB3S00.Z00GBBD5
<b>Product:</b>	ESP E3510 /C2D E7300/2GB/DVD SUPERMULTI/	<b>warranty owner:</b>	GBR
<b>Article Code:</b>	VFY:E3510PPAG1GB	<b>warranty group:</b>	BD5
<b>Delivery Date:</b>	02.12.2008	<b>warranty description:</b>	3 years On-Site Service, 5x9, valid in Europe, Africa and Middle East
<b>Activation Date:</b>	<input type="text" value="04.01.2009"/>		
<b>Additional-Text:</b>	-		

**customer has paid for**

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

**Service to be provided at Fujitsu Technology Solutions expense**

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

Quit

Back

Next

Finish

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:	Ms <input type="button" value="v"/>	
Title:	<input type="text"/> <input type="button" value="v"/>	
Company:	<input type="text"/>	
<b>Surname:</b>	Gadletz	
<b>First Name:</b>	Christine	
Department:	<input type="text"/>	
<b>Street:</b>	Mies-van-der-Rohe-Strasse 8	
<b>Post Code, Town:</b>	80807	München
Country:	Deutschland <input type="button" value="v"/>	
Phone Private:	08952525252	
Phone Business:	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:



new workorder

---

YKDS038205

Export Monitoring - Warning List

Name	Town	Country
<span style="color: red;">Chr</span> SHANTHAKUMAR, ARUNACHALAM	Tehran	Iran
<span style="color: red;">Chr</span> STABELLE AUNG	Culiacan, Sinaloa	Mexico
<span style="color: red;">Chr</span> STOPHER AUNG	Culiacan, Sinaloa	Mexico
<span style="color: red;">Gad</span> S.A.	Culiacan, Sinaloa	Mexico
<span style="color: red;">Chr</span> STINA AUNG	Culiacan 80129	Mexico

Yes, the customer is registered in the warning list  
No, the customer is not registered in the warning list.

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. Helmut Schaperdot  
<mailto:helmut.schaperdot@ts.fujitsu.com>/ Tel.: +49 (5251) 525-1920

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

Then the Customer ID will be created:

The screenshot shows the 'new workorder' form with the following fields:

- new customer number** (header)
- Customer:** Gadletz, Christine
- Customer ID:** 2302018372 (highlighted with a red circle)

### 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 organisations.

The screenshot illustrates the process of editing a contact name in an existing customer address, with four numbered callouts:

- 1:** Points to the 'Surname' input field containing 'Gadletz'.
- 2:** Points to the search results list, specifically to the first entry: 'Mies-van-der-Rohe-Strasse 8, 80807 München, Fujitsu Siemens Computers GmbH'.
- 3:** Points to the 'Edit Contact' button next to the selected entry.
- 4:** Points to the 'Location' field in the edit form, which contains the address: 'Mies-van-der-Rohe-Strasse 8, 80807 München, Deutschland'.

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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. Helmut Schaperdot  
<mailto:helmut.schaperdot@ts.fujitsu.com>/ Tel.: +49 (5251) 525-1920

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.



YKD S038205

Information			
Error Code	Condition	Symptom	Action
<b>Error Code</b> <a href="#">edit</a>	-	-	-
ECS Plus (DIFS Code)	<input type="text"/>	<input type="button" value="Check"/>	
<b>Problem Description:</b>	<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
<ul style="list-style-type: none"> <li>0 - Fails from initial power on</li> <li>1 - Always (during processing)</li> <li>2 - Sporadic</li> <li>3 - Under high Load</li> <li>4 - During mechanical adjustment/movement</li> <li>5 - During start up</li> <li>6 - During switch off</li> <li>7 - During Standby mode</li> <li>8 - During Configuration/Installation</li> <li>9 - Environment - Vibration</li> <li>A - Environment - Cold</li> <li>B - Environment - Hot</li> <li>C - Environment - Wet</li> <li>D - Environment - Dusty</li> <li>E - After HW upgrade</li> <li>F - After SW/Driver/OS update</li> <li>G - Damaged / dropped</li> <li>X - Not Applicable / unknown</li> </ul>	<ul style="list-style-type: none"> <li>A - Battery / Accu</li> <li>B - Board / Ram / internal IO</li> <li>C - Communication / external IO</li> <li>D - Display / Video</li> <li>E - Removable drives / changer</li> <li>G - General</li> <li>H - Hard disk</li> <li>K - Input device</li> <li>N - Non technical</li> <li>P - Power / Chassis</li> <li>R - Disk array / RAID</li> <li>S - Software / OS</li> <li>T - Sound / Audio</li> <li>Z - Security</li> </ul>	<ul style="list-style-type: none"> <li>1 - CPU</li> <li>2 - Memory / cache</li> <li>3 - Clock / timer</li> <li>4 - Fan</li> <li>A - PCMCIA</li> <li>B - ISA</li> <li>C - PCI</li> <li>D - PCIe</li> <li>E - IDE</li> <li>F - SATA</li> <li>G - SCSI</li> <li>J - Connector</li> <li>L - AGP</li> <li>X - Other on system board</li> </ul>
<ul style="list-style-type: none"> <li>0 - No function recognizable</li> <li>1 - Error message</li> <li>D - Driver problem (detail in comments)</li> <li>M - Mechanical problem</li> <li>W - Warning message (detail in comments)</li> <li>X - Other</li> </ul>		<ul style="list-style-type: none"> <li>0 - No Defect Found / Functional Check only</li> <li>1 - Explanation to customer</li> <li>2 - Re-adjust cabling</li> <li>3 - Ship customer replaceable unit</li> <li>4 - HW-Repair with Spare</li> <li>5 - HW-Repair wo Spare</li> <li>6 - System exchanged</li> <li>7 - Hw-Repair and info to Partner</li> <li>A - SW-Reload</li> <li>B - SW-Update</li> <li>C - BIOS/firmware update</li> <li>D - Driver Update</li> <li>E - Virus removed</li> <li>F - Operating System reinstallation</li> <li>J - Connector/Jumper re-fitting</li> <li>M - Customer Application support</li> <li>N - Modification requested by manufacturer</li> <li>O - Defective Spare</li> <li>P - Cost estimate</li> <li>Q - Return to customer without Repair</li> <li>R - Modification requested by Servicepartner</li> <li>S - Forwarded external</li> <li>T - Forwarded internal</li> <li>X - other</li> </ul>

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

Information			
Error Code	Condition	Symptom	Action
<b>edit</b>	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"/>	
<b>Problem Description:</b>	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

**Customer** 9/2/2009    **Name** 995002261237    **Product** YK2S001945    **Current Status** AssignedFCO

**Response Time** 24    **repair time** 0    **Date of Carriage** -    **DIFS-Code** 1EM24

**Service Type SP** OnSite 24h performance    **Service Type Customer** OnSite

**ECs**

Condition	Symptom
1 - Always (during processing)	E - Removable drives / ch 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

**FUJITSU** THE POSSIBILITIES ARE INFINITE

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

**ECSS**

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 workorder 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.



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- Ersin
- Translation Tool
- Export
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## 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.

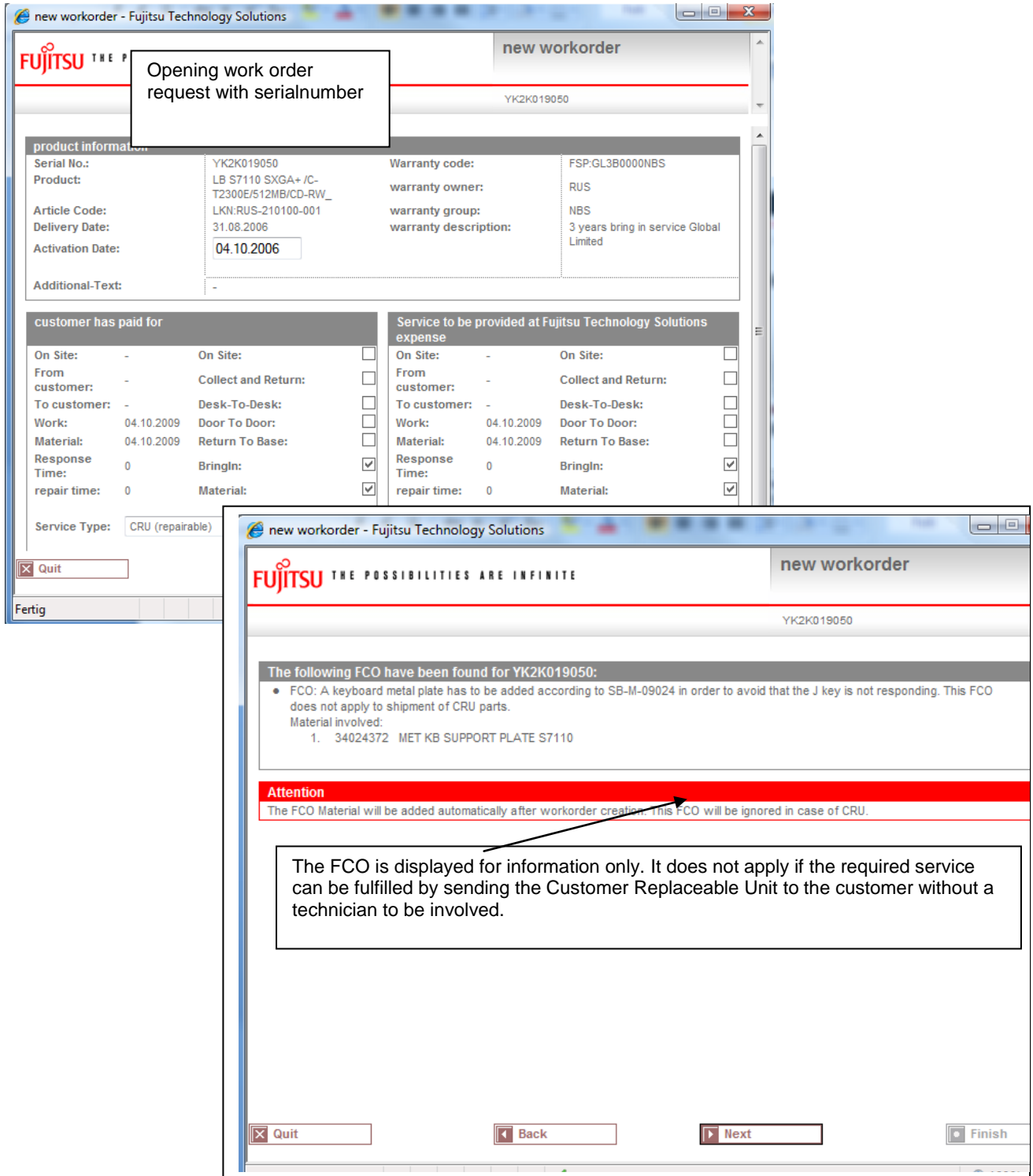
The status is changed and the FCO information is displayed.

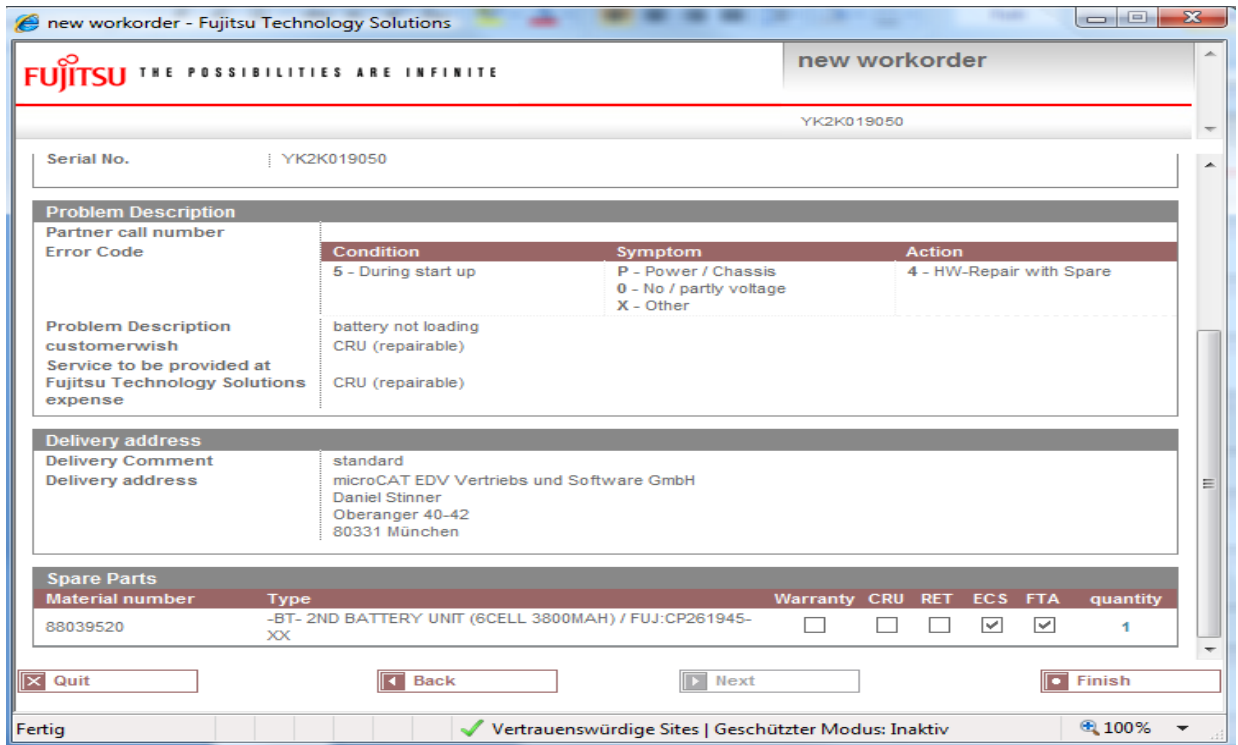
As usual, subsequently the work order with the assigned FCO has to be accepted by the Service Partner again.

### 3.3.2.2 FCO is of type A1 and the service type is “CRU”

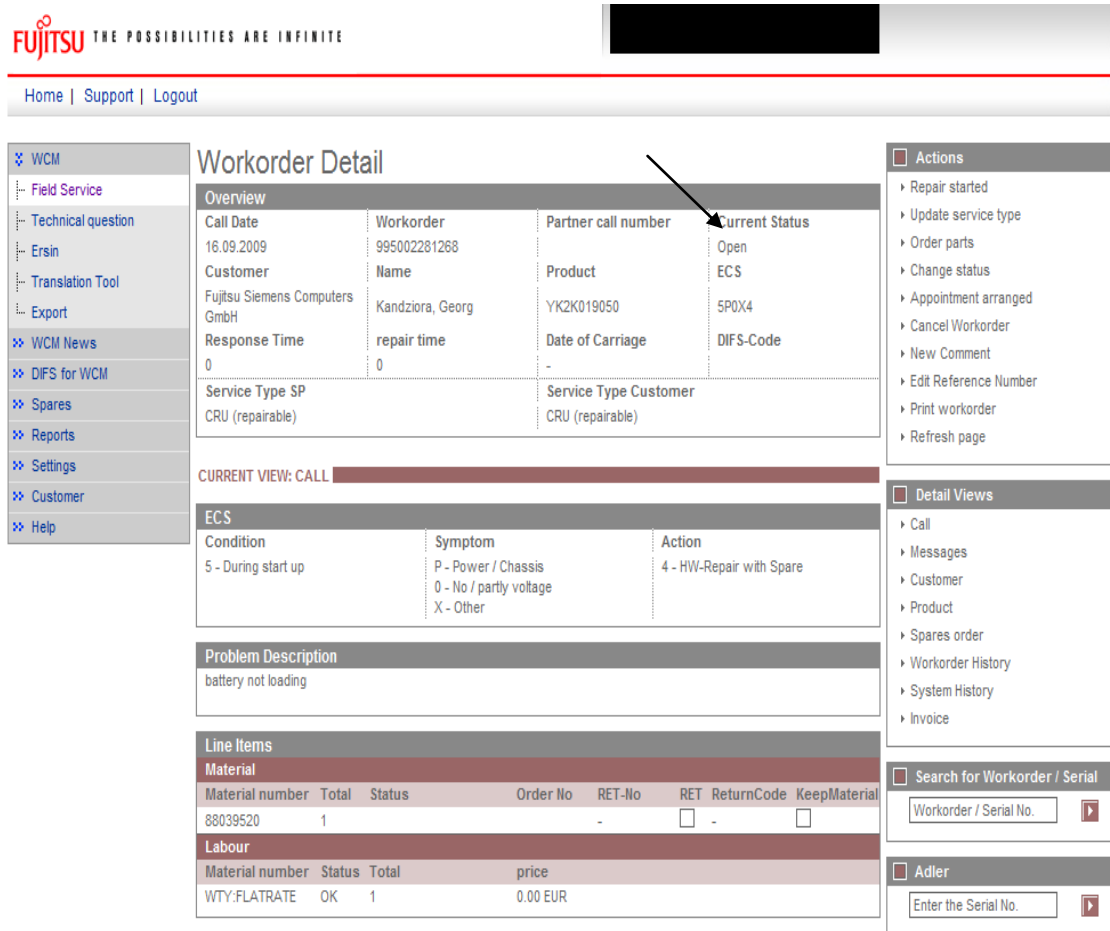
In case the FCO is of type A1 and the service type is “CRU”, the FCO will be ignored and the claim will be handled like a normal work order without FCO.

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.





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 workorder 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 workorder ID 'YK8V001328' is displayed. A message 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 is a red 'Attention' banner: 'There is a FCO of Type A! This will prevent the creation of a CRU workorder.'

The main section is 'Workorder Detail'. The 'Overview' table shows:

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

The 'CURRENT VIEW: CALL' section shows an ECS condition: '5 - During start up'. The symptom is 'B - Board / Ra', '1 - Error mess', and '2 - Memory / G'. The action is 'The status is changed and the FCO information is displayed.' 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 shows:

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

Below the line items is a labour table:

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, Advice). At the bottom right, there are search fields for 'Workorder / Serial No.' and 'Adler'.

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 3<sup>rd</sup> 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 Workorder**

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 informations 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 workorder 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**

#### **Workorder 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 Workorder 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.

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.

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

FUJITSU THE POSSIBILITIES ARE INFINITE

workorder to claim

**Change status**

Change status to: To Claim

**Please enter the serialnumber of the defect asset:**

Call Entry SNR\*:

**\*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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- Export
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## Workorder Detail

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

CURRENT VIEW: CALL

Additional Information (SWAP):	
<b>Call Entry SNR:</b>	YK6T001709
<b>Replacement SNR (SWAP):</b>	YK6T001714
<b>Information:</b>	This repair was fixed by exchange of the system unit.

ECS		
<b>Condition</b>	<b>Symptom</b>	<b>Action</b>
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	<a href="#">8004649001</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Confirmed	<a href="#">8004649001</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Despatched	<a href="#">8004649001</a>	<a href="#">8137126823</a>	<input type="checkbox"/>	-	<input type="checkbox"/>
38006712	1	Returned	<a href="#">8004649001</a>	<a href="#">8137126823</a>	<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:

The screenshot shows the 'Workorder Detail' page in the WCM system. The main page includes a navigation menu on the left, a central 'Overview' section with a table of call details, and an 'Actions' panel on the right. A callout box points to the 'Product' field in the overview table, which contains the value 'YE8L022326'. An inset browser window titled 'Workorder to claim - Microsoft Internet Explorer' shows the 'Change status' form. This form has a text input field for 'Call Entry SNR\*' containing 'YE8L022326'. A red note below the field reads: '\*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.' Below this, there is another section for 'Please enter the serialnumber of the new (SWAP) asset:' with a 'Replacement SNR (SWAP):' field containing 'YE8L022271'.

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.

This screenshot shows the 'Workorder to claim' form in a browser window. The 'Change status' section is active, showing 'Change status to: To Claim'. The 'Please enter the serialnumber of the defect asset:' section has a 'Call Entry SNR\*' field with the value 'YE8L022327'. A red note below it states: '\*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.' The 'Please enter the serialnumber of the new (SWAP) asset:' section has a 'Replacement SNR (SWAP):' field with the value 'YE8L022271'.

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

WCM WEB:

**Workorder Detail**

**Overview**

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

<b>Condition</b> 2 - Sporadic	<b>Symptom</b> D - Display / Video 3 - Brightness / contrast 1 - System screen	<b>Action</b> 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 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.



**Workorder Detail**

**Overview**

<b>Call Date</b> 25.03.2009	<b>Workorder</b> 995002270160	<b>Partner call number</b> -	<b>Current Status</b> RepairSuccessful
<b>Customer</b> Fujitsu Siemens Computers GmbH	<b>Name</b> Kandziora, Georg	<b>Product</b> YK6U001154	<b>ECS</b> 3B/W24
<b>Response Time</b> 0	<b>repair time</b> -	<b>Date of Carriage</b> -	<b>DIFS-Code</b> -
<b>Service Type SP</b> OnSite		<b>Service Type Customer</b> OnSite	

**CURRENT VIEW: CALL**

**ECS**

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

**Problem Description**  
Problems with memory dump

**Solution**  
RAM exchanged.

**Line Items**

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

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**

**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**

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

CURRENT VIEW: CALL

**ECS**

<b>Condition</b> 3 - Under high Load	<b>Symptom</b> B - Board / Ram / Internal IO W - Warning message (detail in comments) Z - Memory / cache	<b>Action</b> 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**

- 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.

### 3.4.4.4 SWAP Example 4 - Monitor was repaired not swapped

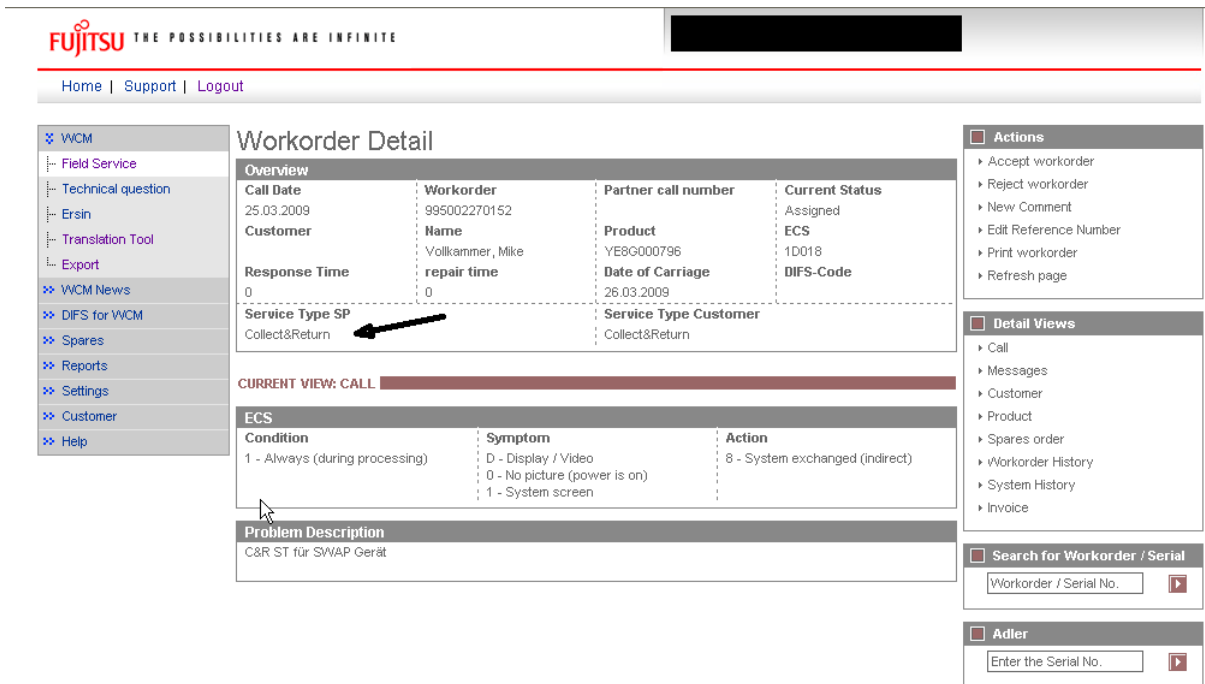
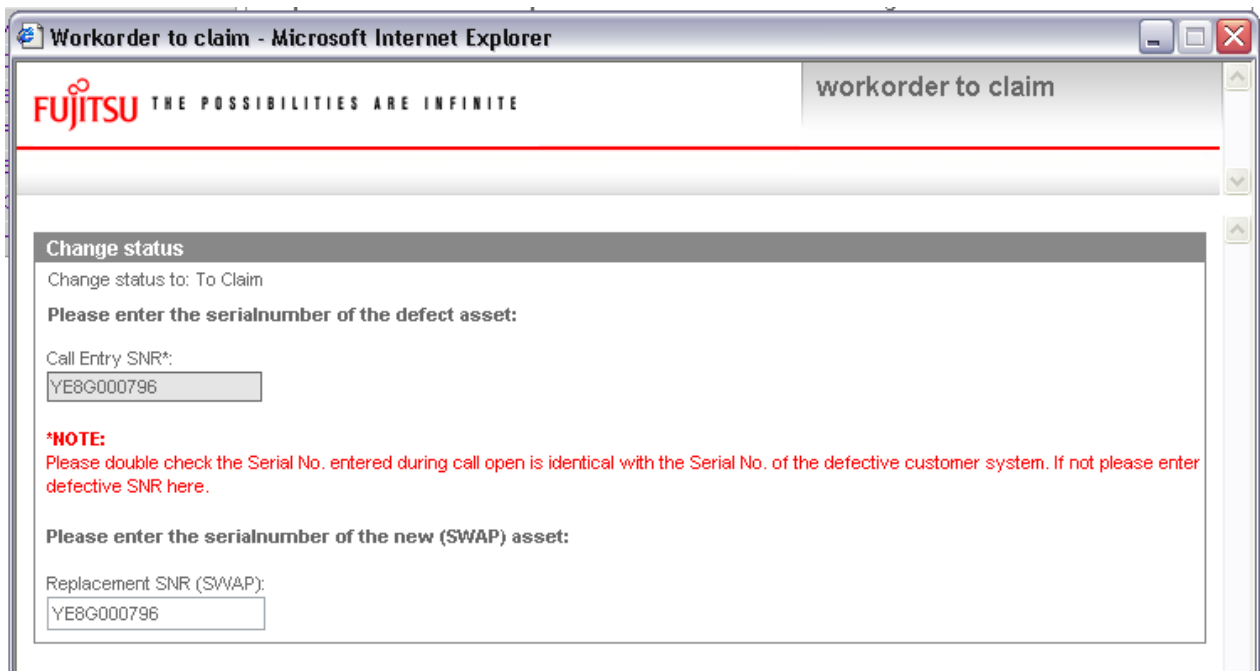
Occasionally the customer wants to avoid an exchange of his defective monitor. Being aware, he gives up some service level, he asks for repair of his defective unit. According to this request, the Help Desk opens the claim with service type Collect & Return. In this case no swap process is in place.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

**Workorder Detail**

Overview			
<b>Call Date</b> 25.03.2009	<b>Workorder</b> 995002270152	<b>Partner call number</b>	<b>Current Status</b> ToClaim
<b>Customer</b>	<b>Name</b> Volkammer, Mike	<b>Product</b> YE8G000796	<b>ECS</b> 1D018
<b>Response Time</b> 0	<b>repair time</b> 0	<b>Date of Carriage</b> 26.03.2009	<b>DIFS-Code</b>
<b>Service Type SP</b> Collect&Return		<b>Service Type Customer</b> Collect&Return	

**CURRENT VIEW: CALL**

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

**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 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”



### 3.4.6.2 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.

**adler v3.10** HOME

ABOUT US | RE-REGISTER | DOWNLOAD | UPLOAD | PRINT

YE8L022271 - Warranty / Service

SELECT

device serialnumber

YE8L022271

Submit

warranty information  
partlist  
component details  
configuration data  
test information  
testing results  
delivery data  
total view  
additional services  
history  
country controlling  
administration  
reports

Type: AMILO Display L 3190W  
Family code: YE8L AMILO LL 3190W  
Part number: S26361-K1284-Y181  
weight (gram):  
Material number: 000000010600980072  
Last update: 3/9/2009

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

**Customer warranty / service**

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

multipurpose for details click [here](#)

adler v3.10 CLOSE WINDOW

test-test-test

YE8L022271 - Multipurpose

Flag	Datum	Ersteller
SWAP	2009-03-17	adleradm




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

Detail information (in months) history warranty

	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



### 3.4.6.4 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):**

**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

test - test - test

YE8L022271 - 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	l	adleradm



### 3.4.7 Monitor Service Concept – Collect & Return Display

April 1<sup>st</sup> 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:

**adler v3.10** | **HOME** | ABOUT US | RE-REGISTER | DOWNLOAD | UPLOAD | PRINT

**YE8G000356 - Warranty / Service**

**SELECT**  
device serialnumber: YE8G000356  
Submit

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

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

**Customer warranty / service**  
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

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

**Detail information (in months)**

Code	OS	FC	TC	LA	MA	PRODUCER	OWNER
BASIC	-	-	-	-	-	-	-
ADD. WAR-INFO	BW_n0_BOM	0	0	0	0	u	ukr
STANDARD	FSP:GN3H000STDWDYE	0	36	36	36	l	fsc sbd
TOPUP	-	-	-	-	-	-	-
EXTENDED	-	-	-	-	-	-	-

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

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Home | Support | Logout

**Service Calls (Assigned)**  
Workorder / SP-Ref: [ ] Serial No.: [ ] RT: [ ]

Workorder: [ ] Serial No.: [ ] Customer: [ ] Date: [ ] RT: [ ] Status: [ ] Call Number: [ ]

**product information**  
Serial No.: YE8G000356  
Product: AMILO Display L 3190T  
Article Code: S26361-K1301-V180  
Delivery Date: 21.10.2009  
Activation Date: 20.11.2008  
Additional-Text:

**Warranty code:** FSP:GN3H000STDWDYE  
**warranty owners:** D  
**warranty group:** DYE  
**warranty description:** 3 years Collect & Return Service Display, 5x9, valid in Europe, Africa and Middle East

**customer has paid for**  
On Site: -  
From customer: 20.11.2011  
To customer: 20.11.2011  
Work: 20.11.2011  
Material:  
Response Times: 0  
repair time: 0  
Service Type: Collect & Return Displays

**Service to be provided at Fujitsu Technology Solutions expense**  
On Site: -  
From customer: 20.11.2011  
To customer: 20.11.2011  
Work: 20.11.2011  
Material:  
Response Times: 0  
repair time: 0  
Service Type: Collect & Return Displays

**Actions**  
New service call

**Status**  
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  
Closed

**Search for Workorder / Serial**  
Workorder / Serial No. [ ]

**Adler**  
Enter the Serial No. [ ]

**DIFS Decoder**  
Enter the Serial No. [ ]  
Enter DIFS-Code [ ]

**WCM Web Technical Support**  
If you need assistance for WCM

## 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 3<sup>rd</sup> 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 for a Workorder Detail. The page includes a navigation menu on the left, a main content area with a table of workorder details, and a right-hand sidebar with actions and detail views.

**Workorder Detail Overview:**

Call Date	11.02.2011	Workorder	995003125037	Partner call number		Current Status	Requested
Customer	Fujitsu Technology Solutions	Name	Kandziora, Georg	Product	YK8J101329	ECS	
Response Time	0	repair time	0	Date of Carriage	-	2H114	
Service Type SP	Bringln	Service Type Customer	Bringln				

**Service Desk Approval Pending:**

Reason: HD Approval mandatory  
Opened by restricted SP

**Problem Description:**

The Hard Disk is not activated after sleep modus

**Line Items:**

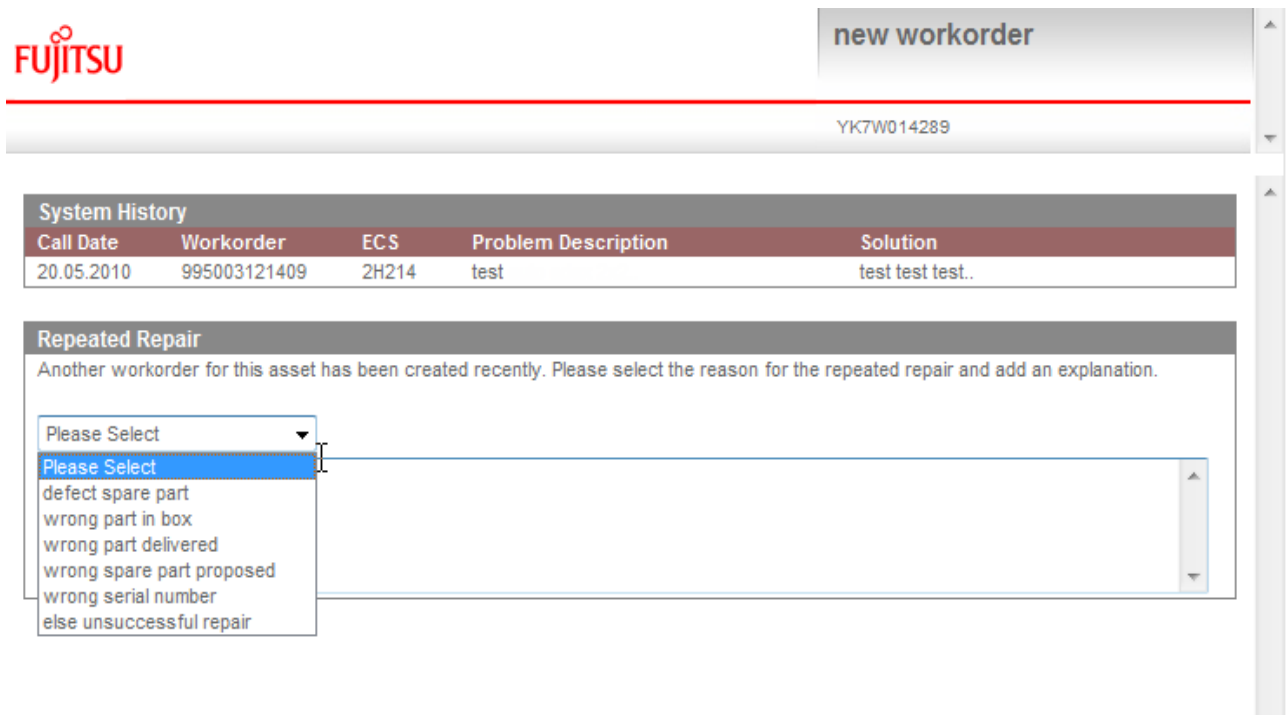
Material number	Status	Total price	RET	LSF	Orderflow

The interface also shows a sidebar with 'Actions' (New Comment, Print workorder, Refresh page) and 'Detail Views' (Call, Messages, Customer, Product, Spares order, Workorder History, System History, Invoice). Search and Adler fields are also present.

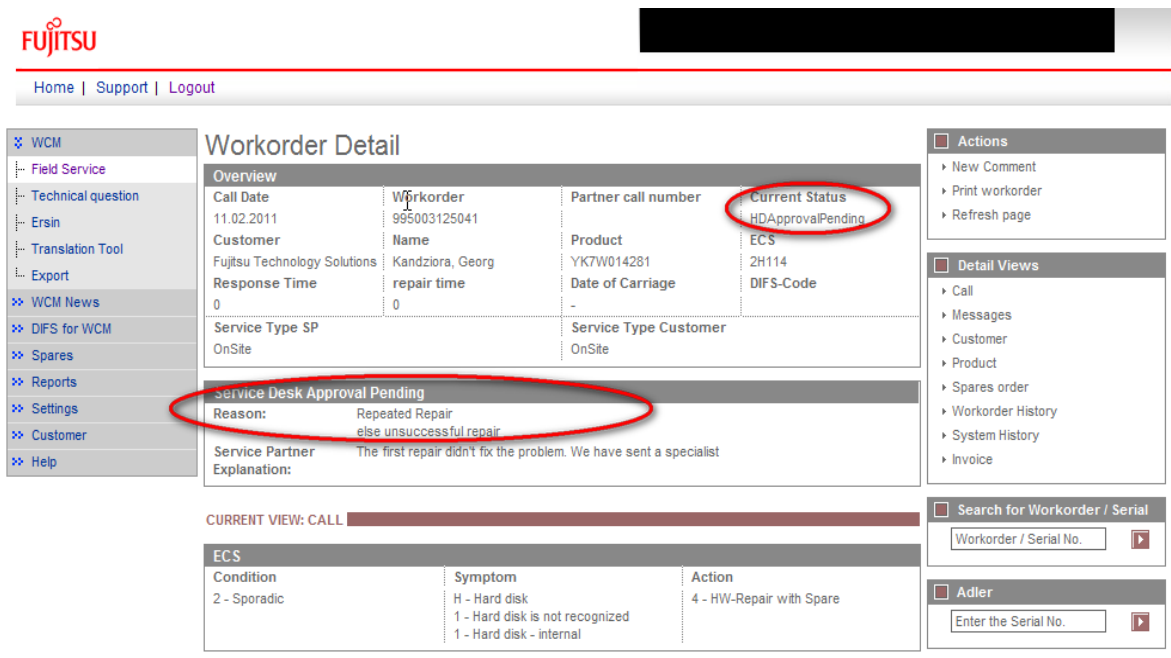
### 3.5.2.2 Event 2 - Repeated Repair (x-day rule)

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 provided is: 'Reason: Repeated Repair 3rd failed repair in defined period'. Other details include Call Date: 08.02.2011, Workorder: 995003125018, Product: YKDR021008, and Current Status: HDApapprovalPending.

**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 for a different workorder. The 'Service Desk Approval Pending' section is circled in red. The reason provided is: 'Reason: Cost Maximum exceeded Costly repair history - help desk involved'. Other details include Call Date: 17.02.2011, Workorder: 995003125104, Product: YK2K168355, and Current Status: HDApapprovalPending.

### 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 this 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 WCM WEB interface. The top navigation bar includes the Fujitsu logo, user information (Helmut Laubinger, Schuster & Walther IT-Business GmbH), and links for Home, Support, and Logout. A left sidebar contains a navigation 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 content area 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 (Fujitsu Technology Solutions), Name (Kandziora, Georg), Product (YKBJ101329), Date of Carriage (2H112), Response Time (0), and repair time (0).
- Service Type:** Service Type SP (Bringh) and Service Type Customer (Bringh).
- Service Desk Information:** A section containing Reason (HD Approval mandatory, Opened by restricted SP), Service Desk, and Comment (There is a loose connection with the Hard Disk data cable connector. Please try to refit).
- ECs (Error Codes):** 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 refitting (e.g. Jumper, cable, connector, resoldering)).
- Problem Description:** The Hard Disk is not activated after sleep modus.
- Line Items:** A section at the bottom of the main content area.

On the right side, there are two panels: 'Actions' with options like Accept workorder, Reject workorder, New Comment, Edit Reference Number, 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 fields for 'Workorder / Serial' and 'Adler'.

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.

**accept workorder**

These spares were suggested for the call

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

**Spare Parts**

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.

**FUJITSU**

Home | Support | Logout

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

**Actions**

- 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. [ ]

### 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.)

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new workorder

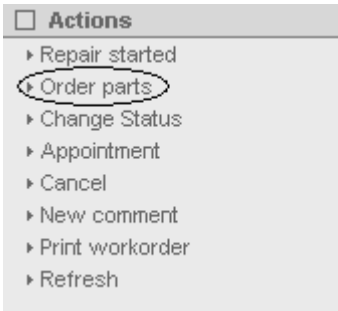
YKJN003022

34013914	RIGHT SUPPORTER HDD /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>	<input type="checkbox"/>	0
- 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"/>	<input 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"/>	<input type="checkbox"/>	1
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"/>	<input 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"/>	<input type="checkbox"/>	0
34012385	CPU INTEL MOBILE P8600 2.4GHZ (MD) / V26808-B8270-V11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0
- Mainboards OEM								
34012385	M45 Q5030 /	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 Service Logistics Manual.

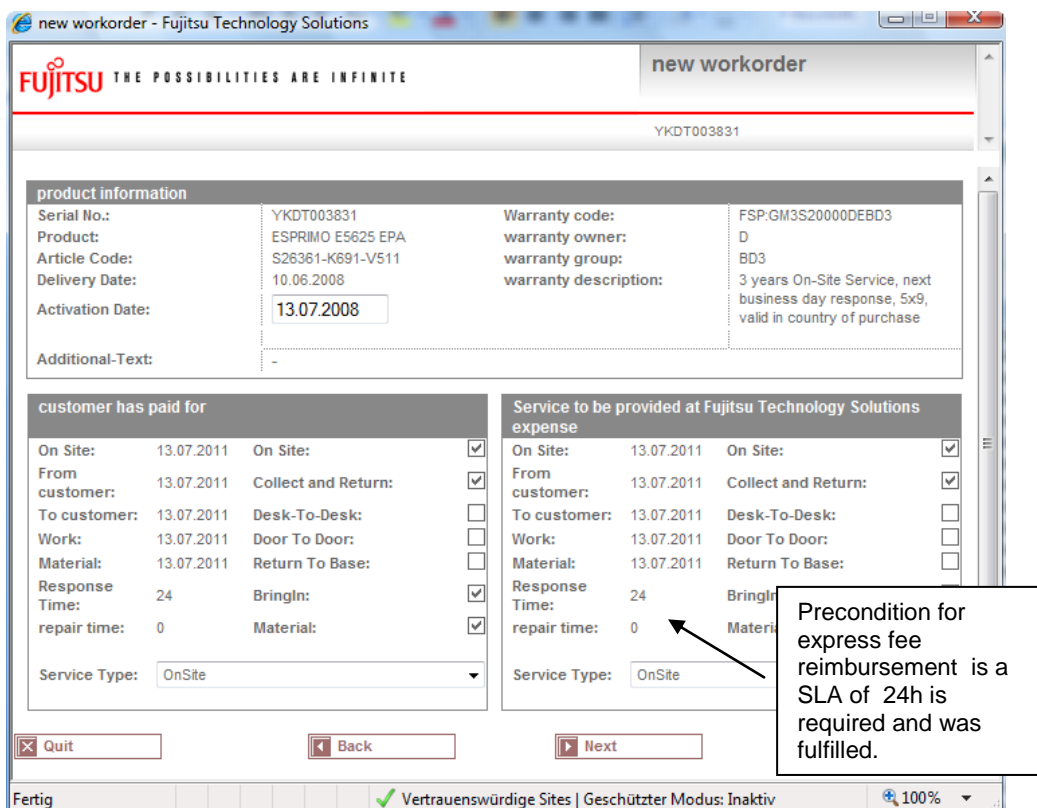
**Urgent:** Delivery will be processed according to the delivery lead times as stated in the Service Logistics Manual. <http://partners.ts.fujitsu.com/com/service/general/service-spares/manual>

**Important:** The additional transport costs for urgent delivery are charged to you! The Spare Parts Portal 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 Service Parts 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 Service 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





new workorder - Fujitsu Technology Solutions

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new workorder

YKDT003832

Options

Delivery Comment

urgent

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"/> 34005979	HDD 160GB SATA 300 7.2K / WDC:WD1600AAJS	<input type="checkbox"/>	16.09.2009	1	MIRO

Set all to MIRO

In defined countries the delivery type „urgent“ triggers express delivery. Hence express charges are invoiced by FUJITSU Service Parts Logistics.

**FUJITSU** THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

WCM

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

Quit

Fertig

### Workorder Detail

**Overview**

Call Date	Workorder	Partner call number	Current Status
16.09.2009	995002281264		ToClaim
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: CALL

**ECS**

Condition	Symptom
3 - Under high Load	H - Hard disk 2 - Noise / Vibration 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	8004850271	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34005979	1	Confirmed	8004850271	-	<input type="checkbox"/>	-	<input type="checkbox"/>
SERV2202	1	Confirmed	8004850271	-	<input type="checkbox"/>	-	<input type="checkbox"/>
80037830	1	Returned	8002844044	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34005979	1	Returned	8004850271	8137127174	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>

**Labour**

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

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. [ ]

After the work order was claimed, Express Charges are registered in a separate line item in the work order details as SERVICE material.



Home | Support | Logout

- WCM
- Field Service
- Technical question
- Ersin
- Translation Tool
- Export
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- Reports
- Settings
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- 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**

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

*Service point:* Address of Service Partners site

*Delivery address:* All additional delivery addresses, which are equal with the addresses entered in the Spare Parts Portal.

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**

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

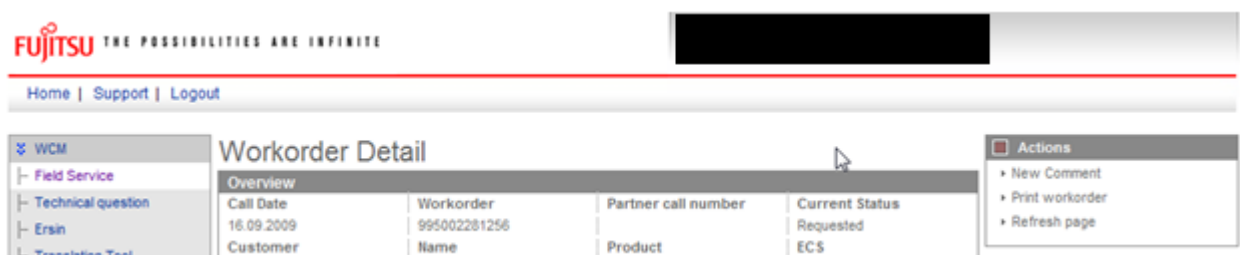
**4.1.1.6 Order confirmation**

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”.



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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
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							
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”:



Home | Support | Logout

- 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	
995002270076	YKJW002250	Melanie, Ilbor	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	Vollkammer, 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
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- Spares
- Reports
- Settings
- Customer
- Help

### Workorder Detail

**Overview**

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

**CURRENT VIEW: CALL**

**ECS**

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

**Problem Description**

jhasdfhjfhajhfhajkfhakjfhajfhjh

**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	<a href="#">8004649065</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Proposed	<a href="#">8004649064</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	<a href="#">8004650002</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Confirmed	<a href="#">8004649065</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	<a href="#">8004649064</a>	-	<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 Spare Parts Portal order number with using Button “Spares order” (marked red) or with clicking on the word “Confirmed” of the concerned material (marked green).



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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**

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

**CURRENT VIEW: SPARES ORDER**

**Order information:**

**Order No:** [8004649064](#)

**Express**

**Delivery address**

**Company:** [REDACTED]

**Name:** [REDACTED]

**Address:** Karl-Schurz-Str. 17  
33100 Paderborn  
Deutschland

**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**

Workorder / Serial No.

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

Order information	
<b>Order No:</b>	<a href="#">8004649065</a>
<b>Express</b>	<input type="checkbox"/>

Delivery address	
<b>Company:</b>	MicroCat GmbH
<b>Name</b>	C/O Rohringer a. n.
<b>Address:</b>	Wiesengrund 10 92361 Bergau
<b>Country:</b>	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	<a href="#">8004649065</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Proposed	<a href="#">8004649064</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	<a href="#">8004650002</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Confirmed	<a href="#">8004649065</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Confirmed	<a href="#">8004649064</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	5	Despatched	<a href="#">8004649065</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
84002184	1	Despatched	<a href="#">8004649064</a>	<a href="#">8137126832</a>	<input type="checkbox"/>	-	<input type="checkbox"/>
88037472	4	Despatched	<a href="#">8004649065</a>	-	<input checked="" 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 Spare Parts Portal as described in [chapter 2](#), you can switch into the Spare Parts Portal with a click on the order number.

Here you can see the status of your order in section: orders overview -> order tracking.

<p><b>SELECT</b></p> <ul style="list-style-type: none"> <li>▶ create order</li> <li>▶ returns</li> <li>▶ orders overview             <ul style="list-style-type: none"> <li>▼ order tracking</li> <li>▶ shipment advice</li> <li>▶ reports</li> </ul> </li> <li>▶ spare parts catalogue</li> <li>▶ complaints</li> </ul> <p><b>USER</b></p>	<h2>Order Tracking</h2> <p>Here you can see all open orders and all closed orders executed within the past 10 days.</p> <hr/> <p><b>by Order Nr.</b> <input type="text" value="8004649065"/> <input type="button" value="▶ START ORDERTRACKING"/></p> <hr/> <p><b>by Order Status</b></p> <p><input checked="" type="checkbox"/> open Orders</p> <p><input checked="" type="checkbox"/> closed Orders</p> <p><b>Order Date Range</b> (DD.MM.YYYY)</p> <p>Begin: <input type="text" value="02.09.2009"/> End: <input type="text" value="16.09.2009"/></p> <p><b>Miscellaneous</b></p> <p>Order Type: <input type="text" value="all"/> ▼ Material Nr.: <input type="text"/></p> <p>Your Reference: <input type="text"/> User-ID: <input type="text"/> (only purchase orders)</p> <p>Call-Nr.: <input type="text"/></p> <p style="text-align: right;"><input type="button" value="▶ START ORDERTRACKING"/></p> <hr/> <p><input type="button" value="DELETE INPUT ▶"/></p>
---	--

### 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”.

**Options**

**Delivery Comment**

**Where would you like the spare parts to be delivered**

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

**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	Set all to <input type="text" value="Own Stock"/>

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

Click on <Finish>

An information screen confirms the work order was created.

work order status changes automatically from “Requested” to “Open”. Status will stay in status “Open” until you change it manually with click on “repair started”.  
(Only if you order spare parts from FUJITSU, then status changes from “Open” to “In Progress” automatically.)

### 4.1.3 Ordering High availability parts (4h Service Packs)

#### 4.1.3.1 Ordering

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

To order high availability parts, please use in Spare Parts Portal the area:  
“High availability service (HV) for FUJITSU and Multivendor spare part”.  
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:





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- Ersin
- Translation Tool
- Export
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- Spares
- Reports
- Settings
- Customer
- Help

## Workorder Detail

Overview			
Call Date	Workorder	Partner call number	Current Status
09.03.2009	995002270018		RepairStarted
Customer	Name	Product	ECS
	Melanie, libor	YE8D000109	1D118
Response Time	repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP		Service Type Customer	
Door to door		Door to door	

**CURRENT VIEW: CALL**

Condition	Symptom	Action
1 - Always (during processing)	D - Display / Video 1 - Interference (streak, flicker, tremble)	8 - System exchanged (indirect)

**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**

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

**Search for Workorder / Serial**

Order parts - Fujitsu Technology Solutions

order parts

---

Spare Parts							
Material number	Type	Warranty	LSF	RET	ECS	FTA	quantity
- manual selection							

Manual input of spare part information.

Mat-Nr:   [Change List](#)

### 4.1.5 Bulk Orders in WCM WEB

#### 4.1.5.1 User settings

To use the option of bulk orders in WCM WEB, the user settings have to be completed by the Spares Parts Portal credentials of the Service Partners.



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## User settings

User - Information	
Support ID:	XXXXX
WCMAccount:	XXXXX
Company:	XXXXX
Salutation:	
First Name:	XXXXX
Surname:	XXXXX
Department:	
Phone:	
Fax:	
Mobile:	XXXXX
Email:	
Language:	
Companylogo	XXXXX
<a href="#">(change&gt;&gt;)</a>	

User - Permissions	
WCMWeb Supervisor:	No
view workorder:	own location

**Actions**

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



**User Information**

Salutation:

First Name:

Surname:

Department:

Phone:

Fax:

Mobile:

Email:

Language:

**WCM Password**

Support ID:

new password:

repeat new password:

Press Button "NEXT"

**FUJITSU THE POSSIBILITIES ARE INFINITE**

**Websphere Password**

WebSphereID:

Password:

Repeat password:

**Other Users**

	Surname	First Name	Support ID	WebSphereID
<input checked="" type="checkbox"/>	Spörel	Sascha	200416	DED82701
<input type="checkbox"/>	Tester	Test	schork	

### 4.1.5.2 Spares Services

After the Websphere access details are entered the Spares Parts Portal order section is available.



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» WCM	
» WCM News	SELECT
» DIFS for WCM	» create order
» Spares	» returns
» Services	» orders overview
» Reports	» spare parts catalogue
» Settings	» complaints
» Customer	
» Help	USER

#### Services

An overview of our services:

##### Create Order

Here you can order spare parts online.

##### Complaints

If there is a need to make a complaint please do so here.

##### Returns

Here you can return materials and spare parts.

##### Orders Overview

Here you can track your current orders and view your past orders.

##### Spare Parts Catalogue

Here you can view your spare parts catalogue (without ordering). To place an order from your catalogue please go to -->[Create Order](#)

### 4.1.5.3 Bulk Orders

If you “jump” from WCM WEB directly into Spare Parts Portal, via crosslink, orders will have delivery priority BULK automatically.



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» WCM	
» WCM News	SELECT
» DIFS for WCM	» create order
» Spares	» returns
» Services	» orders overview
» Reports	» spare parts catalogue
» Settings	» complaints
» Customer	
» Help	USER

#### Create Order: Delivery Information

Delivery Priority:  Bulk

[CONTINUE](#)

##### Note:

Service charges may be added according to contract agreements. Outside Germany, for "Express" please check with our Order Management first, whether your requirements can be covered by Standard priority.



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- » WCM
- » WCM News
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- » Spares
- » Services
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- » Help

**SELECT**

- ▼ create order
- ▶ returns
- ▶ orders overview
- ▶ spare parts catalogue
- ▶ complaints

**USER**

## Create Order: Delivery Information

Delivery Priority: Bulk

[CHANGE DELIVERY INFORMATION](#)

- Your Reference:
- Additional reference (Call ID / Workorder-Nr.):
- High availability-/ Freezing Contract Nr.:
- Delay order release until (Goods will not be reserved):  (DD.MM.YYYY)
- Contact person, Telephone:

**Delivery Addresses**

Free Delivery Addresses

"Sold to" address:

	Postal Code	City	Addressee	Street, House Number
<input checked="" type="radio"/>	82152	Planegg	[REDACTED]	Lochhamer Str. 29

"Ship to" addresses:

	▲ Postal Code	City	Addressee	Street, House Number
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

If Bulk material will be used for warranty calls, then return order has to be advised in WCM WEB and the related order number is to be entered manually.



return order

**Complaints** ▶ go to Warranty- or GoodPart>Returns

All necessary Returnorders have already 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
		<b>DoA</b>	<b>WPiB</b> <b>WDel</b>
		<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"):



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- Customer
- Help

### Workorder Detail

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

**CURRENT VIEW: CALL**

ECS		
<b>Condition</b>	<b>Symptom</b>	<b>Action</b>
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



repair started

**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:



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
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
	-	-	-
<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"> <li>D - Fails from initial power on</li> <li>1 - Always (during processing)</li> <li>2 - Sporadic</li> <li>3 - Under high Load</li> <li>4 - During mechanical adjustment/movement</li> <li>5 - During start up</li> <li>6 - During switch off</li> <li>7 - During Standby mode</li> <li>8 - During Configuration/Installation</li> <li>9 - Environment - Vibration</li> <li><b>A - Environment - Cold</b></li> <li>B - Environment - Hot</li> <li>C - Environment - Wet</li> <li>D - Environment - Dusty</li> <li>E - After HW upgrade</li> <li>F - After SW/Driver/OS update</li> <li>G - Damaged / dropped</li> <li>X - Not Applicable / unknown</li> </ul>	<ul style="list-style-type: none"> <li>A - Battery / Accu</li> <li>B - Board / Ram / internal IO</li> <li>C - Communication / external IO</li> <li>D - Display / Video</li> <li>E - Removable drives / changer</li> <li><b>G - General</b></li> <li>H - Hard disk</li> <li>K - Input device</li> <li>N - Non technical</li> <li>P - Power / Chassis</li> <li>S - Software / OS</li> <li>T - Sound / Audio</li> <li>Z - Security</li> </ul> <ul style="list-style-type: none"> <li>2 - Will not switch on (LED not lit)</li> <li><b>3 - System does not boot</b></li> <li>4 - Beep code</li> <li>5 - Auto system off / reboot</li> <li>6 - System crash</li> <li>7 - System freeze</li> <li>8 - System not able to shut down</li> <li>9 - Cosmetic problem (scratched, dirty...)</li> <li>A - Operating problem/ error</li> <li>X - Other</li> </ul>	<ul style="list-style-type: none"> <li>X - Other</li> </ul>
A	G 3 X	4

Quit
Print EC Paper
Print EC Guide
Next

Information			
Error Code	<b>A</b> - Environment - Cold	<b>G</b> - General <b>3</b> - System does not boot <b>X</b> - Other	<b>4</b> - HW-Repair with Spare
Error Code <span style="color: purple;">edit</span>	<b>A-A</b> - Environment - Cold	<b>G-G</b> - General <b>3-3</b> - System does not boot <b>X-X</b> - Other	<b>4-4</b> - HW-Repair with Spare
Solution	Test Test Test <div style="border: 2px 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, for pre clarified Help Desk assigned work orders you can request a second flat rate to be paid by using the function “Repair failed – Double FR”. 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. WCM will forward the request for a Double Flatrate to the Help Desk Team Lead in Support Assistant and will wait for a confirmation before adding the requested double flatrate to the work order. The status of the claims in rubric Double Flat Rate Calls changes to DoubleFRApproved. Subsequently you can proceed and finally change the status to repair finish.

If the double flatrate request is rejected by the HD team lead an additional status (Double flat rate rejected) will be sent via a status update. Here as well the process can be proceeded, e.g. set repair finish status. Only the normal flat rate is reimbursed.

You have to wait for the Helpdesk decision before you can continue the work order process. A double flat rate is only possible once per work. If the repair still fails a new work order has to be obtained from the FUJITSU Help Desk, the old work order has to be closed. The work order can be claimed including the already approved double flat rate.



Hint:

Rejection or acceptance depends on your comment. Only if everything is clear and plausible, HD will accept directly. Else the FUJITSU HD will ask you for more explanation or new failure diagnostic with end customer.



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
19.02.2009	995002254173	MCST-612596	SparesInDelivery
Customer	Name	Product	ECS
		YKWH006016	1B124
Response time	Repair time	Date of Carriage	DIFS-Code
0	0	-	
Service Type SP		Service Type Customer	
OnSite with pre-clarification		OnSite with pre-clarification	

**CURRENT VIEW: CALL**

ECS	Symptom	Action
Condition		
1 - Always (during processing)	B - Board / Ram / internal IO	4 - HW-Repair with Spare
	1 - Error message	
	2 - Memory / cache	

**Actions**

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

**Detail Views**

Enter your comment as detailed as possible what exactly failed. Then click on <Finish>



**Repair failed**

Change status to: RepairFailedAndDoubleFR

Reason: 

Repair failed

In the Status List you will find all Calls with double Flatrate in status “Double Flatrate Calls”.



Home | Support | Logout

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

### 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	DNA.A001001	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	
995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO	
995002281205	YKJR001010	Fujitsu Siemens Computers GmbH	25.08.2009	0	AssignedFCO	
995002281196	YBBC010001	Fujitsu Siemens Computers GmbH	25.08.2009	0	AssignedFCO	

**Actions**

- New service call

**Status**

- Requested (0)
- Rejected (5)
- Assigned (13)
- Open (18)
- In Progress (50)
- Double Flatrate Calls (1)**
- Awaiting Immediate Action (0)
- Repair successful (18)
- To claim error (17)

The HD decision is reported in the status overview.



Home | Support | Logout

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

### Service Calls (Double Flatrate Calls)

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

Workorder	Serial No.	Customer	Date	RT	Status	Call Number
995002254173	YKVMH006016	GAF AG	19.02.2009	0	DoubleFRApproved	MCST-612596

**Actions**

- ▶ New service call

**Status**

- ▶ Requested (0)
- ▶ Rejected (5)
- ▶ Assigned (12)
- ▶ Open (17)
- ▶ In Progress (56)

As well in the work order History the HD decision can be tracked.

**CURRENT VIEW: WORKORDER HISTORY**

Workorder History		
Start	Procedure	Comment
19.02.2009 09:26:33	Assigned	
19.02.2009 09:28:13	HD Open	
19.02.2009 09:42:16	Open	WO Accepted
19.02.2009 09:44:14	SparesOrdered	Set by WCM after order at MIRO. Material ordered
19.02.2009 09:46:04	OrderConfirmation	Set by WCM after MIRO item line insertion. Order confirmation
19.02.2009 18:51:07	SparesInDelivery	Set by WCM after MIRO item line insertion. Spares in delivery (dispatch)
09.09.2009 13:11:03	RepairFailedAndDoubleFR	Repair failed
09.09.2009 14:11:28	DoubleFRApproved	DFR accepted

### 4.3 Cancellation of work order

You are able to cancel the work order until status "To Call".

Use button <Cancel work order> on Action list.

If material has been ordered, please return it as good part return before you cancel the work order.

Material based on ADEX related orders please return by using the prepared Part Return Form on which you note "unused".

**Actions**

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

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



cancel workorder

**Cancel WO**

Please enter the reason for canceling this Workorder.

Only for Testcases

Please select

Please select

End customer cancelation

FCO not accepted by SP

WO not accepted by SP

Out of warranty, customer refuses repair fee

## 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 Service Logistics Manual at <http://partners.ts.fujitsu.com/com/service/general/service-spare/manual>.

Only in case of an Advanced Exchange (ADEX), e.g. if you have ordered only one part, the return order number is created with the order already. The part return notification is done automatically and the return order created already. The Part Return Form is available from the Spare Parts Portal and can be printed out up to 30 days when the (RP) defective part or a good part is to be send back.

In case of Non ADEX orders (e. g. if more than one part was ordered) 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 one part was ordered) you advise the return as follows:



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			
<b>Call Date</b>	<b>Workorder</b>	<b>Partner call number</b>	<b>Current Status</b>
24.02.2009	995002264908	MCST-612681	SparesInDelivery
<b>Customer</b>	<b>Name</b>	<b>Product</b>	<b>ECS</b>
F	E	YK3J158348	1C2B4
<b>response time</b>	<b>repair time</b>	<b>Date of Carriage</b>	<b>DIFS-Code</b>
0	0	-	
<b>Service Type SP</b>		<b>Service Type Customer</b>	
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
  - ▶ Print workorder
  - ▶ Refresh page

CURRENT VIEW: CALL

ECS	Condition	Symptom	Action

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



return order

<input checked="" type="checkbox"/>	HDD 120GB SEAGATE ST9120822AS SATA / SGT:ST9120822AS	000000000034005829	1	MIRO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<b>Order No</b>	<b>Return-Material number</b>				
	<input type="text"/>	<input type="text" value="000000000034005829"/>				
GoodPart						
<input type="checkbox"/>						
Description	Material number	Total	Order Location	RET	LSF	
<input type="checkbox"/>	HDD 120GB SATAMOB 5,4K WDC / WDC:WD1200BEVS-80B	000000000034006892	1	MIRO	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<b>Order No</b>	<b>Return-Material number</b>				
	<input type="text"/>	<input type="text" value="000000000034006892"/>				
GoodPart						
<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 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.



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

CURRENT VIEW: CALL

ECS		
<b>Condition</b>	<b>Symptom</b>	<b>Action</b>
2 - Sporadic	H - Hard disk M - Mechanical problem 1 - Hard disk - internal	4 - HW-Repair with Spare

**Problem Description**  
 ,sdalsalfhldhflhflkhflakfafslkashfkeajf

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

- Act
- Rep
- Upd
- Orde
- Retu
- Chai
- App
- Keij
- Can
- New
- Edit
- Print
- Refr

- Det
- Call
- Mes
- Cust
- Proc
- Spai
- Wor
- Syst
- Invo

Se  
 [Wor]

Ad  
 [Ente]



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"/>	CRU:	<input type="checkbox"/>
Return Materialnumber:		Limited Warranty:	<input type="checkbox"/>	Fit To Asset:	<input checked="" type="checkbox"/>
Return Number:	<a href="#">8137126962</a>	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:	<a href="#">8004649961</a>
Express	<input type="checkbox"/>

Delivery address

Click on the return number and you will be transmitted into Spare Parts Portal. Here you can print out your PRF form, which you need for sending back the defective parts (see [chapter 4.4.2](#)). Please note this return order is only saved in the system for one day, therefore the PRF must always be printed out the same day.

#### 4.4.2 Physical part return

For the physical part return it is necessary to enclose the PRF-Form, which must be printed out of Spare Parts Portal.

Clicking on the return order number, as described in chapter 4.4.1, you will be routed to the Spare Parts Portal to section “order overview” in the ”order tracking” function (as shown in second screenshot)

Screen Spare Parts Portal:

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



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"/>	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:	<a href="#">8004649961</a>
Express	<input type="checkbox"/>

Delivery address

SELECT

- ▶ create order
- ▶ returns
- ▶ orders overview
  - ▾ order tracking
    - ▶ shipment advice
    - ▶ reports
- ▶ spare parts catalogue
- ▶ complaints

USER

Order Tracking

Here you can see all open orders and all closed orders executed within the past 10 days.

by Order Nr.

by Order Status

- open Orders
- closed Orders

Order Date Range (DD.MM.YYYY)

Begin:  End:

Miscellaneous

Order Type:  Material Nr.:

Your Reference:  (only purchase orders) User-ID:

Call-Nr.:

Please choose the correct return order number, press button “Start Ordertracking” and mark “Details” in the next screen:

SELECT

- ▶ create order
- ▶ returns
- ▶ orders overview
  - ▼ order tracking
  - ▶ shipment advice
  - ▶ reports
- ▶ spare parts catalogue
- ▶ complaints

## Order Tracking

Total records found: 1

▲ Order Nr.	Order Type	Status	User	Your Reference / Call Nr.	Order Date	Details
8137126962	Return	open	DED81141	DEC8137126962 / 995002281078	07.05.2009	

NEU ORDER TRACKING  

Click on ‘Show print page return’ (on bottom right side of the page) for a printable version of the part return form.

SELECT

- ▶ create order
- ▶ returns
- ▶ orders overview
  - ▼ order tracking
  - ▶ shipment advice
  - ▶ reports
- ▶ spare parts catalogue
- ▶ complaints

## Order Tracking Details

<b>Order Nr.:</b>	8137126962	<b>Order Date:</b>	07.05.2009
<b>Order Type:</b>	Return Order	<b>Your Reference:</b>	DEC8137126962
<b>Order Status:</b>	open	<b>Call Nr.:</b>	995002281078
<b>Replacement Order Nr.:</b>	8004649961	<b>User:</b>	DED81141
<b>Return Type:</b>	Product Warranty with Replacement	<b>Delivery Address:</b>	Fujitsu Technology Solutions GmbH Spares Return Center Rampe 17/18 Erfurter Höhe 8 99610 Sömmerda Germany

USER

Material Nr. / Part Nr. Description	Quantity	Credit
88037472 /WDC:WD800JD-S2 HDD 80GB SATA 300 7.2K	1 ST	73.53 EUR

**Total Credit (VAT not included):** 73.53 EUR

 BACK

 **SHOW PRINT PAGE RETURN**

The return form must be printed out and attached to each part being returned.




### 4.4.2.1 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 DVI-I TVOUT			8003708994	
	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775			8003708994	
MATO	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT			8003708994	
	000000000038001326	MB MSI MS-7293 VP µATX SOCKET 775			8003708994	
MATP	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-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 DVI-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:	<a href="#">8137127118</a>	Limited Warranty Duration:	0
Return Code:	<span style="border: 2px solid red; border-radius: 10px; padding: 2px;">GOOD</span>	Returnable:	<input checked="" type="checkbox"/>
Product Hierarchy:	HD > 180GB - 250GB		
CRU:		Fit To Asset:	<input checked="" type="checkbox"/>
		Fit To ErrorCode:	<input checked="" type="checkbox"/>

Order information	
Order No:	<a href="#">8004650190</a>
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
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- OrderNow
- Status
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- ReturnCode



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### Workorder Detail

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

**CURRENT VIEW: CALL**

ECS		
<b>Condition</b>	<b>Symptom</b>	<b>Action</b>
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	<a href="#">8004818429</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009670	1	Proposed	<a href="#">8004803728</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Proposed	<a href="#">8004796314</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037112	1	Proposed	<a href="#">8004787442</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Confirmed	<a href="#">8004818429</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34009670	1	Confirmed	<a href="#">8004803728</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Confirmed	<a href="#">8004796314</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
88037112	1	Confirmed	<a href="#">8004787442</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Despatched	<a href="#">8004818429</a>	<a href="#">8137341891</a>	<input type="checkbox"/>	-	<input type="checkbox"/>
34009670	1	Despatched	<a href="#">8004803728</a>	<a href="#">8137323921</a>	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34009638	1	Despatched	<a href="#">8004796314</a>	<a href="#">8137314580</a>	<input checked="" type="checkbox"/>	DFC	<input type="checkbox"/>
88037112	1	Despatched	<a href="#">8004787442</a>	<a href="#">8137303972</a>	<input type="checkbox"/>	DFC	<input type="checkbox"/>
34009638	1	Returned	<a href="#">8004818429</a>	<a href="#">8137341891</a>	<input checked="" type="checkbox"/>	GOOD	<input type="checkbox"/>
34009670	1	Returned	<a href="#">8004803728</a>	<a href="#">8137323921</a>	<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 the Spare Parts Portal should be used. Defective part return will be credited with a 'residual credit', if some applies to the part. In the Spare Parts Portal interface select 'returns' and go to 'return defective'. Detailed information is available from the Spare Part Portal Manual chapter 6.2.

#### **4.4.5 Return orders for work orders after 90 days**

To align WCM with the contractually agreed deadlines for spares returns in the FUJITSU Service Partner agreement for the delivery of spare parts, the age of a work order is checked. The return period for part returns is 90 days and work order dates are checked to validate that part returns for work orders after not older than 90 days<sup>1)</sup>.

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 90 days), the MIRO Warranty check result is negative and a new warning message appears in the Spare Parts Portal:  
"WCM-Error (work order older than 90 days No return order allowed)"

<sup>1)</sup> value set Feb. 2008



return order

#### **Returnorder**

**The return period for the material has expired.**  
To proceed please choose option '[Keep Material](#)'.

#### **4.4.6 Claim Reference on Part Return Form.**

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



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### 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	DFS-Code
48	0	-	
Service Type SP		Service Type Customer	
OnSite 48h performance		OnSite 48h performance	

CURRENT VIEW: CALL

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
- Messages

### 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**

### 4.4.7 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 <b>Order No</b> <input type="text" value="8004600657"/>	000000000088039520 <b>Return-Material number</b> <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		
<input checked="" type="checkbox"/>		

**MaterialNumber = Materialnumber according to delivery note**

✖ Quit

▶ Finish



return order

---

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

✖ Quit

◀ Back

▶ Next

▶ Finish

**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 shows the 'Workorder Detail' page with a 'Keep Material' dialog box open. The dialog box contains a table of 'ordered spares' and a red warning message at the bottom. Callout '1' points to the 'Actions' menu on the right, and callout '2' points to the 'Keep Material' dialog box.

Description	Material number	Total	Order Location
SERVER BLADE MASTER BX630 S2	000000000038006712	1	FSC MIRO

Don't use Keep Material Flag for TopUp Services including HDD discard. Return Order is mandatory and written confirmation has to be send to Spares Operations instead of defective part.

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 Spare Parts Portal and in “proposed” line if it is an own stock order (see below 4.5.2 “Own stock material kept”)

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

### 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	000000000088039520	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>
<b>Order No</b>	<b>Return-Material number</b>				
<input type="text" value="8004600657"/>	<input type="text" value="000000000088039520"/>				

Description	Material number	Total	Order Location	RET	LSF
<input type="checkbox"/> Board, BT-ANT / FUJ:CP331590-XX	000000000034005969	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>
<b>Order No</b>	<b>Return-Material number</b>				
<input type="text" value="8004600657"/>	<input type="text" value="000000000034005969"/>				

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

✕ Quit

▶ Finish

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




return order

Complaints						▶ 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	000000000088039520	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Order No</b> <input type="text" value="800460657"/>	<b>Return-Material number</b> <input type="text" value="000000000088039520"/>						
<b>DoA</b>		<b>WPiB</b>	<b>WDel</b>				
<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	000000000034005969	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Order No</b> <input type="text"/>	<b>Return-Material number</b> <input type="text" value="000000000034005969"/>						
<b>DoA</b>		<b>WPiB</b>	<b>WDel</b>				
<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"/>	<input type="text"/>	1				
<b>DoA</b>		<b>WPiB</b>	<b>WDel</b>				
<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

---

<input type="checkbox"/> Board, BT-ANT / FUJ:CP331590-XX	000000000034005969	1	MIRO	<input type="checkbox"/>	<input type="checkbox"/>
<b>Order No</b>	<b>Return-Material number</b>				
<input type="text"/>	<input type="text" value="000000000034005969"/>				
<b>DoA</b>		<b>WPiB</b>	<b>WDel</b>		
<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="800460657"/>	<input type="text" value="00000000008803753"/>		1
		<b>DoA</b>	<b>WPiB</b>
		<input checked="" 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.

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.

In case the new part is working right after the break fix, but defective shortly after the first defect part return was already done or the Work Order was even claimed already, the DOA handling described in 4.6.1 is not possible any more. In this case the DOA workflow as described below applies:

1. Repair:

Service Partner has opened WO A with order 8000123456. After the SP finished the repair and sent back the defect part he can claim WO A.

2. DOA repair:

A new Work Order can be opened as described in Chapter 3.5.2.2 Repeated Repair. The Repeated Repair Reason "defect spare part" is to be selected.

If the Help Desk approves the new WO the SP can make a DOA complaint for the original **order 8000123456 in FTS Spare Parts Portal** with the new WO as reference. The SP should **claim** the WO **in WCM WEB** with the Action Code O - DEFECTIVE SPARE and enter the description with prefix DOA: DOA Defective Spare Order number: 8000123456 replacing DVD SM DL NEC AD-7170S-AN SATA.

As part return form the SP shall use the delivery note and enter the comment "DOA for order 8000123456".

With goods receipt in Sömmerda the FUJITSU Clearing will enter the appropriate warranty return order for the DOA part. Precondition: the system serial number still is under warranty. The comment the SP noted on the delivery paper "DOA for order 8000123456", will be entered into the return order as reference.

The information about the DOA return order will be visible in WCM Web.

### 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"/>
<b>Order No</b> <input type="text"/>	<b>Return-Material number</b> <input type="text" value="000000000088037843"/>				
	<b>DoA</b> <input type="checkbox"/>	<b>WPIB</b> <input checked="" type="checkbox"/>	<b>WDel</b> <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
	<b>DoA</b> <input type="checkbox"/>	<b>WPIB</b> <input checked="" type="checkbox"/>	<b>WDel</b> <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"/>
<b>Order No</b>		<b>Return-Material number</b>				
<input type="text"/>		<input type="text" value="000000000034024375"/>				
		<b>DoA</b>	<b>WPIB</b>	<b>WDel</b>		
		<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"/> 8004600657	<input type="text" value="000000000034024375"/>	<input type="text" value="000000000088037843"/>	1
		<b>DoA</b>	<b>WPIB</b> <b>WDel</b>
		<input type="checkbox"/>	<input type="checkbox"/> <input checked="" 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.

#### 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	ES
<input type="checkbox"/> -BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX <b>Order No</b> <input type="text" value="8004600657"/>	000000000088039520 <b>Return-Material number</b> <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.

✕ Quit

● Finish

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 Service 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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### 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 Elevate Calls (1)
- ▶ **Awaiting Immediate Action (1)**
- ▶ Repair successful (18)
- ▶ 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



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

### Workorder Detail

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

**CURRENT VIEW: 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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Home | Support | Logout

**Workorder Detail**

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

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 the Spare Parts Portal to WCM. This may take some time if the return notification was entered in Spare Parts Portal 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			
<b>Call Date</b>	<b>Workorder</b>	<b>Partner call number</b>	<b>Current Status</b>
15.07.2009	995002281111		ToClaim
<b>Customer</b>	<b>Name</b>	<b>Product</b>	<b>ECS</b>
Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146675	3HM14
<b>Response Time</b>	<b>repair time</b>	<b>Date of Carriage</b>	<b>DIFS-Code</b>
0	0	-	
<b>Service Type SP</b>		<b>Service Type Customer</b>	
BringIn		BringIn	

**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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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
14.10.2009	995002281393		ToClaimError
Customer	Name	Product	ECS
Fujitsu Technology Solutions GmbH	Kandziara, 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**  
12342342342342341

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"/>

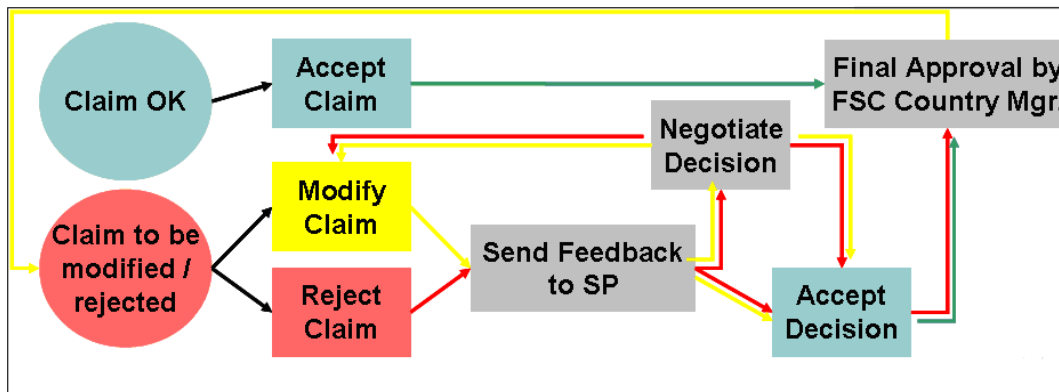
Labour			
Material number	Status	Total	price

- 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
- Adler

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

**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:

**Workorder Detail**

**Overview**

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

**Service Type (Requested)**

<b>Service Type:</b>	OnSite 24h performance
<b>Labour</b>	
WTY:FLATRATE:	134.00 EUR
WTY:FLATRATE:	134.00 EUR
<b>Total:</b>	134.00 EUR

**Service Type (Fujitsu Technology Solutions is liable for the costs)**

<b>Service Type:</b>	Out of warranty
<b>Labour</b>	
WTY:FLATRATE:	0.00 EUR
WTY:FLATRATE:	0.00 EUR
<b>Total:</b>	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.



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reject rejection

**Reject rejection**

Reason: rejection not acceptable

Rejection

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 jfkjfasjflkasjflajf
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:

Workorder	Product	Customer	Date	RT	Status	ECS
<input type="checkbox"/> 995001523725	YK9S002337	Schnell, Petra	16.05.2008	0	ToClaimError	1B1X4
<input type="checkbox"/> 995001958522	YKVL003999	RTT	24.10.2008	48	ToClaimError	1G3X4

**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:

File description:

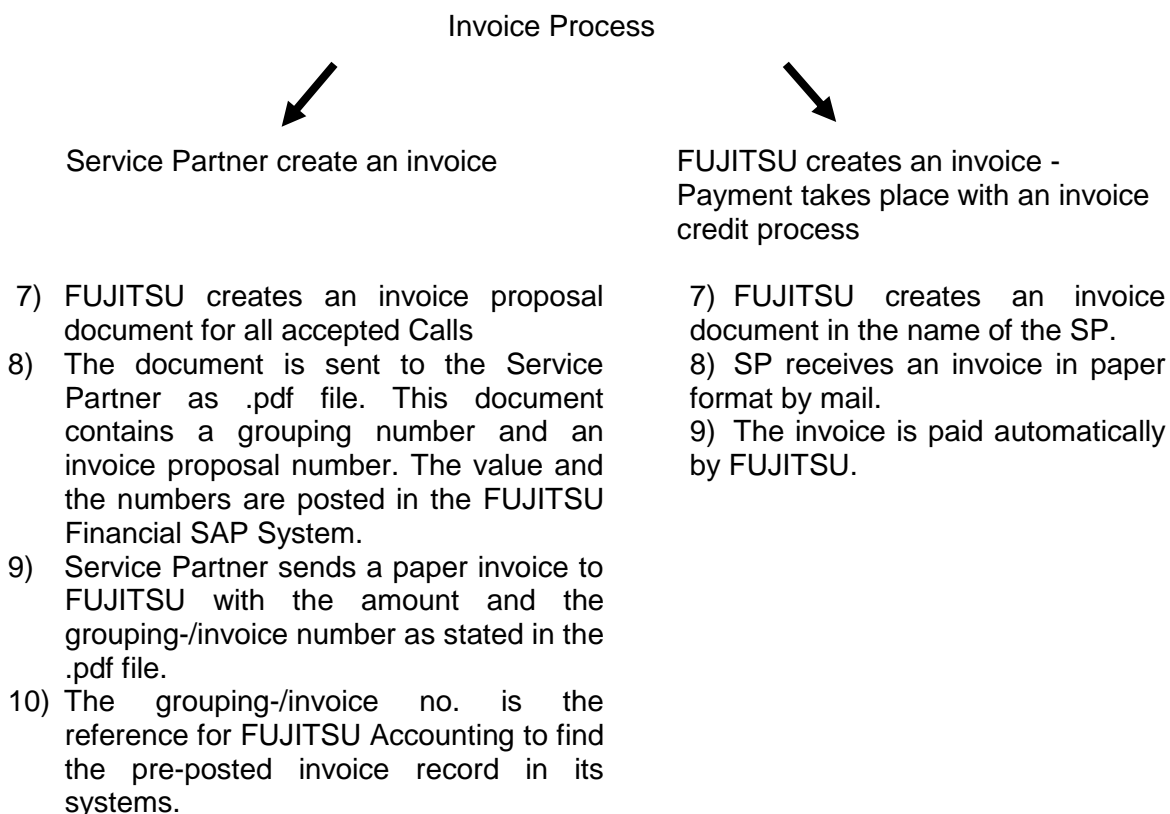
Field	Example 1	Example 2
DebitorNo	1029857	1029857
SerialNo	YBBV030627	YB2A001735
ProductType	LB C1320 WXGA /P-M750/512MB/	CELS H240 /C-T2500/2x1GB/DVD-RW DUAL DL/
Workorder	995000255871	995000683830
Status	RepairSuccessful	ToClaimError
CallDateTime	20.03.2007	20.08.2007
CloseDateTime	25.09.2007	20.08.2007
SvcType	BringIn	BringIn
CustomerFirm		
CustomerLastname	xxxxxxxx	xxxxxxxx
CustomerFirstname	yyyyyy	yyyyyy
Street	zzzzzzzz	zzzzzzzz
Country	Deutschland	Deutschland
ZipCode	80881	81925
City	München	München
CustomerNo		
Phone	11111111	11111111
Mobile		
eMail		
Problem	a.@b	a.@b
ECS	1B0X4	1P4X4
DIFS		
ProviderWONR		507449
InvoiceNr		
InvoiceDatum		
InvoiceGroup		
PartNumber1	WTY:FLATRATE	WTY:FLATRATE
Description1		
SNR1		
Quantity1	1	1
Price1	3333	3333
Currency1	EUR	EUR
PartNumber2		88041001
Description2		HEAT SINK ASSY (V-EU1 W-EU1) MEROM CPU / FUJ:CP284775-XX
SNR2		FUJ:CP284775-XX
Quantity2		1
Price2		0.00
Currency2		EUR
PartNumber3		88040965
Description3		RUBBER FOR CPU, 16X16 AL / FUJ:CP295294-XX
SNR3		FUJ:CP295294-XX
Quantity3		1
Price3		0.00
Currency3		EUR
PartNumber4		
Description4		
SNR4		
Quantity4		
Price4		
Currency4		
PartNumber5		
Description5		
SNR5		
Quantity5		
Price5		
Currency5		
PartNumber6		
Description6		
SNR6		
Quantity6		
Price6		
Currency6		
PartNumber7		
Description7		
SNR7		
Quantity7		
Price7		
Currency7		
PartNumber8		
Description8		
SNR8		
Quantity8		
Price8		
Currency8		
PartNumber9		
Description9		
SNR9		
Quantity9		
Price9		
Currency9		
PartNumber10		
Description10		
SNR10		
Quantity10		
Price10		
Currency10		
Call Accepted	20.03.2007	17.08.2007
Spares Ordered		39311,42986
Spares In Delivery		39311,57986
Repair Started	20.03.2007	20.08.2007
Repair Successful	20.03.2007	20.08.2007
Repair Not Successful		
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 Spare Parts Portal 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](#))



### 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”:

		Avenida de Bruselas 13 28100Alcobendas, Madrid, SPAIN	
		VAT-ID: ESB82441908	
<b>Sender</b>			
Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, SPAIN			
VAT-ID: ESB82441908 Vendor Nr.: <span style="background-color: black; color: black;">XXXXXXXXXX</span>			
		Invoice Proposal: ORIGINAL	
		Proposal Invoice date: 28.05.2009	
		Proposal Invoice Nr.: <span style="border: 1px solid black; padding: 0 2px;">0000002000012458</span>	
		Grouping Number: 000000000000053931	
		Supply Date: See Attachment	
		Claim Number: See Attachment	
<b>Service Provider</b>			
Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS, SPAIN			
No invoice, request for issuing the invoice.			

UNIT	DESCRIPTION	UNIT PRICE	TOTAL AMOUNT
1 PC	Product related service costs for labour	4.760,44 EUR	4.760,44 EUR
1 PC	Product related service costs for local spare parts	0,00 EUR	<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	00000000000025595

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	KeepMaterial
34014125	1	Proposed		-	<input checked="" type="checkbox"/>	-	<input 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**

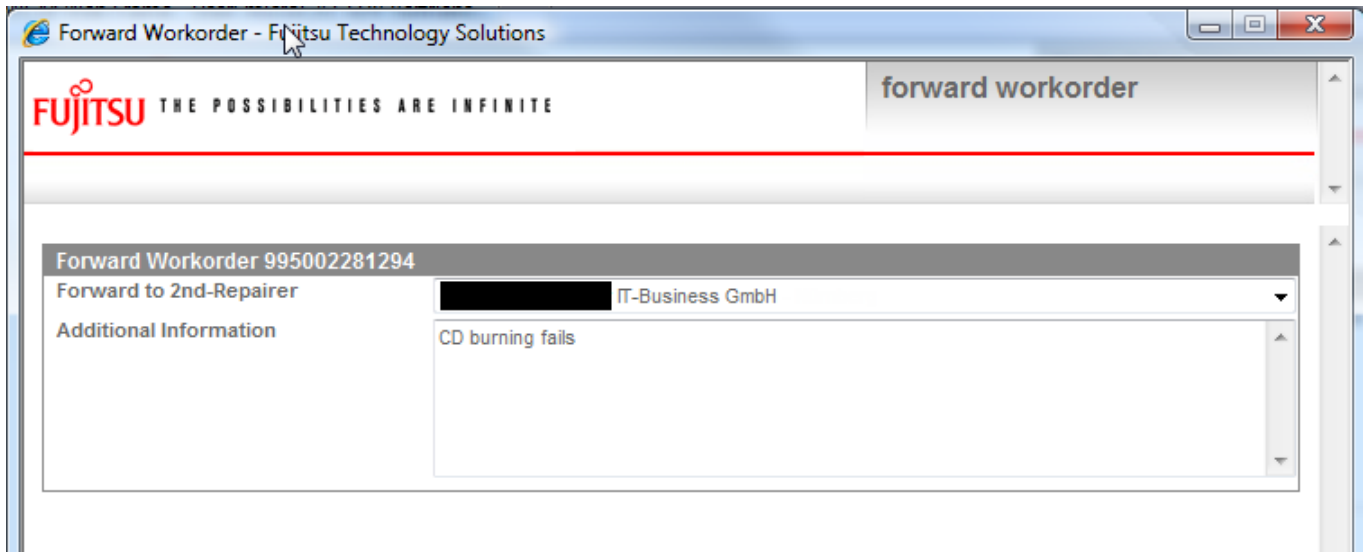
Enter the Serial No.

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 displays the "Workorder Detail" page. On the left is a navigation 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 content area is divided into several sections:

- Overview:** A table with columns for Call Date (21.09.2009), Workorder (995002281294), Partner call number (YKKR011111), Current Status (Forwarded), Customer (Fujitsu Siemens Computers GmbH), Name (Kandziora, Georg), Product (2E22U), Date of Carriage (-), Response Time (0), repair time (0), DIFS-Code, Service Type SP (Handling Fee), and Service Type Customer (Bringln).
- Actions:** A list of actions including Return order, Keep Material, New Comment, Print workorder, and Refresh page.
- Detail Views:** A list of view options including Call, Messages, Customer, Product, Spares order, Workorder History, System History, and Invoice.
- 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:** A text box containing "CD burning fails".
- Solution:** A text box containing "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 one labor item (WTY:FLATRATE) with a status of "OK" and a price of 8.00 EUR.

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

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

Screenshots from Forward Service Partner/Repairer WCM WEB application:

The screenshot displays the 'Service Calls (Assigned)' page in the WCM WEB application. At the top, the Fujitsu logo and tagline 'THE POSSIBILITIES ARE INFINITE' are visible, along with the user's name 'IT-Business GmbH'. Navigation links for 'Home', 'Support', and 'Logout' are present. A sidebar menu on the left lists various options like 'Field Service', 'Technical question', and 'WCM News'. 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' (showing original workorder and forwarding details) and 'Adler' (with an input field for 'Identnummer eingeben').

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

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.

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

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] ▶

**Adler**

Enter the Serial No. [input] ▶

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
Computers	Kandziora, Georg	YKKR011111	2E22U
GmbH		Date of Carriage	DIFS-Code
Response Time	repair time	-	
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	Vollkammer, Mike	31.08.2009	0	AssignedFCO	
995002281229	YSMT018118	Vollkammer, Mike	31.08.2009	0	Assigned	
995002281240	YKJR005521	Vollkammer, Mike	09.09.2009	48	AssignedFCO	
995002281242	YKJN002000	Vollkammer, 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:



Home | Support | Logout

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

### Workorder Detail

Overview		Workorder	Partner call number	Current Status
Call Date	11.08.2009	995002281151		OrderConfirmation
Customer	Fujitsu Siemens Computers GmbH	Name: Schork, Robert	Product: YK9B146690	2HM14
Response Time	0	repair time: 0	Date of Carriage: -	DIFS-Code
Service Type SP	BringIn	Service Type Customer	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 Spare Parts Portal 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 Spare Parts Portal and order number has been created.
Despatched:	Shipment out of FUJITSU stock has been done
Returned:	Return order is placed in Spare Parts Portal (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	<a href="#">8004919074</a>	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34001173	1	Confirmed	<a href="#">8004919074</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
SERV2200	1	Confirmed	<a href="#">8004919074</a>	-	<input type="checkbox"/>	-	<input type="checkbox"/>
34001173	1	Despatched	<a href="#">8004919074</a>	<a href="#">8137467430</a>	<input type="checkbox"/>	-	<input type="checkbox"/>
34001173	1	Returned	<a href="#">8004919074</a>	<a href="#">8137467430</a>	<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.



Home | Support | Logout

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

## Workorder Detail

Overview			
<b>Call Date</b>	<b>Workorder</b>	<b>Partner call number</b>	<b>Current Status</b>
18.09.2009	995002281282		Rejected
<b>Customer</b>	<b>Name</b>	<b>Product</b>	<b>ECS</b>
Fujitsu Siemens Computers GmbH	Gadletz, Christine	YKJN002023	1H214
<b>Response Time</b>	<b>repair time</b>	<b>Date of Carriage</b>	<b>DIFS-Code</b>
0	0	20.09.2009 10:34:08	
<b>Service Type SP</b>	<b>Service Type Customer</b>		
Bringln	Collect&Return		

**Information**

**B2B Error:**  
 BAPI claim creation error  
 The material 34023943 does not exist or is not activated

CURRENT VIEW: MESSAGES

Customer information		
Date	Author	Messages / Information
17.09.2009	MIRO Error	Exception connecting partner system: WCM. (; nested exception is: javax.net.ssl.SSLHandshakeException: unexpected message)
17:53:49		34013937 -BT-2ND BATTERY LHON 3800MAH 6C /

**Actions**

- ▶ 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.

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