

WCM RELEASE NOTE

External Information

Release V 2.61 12th of March 2012

Date May 2012
Author Georg Kandziora
D-Version V2.62_1 11.05.2012
Chapter 3 added
Pages 11

Inhaltsverzeichnis

WCM Release Note	1
1. Second Flat Rate Claim Process abolished as of 16.04.2012	1
1.1. Business Reason	1
1.2. Process after 16.04.2012	2
2. Changes	2
2.1. WCM WEB User	2
2.1.1. 2 nd FR as is for WCM WEB	2
2.1.2. Help Desk Approval Process for WCM WEB	3
2.1.2.1. Request the 2 nd Workorder at Service Desk	3
2.1.2.2. Approval by Service Desk	4
2.2. B2B Service Partner	5
3. Step by Step in WCM WEB - Excerpt from Handlings Guide	5

1. Second Flat Rate Claim Process abolished as of 16.04.2012

1.1. Business Reason

As you have been informed by your local Service Management, to unite different handling for the same process and due to new requirements to measure service processes in all CEMEA&I countries MBG PAM has decided together with IS to change the "2nd Flat Rate Process" from April 16th onward. WCM WEB user can claim a second flat rate by the Help Desk Approval process already in place for WCM WEB since November 2011. B2B Service Partners have to contact the FTS Service Desk to open a second Workorder for the same Serial Number if necessary.

The new process looks the following:

1. First WO is executed and claimed as usual, no change here
2. If same SN needs to be serviced within the frozen zone (mainly 7 days) the ServicePartner (SP) needs ServiceDesk approval. This is valid for self assigned as well as ServiceDesk assigned WO.
Note: B2B SP have to get the ServiceDesk approval as well. They cannot open again a WO on the same SN.
3. If granted, the SP executes the 2nd repair and can claim the WO via WCM

For more details please see below.

1.2. Process after 16.04.2012

WCM WEB Users follow the Help Desk Approval Process.
B2B SPs have to call Help Desk to open 2nd Workorder.

2. Changes

2.1. WCM WEB User

2.1.1. 2nd FR as is for WCM WEB

At present for help desk assigned claims in status repair started, in WCM WEB the option to claim a second flat rate is available by action Repair Failed And Double FR

The screenshot shows the WCM WEB interface for a Workorder Detail. The page includes a navigation menu on the left, a main content area with an overview table, and an actions panel on the right. The overview table contains the following data:

Overview			
Call Date	Workorder	Partner call number	Current Status
11/15/2011	995003683141		RepairStarted
Customer	Name	Product	ECS
[Redacted]	[Redacted]	YKAF006952	2B124
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		

The actions panel on the right lists various actions, with "Repair Failed And Double FR" circled in red. Other actions include 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, and Refresh page.

After 16.04.2012 this action button is removed.

The screenshot shows the WCM WEB interface for a Workorder Detail. The page includes a navigation menu on the left, a main content area with an overview table, and an actions panel on the right. The overview table contains the following data:

Overview			
Call Date	Workorder	Partner call number	Current Status
17.02.2012	995003683304		RepairStarted
Customer	Name	Product	ECS
Fujitsu Technology Solutions Division	[Redacted]	YKHL004020	3H214
Response Time	repair time	Date of Carriage	DIFS-Code
24	0	-	
Service Type SP	Service Type Customer		
OnSite 24h performance	OnSite 24h performance		

The actions panel on the right lists various actions, with "Appointment arranged" crossed out with a red 'X'. Other actions include Repair started, Repair failed, Update service type, Repair successful, Order parts, Return order, Change status, Keep Material, Cancel Workorder, New Comment, Edit Reference Number, Print workorder, and Refresh page.

2.1.2. Help Desk Approval Process for WCM WEB

The Help Desk Approval Process was implemented in February 2011 already. The next chapter gives a short summary to recap.

2.1.2.1. Request the 2nd Workorder at Service Desk

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.

new workorder

YK7W014289

Call Date	Workorder	ECS	Problem Description	Solution
20.05.2010	995003121409	2H214	test	test test test..

Repeated Repair
Another workorder for this asset has been created recently. Please select the reason for the repeated repair and add an explanation.

Please Select

- Please Select
- defect spare part
- wrong part in box
- wrong part delivered
- wrong spare part proposed
- wrong serial number
- else unsuccessful repair

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

Workorder Detail

Home | Support | Logout

Overview	Workorder	Partner call number	Current Status
Call Date 11.02.2011	995003125041		HDApprovalPending
Customer Fujitsu Technology Solutions	Name Kandziora, Georg	Product YK7W014281	ECS 2H114
Response Time 0	repair time 0	Date of Carriage -	DIFS-Code
Service Type SP OnSite	Service Type Customer OnSite		

Service Desk Approval Pending

Reason: Repeated Repair
else unsuccessful repair

Service Partner
Explanation: The first repair didn't fix the problem. We have sent a specialist

CURRENT VIEW: CALL

ECS	Symptom	Action
2 - Sporadic	H - Hard disk 1 - Hard disk is not recognized 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. []

2.1.2.2. 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.

Workorder Detail

Overview

Call Date	11.02.2011	Workorder	995003125037	Partner call number		Current Status	AssignedAfterHDApproval
Customer	Fujitsu Technology Solutions	Name	Kandziora, Georg	Product	YK8J101329	ECS	2H112
Response Time	0	repair time	0	Date of Carriage	-		
Service Type SP	Brnglh	Service Type Customer	Brnglh				

Service Desk Information

Reason: HD Approval mandatory
Opened by restricted SP

Service Desk Comment: There is a loose connection with the Hard Disk data cable connector. Please try to refit.

Problem Description: The Hard Disk is not activated after sleep modus

Line Items

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 SAP.

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

2.2. B2B Service Partner

B2B Service Partners have to call Help Desk to open 2nd Workorder.

B2B Service Partners who try to claim for a 2nd Flat Rate after 31.03.2012 receive a ClaimConfirmation 2.0 message with specific rejection reason:

```
<?xml version="1.0" encoding="UTF-8"?>
<ClaimConfirmation xmlns:core="rrn:org.xcbl:schemas/xcbl/v4_0/core/core.xsd"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Envelope>
    <senderID>xxxxxxx</senderID>
    <receiverID>WCM_web</receiverID>
    <documentType>ClaimConfirmation</documentType>
    <documentVersion>2.0</documentVersion>
  </Envelope>
```

.....

```
<ListOfStatusDetailedInformations>
  <StatusDetailedInformation>
    <StatusCode>60</StatusCode>
    <ListOfRejectionReasons>
      <RejectionReason>Double FR not allowed</RejectionReason>
      <RejectionReason>The 2nd FR is no more possible from 30.01.2012.Please
create a new WO and finish the original WO.</RejectionReason>
    </ListOfRejectionReasons>
  </StatusDetailedInformation>
</ListOfStatusDetailedInformations>
```

3. Step by Step in WCM WEB - Excerpt from Handlings Guide

Chapter 4.2.3 Repair failed - claim Double Flatrate

https://secure.ts.fujitsu.com/WCMweb/sheets/WCM-WebUserManual_EN_V2_6_20120508.pdf

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

Example: Repair fails because the spare part was defective:

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

Workorder Detail

Overview

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

ECs

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

Line Items

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

Labour

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

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

Workorder Detail

Overview

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

ECs

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

Line Items

Material number	Status	Total	Order No	RET	RET-No	Orderflow
34003251	Proposed	1	8006605323	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34003251	Confirmed	1	8006605323	<input type="checkbox"/>	-	<input type="checkbox"/>
34003251	Returned	1	8006605323	<input checked="" type="checkbox"/>	8139711197	<input type="checkbox"/>

Labour

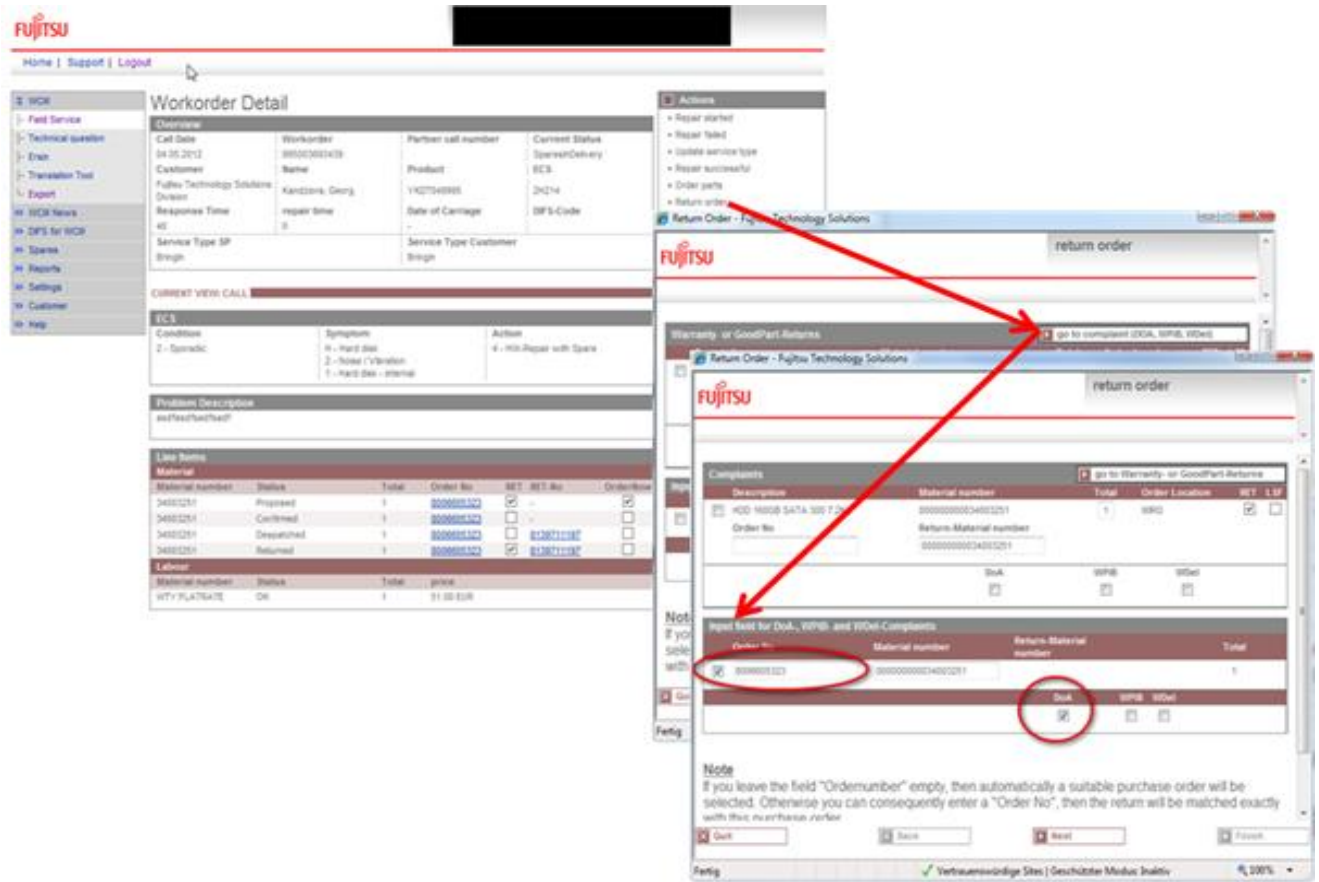
Material number	Status	Total	price
WTY:FLATRATE	OK	1	51.00 EUR

Change status - Fujitsu Technology Solutions

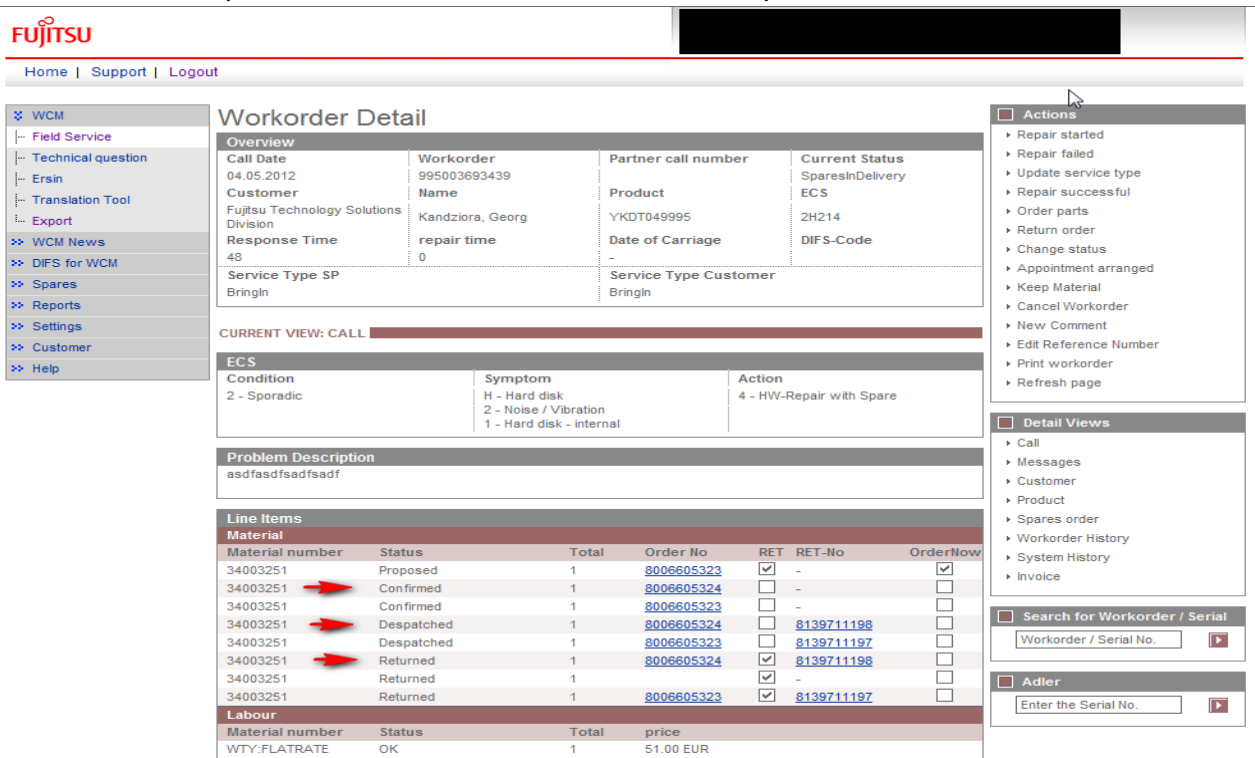
Change status to: Repairinterrupted

Comment: Spare Part defective

3. Return of defective material by DOA return order:
Choose action Return Order and go to complaint



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



5. Repair Successful and To Claim

Partner call number	Current Status	Actions ▶ Claim Workorder ▶ Repair failed ▶ Update service type ▶ Repair successful ▶ Order parts ▶ Return order
Product	RepairSuccessful	
Customer	ECS	
49995	2H214	

Home | Support | Logout

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

Workorder Detail

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

CURRENT VIEW: CALL

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

Problem Description
asdfsdfsdfsadf

Solution
Hard Disk exchanged

Line Items						
Material						
Material number	Status	Total	Order No	RET	RET-No	OrderHow
34003251	Proposed	1	8006605323	<input checked="" type="checkbox"/>	-	<input checked="" type="checkbox"/>
34003251	Confirmed	1	8006605324	<input type="checkbox"/>	-	<input type="checkbox"/>
34003251	Confirmed	1	8006605323	<input type="checkbox"/>	-	<input type="checkbox"/>
34003251	Despatched	1	8006605324	<input type="checkbox"/>	8139711198	<input type="checkbox"/>
34003251	Despatched	1	8006605323	<input type="checkbox"/>	8139711197	<input type="checkbox"/>
34003251	Returned	1	8006605324	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34003251	Returned	1	8006605324	<input checked="" type="checkbox"/>	8139711198	<input type="checkbox"/>
34003251	Returned	1	-	<input checked="" type="checkbox"/>	-	<input type="checkbox"/>
34003251	Returned	1	8006605323	<input checked="" type="checkbox"/>	8139711197	<input type="checkbox"/>

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

Actions

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

Detail Views

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

Search for Workorder / Serial

Workorder / Serial No.

Adler

Enter the Serial No.

6. Accepted by Validation Center after defect parts are returned

Workorder Detail

Overview

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

CURRENT VIEW: CALL

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

Problem Description
asdfsadfsadfsadf

Solution
Hard Disk exchanged

Line Items

Material number	Status	Total	Order No	RET	RET-No	Orderflow
34003251	Proposed	1	8006605323	✓	-	✓
34003251	Confirmed	1	8006605324	✓	-	✓
34003251	Confirmed	1	8006605323	✓	-	✓
34003251	Despatched	1	8006605324	□	8139711198	□
34003251	Despatched	1	8006605323	□	8139711197	□
34003251	Returned	1	8006605324	✓	-	✓
34003251	Returned	1	8006605324	✓	-	✓
34003251	Returned	1	8006605324	✓	-	✓
34003251	Returned	1	8006605323	✓	-	✓

Labour

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

7. Claim for 2nd Flat Rate:

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

Service Calls (Assigned)

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

Workorder [] Serial No. [] Customer [] Date [] RT [] Status [] ECS []

No Workorder found.

new workorder - Fujitsu Technology Solutions

new workorder

YKDT049995

System History

Call Date	Workorder	ECS	Problem Description	Solution
04.05.2002	995003693439	2H214	asdfsadfsadfsadf.	Hard Disk exchanged..

Repeated Repair

Another workorder for this asset has been created recently. Please select the reason for the repeated repair and add an explanation.

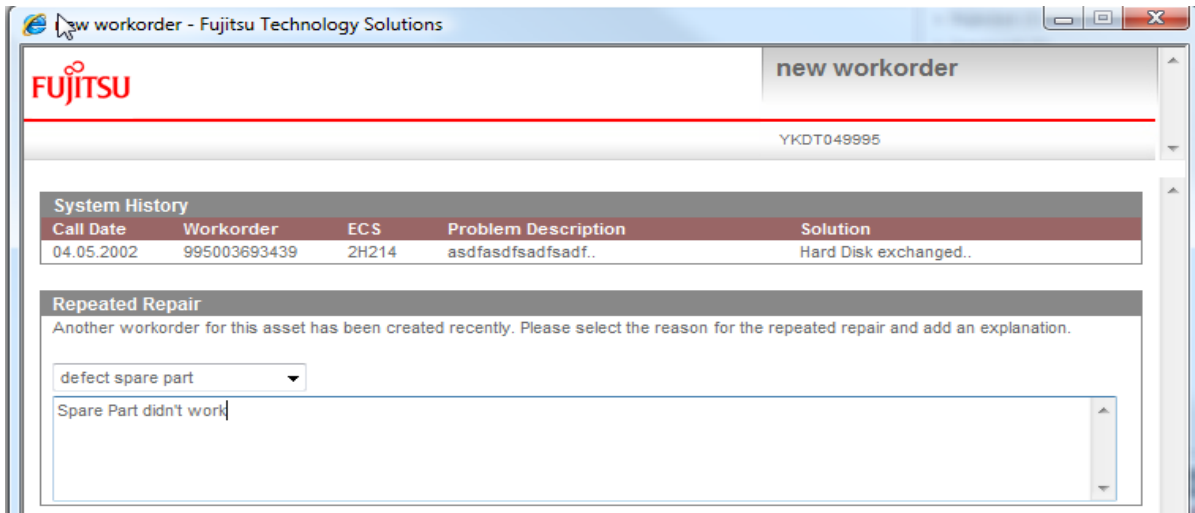
Please Select

- Please Select
- wrong part in box
- wrong part delivered
- wrong spare part proposed
- else unsuccessful repair
- new failure

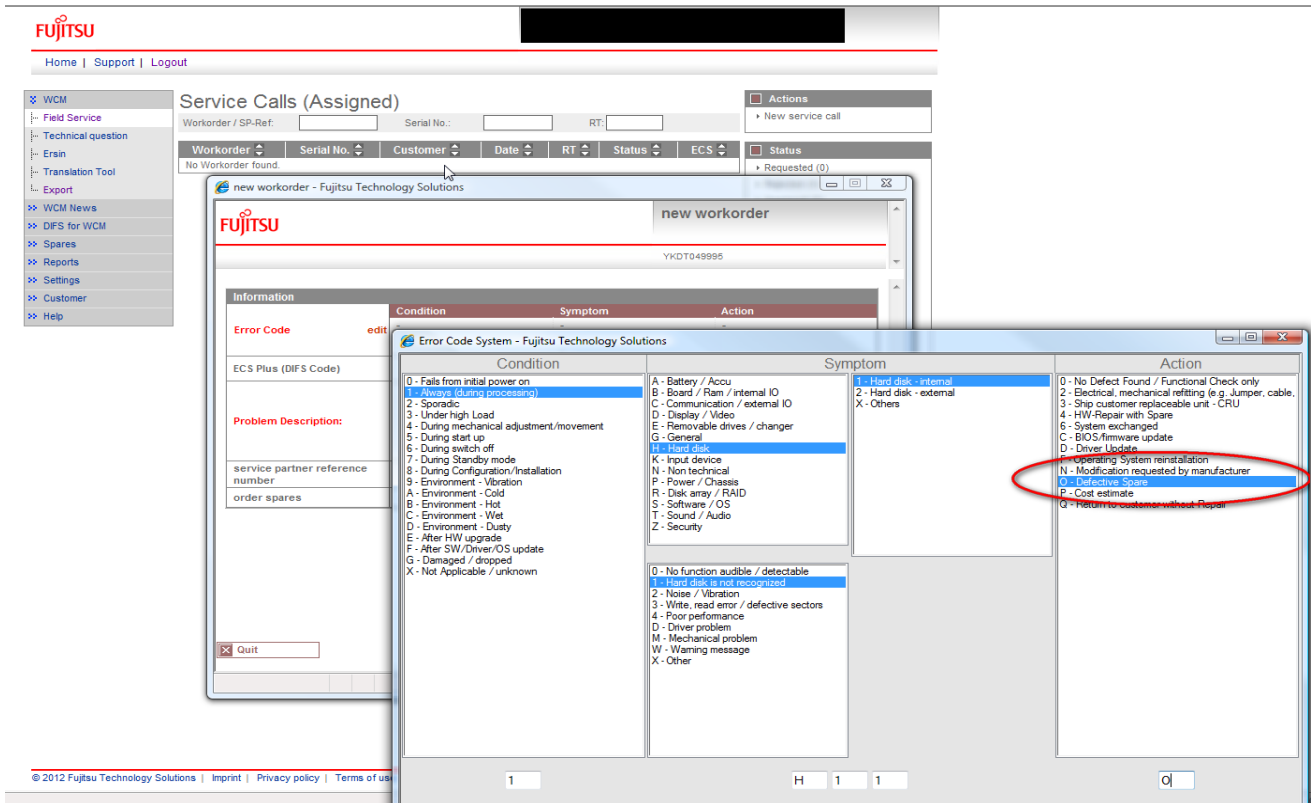
Buttons: Quit, Back, Next, Finish

Fertig | Vertrauenswürdige Sites | Geschützter Modus: Inaktiv | 100%

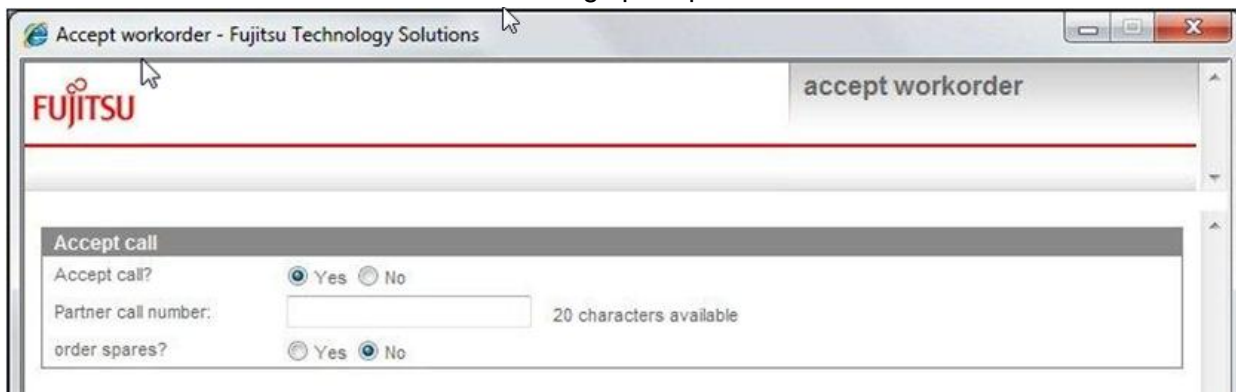
Email: wcm-support@ts.fujitsu.com



7.3. Select Action Code O „defective spare“



7.4. Go to Next without ordering spare parts.



7.5. Wait for Approval from Help Desk



7.6. Repair Start, Repair Successful, Claim Workorder

