USER MANUAL

WCM WEB Warranty Claim Management

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

Document History and Version Control

Note:

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

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CONTENT

1.	INTRODUCTION	5
1.1	Basic information	5
1.1	1.1 Unique Work Order number	5
1.1	1.2 Encrypted Failure Description (Error Code System)	5
	1.3 System-serial number	6
1.1		6
	1.5 ADEX-Order	
1.1		
	1.7 Ship only order in the Spare Parts Portal	
	1.8 Selecting Spare Parts with 'Translation Tool' (virtual Fit-to-Asset Check)	
	1.9 Part Return in Spare Parts Portal	
	1.10 Standard Orders in the Spare Parts Portal	
	1.11 Orders for 4h Service Packs	
1.1	1.12 Data Consistencies of Related Systems	9
1.2	Frequently asked questions	9
2.	REGISTRATION/ SETTINGS	12
2.1	Edit account settings	13
2.2	Edit field service display	14
2.3	Edit line items display	1.4
2.4	Supervisor	15
3.	CALL ENTRIES	16
3.1	Call entry from Helpdesk	16
3.1		
3.1	1.2 Accept Service Call	17
3.2	Self-assigned Call	
	2.1 Customer address	
	2.2 Error description	
3.3	Field change order	25
3.3	-	27
3.3	3.2 Different priority levels of FCO	
3	3.3.2.1 FCO is of type A and the service type is "CRU"	
3	3.3.2.2 FCO is of type A1 and the service type is "CRU"	
3	3.3.2.3 FCO is of type A or A1 and the service type is not equal to CRU	
3.4	SWAP Process	
3.4	4.1 Function	33
3.4	4.2 Process steps	
	3.4.2.1 Work Order open	
	3.4.2.2 Replacement	
	3.4.2.3 Confirmation of defect SNR	
	3.4.2.4 To Claim the Work Order	
3.4	4.3 Exceptions where no Swap Data need to be provided	34

3.4.3.2 3.4.3.3		
3433	Forwarded Work Orders	
0111010	Named repair for Displays with Door to Door Service	34
3.4.3.4	Repair of Blades	34
3.4.4 W	CM WEB information	
3.4.4.1	SWAP Example 1 – whole Blade unit was swapped	34
3.4.4.2	SWAP Example 2 - SNR of defect unit was captured incorrectly	
3.4.4.3	SWAP Example 3 - Blade unit was repaired not swapped	
3.4.4.4	SWAP Example 4 - Monitor was repaired not swapped	41
3.4.5 To	Claim the Work Order	43
3.4.5.1	Replacement SNR not in ADLER	43
3.4.5.2	Warranty of Replacement SNR is not Zero	43
3.4.5.3	Assets are incompatible	43
3.4.6 SV	VAP Data in ADLER	44
3.4.6.1	SWAP Flag	44
3.4.6.2	SWAP Pool inventory	45
3.4.6.3	Warranty data after Swap	46
3.4.6.4	Defect System after Swap	47
3.4.7 Mo	onitor Service Concept – Collect & Return Display	48
3.5 Servic	e Desk Approval process	
	ork Flow in WCM	
	aim Request by Service Partner	
	Event 1 - SP is restricted to Service Desk Work Orders	
	Event 2 - Repeated Repair (x-day rule)	
	Event 3 – 3rd Repair within 30 days	
	Event 4- A defined Repair Cost Maximum is exceeded	
3.5.2.4.1	Repair Cost Threshold for Service Desk claims	
3.5.3 De	cision by Service Desk	
	Approval by Service Desk	
3.3.3.1		
	•••••	
3.5.3.2	Rejection by Service Desk	53
3.5.3.2 3.5.4 Ex	Rejection by Service Desk	53 53
3.5.3.2 3.5.4 Ex 4. CALL	Rejection by Service Desk	53 53
3.5.3.2 3.5.4 Ex 4. CALI 4.1 Orderi	Rejection by Service Desk ceptions PROCESSING	53 53 54 54
3.5.3.2 3.5.4 Ex 4. CALI 4.1 Orderi 4.1.1 Or	Rejection by Service Desk ceptions PROCESSING ng Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard)	53 53 54 54 54 5 4
3.5.3.2 3.5.4 Ex 4. CALI 4.1 Orderi 4.1.1 Or 4.1.1 Or 4.1.1.1	Rejection by Service Desk ceptions PROCESSING ng Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection	53 53 54 54 54 54 54
3.5.3.2 3.5.4 Ex 4. CALI 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2	Rejection by Service Desk ceptions PROCESSING ng Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection	
3.5.3.2 3.5.4 Ex 4. CALI 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3	Rejection by Service Desk ceptions PROCESSING ng Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB	
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Order 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.4	Rejection by Service Desk ceptions PROCESSING ng Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge	
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Order 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5	Rejection by Service Desk ceptions PROCESSING ng Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection:	
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Order 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.6	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation	
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.6 4.1.1.7	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation Order Details	53 53 54 54 54 54 54 55 55 55 57 57 57 57 58 60
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation Order confirmation	53 53 54 54 54 54 54 55 55 55 55 57 57 57 57 57 57 57 57 57
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation Order Details ing Spares of own stock dering High availability parts (4h Service Packs)	53 53 54 54 54 54 54 55 55 55 57 57 57 57 57 58 60 60 62 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation Order confirmation Order Details ing Spares of own stock dering High availability parts (4h Service Packs) Ordering	53 53 54 54 54 54 54 55 55 57 57 57 57 57 57 57 57 58 60 62 63 63 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Order 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2	Rejection by Service Desk	53 53 54 54 54 54 54 55 55 55 57 57 57 57 57 57 57 57 57 57
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Order 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be	Rejection by Service Desk ceptions	53 53 54 54 54 54 54 55 55 55 55 57 57 57 57 57 57 57 57 58 60 62 63 63 63 63 63 63 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Si	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation Order Details ing Spares of own stock dering High availability parts (4h Service Packs) Ordering. Parts Return lated additional ordering mgle Login to FTS Spare Parts Portal	53 53 54 54 54 54 54 55 55 55 57 57 57 57 57 57 57 57 57 57
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Orderi 4.1.1 Orderi 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Sin 4.1.5 Sin 4.1.5.1	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts	53 53 54 54 54 54 54 54 55 55 55 57 57 57 57 58 60 60 62 63 63 63 63 63 63 63 64 64 64
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Si	Rejection by Service Desk ceptions PROCESSING Ing Spare Parts dering of spare parts at FUJITSU with WCM WEB (standard) Material selection Delivery Type selection Express charges in WCM WEB Invoice /-proposal form with Express Charge Delivery address selection: Order confirmation Order Details ing Spares of own stock dering High availability parts (4h Service Packs) Ordering. Parts Return lated additional ordering mgle Login to FTS Spare Parts Portal	53 53 54 54 54 54 54 55 55 57 57 57 57 57 58 60 60 62 63 63 63 63 63 63 63 63 63 63 63 63 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Sit 4.1.5.1 4.1.5.2 4.1.5.3	Rejection by Service Desk	53 53 54 54 54 54 54 55 55 55 57 57 57 57 57 57 57 57 57 57
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.3 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3 Or 4.1.3 Or 4.1.3 Or 4.1.3 Sii 4.1.5 Sii 4.1.5.1 4.1.5.2 4.1.5.3 4.2 Repair	Rejection by Service Desk	53 53 54 54 54 54 54 55 55 55 55 57 57 57 57 57 57 57 57 57
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Orderi 4.1.1 Orderi 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Si 4.1.5.1 4.1.5.2 4.1.5.3 4.2 Repair 4.2.1 Ref	Rejection by Service Desk	53 53 54 54 54 54 54 54 54 54 55 55 57 57 57 57 58 60 60 62 63 63 63 63 63 63 63 63 63 63 63 63 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Orderi 4.1.1 Orderi 4.1.1.2 4.1.1.3 4.1.1.2 4.1.1.3 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Si 4.1.5 Si 4.1.5.1 4.1.5.2 4.1.5.3 4.2 Repair 4.2.2 Repair	Rejection by Service Desk ceptions	53 53 54 54 54 54 54 54 55 55 57 57 57 57 58 60 60 62 63 63 63 63 63 63 63 63 63 63 63 63 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Orderi 4.1.1 Orderi 4.1.1.2 4.1.1.3 4.1.1.2 4.1.1.3 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Si 4.1.5 Si 4.1.5.1 4.1.5.2 4.1.5.3 4.2 Repair 4.2.2 Repair	Rejection by Service Desk	53 53 54 54 54 54 54 54 55 55 57 57 57 57 58 60 60 62 63 63 63 63 63 63 63 63 63 63 63 63 63
3.5.3.2 3.5.4 Ex 4. CALL 4.1 Orderi 4.1.1 Or 4.1.1.1 4.1.1.2 4.1.1.3 4.1.1.4 4.1.1.5 4.1.1.6 4.1.1.7 4.1.2 Us 4.1.3 Or 4.1.3.1 4.1.3.2 4.1.4 Be 4.1.5 Si 4.1.5 Si 4.1.5.1 4.1.5.2 4.1.5.3 4.2 Repair 4.2.2 Repair 4.2.3 Repair	Rejection by Service Desk ceptions	53 53 54 54 54 54 54 55 55 55 57 57 57 57 57 57 57 57 57 57

	Returning Spare Parts	79
4.4	1 Return order advise	79
4	4.1.1 ADEX Orders	
4	4.1.2 Orders with more than one part	79
4.4	- ···/····	
4	4.2.1 Return Code registration	
4.4	3 Return orders in case of alternative material taken from own stock	87
4.4		
4.4	· · · · · · · · · · · · · · · · · · ·	
4.4		
4.4	7 Fill return mask in WCM WEB	90
		•
4.5	Keep material flag	
4.5		
4.5	2 Own stock material kept	91
4.6	Good part return and complaints (DOA, WPIB and WDel)	07
4.6		
4.6		
4.6		
4.6		
4.6		
4.6		
4.6		
	.6.5.1 Good part return order for RET and N-parts	
4	6.5.2 How to return unused parts – Overview	
	·	
4.7	Central Work Order monitoring	
5.	CLAIMING AND INVOICING	105
0.		
5.1	Claiming & Validation	
5.1 5.1	Claiming & Validation	
-	1 Claiming	105
5.1	1 Claiming 2 Claim Error	105 107
5.1. 5.1.	1 Claiming 2 Claim Error 3 Validation process	105 107 108
5.1. 5.1. 5.1.	 Claiming	105 107 108 109
5.1 5.1 5.1 5.1	 Claiming	105 107 108 109 111
5.1 5.1 5.1 5.1 5.1 5.1	 Claiming	
5.1 5.1 5.1 5.1 5.1 5.1 5.2 5.2	1 Claiming	
5.1 5.1 5.1 5.1 5.1 5.2 5.2	 Claiming	
5.1 5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2	 Claiming	
5.1 5.1 5.1 5.1 5.1 5.2 5.2	 Claiming	
5.1 5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2	 Claiming	
5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2	1 Claim ing	
5.1 5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2	 Claiming	
5.1. 5.1. 5.1. 5.1. 5.2. 5.2. 5.2. 5.2.	1 Claiming	
5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2	1 Claim ing	
5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2 5.2 5.2 6. 7.	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	105 107 108 109 119 115 115 116 118 119 123
5.1. 5.1. 5.1. 5.1. 5.2. 5.2. 5.2. 5.2.	1 Claiming	105 107 108 109 119 115 115 116 118 119 123
5.1. 5.1. 5.1. 5.1. 5.2. 5.2. 5.2. 5.2.	1 Claiming	
5.1. 5.1. 5.1. 5.1. 5.2. 5.2. 5.2. 5.2.	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	
5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2 5.2 5.2 5.2 5.2 5.2	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	
5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2 5.2 6. 7. 7.1 7.2 7.2	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	
5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2 5.2 5.2 5.2 5.2 5.2	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	
5.1. 5.1. 5.1. 5.1. 5.2. 5.2. 5.2. 5.2.	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	
5.1 5.1 5.1 5.1 5.1 5.2 5.2 5.2 5.2 5.2 5.2 6. 7. 7.1 7.2 7.2	1 Claiming 2 Claim Error 3 Validation process 4 Rejected or revised Work Order 5 WO History on export file Invoicing	

1. Introduction

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

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

Home Support I	Logout							
VVCM Field Service Technical question	Service C Workorder / SP-Re		igned) Serial No.:			RT:		Actions New service call
- Ersin	Workorder 💲	Serial No. 韋		Date 韋	RT 🛟	Status 韋	Call Number 🌲	🔳 status
- Translation Tool	995002281140	YKJN003007	Fujitsu Siemens Computers GmbH	03.08.2009	0	AssignedFCO		Requested (0)
I Export	995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.2009	0	AssignedFCO		 Rejected (5) Assigned (14)
>> VVCM News >> DIFS for VVCM	995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO		 Open (18) In Progress (55)
>> Spares	995002281170	YKJN003021	Fujitsu Siemens Computers GmbH	21.08.2009	0	AssignedFCO		Double Flatrate Calls (0)
 Reports Settings 	995002281204	YB2K013006	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		 Awaiting Immediate Action (0) Repair successful (16)
>> Customer	995002281205	YKJR001010	Fujitsu Siemens Computers GmbH	25.08.2009	0	AssignedFCO		▶ To claim error (17)
 Help 	995002281196	YBBC010001	Fujitsu Siemens Computers GmbH	25.08.2009	0	AssignedFCO		 Claim Workorder (68) Validation center (41)
	995002281201	YB2K013003	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		 VC Revised Claims (1) VC Revised Claims (1)
	995002281202	YB2K013004	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		 VC Rejected Claims (1) Replied to Validation center (2)
	995002281211	YK2K001004	Fujitsu Siemens Computers GmbH	26.08.2009	0	AssignedFCO		 Claims accepted (3) Cancelled
	995002281212	YK2K001005	Fujitsu Siemens Computers GmbH	26.08.2009	48	AssignedFCO		▶ 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.

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

1.1.5 ADEX-Order

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

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

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

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

1.1.6 Ship only order

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

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

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

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

1.1.7 Ship only order in the Spare Parts Portal

Orders related to a Work Order should always be created in WCM.

If, by any reason, the SP wants 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 a warranty order requests serial number and Work Order, please do <u>not</u> 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) a serial number and a Work Order number are necessary.

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

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

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

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

FUJITSU THE POSSIB	ILITIES ARE INFINITE
VVCM	Login
- ECS	Service - PartnerID:
i Translation Tool	Password:
Related Downloads entry info: English	Forgot your password?
Or if already logged on to	
FUITSU THE POSSIE Home Support Log	
\$ WCM	Service Calls (Assigned)
- Field Service	Workorder / SP-Ref: Serial No.: RT:
- Technical question	
- Ersin	Workorder 🗘 Serial No. 🗘 Customer 💠 🛛 Date 🗘 RT 🗘 Status 🗘 Call Nu
Translation Tool	995002281140 YKJN003007 Fujitsu Siemens Computers GmbH 03.08.2009 0 AssignedFCO
Export	DOSDODDO1461 VIZINDODDO0 Fujitsu Siemens 10.00.000 0 LociepodECO

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.

\$ WCM	Translation Too	ol Search				Adler
- Field Service			_			Enter the Serial No.
- Technical question	Action:	Sparepart List				
- Ersin	VVCM Account / SupportID:					
- Translation Tool	Serial No.:					
i Export	Material number:					
>> WCM News	Delivery Date:			format: DD.MM.YYYY		
>> DIFS for WCM	Date of first use:			format: DD.MM.YYYY		
>> Spares	Error Code (edit):		7			
>> Reports	TranslationTool:	WCM Translation Tool	1			
>> Settings	Language	English	1		SEARCH 🕨	
>> Customer					SEARCH P	
>> Help						
	RESULT					

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

FUJITSU THE POSSI	BILITIES ARE INFINITE					
Home Support Lo	gout					
VCM	Translation To	ol Search				Adler Enter the Serial No.
Technical question Ersin	Action: WCM Account / SupportID:	Material Check 00010xxxxx	-			
- Translation Tool	Serial No.: Material number:	YMXX000001 88011111				
>> WCM News >> DIFS for WCM	Delivery Date: Date of first use:			format: DD.MM.YYYY format: DD.MM.YYYY		
>> Spares >> Reports	Error Code (<u>edit</u>): TranslationTool:	WCM Translation Tool				
>> Settings >> Customer	Language	English	•		SEARCH 💽	
>> Help	RESULT					1

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 Standard Orders in the Spare Parts Portal

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

1.1.11 Orders for 4h Service Packs

Service Partners with additional agreement "High Availability Service" can choose additional delivery options "High Availability Courier" or "High Availability Pickup" in the Spare Parts Portal.

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.



FUJITSU THE POSSIBILITIES ARE INFINITE

Home Support Logou	ut
>> VVCM	Frequently Asked Questions
>> VVCM News	
>> DIFS for WCM	Keywords:
>> Spares	Category: All Language: English
>> Reports	
>> Settings	RESULT
>> Customer	
\$ Help	
- Frequently Asked Questions	
🏭 Manuals	

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

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

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

FUITSU THE POSSIBILITIES ARE INFINITE	
Home Support Logout	

>> VVCM	Contact WCM-Support				
>> VVCM News	Contact Form				
>> DIFS for WCM	Email Address	Test@user.com			
>> Spares	Subject	repair scope			
>> Reports	Email Text	Dear WCM Team.			
>> Settings		according to the local FTS Service Manager the repair scope was adjusted already. However I still			
>> Customer		have problems to open a call for Amilo Notebook. Details pls find attached.			
S Help		Best regards			
- Frequently Asked Questions		Test User			
i Manuals		i est user			
	attachement	Durchsuchen Upload			
	Name				
	Company				
	Phone				
	Fax				
	Quit	Preview Send			

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

2. Registration/ Settings

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

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

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

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.

FUITSU THE POSSIB	ILITIES ARE IN	FINITE		
Home Support Log	out			
>> VVCM >> VVCM News	Service C Workorder / SP-Re	```	gned) Serial No.:	
>> DIFS for WCM >> Spares	Workorder 韋	Serial No. 韋	Customer 韋	Date 韋
>> Reports	995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.200
Settings	995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.200
>> Customer	995002281170	YKJN003021	Fujitsu Siemens Computers GmbH Eujitau Siemena	21.08.200

2.1 Edit account settings

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

FUJITSU THE POSSION	LITIES ARE INFINITE	
Home Support Logo	ut	
	User settings User - Information Support ID: WCMAccount: Company: Salutation: First Name:	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

			— — —
🗙 Quit	Reck	► Next	Finish
With <finish> y</finish>	ou will save new settings and retur	n to the first window.	
With <back> yo</back>	ou 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>

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

Edit field s	service display					
1. Column	Workorder	~				
2. Column	Serial No.	~				
3. Column	Company / Customer	~				
4. Column	Date	~				
5. Column	RT	~				
6. Column	Status	~				
7. Column	Call Number	~				
	No allocation					
	Workorder					
Preview: F	Call Number Serial No.					
Workord	Product Company / Customer		Company / Customer	🗘 Date 🛟 RT 🗘	Status	
995000000	Customer / Company		Testfirma 1	01.01.2006 48	Requested	
	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.

FH	İTSU	T	ΗE	P	0	s	s	ı	В	ı	ι	I	т	ı	E	s	A	R	E	I	N	F	ı	N	11	T	E
гU	1130																										

edit lineitems	dis	olay
----------------	-----	------

Darstellun	ıg Ersatzteilliste	e är	dern					
1. Column	Material number	<u> </u>						
2. Column	Total							
	Status	~						
3. Column								
4. Column	Order No	-						
5. Column	RET-No	~						
6. Column	RET	-						
7. Column	ReturnCode	-						
8. Column	KeepMaterial	~						
	No allocation							
	Material number							
Preview: L	Article Code Type							
	Total							
Lineltems	price							
Material Material n	Customer		Status	Order No	RET-No	RET	BeturnCode	KeepMaterial
82101711	LSF		Proposed (ErrorFitFault)	8000816830	8131581805		Keturncode	ксерімасста
02101711	OrderNow		Proposed (Errornin dail)	0000010000	0101001000	Ľ.		
	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 that in item "Rework Work Order".

FUĴĨTSU	T	H	E	P	0	S	S	I	B	I	ι	I	T	I	E	S	A	R	E	I	N	F	I	N	I	T	E

supervisor

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

3. Call entries

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

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

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

3.1 Call entry from Helpdesk

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

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

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

\$ VVCM	Workorder De	etail							Actions
- Field Service	Overview								Accept workorder
	Call Date 18.08.2009 Customer Fujitsu Siemens Computer GmbH Response Time 0 Service Type SP OnSite	Workord 99500228 Name S Kandzion repair tii 0	31161 a, Georg	Produ YKJNO Date o -			Current Stat AssignedFCC ECS 5GXX4 DIFS-Code		Reject workorder New Comment Edit Reference Number Print workorder Refresh page Detail Views Call Messages
>> Settings >> Customer >> Help	CURRENT VIEW: CALL		Symptom G - General X - Other X - Other			Action 4 - HW-R	epair with Spa	re	Customer Product Spares order Workorder History System History Invoice
	Problem Description Test Bestellungen Fco Description "FCO: TEST ZRA."								Search for Workorder / Serial Workorder / Serial No. Adler Enter the Serial No.
	Line Items Material Material number Tota 34012719 1	i l Status Proposed		Order No	RET-No		ReturnCode -	KeepMaterial	

3.1.1 <u>Reject Service Call</u>

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Lo	ogout				
\$ VVCM	Workorder Deta	ail			Actions
- Field Service	Overview				 Accept workorder
- Technical question	Call Date	Workorder	Partner call number	Current Status	Reject workorder
- Ersin	18.08.2009	995002281161		AssignedFCO	New Comment
- Translation Tool	Customer	Name	Product	ECS	 Edit Reference Number
Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YKJN003008	5GXX4	Print workorder
VVCM News	Response Time	repair time	Date of Carriage	DIFS-Code	▶ Refresh page
DIFS for WCM	0	0	-		
	Service Type SP		Service Type Custome	Γ	Detail Views
 Spares 	OnSite		OnSite		→ Call
>> Reports			:		→ Messages

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

3.1.2 Accept Service Call

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

FUITSU THE POSSIBILITIES ARE INFINITE

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

Next window:

accept workorder

Accept call			
Accept call?	⊙Yes ○No		
Partner call number:		20 characters available	
order spares?	⊙Yes ◯No		
accept FCO?	⊙Yes ◯No		
FCO-Description: "FCO: TEST ZRA."			
			~
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 <u>4.1.1.Ordering of spare parts.</u>

3.2 Self-assigned Call

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Lo	gout						
\$ WCM	Service C	alls (Ass	ianed)				Actions
- Field Service	Workorder / SP-Re	<u>`</u>	Serial No.:		RT:		(► New service call)
- Technical question							
- Ersin	Workorder 韋	🛛 Serial No. 🌲	Customer 韋	🛛 Date 韋 🛛 R	T 🗘 Status 💲 🛛	Call Number 🌲	Status
- Translation Tool	995002281161	YKJN003008	Fujitsu Siemens Computers GmbH	18.08.2009 0	AssignedFCO		Requested (0) Rejected (6)
Export	995002281169	DNAA001001	Fujitsu Siemens Computers GmbH	21.08.2009 0	AssignedFCO		 Rejected (5) Assigned (12)
>> WCM News			service service of the service of th				- · ·

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

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

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

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

		TIES ARE INFINITE					
					YKD SO38	205	
product inform	nation						
Serial No.:	lauon	YKDS038205		Warranty code:		FSP:GB3S00Z00GBBD5	
Product:		ESP E3510 /C2D E7300/ SUPERMULTI/	2GB/DVD	warranty owner	:	GBR	
Article Code:		VFY:E3510PPAG1GB		warranty group:		BD5	
Delivery Date:		02.12.2008		warranty descri	ption:	3 years On-Site Service,	
Activation Date	:	04.01.2009				valid in Europe, Africa an East	d Middl
Additional-Tex	t:	-	(3			
customer has	noid for			\mathcal{O}	radidad at D	ujitsu Technology Solutio	20
customer has	рацитот			expense	n ovided at Fi	ijitsu rechnology Solutio	ns
On Site:	04.01.2012	On Site:	 Image: A start of the start of	On Site:	04.01.2012	On Site:	[
From	04.01.2012	Collect and Return:	✓	From customer:	04.01.2012	Collect and Return:	[
customer:							
	04.01.2012	Desk-To-Desk:		To customer:	04.01.2012	Desk-To-Desk:	[
customer:	04.01.2012 04.01.2012	Desk-To-Desk: Door To Door:		To customer: Work:	04.01.2012 04.01.2012	Desk-To-Desk: Door To Door:	
customer: To customer: Work: Material:				Work: Material:			[[[
customer: To customer: Work:	04.01.2012	Door To Door:		Work:	04.01.2012	Door To Door:	
customer: To customer: Work: Material: Response	04.01.2012 04.01.2012	Door To Door: Return To Base:	 	Work: Material: Response	04.01.2012 04.01.2012	Door To Door: Return To Base:	
customer: To customer: Work: Material: Response Time:	04.01.2012 04.01.2012 0	Door To Door: Return To Base: Bringln:		Work: Material: Response Time:	04.01.2012 04.01.2012 0	Door To Door: Return To Base: Bringln:	

- 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:

Service Operations Issue: May 2012 WCM WEB User Manual – Warranty Claim Management Tool Page 20 / 127

FUĴĨTSU	THE POSSIBILITIES ARE INFI	NITE	new workorde	r
			YKD \$038205	
	ID:		new work	korder
TOJI	130		YKD \$038205	
Cus	stomer Details Test SA south's africa street 1 12345 Pretoria			New Contact
0	Testmaier Test BgmUlrich-Str. 100 86199 Augsburg Fujitsu Siemens Computers GmbH test Now2 Gladbecker Straße 7		Edit Contac	t New Contact
	40472 Düsseldorf			

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.

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

Page 21 / 127

Click on <Next> to proceed.

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

A "Warning list" check is opened:

http://abgsa16a/wcmwebnext/index2.asp?L	eftNavSelItemID=0-1&LeftNavSelParentItem	ID=C0		👻 🍫 🗙 🛛 Google	
WCAAWAL Frank Harry mine CAT FDV Versi				Å • ⊠ • ⇔ •	- 🕞 Seite 💌
🏉 new workorder - Fujitsu Technology Sol			<u> </u>		is serie .
FUjitsu		new workorder	* are GmbH	I (WCMAccount:	
		YKJR031422	-		
Export Monitoring - Warning List			^	Actions	
Name SCHNEDER GMBH SCHNEDER GMBH	Town Country 42908 WERMELS 42929 WERMELS		lumber		
Yes, the customer is registered in the sancti				 Requested (18) Rejected (32) 	
No, the customer is not registered in the same	Windows Internet Explorer		23	Assigned (19) Open (20)	
	You have specified that the You must not send informa raise a Work Order. If you proceed anyway, ple responsibility.	Ľ		 In Progress (75) Double Flarate Calls (2) Avwaiting Immediate Action (0) Repair success ful (46) To claim error (5) Claim Vorkorder (49) Validation center (9) VC Rejected Claims (5) VC Repied to Validation center (2) Claims accepted (20) Cancelled Closed 	
Quit	в	OK		Search for Workorder / Serial	

Check this list:

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

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

Then the Customer ID will be created:

FUITSU THE POSSIBILITIES ARE	E INFINITE	new workorder
		YKD \$038205
new customer number		
Customer:	Gadletz, Christine	
Customer ID:	2302018372	

3) Editing of contact name in existing customer address

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

	Search customer				
	Customer ID:				
	Company:				
	Surname:		Gadletz 1		
FUរ័ព	First Name:				korder
	Town:		L Münnhan		
			München		
\bigcirc –	Create new customer:				
2 Cust			i		
	Mies-van-der-Rohe-Strasse 8			E dit Contac	t New Contact
	80807 München Fujitsu Siemens Computers GmbH				
	Gadletz Christine				New Contact
	SU THE POSSIBILITIES ARE INFIN			new work	order
FUJITS	SU THE POSSIBILITIES ARE INFIN				
				YKDS038205	
\frown					
(4) Locat	ion				
	Mies-van-der-Rohe-Strasse 8				
	80807 München				
Ĭ	Deutschland				
I					
FUNTCU	IE POSSIBILITIES ARE INFINIT	TE		new wo	orko
rujiisu					
				YKD \$03820	05
Newsenter					_
New contact		Mr 🗸	1		
Salutation:					
Title:			*		
Company:					
Surname:					
First Name:					
Department:					
Street:		Miao yan dar	Rohe-Strasse 8		
Post Code, T	own:	80807	München 5		
Country:		Deutschland		✓	
Phone Privat	e:				
Phone Busin	ess:				
Fax private:					

Check the warning list.

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

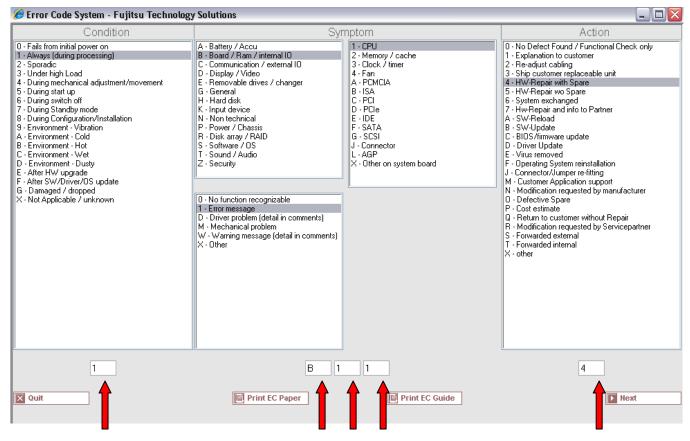
3.2.2 Error description

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

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

FUJITSU THE POSSIBILITIES ARE INFINITE	new workorder			
	YKD \$038205			

Information			
	Condition	Symptom	Action
Error Code edit	-		-
		-	
ECS Plus (DIFS Code)		Check	
Problem Description:	manda field		
service partner reference number		haracters available	
order spares	⊙Yes ○No		



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

FU)เรียง เ	E POSS	IBILITIES	AREI	NFINITE
--------------------	--------	-----------	------	---------

YKD \$038205

new workorder

Information			
	Condition	Symptom	Action
Error Code edit	1-Always (during processing)	B-Board / Ram / internal IO 1-Error message 1-CPU	4-HW-Repair with Spare
ECS Plus (DIFS Code)		Check	
Problem Description:	low CPU performance causes	the system to freeze	8
acruiac porta or reference	339 characters available		
service partner reference number	1-2345 14	characters available	
order spares	⊙Yes ○No		
🗙 Quit	Back	Next	Finish

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

3.3 Field change order

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

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

Home Support L	_ogout					_	
	If a Field C			gned, t	the status		
\$ WCM	V changes to	"Assigned	FCO"				Actions
Field Service							Accept workorder Reject workorder
- Technical question	9/2/2009	9950022812	07			AssignedFC0	New Comment
Ersin	Customer	Name	or -	Product		ECS	Edit Reference Number
Translation Tool	Customer	nume		YK2S001	945	1EM24	Print workorder
• Export	Response Time	repair time		Date of C	Carriage	DIFS-Code	Refresh page
WCM News	24	0		-			- Torneen page
DIFS for WCM	Service Type SP			Service	Type Custome	-	
Spares	OnSite 24h performance	9		OnSit	Brief Field	d Change Orde	r Information, e.g. with
Reports							Service Bulletins
Settings	CURRENT VIEW: CALL				appear.		
Customer	ECS				appear.		
	Condition	1.0					
 Help 		51	mptom				
• пер	1 - Always (during proc		mptom - Removable drive	es / ch			
• пер		essing) E M	- Removable drive - Mechanical pro	blem			
- neip		essing) E M	- Removable drive	blem	are and a second		System natory hivoice
- nep	1 - Always (during proc	essing) E M 2	- Removable drive - Mechanical pro	blem			System natory Invoice
nep		essing) E M 2	- Removable drive - Mechanical pro	blem			
, nep	1 - Always (during proc Problem Description	essing) E M 2	- Removable drive - Mechanical pro	blem	Specific S	Spare Part Prop	bystein natory invoice posals are added.
• nep	1 - Always (during proc Problem Description DVD not working	essing) E M 2	- Removable drive - Mechanical pro	blem	Specific S	Spare Part Prop	
пер	1 - Always (during proc Problem Description	essing) E M	- Removable drive - Mechinical pro - CD DVD-drive	blem	Specific S	Spare Part Prop	
пер	1 - Always (during proc Problem Description DVD not working Fco Description	essing) E M	- Removable drive - Mechinical pro - CD DVD-drive	blem	Specific S	Spare Part Prop	osals are added.
пер	1 - Always (during proc Problem Description DVD not working Fco Description FC0: 2008-013 / Rx100	essing) E M	- Removable drive - Mechinical pro - CD DVD-drive	blem	Specific S	Spare Part Prop	
пер	1 - Always (during proc Problem Description DVD not working Fco Description	essing) E M	- Removable drive - Mechinical pro - CD DVD-drive	A1			Enter the Serial No.
пер	1 - Always (during proc Problem Description DVD not working Fco Description FC0: 2008-013 / RX100 Line Items Material	essing) E M	Removable drive - Mechnical pro - CD DVD-drive	A1	Additiona	FCO specific I	bosals are added.
, пецр	1 - Always (during proc Problem Description DVD not working Fco Description FC0: 2008-013 / RX100 Line Items Material Material number St	essing) E M M 2. S4 mainboard VR-is	Removale drive - Mechnical pro- - CC DVD-drive - Sue, FCO Class - Total	A1	Additiona	FCO specific I	Enter the Serial No.
пер	1 - Always (during proc Problem Description DVD not working Fco Description FC0: 2008-013 / RX100 Line Items Material	essing) M 2 S4 mainboard VR-is	Removale drive - Mechnical pro- - CC DVD-drive - CC DVD-dri	A1	Additiona	FCO specific I	bosals are added.
пер	1 - Always (during proc Problem Description DVD not working Fco Description FCO: 2008-013 / RX100 Line Items Material Material number SI 84003514	essing) E M M 2. S4 mainboard VR-is	Removale drive - Mechnical pro- - CC DVD-drive - CC DVD-dri	A1	Additiona However:	FCO specific I This is modifie	abour flat rates might be added d by the Validation Center if:
nep	1 - Always (during proc Problem Description DVD not working Fco Description FCO: 2008-013 / RX100 Line Items Material Material number SI 84003514 34011474 Pr	essing) E M 2 S4 mainboard VR-is tatus roposed	Removale drive - Mechnical pro- - CC DVD-drive - CC DVD-dri	A1	Additiona However: 1)FCO fai	FCO specific I This is modifie lure is identical	abour flat rates might be added d by the Validation Center if:
nep	1 - Always (during proc Problem Description DVD not working FCO Description FCO: 2008-013 / RX100 Line Items Material Material number SI 84003514 34011474 Pr Labour	essing) E M 2 S4 mainboard VR-is tatus roposed	Removate drive - Mechnical pro- - CC DVD-drive issue, FCO Class / Total 1 1	A1	Additiona However: 1)FCO fai	FCO specific I This is modifie lure is identical	abour flat rates might be added d by the Validation Center if:
пер	1 - Always (during proc Problem Description DVD not working FCO Description FCO: 2008-013 / RX100 Line Items Material Material number SI 84003514 34011474 Pr Labour	essing) E M 2 S4 mainboard VR-is tatus roposed tatus	Removable drive - Mechnical pro- - CD DVD-drive - Sue, FCO Class - Total 1 1 - Total	A1	Additiona However: 1)FCO fai	FCO specific I This is modifie lure is identical	abour flat rates might be added d by the Validation Center if:
пер	1 - Always (during proc Problem Description DVD not working FCO: 2008-013 / RX100 Line Items Material Material number St 84003514 34011474 Pr Labour Material number St	essing) E M 2 S4 mainboard VR-is tatus roposed tatus	Removable drive - Mechnical pro- - CD DVD-drive - Sue, FCO Class - Total 1 1 - Total	A1	Additiona However: 1)FCO fai	FCO specific I This is modifie lure is identical	abour flat rates might be added d by the Validation Center if:
r πεφ	1 - Always (during proc Problem Description DVD not working FCO Description FCO: 2008-013 / RX100 Line Items Material number SI 84003514 34011474 Pr Labour Material number SI WTY:FLATRATE O FieldChangeOrder Material number	essing) E M 2 S4 mainboard VR-is tatus roposed tatus	Removable drive - Mechanical pro- - CD DVD-drive ssue, FCO Class Total 1 1 Total 1 1	A1	Additiona However: 1)FCO fai	FCO specific I This is modifie lure is identical	abour flat rates might be added d by the Validation Center if:
• пер	1 - Always (during proc Problem Description DVD not working FCO Description FCO: 2008-013 / RX100 Line Items Material number SI 84003514 34011474 Pr Labour Material number SI WTY:FLATRATE O VTY:FLATRATE O VTY:FLATRATE O VTY:FLATRATE O	essing) E M M 2 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Removable drive Mechnical pro- CC DVD-drive sue, FCO Class Total 1 1 1 Total 1 1 Total 1 1 1	A1	Additiona However: 1)FCO fai	FCO specific I This is modifie lure is identical	abour flat rates might be added d by the Validation Center if:

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ILITIES ARE INFIN	ITE	accept wo	rkorder
⊙Yes ○No			
	20 characters available		
⊙Yes ○No			
⊙Yes ◯No			
te has to be added accor arts."	The field change order added by F be accepted from the SP again.	TS has to	responding. This FCO does not
	The Work Order only can be acce	pted in total.	
	Yes ○No Yes ○No Yes ○No Yes ○No Yes ○No te has to be added accor	 Yes ○ No The field change order added by F be accepted from the SP again. 	 Yes No 20 characters available Yes No Yes No Yes No

The order can only be accepted in total.

FUJITSU THE POSSIBILITIES AR	All spare part orders for the Work Order hav been confirmed again.	ve	pt w	orko	order		
These spares were suggested for th	The Spare Part can be deselected from MIF Order. E.g. in case the spare part for the FC was supplied by Product Operation separate	co					
Material number Description		rranty	LSF	RET	ECS	FTA	quantity
34024372		~					1

3.3.1 Different priority levels of FCO

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

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

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

3.3.2 Different priority levels of FCO

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

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

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

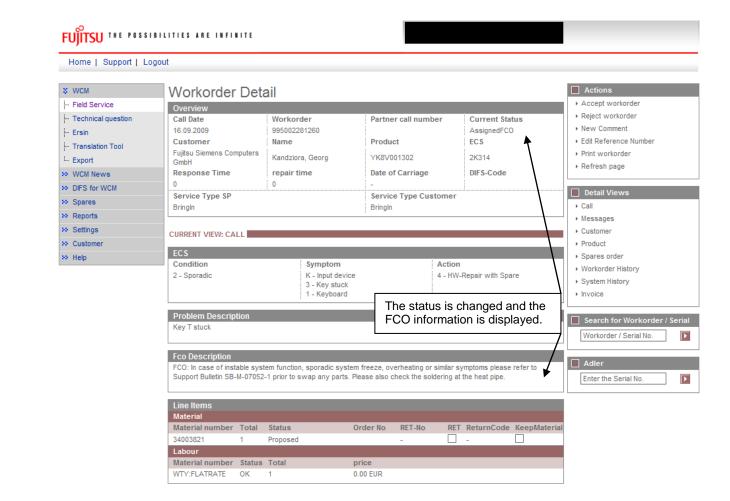
In case multiple FCOs are identified for one Work Order and the types of the FCOs are different and there's one of the type A and the service type of the claim is CRU, the Service Type CRU is rejected as well.

FUJITSU THE POSSI	BILITIES ARE INFINITE						
Home Support Lo	gout						
WCM Field Service Technical question Frsin Translation Tool Export WCM News DIFS for WCM Spares	Workorder Deta Overview Call Date 16.09.2009 Customer Fujitsu Siemens Computers GmbH Response Time 0 Service Type SP	Workorder 995002281259 Name Kandziora, Georg repair time 0	Product YK8V00 Date of -		Current Sta Rejected ECS 2K314 DIFS-Code	itus	Actions New Comment Print workorder Refresh page Detail Views Call Messages Customer
 > spares >> Reports >> Settings >> Customer >> Help 	CRU (repairable) Information B2B Error: CRU rejected - FCO pending CURRENT VIEW: CALL ECS Condition 2 - Sporadic	CRU (res	The Fie requires involved new Wo the serv or bring	Id Change s a technicia d. You can ork Order, c vice type to i in and retr the Helpde	an is open a change on site y or		
	Problem Description Key T stuck Line Items Material Material number 34003821 1	Status Proposed	Order No	RET-No F	RET ReturnCode	KeepMaterial	

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

🏉 new workorder - Fujitsu Technology Solutions		x
FUJITSU THE POSSIBILITIES ARE INFINITE	new workorder	*
	YK8V001302	~
 The following FCO have been found for YK8V001322: FCO: In case of instable system function, sporadic system freeze, overher SB-M-07052-1 prior to swap any parts. Please also check the soldering at the soldering at the soldering statement of the soldering statement	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	^
Attention There is a FCO of Type A! This will prevent the creation of a CRU workorder.		





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

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

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

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

🏉 new workorder -	Fujitsu Tech	hnology Solutions	-		100		Ξ_Σ	۲.			
FUITSU THE P	0.000			7	new w	orkorder		^			
	l Ober	ning Work Order est with serialnum	nber								
					YK2K019	350		*			
product information	tion										
Serial No.: Product:		YK2K019050 LB S7110 SXGA+ /C-		Warranty code:		FSP:GL3B0000NBS					
Article Code:		T2300E/512MB/CD-RW_ LKN:RUS-210100-001		warranty owne warranty group		RUS					
Delivery Date:		31.08.2006		warranty descr		3 years bring in service G	lobal				
Activation Date:		04.10.2006				Limited					
Additional-Text:		-									
customer has pa	aid for			Service to be expense	provided at Fi	ıjitsu Technology Solutior	15	E			
On Site: -		On Site:		On Site:	-	On Site:					
From customer:		Collect and Return:		From customer:	-	Collect and Return:					
To customer: -		Desk-To-Desk:		To customer:		Desk-To-Desk:					
	04.10.2009 04.10.2009	Door To Door: Return To Base:		Work: Material:	04.10.2009 04.10.2009	Door To Door: Return To Base:					
Response Time:		BringIn:	•	Response Time:	0	BringIn:	~				
)	Material:	~	repair time:	0	Material:	~				
Service Type:	CRU (repaira	able) 🄏 new workd	order - Fi	ujitsu Technolog	gy Solutions	1.4.8.				1.0	
Quit									new workor	der	
		FUJITSU		SSIBILITIES	ARE INFIN						
Fertig									YK2K019050		
				have been fou					at the difference and a	This	- 500
		does no	ot apply to	shipment of CRU		cording to SB-M-09024 in a	order to av	old th	at the J key is not h	esponding. Thi	SFCO
			l involved: 3402437	2 MET KB SUPP	ORT PLATE S7	110					
		Attention				_					
		The FCO Ma	aterial will	be added automa	atically after w	orkorder creation. This FCC) will be ig	nored	l in case of CRU.		
					\sim						
						nation only. It doe					
				to be involv		Customer Replace	eable	Juit	to the custor	ner withou	uta
		Cuvit			Back		Nex	t			Finish
		X Quit			Dack		Nex Nex				Finish
		r									

🏉 new workorder - Fujitsu Techno	ology Solutions					x
FUJITSU THE POSSIBILITIES ARE INFINITE				new workorder		
			YK2K01905	50		-
Serial No. YK2	K019050					*
Problem Description						
Partner call number						
Error Code	Condition	Symptom		Action		
	5 - During start up	P - Power / Chassis 0 - No / partly voltage X - Other		4 - HW-Repair wi	th Spare	
Problem Description	battery not loading					
customerwish	CRU (repairable)					
Service to be provided at						
Fujitsu Technology Solutions expense	CRU (repairable)					
Delivery address						
Delivery Comment	standard					
Delivery address	microCAT EDV Vertriebs und Soft	ware GmbH				=
	Daniel Stinner					
	Oberanger 40-42					
	80331 München					
Spare Parts						
Material number Type		N	arranty CR	U RET ECS FT	A quantity	
	ND BATTERY UNIT (6CELL 3800MAI					
XX						
🔀 Quit	Back	Next		[• Finish	
Fertig	✓ Vertrauensw	ürdige Sites Geschüt	zter Modus:	Inaktiv	۹ 100%	•

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

Home Support L	ogout						
¥ WCM	Workorder Det	ail		\		Actions	
- Field Service	Overview					▶ Repair started	
- Technical question	Call Date	Workorder	Partner call nun	ıber	Current Status	 Update service type 	
- Ersin	16.09.2009	995002281268			Open	 Order parts 	
- Translation Tool	Customer	Name	Product		ECS	 Change status 	
- Export	Fujitsu Siemens Computers	Kandziora, Georg	YK2K019050		5P0X4	 Appointment arranged 	
	GmbH Response Time	repair time	Date of Carriage		DIFS-Code	 Cancel Workorder 	
WCM News	0	0	Date of Carriage		DIFS-Code	New Comment	
 DIFS for WCM 	Service Type SP	•	Service Type Cu	istomer		Edit Reference Number	
 Spares 	CRU (repairable)					Print workorder	
Reports						→ Refresh page	
>> Settings	CURRENT VIEW: CALL						
>> Customer	CORRENT VIEW, CALL					Detail Views	
· Help	ECS					→ Call	
. nop	Condition	Symptom		Action		► Messages	
	5 - During start up	P - Power / Ch 0 - No / partly		4 - HW-F	Repair with Spare	▶ Customer	
		X - Other	vollage			Product	
		1		:		▶ Spares order	
	Problem Description					Workorder History	
	battery not loading					▶ System History	
						→ Invoice	
	Line Items						
	Line Items Material					Search for Workorder / Serial	
		Status	Order No RET-No	RET	ReturnCode KeepMate	Search for Workorder / Serial	
	Material	Status	Order No RET-No		ReturnCode KeepMate		
	Material Material number Total	Status	Order No RET-No -			erial	
	MaterialMaterial numberTotal880395201		Order No RET-No - price			erial	

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

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

🏉 new workorder -	Fujitsu Technology Sol	utions		a a = .	
FUJITSU THE	POSSIBILITIES ARE	INFINITE		new workor	der
				YK8V001328	
 FCO: In case of 	CO have been found for of instable system function I prior to swap any parts. I	, sporadic system fre			ier to Support Bulletin
There is a FCO of	Type A! This will prevent th	ne creation of a CRU	workorder.		
Home Support Lo	BILITIES ARE INFINITE				
\$ WCM	Workorder Deta	ail			Actions
- Field Service		all			Accept workorder
- Technical question	Overview Call Date	Workorder	Partner call number	Current Status	▶ Reject workorder
	16.09.2009	995002281271	Farmer can number	AssignedFCO	► New Comment
Ersin	Customer	Name	Product	ECS	▶ Edit Reference Number
Translation Tool	Fujitsu Siemens Computers	Kandziera Georg	YK8V001308	5B124	▶ Print workorder
- Export	GmbH	Kandziora, Georg		\ \	▶ Refresh page
>> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	
>> DIFS for WCM	48 Service Type SP	0	- Service Type Customer		Detail Views
>> Spares	OnSite 48h performance		OnSite 48h performance		→ Call
>> Reports				\	▶ Messages
>> Settings	CURRENT VIEW: CALL				▶ Customer
>> Customer					Product
>> Help	ECS Condition	Symptom	Action		 Spares order
	5 - During start up	B - Board / Ra 1 - Error mess 2 - Memory / c	The status is chang information is displa		stem History oice
	Problem Description Not enough RAM detected w	hile booting			Workorder / Serial
	Fco Description				
			em freeze, overheating or similar sy Please also check the soldering at		Adler Enter the Serial No.
	Line Items Material				
	Material number Total 34006911 1	Status Proposed	Order No RET-No RET	ReturnCode KeepMateria	
	Labour	T-44			
	Material number Status WTY:FLATRATE OK		price 87.20 EUR		

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

3.4 SWAP Process

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

Required assistance by the Service Partners

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

3.4.1 Function

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

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

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

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

3.4.2 Process steps

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

3.4.2.1 Work Order open

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

3.4.2.2 Replacement

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

3.4.2.3 Confirmation of defect SNR

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

3.4.2.4 To Claim the Work Order

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

3.4.3 Exceptions where no Swap Data need to be provided

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

3.4.3.1 Desk to Desk Monitor Exchange in Germany

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

3.4.3.2 Forwarded Work Orders

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

3.4.3.3 Named repair for Displays with Door to Door Service

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

3.4.3.4 Repair of Blades

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

3.4.4 WCM WEB information

3.4.4.1 SWAP Example 1 – whole Blade unit was swapped

Work Order open

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

Home Support L	ogout							
\$ VVCM	Workorder Det	ail					Actions	
- Field Service	Overview						▶ Repair started	
 Technical question Ersin Translation Tool 	Call Date 19.03.2009 Customer	Workorder 995002270113 Name	Partner c Product	all number	r Cur Ope ECS		Update service type Order parts Change status	
Export WCM News	Fujitsu Siemens Computers GmbH Response Time	Kandziora, Georg repair time	YK6T0017 Date of C		381 Dift	14 S-Code	Appointment arranged Cancel Workorder New Comment	
 DIFS for WCM Spares Reports 	0 Service Type SP OnSite	0	- Service T OnSite	ype Custo	mer		Edit Reference Number Print workorder Refresh page	
• Settings • customer	CURRENT VIEW: CALL						Detail Views	
> Help	Additional Information (S SWAP Process: Note Seri		ty claim entry!		<	_	Call Messages Customer	
	ECS Condition 3 - Under high Load	Symptom B - Board / R 1 - Error mea 1 - CPU	tam / internal IO ssage		Action - HW-Repair	with Spare	Product Spares order Vorkorder History System History Invoice	
	Problem Description Bad performance under high	load.					Search for Workorder Workorder / Serial No.	/Seri
	Line Items Material						D ådler	
	Material numberTotal380067121	Status Proposed	Order No R	RET-No	RET Retu	rnCode KeepN	Material Enter the Serial No.	
	Labour Material number Status WTY:FLATRATE OK	Total 1	price 118.00 EUR					

SNR entry of replacement system

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

) Workorder to claim - 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*:				
YK6T001709				
*NOTE: Please double check the Serial No. entered during call open is identical with the Serial defective SNR here.	I No. of the defective customer system. If not please enter			
		I		

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*: YK6T001709					
*NOTE: Please double check the Serial No. entered during call open is identical with the Serial No. of defective SNR here.	the defective customer system. If not please enter				
Please enter the serialnumber of the new (SWAP) asset:					
Replacement SNR (SWAP): YK6T001714					

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

Trace the swapped system

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

Home Support Logo	ui				
\$ VVCM	Workorder E	Detail			Actions
- Field Service	Overview				▶ Reset To claim
- Technical question	Call Date	Workorder	Partner call number	Current Status	▶ New Comment
- Ersin	19.03.2009	995002270113		ToClaim	 Edit Reference Number
- Translation Tool	Customer	Name	Product	ECS	 Print workorder
- Export	Fujitsu Siemens Compu GmbH	ters Kandziora, Georg	YK6T001709	3B114	▶ Refresh page
WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	
DIFS for WCM	0	0	-		Detail Views
Spares	Service Type SP		Service Type Custom	er	→ Call
 Reports 	OnSite		OnSite		▶ Messages
					→ Customer
 Settings 	CURRENT VIEW: CALL				Product
customer	Additional Informati	▶ Spares order			
 Help 	Call Entry SNR:	► Workorder History			
	Replacement SNR (S	YK6T001709 WAP): YK6T001714	—		System History
					hvoice
	Information:	y exchange of the system ur	nit d		
	This repair was lived b	Search for Workorder / Serial			
		Workorder / Serial No.			
	ECS				
	Condition 3 - Under high Load	Sympton		t ion HVV-Repair with Spare	Adler
	5 - Onder night Load	1 - Error m		пич-керан мил эраге	Enter the Serial No.
		1 - CPU			
	Problem Description	n			
	Bad performance unde				
	Solution				
	Fixed by exchange of a	olade.			
	Line Items				
	Material				
	Material number To	otal Status	Order No RET-No	RET ReturnCode KeepMate	rial
	38006712 1	Proposed	<u>8004649001</u> -	✓ -	
	38006712 1	Confirmed	<u>8004649001</u> -		
	38006712 1	Despatched		<u> </u>	
	38006712 1	Returned	8004649001 8137126823	☑ -	
	Labour				
	Material number St	tatus Total	price		

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

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

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

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

FUJITSU THE POSSIB	ILITIES ARE INFINITE					
Home Support Log	out					
* WCM	Workorder Deta	ail			■ Actions → Claim Workorder	
Field Service Feld Service Form Form	Overview Call Date 25.03.2009 Customer Fullisu Siemens Computers GmbH Response Time 0 Service Type SP Door to door CURRENT VIEW: CALL Additional Information (SI SWAP Process: Please tak		Partner call number Product YE8L022328 Date of Carriage Service Type Customer Door to door	Current Status RepairSuccessful ECS 2D316 DIFS-Code Claim Entry SNR named by custome at the Help Desk.	Repair failed Update service type Repair successful Order parts Return order Keep Material Cancel Workorder	
	ECS Condition 2 - Sporadic	Symptom D - Display / Vide 3 - Brightness / o 1 - System scree	contrast	tem exchanged	 Messages Customer Product Spares order 	
	Problem Description Display brilliance not acceptal Solution		laim - Microsoft Internet E ossibilities are infi		workorder to claim	
	System exchanged. Line Items Labour Material number WTY:FLATRATE	Call Entry SNR*: YE8L022326	serialnumber of the defect as		No. of the defective customer system. If n	Not please enter

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

The corrected Entry SNR and the Replacement SNR are recorded.

🕗 Workorder to claim - Microsoft Internet Explorer	
FUJITSU THE POSSIBILITIES ARE INFINITE	workorder to claim
Change status Change status to: To Claim Please enter the serialnumber of the defect asset: Call Entry SNR*: YEBL022327 Image: SNR here. Please enter the serial No. entered during call open is identical with the Serial No. of the defective SNR here. Please enter the serialnumber of the new (SWAP) asset: Replacement SNR (SWAP): YE8L022271	ne defective customer system. If not please enter

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

WCM WEB:

FUJITSU THE POSS	SIBILITIES ARE INFINITE				
Home Support L	Logout				
¥ WCM	Workorder Det	ail			Actions
- Field Service	Overview				▶ Reset To claim
- Technical question	Call Date	Workorder	Partner call number	Current Status	▶ New Comment
- Ersin	25.03.2009	995002270148		ToClaim	 Edit Reference Number
	Customer	Name	Product	ECS	Print workorder
Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YE8L022327	2D316	▶ Refresh page
>> VVCM News	Response Time	repair time	Date of Carriage	DIFS-Code	🔲 🔲 Detail Views
>> DIFS for WCM	0	:0		The corrected SNR	
55 Shares	Service Type SP		Service Type Customer	is linked to the	i ► Call
	Door to door		Door to door	Workorder.	▶ Messages
					Customer
	CURRENT VIEW: CALL				Product
>> Customer	Additional Information (S	\ 6 /6D\+			▶ Spares order
 Technical question Ersin Translation Tool Export VVCM News DIFS for VVCM Spares Reports Settings Customer Help 	Call Entry SNR:	YE8L022326	The originally re	sorded	 Workorder History System History
	Replacement SNR (SWAP) Information: This repair was fixed by exc		SNR is stored t the actions on t Workorder.		Search for Workorder / Serial Workorder / Serial No.
	ECS				
	Condition	Symptom	Action	1	Adler
	2 - Sporadic	D - Display / Vid 3 - Brightness / 1 - System scre	contrast	tem exchanged	Enter the Serial No.
	Problem Description Display brilliance not accepte	ble			
\searrow	Solution				
	System exchanged.				
	Line Items Labour				
	Material number	Statu		price	
	WTY:FLATRATE	ОК	1	66.00 EUR	

3.4.4.3 SWAP Example 3 - Blade unit was repaired not swapped

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

\$ WCM	Workorder Deta	ail				Actions
- Field Service	Overview					Claim Workorder
- Technical question	Call Date	Workorder	Partner call numb	oer (Current Status	▶ Repair failed
- Ersin	25.03.2009	995002270160			RepairSuccessful	Update service type
- Translation Tool	Customer Fujitsu Siemens Computers	Name	Product		ECS	Repair successful
i Export	GmbH	Kandziora, Georg	YK6U001154		3BW24	 ▶ Order parts ▶ Return order
>> WCM News	Response Time	repair time	Date of Carriage	1	DIFS-Code	Keep Material
>> DIFS for WCM	0	0		l.		Cancel Workorder
>> Spares	OnSite		Service Type Cus OnSite	tomer		New Comment
>> Reports			i onoice			▶ Edit Reference Number
>> Settings	CURRENT VIEW: CALL					Print workorder
>> Customer						▶ Refresh page
>> Help	ECS					
	3 - Under high Load	Symptom B - Board / Ram /	(internal IO	Action	pair with Spare	Detail Views
	5 - Onder night Load	W - Warning mes		4 - 110 0-11(6)	pair with spare	▶ Call
		comments)	a la c			▶ Messages
		2 - Memory / cac	che			↓ Customer
	Problem Description					Product
	Problems with memory dump					▶ Spares order
						Workorder History
	Solution					System History
	RAM exchanged.					► Invoice
	Line Items					Search for Workorder / Serial Workorder / Serial No.
	Material	Of a face of a		DET D		
	Material number Total 34005214 1	Status 0 Proposed	order No RET-No	REI R	eturnCode KeepMateria	Adler
	Labour	Proposed	-	- 1	₽	
	Material number Status	Total p	rice			Enter the Serial No.
	WTY:FLATRATE OK		18.00 EUR			
🔊 Workorder to c	laim - Microsoft Inte	ernet Explorer				
	POSSIBILITIES ARE	INFINITE			workorder	to claim
Change status						
Change status Change status to: 1	o Claim					
Please enter the	serialnumber of the d	efect asset:				
Call Entry SNR*:						
YK6U001154						
YK6U001154		uring call open is iden	ntical with the Ser	ial No. of	f the defective custor	ner system. If not please enter
*NOTE: Please double chec defective SNR here			ntical with the Ser	ial No. of	f the defective custor	ner system. If not please enter
YK6U001154 *NOTE: Please double chec defective SNR here	serialnumber of the n		ntical with the Ser	ial No. of	f the defective custor	ner system. If not please enter

The claim will move into Status ToClaim.

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

FUJITSU THE POSSIBI	LITIES ARE INFINIT	E					
Home Support Logo	ut						
* WCM	Workorder D	etail					Actions
- Field Service		otan					Reset To claim
- Technical question	Overview Call Date	Workorder	Poste es a	all number	Current Statu		▶ New Comment
	25.03.2009	995002270160	Partier c		ToClaim	8	▶ Edit Reference Number
- Ersin	Customer	Name	Product		ECS		▶ Print workorder
Translation Tool	Fujitsu Siemens Compute		YK6U0011		3BW/24		▶ Refresh page
i Export	GmbH						
>> WCM News	Response Time	repair time	Date of C	arriage	DIFS-Code		📕 Detail Views
>> DIFS for VVCM	Service Type SP		Service T	ype Customer	· · · · · · · · · · · · · · · · · · ·		► Call
>> Spares	OnSite		OnSite				▶ Messages
>> Reports							↓ Customer
>> Settings	CURRENT VIEW: CALL						▶ Product
>> Customer							▶ Spares order
>> Help	ECS	10.1					 Workorder History
	Condition 3 - Under high Load	VV - VVarr comment	l / Ram / internal IO hing message (detail in		Repair with Spare		System History Invoice Search for Workorder / Serial
	Problem Description						Workorder / Serial No.
\sim	Problems with memory de	ump					
							Adler
	Solution						Enter the Serial No.
	RAM exchanged.						
	Line Items Material						
	Material number Tot	al Status	Order No R	ET-No RET	ReturnCode k	eepMaterial	
	34005214 1	Proposed	-	¥		2	
	Labour						
	Material number Stat	tus Total	price				
	WTY:FLATRATE OK	1	118.00 EUR				

3.4.4.4 SWAP Example 4 - Monitor was repaired not swapped

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

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

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

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

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

🕗 Workorder to claim - Microsoft Internet Explorer		_ >
FUJITSU THE POSSIBILITIES ARE INFINITE	workorder to claim	2
Change status		2
Change status to: To Claim		
Please enter the serialnumber of the defect asset:		
Call Entry SNR*: YE8G000796		
*NOTE: Please double check the Serial No. entered during call open is identical with the Seria defective SNR here.	al No. of the defective customer system. If not please	enter
Please enter the serialnumber of the new (SWAP) asset:		
Replacement SNR (SWAP): YE8G000796		

					Actions
VVCM	Workorder De	tail			
- Field Service	Overview				Accept workorder
 Technical question 	Call Date	Workorder	Partner call number	Current Status	▶ Reject workorder
- Ersin	25.03.2009	995002270152		Assigned	▶ Nevv Comment
- Translation Tool	Customer	Name	Product	ECS	Edit Reference Number
Export	Deserve Time	Vollkammer, Mike	YE8G000796	1D018 DIFS-Code	Print workorder
> WCM News	Response Time	repair time 0	Date of Carriage 26.03,2009	DIFS-Code	▶ Refresh page
> DIFS for WCM	Service Type SP		Service Type Customer		
> Spares	Collect&Return		Collect&Return		Detail Views
			1		▶ Call
Reports	CURRENT VIEW: CALL				▶ Messages
 Settings 					▶ Customer
Customer	ECS				▶ Product
 Help 	Condition	Symptom	Actio		 Spares order
	1 - Always (during proces	sing) D - Display / V 0 - No picture		stem exchanged (indirect)	 Workorder History
		: 1 - System sc			 System History
		1 4			→ Invoice
	Problem Description				
	C&R ST für SWAP Gerät				Search for Workorder / Serial
					Workorder / Serial No.
					Workerder / Serier No.

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

Home Support L	Logout				
VVCM		etail			 Actions Reset To claim
- Technical question - Ersin - Translation Tool - Export > WCM News > DIFS for WCM > Spares > Reports > Settings > Customer	Call Date 25.03.2009 Customer Response Time 0 Service Type SP Collect&Return CURRENT VIEW: CALL ECS	Workorder 995002270152 Name Vollkammer, Mike repair time 0	Partner call number Product YE8G000796 Date of Carriage 26.03.2009 Service Type Custome Collect&Return	Current Status ToClaim ECS 1D018 DIFS-Code	New Comment Edit Reference Number Print workorder Refresh page Detail Views Call Messages Customer Product Spares order
> Help	Condition 1 - Always (during proc	0 - No picture 1 - System so	(power is on)	on ystem exchanged (indirect)	Workorder History System History Invoice
	Problem Description C&R ST für SWAP Gerä Solution Monitor repaired central	t			Search for Workorder / Ser Workorder / Serial No. Adler

3.4.5 To Claim the Work Order

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

3.4.5.1 Replacement SNR not in ADLER

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

"SWAP Error" "ADLER error during Swap"

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

3.4.5.2 Warranty of Replacement SNR is not Zero

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

3.4.5.3 Assets are incompatible

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

"SWAP Error" "Assets are incompatible for Swap"

3.4.6 SWAP Data in ADLER

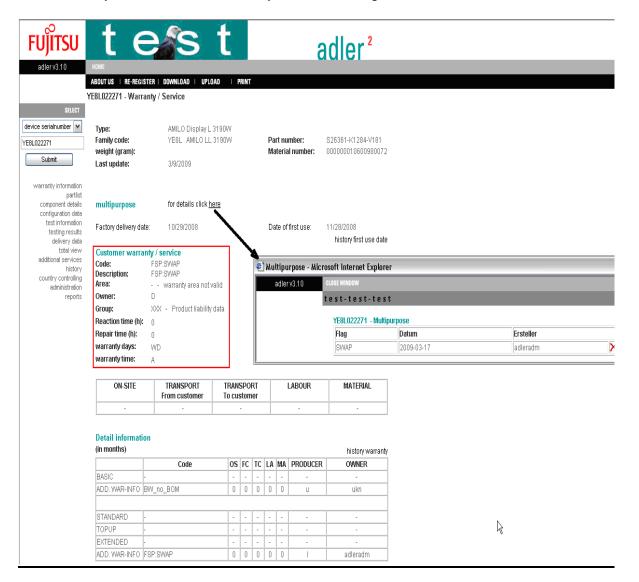
3.4.6.1 SWAP Flag

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

ับ)๊เรรบ	te	e/s	t					adler²			
adler v3.10	HOME										
	ABOUT US RE-REG	ISTER DOWNLOAD UPLOA	ND I I	PRINT							
Ϋ́	′E8L022327 - War	ranty / Service									
SELECT device serialnumber v YEBL022327 Submit	Type: Family code: weight (gram): Last update:	AMILO Display L 3 YE8L AMILO LL 3 10/30/2008					number: rial number:	S26361-K1284-V181 000000010600980072			
warranty information partiist component details configuration data test information testing results delivery data total view	multipurpose Factory delivery d Customer warr		<u>re</u>			Date	of first use:	11/28/2008 history first use date	1		
additional services history	Code: FSP:GN3D000STDWDYE		[ອ້າງ	Aulti	nurnose . Wi	crosoft Internet Explore	ar				
country controlling	Description:	3 years Door-to-Door Exchange Service						21			
administration	Area:	E - FSC Limited Warra	inty			ad	ler v3.10	CLOSE WINDOW			
reports	Owner:	NDL DVE Disalas Estas						test-test-tes	t		
	Group:	DYE - Display Entry						VE01000074 Multi			
	Reaction time (h)							YE8L022271 - Multi		F 4-8	
	Repair time (h):	0						Flag	Datum	Ersteller	
	warranty days:	WD						SWAP	2009-03-17	adleradm	X
	warranty time:	В			<u> </u>	_					
	ON-SITE	TRANSPORT From customer	TRAN To cu				LABOUR	MATERIAL	k		
		11/28/2011	11/2	8/201	1		-	-			
	Detail informat (in months)	ion Code	05	FC	TC	A M	IA PRODUCE	history warranty	1		
	BASIC				i—h						
	ADD. WAR-INFO	BW no BOM		0		0 (ukn			
	- www.constant.v		1.0	1 *	*	- 1	- -	ann			
	STANDARD		0	26	26	0 0		0041202147			
	TOPUP	FSP:GN3D000STDWDYE	-	36		0 (00A1202147			
	EXTENDED	-		-			_				
	JEATENUEU	1-		· ·	·	• •					

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.



3.4.6.3 Warranty data after Swap

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

FUJITSU adlerv3.10	t e		t	PINT			į	adler ²			
			/ F	nin I							
SELECT Geräteserialnummer V VE8L022271 Abschicken	E8L022271 - Gara Typ: Produktfamilie: Gewicht (Gramm) Letzte Änderung:	AMILO Display L 31 YE8L AMILO LL 31			9	achnu	Details: Immer: Inummer:	1 826361-K1284-V 00000001060098			
Garantie-Information Stückliste Komponertendetails Konfigurationsdaten Prürt-Information Prüfergebnisse Lieferdaten Gesamtansicht Weitere Services		ie / Service Leistungen		I	E	insatz	datum:	28.11.2008 Historie Einsatz	datum		
Historie	Code: Beschreibung:	FSP:GN3D000STDWDY 3 Jahre Door-to-Door Au	-	nonvi	co 5ví	Lailtir	Europa Afr	ika und Nahar Octo	0		
Country Controlling Administration	Area:	E - FSC Limited Warra									
Reports	Owner:	NDL		<u>е</u> 1 к	lultip	urpos		ft Internet Explor	er		
	Gruppe:	DYE - Display Entry			adle	er v3.10) CLO				
	Reaktionszeit (h):	0					te	st-test-tes	t		
	Wiederherstellze	it (h):0					_				
	Service Tage:	WD						YE8L022271 - Multi			
Ν	Service Zeit:	В						Flag	Datum	Ersteller	
R								SWAP	2009-03-17	adleradm	X
	VORORT	TRANSPORT Vom Kunden	TRAN: Zum M				ARBEIT	MATERIAL			
	-	28.11.2011	28.11	.2011			-	-			
	Detailinformatio (in Monatsangabe	en)	16	197	71/ 81	2 646		Historie Ga	irantie		
	DARIO	Code		-			ERSTELLE				
	BASIC	- Rul no ROM	-			_	-	-			
	ADD. WAR-INFO	DAA_110_ROM	0	0	0 0	0	U	ukn			
	1	FSP:GN3D000STDWDYE	0		36 0		A	00A120214			
	TOPUP	•	-	-	• •	-	•	-			
	EXTENDED	-	-	•	- -	-	•				

3.4.6.4 Defect System after Swap

	t e	S	t				6	adler ²			
adler v3.10	HOME										
	ABOUT US RE-REGIST	TER DOWNLOAD UPLO	AD I P	RINT							
Y	E8L022327 - Garant	tie / Service									
SELECT Geräteserialnummer 🔽 YE8L022327 Abschicken	Typ: Produktfamilie: Gewicht (Gramm): Letzte Änderung:	AMILO Display L YE8L AMILO LL 26.3.2009			:	Sachn	Details: ummer: ialnummer:	1 826361-K1284-V181 00000001060098007	2		
Garantie-Information Stückliste Komponentendetails Konfigurationsdaten Prüf-Information	Multipurpose	Für Details bitte j	<u>iier</u> klicken								
Prüfergebnisse Lieferdaten	Werkslieferdatum:	29.10.2008				Einsat	zdatum:	28.11.2008 Historie Einsatzdatur	m		
Weitere Services Historie Country Controlling	Historie Code: FSP:SWAP Country Controlling Beschreibung: FSP:SWAP						urpose - Mici r v3.10	rosoft Internet Explor close window	rer		
Administration Reports	Area: - kein gültiger Garantiebereich Owner: D					aule		test-test-tes	st		
	Gruppe:	XXX - Haftungsdate	n								
	Reaktionszeit (h):	0						YE8L022271 - Mult			
	Wiederherstellzeit	(h):0						Flag	Datum	Ersteller	
	Service Tage:	WD						SWAP	2009-03-17	adleradm	X
	Service Zeit:	A						ß			
	VORORT	TRANSPORT Vom Kunden	TRANS Zum K				ARBEIT	MATERIAL			=
	-						-	-			
	Detailinformation (in Monatsangaben)						Historie Garanti	ie		
	D1010	Code		_			ERSTELLER		_		
	BASIC -	W. no. DOM	-	-			-	-	-		
	ADD. WAR-INFO B	IVV_NO_BOM	0	0	0	0 0	U	ukn	_		
	STANDARD -		•				-				
	TOPUP -		•	•			-				
	EXTENDED -		•	•			-				
					<u> </u>						

3.4.7 Monitor Service Concept – Collect & Return Display

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

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

FUJITSU	t e	3	S	t						a	dler ²
adler v3.10	HOME										
	ABOUT US RE-REGIS	STER D	WNLOAD UPLC	DAD	I P	RINT					
	YE8G000356 - Warra	antv / S	envice								
SELECT											
device serialnumber 🗸	_										
	Type:		AMILO Display L YE8G AMILO LL					D -		mber:	000004 1/4 004 1/4 00
YE8G000356	Family code: weight (gram):		YE8G AMILULL	. 3190	1					møer: I number:	S26361-K1301-V180 000000010600969089
Submit	Last update:	3/25/2009				IAIC		пипист.	00000010000303003		
	Lust apadte.		572572005								
warranty information partlist component details configuration data	Factory delivery dat	te:	10/21/2008					Da	te of	first use:	11/20/2008
test information	, , , ,										history first use date
testing results delivery data	Customer warra	nty / se	vice								
total view	Code:		N3H000STDWD	YE							
additional services history	Description:				ice E)ispl:	ay, 5:	(9, Va	alid ir	n Europe, Afric	a and Middle East
country controlling	Area:		SC Limited Warr	ranty							
administration	Owner:	D									
reports	Group:		Display Entry								
	Reaction time (h):	0									
	Repair time (h):	0									
	warranty days:	WD									
	warranty time:	B									
	ON-SITE	1	RANSPORT	ТІ	RAN	SPO	RT			LABOUR	MATERIAL
	ON-SITE		RANSPORT		RANS					LABOUR	MATERIAL
	ON-SITE	Fr		T		stom	er			LABOUR	MATERIAL
		Fr	om customer	T	o cus	stom 1/201	er				MATERIAL -
		Fr	om customer	T	o cus	stom	er				MATERIAL -
		Fr	om customer	T	o cus	stom 1/201	er				history warranty
		Fr	om customer	T	1/20	stom 1/201	er 1	LA	1		-
		Fr	om customer 11/20/2011	T	1/20	stom 1/201	er 1	LA	1	1/20/2011	history warranty
	Detail informatio (in months)	Dn	om customer 11/20/2011 Code	T	0 CUS	stom 1/201	1 TC		1 MA	1/20/2011	history warranty OWNER
		Dn	om customer 11/20/2011 Code	T	0 CUS 1/20 0S -	stom 1/201	1 1 TC -	-	1 MA -	1/20/2011 PRODUCER -	history warranty OWNER
	Detail informatio (in months) BASIC - ADD. WAR-INFO [Proprietation	000 customer 11/20/2011 Code 300M	1 1	0 CUS 1/20 0S - 0	stom 1/201 /201 	er 1 TC - 0	- 0	1 MA - 0	1/20/2011 PRODUCER - U	history warranty OWNER - ukn
	Detail informatio (in months) BASIC - ADD. WAR-INFO [STANDARD	Proprietation	om customer 11/20/2011 Code	1 1	0 CU2 1/20 0 0	FC - 36	er 1 TC - 0 36	- 0 36	1 MA - 0	1/20/2011 PRODUCER - U	history warranty OWNER Ukn Kn fsc sbd
	Detail informatio (in months) BASIC - ADD. WAR-INFO [Proprietation	000 customer 11/20/2011 Code 300M	1 1	0 CUS 1/20 0S - 0	stom 1/201 /201 	er 1 TC - 0	- 0	1 MA - 0	1/20/2011 PRODUCER - U	history warranty OWNER - ukn

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

FUITSU THE POSSIBILITIES ARE INFINITE

ICM eld Service schnical question	Worko	vice Calls (Assi	gneo	d) Serial No.:		RT:			Actions New service call
sin	Wor	korder 🗘 🛛 Serial No. 🗘	Custo	omer 💲	Date 🌲	RT 🗘 Status 💲	Call Numbe	г Ф	Status
🕘 new workorder	- Microso	ft Internet Explorer							Requested (1)
FUJITSU THE P	0 5 5 8 L	ITIES ARE INFINITE			newv	vorkorder		4	Rejected (12) Assigned (1) Open (6)
					YE8000	0356		-	In Progress (14) Double Flatrate Calls (0)
						R			Awaiting Immediate Action (0)
product informati	ion				_	÷	_	^	Repair successful (7)
Serial No.: Product:		YE8G000356 AMILO Display L 3190T		Warranty code: warranty owner		FSP:GN3H000STDWE D DYF			To claim error (15) Claim Workorder (34)
Article Code: Delivery Date: Activation Date: Additional-Text:		S26361-K1301-V180 21.10.2008 20.11.2008		warranty group warranty descri		3 years Collect & Ret Display, 5x9, valid in I Africa and Middle Eas	Europe,	Ш	Validation center (30) VC Revised Claims (0) VC Rejected Claims (0) Replied to Validation center (0) Claims accepted (3)
Delivery Date: Activation Date:	id for	21.10.2008		warranty descri	iption:	3 years Collect & Reb Display, 5x9, valid in I	Europe, st	=	VC Revised Claims (0) VC Rejected Claims (0) Replied to Validation center (0)
Delivery Date: Activation Date: Additional-Text:	id for	21.10.2008		warranty descri	iption:	3 years Collect & Retr Display, 5x9, valid in I Africa and Middle Eas	Europe, st	111	VC Revised Claims (0) VC Rejected Claims (0) Replied to Validation center (0) Claims accepted (3) Cancelled
Delivery Date: Activation Date: Additional-Text: customer has pai On Site: - From	id for 0.11.2011	21.10.2008	- - 	warranty descri Service to be p expense On Site: From	iption:	3 years Collect & Ret Display, 5x9, valid in 1 Africa and Middle Eas	Europe, st	111	VC Revised Claims (0) VC Rejected Claims (0) Repiled to Validation center (0) Claims accepted (3) Cancelled Closed Search for Workorder / Series
Delivery Date: Activation Date: Additional-Text: Customer has pai On Site: From customer: 20		21.10.2008 20.11.2008		warranty descri Service to be j expense On Site:	provided at F - 20.11.2011	3 years Collect & Ret Display, 5x9, valid in i Africa and Middle East ujitsu Technology Solt On Site:	Europe, at utions	111	VC Revised Claims (0) VC Rejected Claims (0) Replied to Validation center (0) Claims accepted (3) Cancelled Closed
Belivery Date: Activation Date: Activation Date: Additional-Text: customer has pail On Site: - From customer: 2X Work: 2X	0.11.2011	21.10.2008 20.11.2008 On Site: Collect and Return: Desk-To-Desk: Door To Door:		Service to be performed by the service to be performed by the service to be performed by the service of the service by the service of the ser	provided at F - 20.11.2011	3 years Collect & Ret Display, 5x9, valid in 1 Africa and Midde Ear ujitsu Technology Solt On Site: Collect and Return: Desk-To-Desk: Door To Boor:	Europe, at utions	111	VC Revised Claims (0) VC Rejected Claims (0) Keplet dv Validation certer (0) Claims accepted (3) Cancelled Closed Search for Workorder / Seri Workorder / Serial No.
Delivery Date: Activation Date: Additional-Text: Customer has paid On Site: From 22 Customer: 22 Work: 22 Work: 22 Material: -	0.11.2011	21.10.2008 20.11.2008 On Site: Collect and Return: Desk-To-Desk:		Service to be performed by the service of the servi	provided at F - 20.11.2011 20.11.2011	3 years Collect & Ret Display, 5x9, valid in 1 Africa and Middle East ujitsu Technology Solt On Site: Collect and Return: Desk-To-Desk:	Europe, at utions	111	VC Revised Claims (0) VC Rejected Claims (0) Repleted to Validation center (0) Claims accepted (3) Classed Closed Search for Workorder / Seri Workorder / Serial No. Adter
Belivery Date: Activation Date: Activation Date: Additional-Text: customer has pail On Site: - From customer: 2X Work: 2X	0.11.2011	21.10.2008 20.11.2008 On Site: Collect and Return: Desk-To-Desk: Door To Door:		Service to be performed by the service to be performed by the service to be performed by the service of the service by the service of the ser	provided at F - 20.11.2011 20.11.2011 20.11.2011	3 years Collect & Ret Display, 5x9, valid in 1 Africa and Midde Ear ujitsu Technology Solt On Site: Collect and Return: Desk-To-Desk: Door To Boor:	Europe, at utions	111	VC Revised Claims (0) VC Rejected Claims (0) Keplet dv Validation certer (0) Claims accepted (3) Cancelled Closed Search for Workorder / Seri Workorder / Serial No.
Delivery Date: Activation Date: Additional-Text: Customer has pai On Site: - From 24 To customer: 24 Work: 24 Material: - Response 0	0.11.2011	21.10.2008 20.11.2008 On Site: Collect and Return: Desk: To-Desk: Door To Door: Return To Base:		warranty descri expense On Site: From customer: To customer: Work: Material: Response	provided at F - 20.11.2011 20.11.2011 20.11.2011	a years Collect & Rek Display, Sx9, valid in in Africa and Middle East africa and Middle East On Site: Collect and Return: Desk:To-Desk: Door To Door: Return To Base:	Europe, at utions	111	VC Revised Claims (0) VC Rejected Claims (0) VC Rejected Validation center (0) Claims accepted (3) Classed Cosed Cosed Cosed Adter Erter the Serial No.
Delivery Date: Activation Date: Additional-Text: Customer has pat On Site: From 2 To customer: 22 Work: 22 Work: 0 Response 0 Time: 0 repair time: 0	0.11.2011 0.11.2011 0.11.2011	21:10.2008 20.11.2008 Con Site: Collect and Roturn: Desk-To-Desk: Door To Door: Return To Base: Bringin:		Service to be j expense On Site: From customer: To customer: Work: Material: Response Time:	provided at F - 20.11.2011 20.11.2011 20.11.2011 - 0 0	9 years Collect & Ref Display, Sky, velid in in Africa and Middle East uijitsu Technology Sold On Site: Collect and Return: Desk-To-Desk: Door To Door: Return To Base: Bringin:	Europe, at utions		VC Revised Claims (0) VC Rejected Claims (0) Repleted to Validation center (0) Claims accepted (3) Classed Closed Search for Workorder / Seri Workorder / Serial No. Adter

3.5 Service Desk Approval process

3.5.1 Work Flow in WCM

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

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

In general the sequence of actions is:

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

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

4. The Work Order is opened.

The particular work flow steps are explained in this chapter.

3.5.2 Claim Request by Service Partner

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

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

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

Home Support Logout				
	Workorder Detail			
L: Export Response Time W WM News 0 >> DFS for WCM Service Type S >> Spares Bringin >> Bennte Service Type S	0 pproval Pending HD Approval mandatory Opened by restricted SP	Partner call number Product YK8J101329 Date of Carriage - Service Type Customer Bringh	Current Status Requested ECS 2H114	New Comment Print workorder Refresh page Detail Views Call Messages Customer Product Spares order Workorder History System History Invoice
ECS Condition 2 - Sporadic Problem Descr	Symptom H - Hard disi 1 - Hard disi 1 - Hard disi 1 - Hard disi ot activated after sleep modus	k is not recognized	Repair with Spare	Search for Workorder / Serial Workorder / Serial No. Adter Enter the Serial No.

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

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

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

ບງິເກຣບ	jitsu			new workorder				
_				YK7W014289				
System Hist	tory							
Call Date	Workorder	ECS	Problem Description	Solution				
20.05.2010	995003121409	2H214	test	test test test				
				n for the repeated repair and add an explanation				
Please Selec	T	,						
Please Select defect spare					*			
wrong part in								
wrong part d								
	part proposed				-			
wrong serial								
else unsucce	essful repair							

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

FUĴĬTSU					
Home Support L	ogout				
VCM Field Service Technical question Franslation Tool Export VCM News VCM News DIFS for WCM Spares Reports Settings Customer Help	else	Workorder 995003125041 Name Kandziora, Georg repair time 0 ending ated Repair unsuccessful repair	Partner call number Product YK7W014281 Date of Carriage - Service Type Custome OnSite		Actions New Comment Print workorder Refresh page Detail Views Call Messages Customer Product Spares order Workorder History System History Invoice
	CURRENT VIEW: CALL ECS Condition 2 - Sporadic	Symptom H - Hard disk 1 - Hard disk 1 - Hard disk	is not recognized	on W-Repair with Spare	Search for Workorder / Serial Workorder / Serial No. Adler Enter the Serial No.

3.5.2.3 Event 3 – 3rd Repair within 30 days

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

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

Home Support Lo	ogout				
WCM	Workorder Deta	il			Actions
 Field Service 	Overview				New Comment
Technical question Ersin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings	Call Date 08.02.2011 Customer Fujtsu Technology Solutions Response Time 0 Service Type SP Handling Fee Service Desk Approval Pa Reason: Repe	repair time 0	Partner call number Product YKDR021008 Date of Carriage - Service Type Custo Handling Fee	HDApprovalPending ECS 2H212 DIFS-Code	Print workorder Refresh page Detail Views Call Messages Customer Product Spares order Workorder History
 Customer Help 	3rd f	ailed repair in defined per	iod		System History Invoice
	ECS Condition 2 - Sporadic Problem Description	Symptom H - Hard disk 2 - Noise / Vit 1 - Hard disk	2 pration J	ction - Electrical, mechanical refitting (e.c umper, cable, connector, resolderin	

3.5.2.4 Event 4- A defined Repair Cost Maximum is exceeded

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

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

	Logout				R
\$ WCM	Workorder Det	ail			Actions
 Field Service 	Overview				New Comment Print workorder
Technical question Ersin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings	Call Date 17.02.2011 Customer Fujitsu Technology Solutions Response Time 0 Service Type SP Collect&Return Service Desk Approval I Reason: Co	repair time 0	Partner call number Product YK2K168355 Date of Carriage 19.02.2011 Service Type Custom OnSite 24h performance	Current Status HDApprovalPending ECS 2H214 DIFS-Code	Refresh page Detail Views Call Messages Customer Product Spares order Workorder History
Customer		stly repair history - help des	k involved		► System History
> Help	CURRENT VIEW: CALL				
> Help	ECS				Search for Workorder / Se
> Help		Symptom H - Hard disk 2 - Noise / Vit 1 - Hard disk	ration	ion IW-Repair with Spare	

3.5.2.4.1 Repair Cost Threshold for Service Desk claims

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

3.5.3 Decision by Service Desk

3.5.3.1 Approval by Service Desk

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

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

Home Support	Logout					
\$ WOM	Workorder Deta	ail				Actions
- Field Service	Overview	0.00039370	24080 33 0	1.00		Accept wonjorder Reject wond der
- Technical question - Enxin - Translation Tool - Export >> WCW News	Call Date 11.02.2011 Customer Puits: Technology Solutions Response Time 0	Workorder 965003125037 Name Kandziora, Georg repair time 0	Partner call num Product YK8J101329 Date of Carriage	ber C	Current Status AssignedAterHDApproval CS 2H112	Report workorder Rethesh page
>> DIFS for WCM	Service Type SP		Service Type Cu:	tomer		Detail Views
12 Spares	Bringin.		Reinch			+ Cel
>> Reports	Service Desk Information	10				+ lissages
35 Settings 35 Customer 35 Help	Oper	ipproval mandatory ned by restricted SP e is a loose connection w	with the Hard Disk data cab	e cannec	tor. Please try to reft	Coatemer Coatemer Product Sparse sorter Workonder History System History Workide
	Condition	Symptom		Action		Search for Workorder / Serial
	2 - Speradic	H - Hard disk 1 - Hard disk 1 - Hard disk	is not recognized.		trical, mechanical refitting (e.g. cable, connector, resoldering)	Workorder / Seral No.
	Problem Description				2	Adler
	The Hard Disk is not activated	after sleep modus				Enter the Serial No.

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

FUĴÎTSU		accept workorder							
									-
These spares were Material number	Description	Warranty	L SE	RET	FCS	FTA	quan		
88039966	HDD SAS 36GB 10K HOT PLUG 2.5						quan	1	
Spare Parts		_	_						1
Material number - Mech. parts misc.	Туре	Warranty	LSF	RET	ECS	FTA	qua	ntity	
88039969	2,5-INCH HDD DUMMY MODULE / SNP:A3C40071759	v			V	V	0		
34003342	BP INTERFACE / SNP:A3C40076903	*			V	V	0		
84003294	CPU DUMMY (ROHS) / SNP:A3C40060382-R	~			v	V	0		

3.5.3.2 Rejection by Service Desk

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

FUĴÎTSU

Home Support L	ogout				
	_				
¥ WCM	Workorder Deta	uil			Actions
 Field Service 	Overview				New Comment
- Technical question	Call Date	Workorder	Partner call numbe	r Current Status	 Print workorder
- Ersin	11.02.2011	995003125056		Rejected	 Refresh page
- Translation Tool	Customer	Name	Product	ECS	
- Export	Fujitsu Technology Solutions	Kandziora, Georg	YK7W014281	2H114	Detail Views
>> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	► Call
	0	0	-		Messages
>> DIFS for WCM	Service Type SP OnSite		Service Type Custo OnSite	mer	▶ Customer
>> Spares		→ Product			
>> Reports	Service Desk Information				▶ Spares order
>> Settings	Reason: Repe	ated Repair			 Workorder History
>> Customer		unsuccessful repair			 System History
>> Help	Service Partner custo Explanation:	omer complaining about re	peated failure again		► Invoice
	Information				Search for Workorder / Serial
	Reject Type:		Reason for rejectio	n:	Workorder / Serial No.
	Rejected		rejected - no Help Des	k approval	Workorder / Senarivo.
	HelpDesk Comment:				
	Kandziora Geo.=The sound of	f the Hard Disk is within the	e specification.		Adler
					Enter the Serial No.
	CURRENT VIEW: CALL				
	ECS				
	Condition	Symptom	-	Action	
	2 - Sporadic	H - Hard disk 2 - Noise / Vit 1 - Hard disk	oration	- HW-Repair with Spare	

3.5.4 Exceptions

The Service Desk Approval process does not apply for:

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

4. Call Processing

4.1 Ordering Spare Parts

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

4.1.1.1 Material selection

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

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

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

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

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

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

FUJITSU THE POS	JITSU THE POSSIBILITIES ARE INFINITE							
		YKJNO	03022					
34013314	RIGHT SUPPORTER HUD /				.		υ	
- fan + heatsink / heats	oipe							
34012718	COOLER ASSY /	V			1	v	Contr	- · · · · · · · · · · · · · · · · · · ·
- CPUs/microprocesso	rs						quant here	ity
34012709	CPU INTEL CELERON 575 2,00 GHZ 1MB /	V		v	v	v		
34010631	CPU INTEL CORE 2 DUO T5670 1.8GHZ / V26808-B8216-V12	\checkmark		v	v	V	1	
34015947	CPU INTEL CORE2 DUO T6400 2.00GHZ 2MB /	V		1	1	v	0	
34012384	CPU INTEL MOBILE P8400 2.26GHZ / V26808-B8270-V10	V		v	v	v	0	
34012385	CPU INTEL MOBILE P8600 2.4GHZ (M0) / V26808-B8270-V11	V		v	v	v	0	
- Mainboards OEM								
other spare	o search for //45 Q5030 /	V		1	V	V	0	
- manu other spare	partitumbers							
Manual input of spa	are part information.							
Mat-Nr:	Change List							
X Quit	Back Next						Finis	h

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

	Actions
ŀ	Repair started

- Order parts
- ▶ Change Status
- ▶ Appointment
- Kancel
- New comment
- Print workorder
- ▶ Refresh

Click on <Next>

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

4.1.1.2 Delivery Type selection

Delivery Comment:

Standard: Delivery will be processed according to the delivery lead times as stated in the 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.

🏉 new workorder	- Fujitsu Tecl	hnology Solutions	•			-		
FUĴITSU 🎹	POSSIBILI	TIES ARE INFINITE			new w	orkord	er	*
					YKDT003	831		-
product inform	nation							<u>^</u>
Serial No.: Product: Article Code: Delivery Date: Activation Date		YKDT003831 ESPRIMO E5625 EPA S26361-K691-V511 10.06.2008 13.07.2008		Warranty code: warranty owner: warranty group: warranty descrip		D BD3 3 years busines	3S20000DEBD3 On-Site Service, r s day response, 5 country of purchas	x9,
Additional-Text		On Site:	>	Service to be p expense On Site:	rovided at Fi 13.07.2011	ujitsu Tec On Site:	hnology Solutior	is V E
From customer: To customer: Work: Material: Response	13.07.2011 13.07.2011 13.07.2011 13.07.2011	Collect and Return: Desk-To-Desk: Door To Door: Return To Base:		From customer: To customer: Work: Material: Response	13.07.2011 13.07.2011 13.07.2011 13.07.2011	Desk-To Door To Return T	Door:	
Response Time: repair time: Service Type:	24 0 OnSite	Bringln: Material:	 ✓ ✓ 	Response Time: repair time: Service Type:	24 0 ConSite	Bringln: Materia	Precondit express fe reimburse SLA of 24	e ement is a
X Quit		Back		Next			required a fulfilled.	
ertig		🗸 Verti	rauenswü	rdige Sites Gesch	ützter Modu	s: Inaktiv	۹ 1	.00% 🔻 🔐

4.1.1.3 Express charges in WCM WEB

new workorde							
JÎ <mark>ITSU</mark> 🞹	E POSSIBILITIES AI	RE INFINITE		new work	order		
				YKDT003832			-
Options						_	*
Delivery Com							
Where would servicepoint Customer	you like the spare part	ts to be delivered	"urgent" tri express cł	countries the delive iggers express delive harges are invoiced Service Parts Logis	very. Hence by		
Delivery addre		Please Choose			Ŧ		
free address	0						
You selected	the following spares.						
Material numb	HDD 160GB	1 SATA 300 7.2K /	LSF	-	otal		
3400597	79 WDC:WD160			16.09.2009 1	MIRO	-	
					Set all to MIRO	•	
	Home Support Lo	gout				_	
			ail			Act	ions
Quit	Home Support Lo \$ WCM - Field Service	gout Workorder Det		Dectors cell number	. Current Status	+ Res	rt To claim
Quit	Home Support Lo \$ WCM	Gout Workorder Det Overview Call Date 16.09.2009	Workorder 995002281264	Partner call number	ToClaim	Res New Edit	rt To claim Comment Reference Number
	Home Support Lo WCM - Field Service - Technical question - Ersin - Translation Tool	gout Workorder Det: Overview Call Date 16.09.2009 Customer	Workorder 995002281264 Name	Product	ToClaim ECS	Res New Edt	rt To claim Comment Reference Number workorder
	Home Support Lo VCM - Field Service - Technical question - Ersin - Translation Tool - Export	Gout Workorder Det Overview Call Date 16.09.2009 Customer Fujtsu Siemens Computers GmbH	Workorder 995002281284 Name Kandziora, Georg	Product YKDT003832	ToClaim ECS 3H214	Res New Edt	rt To claim Comment Reference Number
	Home Support Lo WCM - Field Service - Technical question - Ersin - Translation Tool	gout Workorder Deta Overview Call Date 16.09.2009 Customer Fujtsu Siemens Computers	Workorder 995002281264 Name	Product YKDT003832 Date of Carriage	ToClaim EC \$ 3H214 DIFS-Code	Res New Edit Print Refr	rt To claim Comment Reference Number workorder
	Home Support Lo VMM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News	Gout Workorder Deta Overview Call Date 16.09.2009 Customer Fujtas Siemens Computers GmbH Response Time 24 Service Type SP	Workorder 995002281284 Name Kandziora, Georg repair time	Product YKDT003832 Date of Carriage - Service Type Custo	ToClaim ECS 3H214 DIFS-Code	Res New Edit Print Refr Or Call	nt To claim Comment Reference Number workorder esh page 201 Viewes
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports	gout Workorder Det: Overview Call Date 16.09.2009 Customer Fujtsu Siemens Computers GmbH Response Time 24	Workorder 995002281284 Name Kandziora, Georg repair time	Product YKDT003832 Date of Carriage	ToClaim ECS 3H214 DIFS-Code	Res New Edit Print Refr	nt To claim Comment Reference Number workorder esh page RIE Viewes sages
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings	Gout Workorder Deta Overview Call Date 16.09.2009 Customer Fujtas Siemens Computers GmbH Response Time 24 Service Type SP	Workorder 995002281284 Name Kandziora, Georg repair time	Product YKDT003832 Date of Carriage - Service Type Custo	ToClaim ECS 3H214 DIFS-Code	Res New Edi Print Refr Call Mes Cust Prod Prod Prod	nt To claim Comment Reference Number workorder esh page bill Views sages omer uct
Quit rtig	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	Gout Workorder Det Overview Call Date So 2009 Customer Fuitsu Siemens Computers GmbH Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL ECS	Workorder 995002281264 Name Kandziora, Georg repair time 0	Product YKDT003832 Date of Carriage - - Service Type Custo OnSite 29 performan	ToClaim ECS 3H214 DIFS-Code	Res New Edit Print Refr Call Mex Mex	nt To claim Comment Reference Number workorder esh page hill Views bages omer
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings	Gout Workorder Deta Overview Call Date 16.09.2009 Customer Fujtau Siemens Computers GmbH Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL	Workorder 995002281284 Name Kandziora, Georg repair time	Product vxp1003832 Date of Carriage - Service Type Custo OnSte 20 performant d dak e /Vbc claimed, Exp	ToClaim ECS 3H214 DIFS-Code mer ce	Res New Edit Print Refr Call Mes Cust Prod Syst Invoi	nt To claim Comment Reference Number workorder esh page 2011 Viewws 2012 Viewws 2013 Viewws 2014 Viewws 2015 Viewws 2014 Viewws 2015 View
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	gout Workorder Det: Overview Call Date 16.09.2009 Customer Futbus Silemens Computers Gutbus Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW; CALL ECS Condition	Workorder 99500231264 Name Kandziora, Georg repair time 0 Sympto H - Hard 2 - Nois 1 - Hard	orn ddat ddat ddat ddat- line item in th	ToClaim ECS 3H214 DIFS-Code mer ce	Res New Edit Print Refr Call Mes Call New Syst Invo	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce ministory ce korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	Gout Workorder Det Overview Call Date 16.09.2009 Customer Fultsu Siemens Computers GmbH Response Time 24 Service Type SP CnSte 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description	Workorder 99500231264 Name Kandziora, Georg repair time 0 Sympto H - Hard 2 - Nois 1 - Hard	orn ddat ddat ddat ddat- line item in th	ToClaim ECS 3H214 DIFS-Code mer ce tk Order was ress Charges d in a separate ne Work Order	Res New Edit Print Refr Call Mes Call Nev Syst Invo Syst Invo Sos Wor	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce ministory ce korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	gout Overview Call Date 16.09.2009 Customer Fuldsu Silemens Computers Gmitsu Silemens Computers Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performance Solution	Workorder 99500231264 Name Kandziora, Georg repair time 0 Sympto H - Hard 2 - Nois 1 - Hard	orn ddat ddat ddat ddat- line item in th	ToClaim ECS 3H214 DIFS-Code mer ce tk Order was ress Charges d in a separate ne Work Order	Res New Edit Print Refr Call Mes Call Nev Syst Invo Syst Invo Sos Wor	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce wich for Workorder / Se korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> VCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	gout Overview Call Date 16.09.2009 Customer Fuldsu Silemens Computers Grill Date 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performance Solution HD defective Line Items Material number Total	Workorder 99500281284 Name Kandziora, Georg repair time 0 Symptr H - Hard 1 - Hard Ince	Product VXC7003852 Date of Carriage Service Type Custo CaSte 27 performen disk disk disk disk disk disk disk disk	ToClaim ECS JH214 DIFS-Code mer ce the Order was ress Charges d in a separate ne Work Order RVice material	Res New Edit New Edit Print Refr Call Mes Call Mes Call Wor Spar Wor Syst Invo Soc Wor Call Mes Call	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce wich for Workorder / Se korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> VCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	gout Workorder Det: Overview Call Date 16.09.2009 Customer Fujtsu Siemens Computers GmbH Response Time 24 Service Type SP OnSte 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performance Solution HD defective Line Items Material	Workorder 995002281284 Name Kandziora, Georg repair time 0 Sympto H - Hard 2 - Nois 1 - Hard Ince	Product vxC7003832 Date of Carriage Service Type Custo OnSte 210 performan didak e / Vbr didak - didak - After the Won claimed, Exp are registered line item in th details as SE	roclaim ECS 3H214 DIFS-Code mer ce rk Order was ress Charges d in a separate ne Work Order RVice material	Res New Edit New Edit Print Refr Call Mes Call Mes Call Mes Call Wor Spar Wor Syst Wor Call Mes Call	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce wich for Workorder / Se korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> VCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	Gout	Workorder 995002281284 Name Kandziora, Georg repair time 0 Sympto H - Hard 2 - Nois 1 - Hard Ince Ince Ince Confirmed Confirmed	Product vxC7003832 Date of Carriage - - - - - - - - - - - - -	ToClaim ECS 3H214 DFS-Code mer ce rk Order was ress Charges d in a separate ne Work Order RVice material	Res New Edit New Edit Print Refr Call Mes Call Mes Call Mes Call Wor Spar Wor Syst Wor Call Mes Call	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce wich for Workorder / Se korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> VCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	gout Workorder Det: Overview Call Date 16.09.2009 Customer Fullsu Siemens Computers Gmilde Response Time 24 Service Type SP OnSite 24h performance CURRENT VIEW: CALL ECS Condition 3 - Under high Load Problem Description HDD noisy and bad performance Solution HD defective Line Items Material number Total 34005979 1 34005979 1 360037830 1	Workorder 99500281284 Name Kandziora, Georg repair time 0 Symptr H - Hard 1 - Hard Ince Fraposed Confirmed Returned	Product vxc01003852 Date of Carriage - ervice Type Custo CoSte 29 performan disk disk - disk - disk - Coste 29 performan After the Word claimed, Exp are registered line item in th details as SE Order No RET-No 8004550271 - 8004550271 - 8004550271 - 8004550271 -	ToClaim ECS 3H214 DF5-Code mer ce rk Order was ress Charges d in a separate the Work Order RVice material	Res New Edit New Edit Print Refr Call Mes Call Mes Call Mes Call Wor Spar Wor Syst Wor Call Mes Call	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce wich for Workorder / Se korder / Serial No.
	Home Support Lo & WCM - Field Service - Technical question - Ersin - Translation Tool - Export >> VCM News >> DIFS for WCM >> Spares >> Reports >> Settings >> Customer	Gout	Workorder 995002281264 Name Kandziora, Georg repair time 0 Sympto H - Hard 2 - Nois 1 - Hard Ince Katus Proposed Confirmed Returned Returned	Product vxC7003832 Date of Carriage - - - - - - - - - - - - -	ToClaim ECS 3H214 DF5-Code mer ce rk Order was ress Charges d in a separate the Work Order RVice material	Res New Edit New Edit Print Refr Call Mes Call Mes Call Mes Call Wor Spar Wor Syst Wor Call Mes Call	nt To claim Comment Reference Number workorder esh page All Views bages omer uct es order korder History ce wich for Workorder / Se korder / Serial No.

	gout						
¥ WCM	Workorder Deta	ail			Actions		
- Field Service	Overview						
Technical question Ersin Translation Tool	Call Date 16.09.2009 Customer Fujitsu Siemens Computers	Workorder 995002281264 Name Kandziora, Georg	Partner call number Product YKDT003832	Current Status ClaimAcceptedByVC ECS 3H214	Detail Views Call Call Cessages Customer		
 Export WCM News DIFS for WCM 	GmbH Response Time 24 Service Type SP	repair time 0	Date of Carriage	DIFS-Code	After the claim is accepted by th Validation Center the express		
>> Spares >> Reports	OnSite 24h performance		OnSite 24h performance		charges are added to the warranty flat rate.		
>> Settings >> Customer	CURRENT VIEW: INVOICE				Searyn for Workorder / Serial		
>> Help	Service Type (Requested	I) OnSite 24h performance	liable for the costs)	Technology Solutions is	Workorder / Serial No.		
	Material		Service Type:	OnSite 24h performa	Adler		
	SERV2202: Labour	30.00 EUR	Material SERV2202:	30.00 E			
	WTY:FLATRATE: Total:	105.60 EUR 135.60 EUR	Labour WTY:FLATRATE: Total:	105.60 E 135.60 E			

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 spar	e parts to be delivered
servicepoint	0
Customer	0
Delivery address	O Please Choose
free address	0

Service point: Address of Service Partners site

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

To set up new addresses please refer to <u>mailto:SparesDebitor.Masterdata@ts.fujitsu.com</u> Due to export control regulations the customer address or a free delivery address is only available for deliveries within Germany.

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

Supplier:

FUJITSU MIRO: Spare parts are delivered from FUJITSU warehouse.

Own stock: You have the required spare part in your own stock. Ordering process ends after you confirm "own stock". (③ Process will be shown in <u>chapter 4.1.2</u>)

Where would you like the spar	е раг	ts to be delivered		
servicepoint	0		Sur	pplier
Customer	0		Su	
Delivery address	۲	Please Choose		×
free address	0	Please Choose		
You selected the following spa	ares.	F		

Click on button <Next> to proceed.

In the following mask all order settings can be verified.

Click on <Finish>

4.1.1.6 Order confirmation

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

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

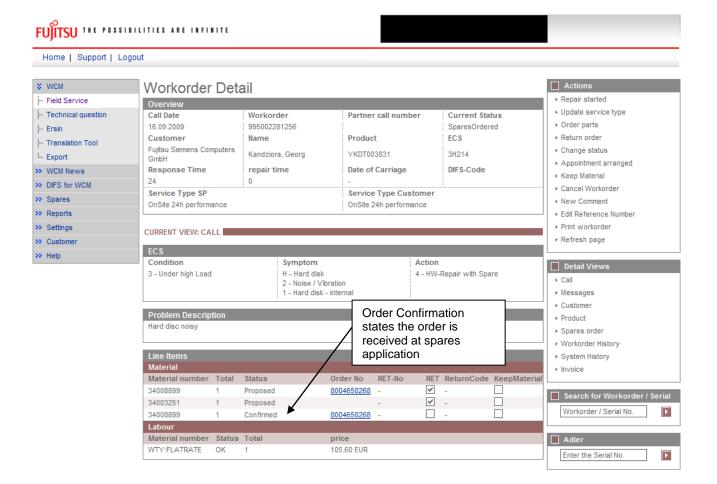
FUJITSU THE POSSIBILITIES ARE INFINITE	accept workorder
Information order was send	

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

FUĴÎTSU *** ****		τε			
Home Support L	ogout				
\$ WCM	Workorder Detail				Actions
- Field Service	Overview				 New Comment
- Technical question	Call Date	Workorder	Partner call number	Current Status	 Print workorder
- Ersin	16.09.2009	995002281256	1	Requested	 Refresh page
- Translation Tool	Customer	Name	Product	ECS	

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".

Page 59 / 127



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

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

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

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

\$ VVCM	Workorder De	ail						Actions
- Field Service	Overview							▶ Repair started
 Technical question 	Call Date	Workorde	er Part	tner call num	ber	Current Sta	tus	▶ Update service type
- Ersin	26.03.2009	995002270	1170			OrderConfirm	ation	▶ Order parts
- Translation Tool	Customer	Name	Pro	duct		EUS		▶ Return order
- Export	Fujitsu Siemens Computers GmbH	Schork, Ro	bert YKS	B146657		2HX14		▶ Change status
> WCM News	Response Time	repair tim	e Dati	e of Carriage		DIFS-Code		 Appointment arranged
	0	0	-	or ournage				▶ Keep Material
DIFS for WCM	Service Type SP		Ser	vice Type Cu	stomer	1		 Cancel Workorder
 Spares 	BringIn		Brin	gin				▶ New Comment
Reports			1					J ▶ Edit Reference Number
> Settings	CURRENT VIEW: CALL							Print workorder
> Customer								▶ Refresh page
> Help	ECS							L
	Condition		Symptom		Action			🔲 Detail Views
	2 - Sporadic		H - Hard disk X - Other		4 - HVV-F	Repair with Spa	ire	▶ Call
			1 - Hard disk - internal					▶ Messages
								↓ Customer
	Problem Description							▶ Product
	jhasdjfhajfhajhfajkfhlakjfhaj	hjh						Spares order
								↓ Workorder History
	Line Items							▶ System History
	Material							▶ Invoice
	Material number Total	Status	Order No	RET-No		ReturnCode	KeepMaterial	
	88037472 3	Proposed		-		-		Search for Workorder / Seria
	88037472 5	Proposed	80046490	<u> 165</u> -	V	-		
	84002184 1	Proposed	80046490	<u> 164</u> -		-		Workorder / Serial No.
	84002184 1	Confirmed	80046500	102 -		-		
	88037472 5	Confirmed	<u>80046490</u>			-		Adler
	84002184 1	Commed	80046490	<u>)64</u> -		-		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).

Home Support	Logout							
WCM	Workorder De	tail						Actions
 Field Service 	Overview							 Repair started
Technical question Ersin Translation Tool Export	Call Date 26.03.2009 Customer Fujtsu Siemens Computers GmbH	Workorder 995002270170 Name Schork, Robert		Partner call no Product YK9B146657		Current Statu: OrderConfirmati ECS 2HX14	-	Update service type Order parts Return order Change status
WCM News DIFS for WCM	Response Time	repair time 0		Date of Carria	ge	DIFS-Code		Appointment arranged Keep Material Cancel Workorder
Spares Reports	Service Type SP BringIn					Service Type Customer Bringin		
Settings	CURRENT VIEW: SPARES O	RDER						Print workorder Refresh page
Help	Order information Order No: 8004649 Express	064		Delivery add Company: Name Address: Country: Phone:	Karl-Schur: 33100 Pade Deutschlan	riborn		Detail Views Coll Messages Customer Product Spares order
	Lineltems Material							Workorder History System History Invoice
	Material Statu	s Total		er Location	RET	LocalSpare		
	84002184 Propo	sed 1	MRO				¥	Search for Workorder / S

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

UJITSU THE POSSIBILITIES ARE INFINITE				material details		
Material Material number 88037472	Description HDD 80GB SA	1TA 300 7.2K / WDC: WD80	10JD-S2	Date 27.03.2009 13:42	Status Returned	
Order location	Total	price	CustomsDuty	LSF (Order Now	ordered
MIRO	1	-73.53 EUR				
Material Details						
Return Type: Return Materialnum Return Number: Return Code:	R07 ber: 88 <u>0374</u> 813712 DFC			CRU: Fit To Asse Fit To Error		- > >
Product Hierarchy:		HD > 70 GB - 80 G	B			
Order information			Delivery addr	ess		
	004649065		Company:	MicroCat GmbH		
Express	3		Name	C/O Rohringer	a. n.	
			Address:	Wiesengrund 1 92361 Berngau		
			Country:	Deutschland		

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

Line Items							
Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMateria
88037472	3	Proposed		-	V	-	
88037472	5	Proposed	8004649065	-	V	-	
84002184	1	Proposed	8004649064	-		-	
84002184	1	Confirmed	8004650002	-		-	
88037472	5	Confirmed	8004649065	-	V	-	
84002184	1	Co <u>nfirme</u> d	8004649064	-		-	
88037472	5 (Despatched	8004649065	-	1	-	
84002184	1	Despatched	8004649064	8137126832		-	
00007470	A	Detuneed	0004040007				

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

Provided that you have made the settings for Spare Parts Portal as described in <u>chapter 2</u>, 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.

SELECT	Order Tracking Here you can see all open orders and all closed orders executed within the past 10 days.					
 order tracking shipment advice reports 	by Order Nr.	8004649065		▶ START ORDERTRACKING		
 spare parts catalogue complaints 	by Order Status					
USER	-	✓ open Orders✓ closed Orders				
	Order Date Range (dd.mm.) Begin:	02.09.2009	End:	16.09.2009		
	Miscellaneous Order Type: Your Reference: (only purchase orders) Call-Nr.:		Material Nr.: User-ID:			
				► START ORDERTRACKING		
	DELETE INPUT 🕨					

4.1.2 Using Spares of own stock

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

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

Then proceed here:

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

~				
FUITSU	THE	POS	SIBILITIES	ARE INFINITE

ام بر م			-
ord	er	ра	ITS

Delivery Comment standard ✓ Where would you like the spare parts to be delivered servicepoint Customer Please Choose Please Choose Free address Please Choose Vou selected the following spares. You selected the following spares. LSF Entry Date Total ✓ 88038464 CDR DVD DUMMY (ROHS) / SNP-A3C4007/1641 02.09.2009 1 Own Stock ✓	Options							
Where would you like the spare parts to be delivered servicepoint Customer Please Choose Please Choose Prease Choose You selected the following spares. Material number Description LSF Entry Date Total Very 88038464 CDR DVD DUMMY (ROHS) / 02.09.2009 1 Own Stocki very	Delivery Comment							
servicepoint Image: Construction of the service of	standard							
Customer O Delivery address O free address O You selected the following spares. Material number Description LSF Entry Date Total CDR DVD DUMMY (ROHS) / 02.09.2009 1 Own Stock	Where would you like	e the spare parts to be delivered						
Delivery address Please Choose free address Please Choose You selected the following spares. State of the following spares. Material number Description LSF Entry Date Total V 88038464 CDR DVD DUMMY (ROHS) / 02.09.2009 1 Own Stacking state	servicepoint	\odot						
free address You selected the following spares. Material number Description LSF Entry Date Total CDR DVD DUMMY (ROHS) / 02.09.2009 1	Customer	0						
You selected the following spares. Material number Description LSF Entry Date Total V 88038464 CDR DVD DUMMY (ROHS) / 02.09.2009 1	Delivery address	O Please Choose			~			
Material number Description LSF Entry Date Total V 88038464 CDR DVD DUMMY (ROHS) / 02.09.2009 1 Own Stock V	free address	0						
CDR DVD DUMMY (ROHS) / 02.09.2009 1	You selected the following spares.							
	Material number	Description	LSF	Entry Date	Total			
	88038464	CDR DVD DUMMY (ROHS) / SNP:A3C40071641		02.09.2009	1	Own Stock 🗸		
Set all to 🛛 Own Stock 💌					Set all to	Own Stock 💌		

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

Click on <Finish>

An information screen confirms the Work Order was created.

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

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

4.1.3 Ordering High availability parts (4h Service Packs)

4.1.3.1 Ordering

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

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

4.1.3.2 Parts Return

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

4.1.4 Belated additional ordering

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Lo	gout							
¥ WCM	Workorder D	etail						Actions
- Field Service	Overview	otan						▶ Repair started
- Technical question	Call Date	Workorde	г	Partner call numb	ber	Current Status		▶ Repair failed
- Ersin	09.03.2009	995002270	018			RepairStarted		▶ Update service type
· · Translation Tool	Customer	Name		Product		ECS		▶ Repair successful
i Export	Response Time	Melanie, libo repair tim		YE8D000109 Date of Carriage		1D118 DIFS-Code		Order parts
>> WCM News	n n n n n n n n n n n n n n n n n n n		e	-		DIF5-Coue		Return order
>> DIFS for WCM	Service Type SP			Service Type Cus	tomer			. ► Change status ► Appointment arranged
>> Spares	Door to door			Door to door				Keep Material
>> Reports								Cancel Workorder
>> Settings	CURRENT VIEW: CALL							▶ New Comment
>> Customer	ECS							▶ Edit Reference Number
>> Help	Condition	s	Symptom		Action			▶ Print workorder
	1 - Always (during proc	1) - Display / Video - Interference (s remble)		8 - Syste	m exchanged (indire	ct)	▶ Refresh page
Order parts - Fujitsu	Technology Solutions						<u></u>	Detail Views
	IILITIES ARE INFINITE			order parts				
							~	Spares order
								▶ Workorder History
Spare Parts								▶ System History
Material number - manual selection	Туре		۷	Narranty LSF RET	ECS F	TA quantity		► Invoice
Manual input of spare p	art information.							Search for Workorder / Serial
Mat-Nr:		P Che	ange List					Workorder / Serial No.

4.1.5 Single Login to FTS Spare Parts Portal

4.1.5.1 User settings

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

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♦ WCM	User setting	19	Actiono
WCM News DIFS for WCM Spares Reports Settings	User - Information Support ID: WCMAccount: Company: Salutation:	X0000X X0000X X0000X	 Edit account settings Edit field service display Edit lineitems display
L. User settings Customer Help	First Name: Surname: Department: Phone: Fax: Mobile:	>00000(>00000(
	Email: Language: Companylogo <u>(change>>)</u>	>0000C	
	User - Permission WCMWeb Supervis view workorder:		

Service Operations Issue: May 2012 WCM WEB User Manual – Warranty Claim Management Tool Page 65 / 127

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User Information				
Salutation:	Mr 💌			
First Name:				
Surname:				-
				$\exists $
Department:				$\exists $
Phone:				$\exists $
Fax:				\exists
Mobile:				= 1
Email:				
Language:	English 💌			
WCM Password				
Support ID:				
new password:				
repeat new password:				
🗙 Quit	Back	Next	Finish	
FUITSU THE POSSIBILITIES	ARE INFINITE			^
				_
				~
				~
Websphere Password				
WebSphereID:				
WebSphereID:				
WebSpherelD: Password: Repeat password:				
WebSpherelD: Password: Repeat password: Other Users	First Name	Support ID	WebSphereID	
WebSpherelD: Password: Repeat password:	First Name Sascha	Support ID	WebSphereID	
WebSpherelD: Password: Repeat password: Other Users Surname		Support ID schork	WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	
WebSphereID: Password: Repeat password: Other Users Surname Spörel	Sascha		WebSphereID	

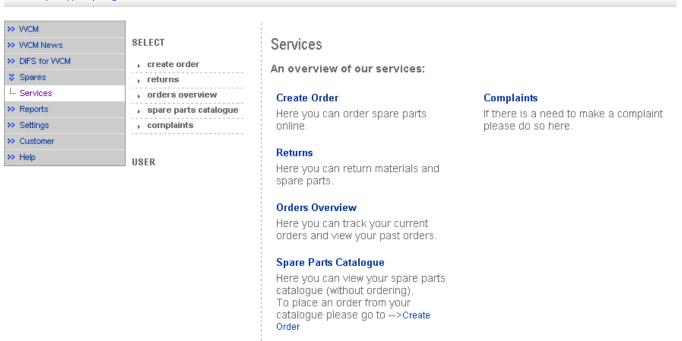
4.1.5.2 Spares Services

Since 10.05.2012 FTS Spare Parts Portal is going to be migrated from Websphere to PEC. Users already linked to PEC please refer to the PEC handlings guide at <u>https://partners.ts.fujitsu.com/com/service/general/service-spares/manual/Pages/default.aspx</u> The following section describes the workflow in Websphere only:

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

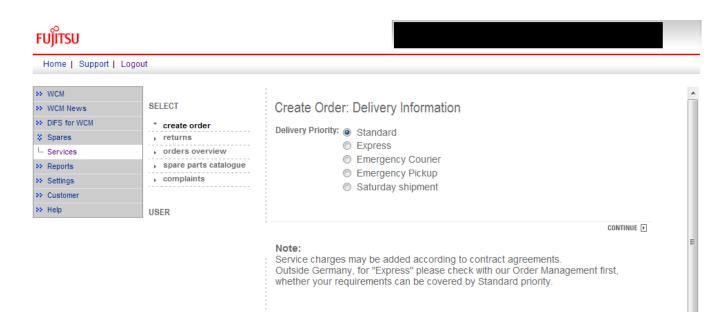
FUITSU THE POSSIBILITIES ARE INFINITE





4.1.5.3 Delivery priorities in Spare Parts Portal

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



FUjitsu			
Home Support	Logout		
 WCM WCM News DIFS for WCM Spares Services Reports Settings Customer Help 	SELECT Create order , returns , orders overview , spare parts catalogue , complaints	Create Order: Delivery Information Delivery Priority: Standard • Your Reference: • Additional reference (Call ID / Workorder-Nr.): • High availability-/ Freezing Contract Nr.: • Delay order release until (Goods will not be reserved): • Contact person, Telephone: Delivery Addresses	
		"Sold to" address: Postal Code City Addressee	Street, House Number

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

FUJITSU THE POSSIBILITIES ARE INFINITE	return order

Complaints Do Warranty- or GoodPart-Returns						
All neccessary Returnorders have allready been created (or no spareparts have been ordered).						
Input field for DoA-, WPiB- a	and WDel-Complaints					
Order No	Material number	Return-Material number		Total		
				1		
		DoA	WPiB WDel			

Note

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

Attention

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



4.2 Repair Process

4.2.1 Repair started

-

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

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

Home Support Lo	ogout					
VVCM		ail			Actions Repair started	
Technical question Ersin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings Customer	Call Date 20.03.2009 Customer Fujitsu Siemens Computers GmbH Response Time 0 Service Type SP OnSite CURRENT VIEW: CALL	Workorder 995002270115 Name Schork, Robert repair time 0	Partner call number Product YKBX084717 Date of Carriage - Service Type Custome OnSite	Current Status OrderConfirmation ECS AG3X4 DIFS-Code		
>> Help	ECS Condition A - Environment - Cold	Symptom G - General 3 - System (X - Other	Acti does not boot	ion tW-Repair with Spare	Detail Views Call Messages	

FUITSU THE POSSIBILITIES ARE INFINITE	repair started
---------------------------------------	----------------

Change status		
Change status to	RepairStarted	
		<u>^</u>
Comment		
		×
Repair started:	09.09.2009 🛱 H: 12 💌 M: 44 💌	

Choose "RepairStarted"; click on <Finish>.

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

4.2.2 Repair successful

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

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

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support L	ogout				
VVCM	Workorder Deta				Actions Repair started Repair failed
Technical question Ersin Translation Tool	Call Date 20.03.2009 Customer Fujitsu Siemens Computers	Workorder 995002270115 Name	Partner call number Product	RepairStarted	Repair railed Update service type Repair successful Order parts
Export VVCM News DIFS for WCM	GmbH Q	Schork, Robert repair time 0	YKBX084717 Date of Carriage -	AG3X4 DIFS-Code	 ▶ Return order ▶ Change status
 Spares Reports 	Service Type SP OnSite		Service Type Custo OnSite	mer	Appointment arranged Keep Material Cancel Workorder
> Settings > Customer	CURRENT VIEW: CALL				New Comment Edit Reference Number Print workorder
>> Help	Condition A - Environment - Cold	Symptom G - General 3 - System d X - Other		ction - HW-Repair with Spare	▸ Refresh page Detail Views

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

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

FUJITSU THE POSSIBILITIES ARE INFINITE	FUIITSU	THE	P 0 S S I I	BILITIES	A R E	INFINITE
--	---------	-----	-------------	----------	-------	----------

repair successful

Information					
	Condition	Symptom	Action		
Error Code	A - Environment - Cold	G - General 3 - System does not boot X - Other	4 - HVV-Repair with Spare		
	Condition	Symptom	Action		
Error Code edit	-	-	-		
		-			
			~		
Solution					
			~		
Call Accepted:	09.09.2009 AB H:	12 💙 51 🗸			

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

formation					
ror Code	Condition A - Environment - Cold	Symptom G - General 3 - System does not I X - Other		on W-Repair with Spare	
ror Code	edit Condition A-A - Environment - Cold	Symptom G-G - General 3-3 - System does no X-X - Other		on HVV-Repair with Spare	
lution	Test Test Test	Mandatory field! Has to I	pe filled!		< >
II Accepted:	09.09.2009	🖁 H: 12 🕶 51 🕶			

Click on <Finish> to proceed.

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

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

4.2.3 Repair failed - claim Double Flatrate

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

Example: Repair fails because the spare part was defective:

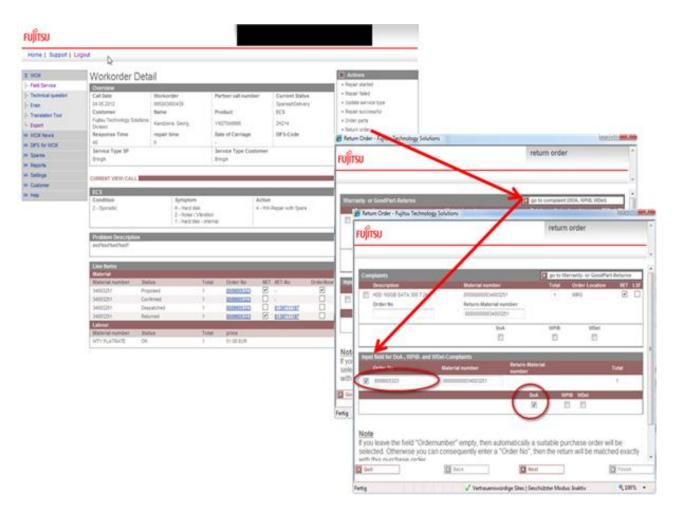
1. Initial State: A Workorder was created and one spare part is ordered by ADEX Order

FUĴÎTSU							
Home Support Lo	ogout	-1 13					
¥ WCM	Workorder Deta	ail					Actions
- Field Service	Overview						 Repair started
- Technical question	Call Date	Workorder	Partner call nu	nber	Current Sta	tus	 Update service type
- Ersin	04.05.2012	995003693439			SparesOrder	ed	 Order parts
- Translation Tool	Customer	Name	Product		ECS		 Return order
- Export	Fujitsu Technology Solutions	Kandziora, Georg	YKDT049995		2H214		 Change status
	Division Response Time	repair time	Date of Carriad	_	DIFS-Code		 Appointment arranged
WCM News	48	0	Date of Carriag		Dir a-Code		 Keep Material
 DIFS for WCM 	Service Type SP	1.4	Service Type C	ustomer			 Cancel Workorder
 Spares 	BringIn					New Comment	
 Reports 			BringIn				▸ Edit Reference Number
 Settings 	CURRENT VIEW: CALL						 Print workorder
Customer	CORRENT VIEW. CALL						Refresh page
> Help	ECS						
	Condition	Symptom		Action			Detail Views
	2 - Sporadic	H - Hard disk 2 - Noise / Vib	ration	4 - HW-	Repair with Spa	are	► Call
		2 - Noise / Vib 1 - Hard disk -					Messages
		1		1			► Customer
	Problem Description						► Product
	asdfasdfsadfsadf						 Spares order
							Workorder History
	Line Items				_		 System History
	Material						► Invoice
	Material number Stat	us	Total Order No		RET-No	OrderNow	
	34003251 Prop	osed	1 <u>800660532</u>		-	¥	Search for Workorder / Serial
	34003251 Con	firmed	1 <u>800660532</u>	3	-		
	Labour						Workorder / Serial No.
	Material number Stat		Total price				
	WTY:FLATRATE OK		1 51.00 EUR				Adler
							Enter the Serial No.

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

Home Support Lo	igout									
¥ WCM	Workorder Deta	ail					 Actions Repair star 	ted		
- Technical question - Ersin - Translation Tool - Export WCM News DIFS for WCM Spares Spares Reports	Overview Call Date 04.05.2012 Customer Fujtsu Technology Solutions Division Response Time 48 Service Type SP Bringh	Workorder 995003693439 Name Kandziora, Georg repair time 0	Partner call numb Product YKDT049995 Date of Carriage - Service Type Cus BringIn	Re EC 2H DII	urrent Stat pairStarted S 1214 FS-Code		Repair faile Update ser Repair suc Order parts Return ord Change sta Appointme Keep Mate	rvice type ccessful s er atus nt arranged rial riad		- • ×
>> Settings >> Customer >> Help	CURRENT VIEW: CALL	Symptom H - Hard disk		Action 4 - HW-Repa	is with Cas	FUJITSU	atus - Fujitsu	Technology Solutions	change status	
	Problem Description asdfaadfaadfadf Line Items Material number Stat 34003251 Prop 34003251 Retu	osed 1 irmed 1	otal Order No	RET RE ✓ - □ - ✓ 813	Г-No 19711197	Change s Change s Commen	tatus to	Repairinterrupted Spare Part defective	 •	*
	Jabour Labour Material number Stat WTY:FLATRATE OK		otal price							
						🔀 Quit				Finish

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



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

FUĴÎTSU							
Home Support L	ogout						
							2
¥ WCM	Workorder Det	ail					Actions
- Field Service	Overview					▶ Repair started	
- Technical question	Call Date	Workorder	Partner call num	ber	Current Statu	s	▶ Repair failed
- Ersin	04.05.2012	995003693439			SparesInDeliver	У	 Update service type
- Translation Tool	Customer	Name	Product		ECS		 Repair successful
Export	Fujitsu Technology Solutions Division	Kandziora, Georg	YKDT049995		2H214		Order parts
WCM News	Response Time	repair time	Date of Carriage		DIFS-Code		▶ Return order
	48	0	-				▶ Change status
DIFS for WCM	Service Type SP		Service Type Cu	stomer			 Appointment arranged
Spares	BringIn		BringIn				 Keep Material
>> Reports							Cancel Workorder
Settings	CURRENT VIEW: CALL						▶ New Comment
Customer							Edit Reference Number
>> Help	ECS Condition	Symptom		Action			 Print workorder
	2 - Sporadic	H - Hard disk 2 - Noise / Vibra 1 - Hard disk - ii		4 - HW-	Repair with Spare		Detail Views Call
	Problem Description						Messages
	asdfasdfsadfsadf						► Customer
							▶ Product
	Line Items Material						Spares order Workorder History
	Material number Sta	tus T	otal Order No	RET	RET-No	OrderNow	
	34003251 Pro	posed 1	8006605323	~	-	×	► Invoice
	34003251 🔶 Con	firmed 1	8006605324		-		
	34003251 Con	firmed 1	8006605323		-		Search for Workorder / Serial
	34003251 🔶 Des	patched 1	8006605324		<u>8139711198</u>		
		patched 1	8006605323		<u>8139711197</u>		Workorder / Serial No.
		urned 1	8006605324	Image: A start and a start	<u>8139711198</u>		
		urned 1			-		Adler
		urned 1	8006605323	V	<u>8139711197</u>		Enter the Serial No.
	Labour						
	Material number Sta		otal price				
	WTY:FLATRATE OK	1	51.00 EUR				

5. Repair Successful and To Claim

er call number	Current Status
	RepairSuccessful
ct	ECS
49995	2H214
10 ·	

Actions

- Claim Workorder
- Repair failed
- Update service type
- Repair successful
- Order parts
- Return order

FUĴÎTSU								
Home Support L	ogout	2						
* WCM	Workorder Det	0						Actions
- Field Service		an				▶ Reset To claim		
··· Technical question	Overview Call Date	Workorder		Partner call num	ber	Current Stat		 New Comment
- Ersin	04.05.2012	995003693439		Farther can num	Jei	ToClaim	45	Print workorder
	Customer	Name		Product		ECS		▶ Refresh page
Translation Tool	Fujitsu Technology Solutions							
· Export	Division	Kandziora, Georg		YKDT049995		2H214		Detail Views
WCM News	Response Time	repair time	1	Date of Carriage		DIFS-Code		→ Call
DIFS for WCM	48	0						Messages
Spares	Service Type SP			Service Type Cus	stomer			-
Reports	BringIn			BringIn				Customer
								Product
Settings	CURRENT VIEW: CALL							 Spares order
Customer	ECS							 Workorder History
• Help	Condition	Symp	tom		Action			 System History
	2 - Sporadic	H - Hai				Repair with Spar	e	 Invoice
		2 - Noi	se / Vibration					L
		1 - Har	d disk - interna	al				Search for Workorder / Ser
								Workorder / Serial No.
	Problem Description asdfasdfsadfsadf							
	asulasulsaulsaul							Adler
	Solution							Enter the Serial No.
	Hard Disk exchanged							
	Line Items							
	Material		Ter i	Orden N	0.07	DET No.	Onderell	
	Material number Sta		Total	Order No		RET-No	OrderNow	
		oosed	1	8006605323			V	
		firmed	1	8006605324		*		
		firmed	1	8006605323		-		
		patched	1	8006605324		8139711198		
		patched	1	8006605323		<u>8139711197</u>		
		urned	1	8006605324	✓	-		
		urned	1	8006605324	✓	<u>8139711198</u>		
		urned	1		Image: A state of the state	-		
		urned	1	8006605323	¥	<u>8139711197</u>		
	Labour							
	Material number Sta	tus	Total	price				
	WTY:FLATRATE OK		1	51.00 EUR				

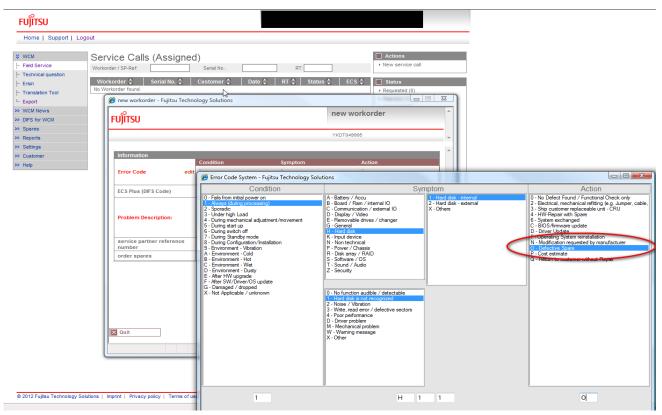
6. Accepted by Validation Center after defect parts are returned

lome Support L	ogout							
WCM	Workorder Det	ail						Actions
Field Service	Overview							
Technical question	Call Date	Workorder	P	artner call num	ber	Current Stat	us	Detail Views
Ersin	04.05.2012	995003693439				ClaimAccepter	dByVC	→ Call
Translation Tool	Customer	Name	P	roduct		ECS		 Messages
Export	Fujitsu Technology Solutions	Kandziora, Georg	Y	KDT049995		2H214		Customer
WCM News	Division Response Time	repair time	n	ate of Carriage		DIFS-Code		Product
	48	0	-	ate of carriage		Dir 3-Couc		 Spares order
DIFS for WCM	Service Type SP		S	ervice Type Cus	tomer			Workorder History
Spares	BringIn			ringin				 System History
Reports				-				↓ Invoice
Settings	CURRENT VIEW: CALL							
Customer	CONTENT VIEW CALL							Search for Workorder / Se
Help	ECS							Workorder / Serial No.
	Condition	Sympto			Action			Workorder / Senarivo.
	2 - Sporadic	H - Hard	d disk e / Vibration		4 - HW-Repair with Spare			
			d disk - internal					Adler
								Enter the Serial No.
	Problem Description							
	asdfasdfsadfsadf							
	Solution							1
	Hard Disk exchanged							
	-							
	Line Items Material							
	Material number Sta	itus	Total	Order No		RET-No	OrderNow	
	34003251 Pro	posed	1	8006605323	\checkmark	-	¥	
	34003251 Co	nfirmed	1	8006605324	\checkmark	-		
	34003251 Co	nfirmed	1	8006605323	1	-		
	34003251 De	spatched	1	8006605324		<u>8139711198</u>		
	34003251 De	spatched	1	8006605323		8139711197		
	34003251 Re	urned	1	8006605324	1	-		
	34003251 Re	urned	1	8006605324	~	-		
	34003251 Re	urned	1		1	-		
	34003251 Re	urned	1	8006605323	1	-]
	Labour				_			
	Material number Sta	itus	Total	price				
			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.

Home Support	Logout					
\$ WCM	Service Ca	alls (Assia	ned)		Actions	
- Field Service	Workorder / SP-Ref:		Serial No.: RT	D	New service call	
- Technical question	Workorder 韋		Customer 💠 🛛 Date 韋 🛛 RT 🜲	Status 🖨 🛛 ECS 🗢	Status	
- Translation Tool	No Workorder found		echnology Solutions		Requested (0)	
i Export >> WCM News				new workd		
>> DIFS for WCM	FUĴĨTSU	J		new worke	Judi	
>> Spares >> Reports				YKDT049995		-
>> Settings >> Customer	System	History				*
>> Help	Call Date 04.05.200	Workorde	r CCS Problem Description	Solution Hard Disk exc	banged	
				Hard Blok OA	sinangoo	
	Repeate Another v		sset has been created recently. Please select the rea	ason for the repeated repair a	nd add an explanation.	
	Please S		•			
	Please Se defect sp	pare part			*	
	wrong pa	art delivered	2			
	else unsu new failu	pare part proposed uccessful repair			Ŧ	
		10				
	Cuit.		PR Real	Novt	Finish	-
	🔀 Quit			▶ Next	Finish	
	Fertig			Next		t CM eb
					tiv 🔍 100% 👻	
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FU)ITSU	- Fujitsu Techno	logy Solutio	Vertrauenswürdige Site	new v	tiv R 100% - Email: wcm-support@ts.fuitsu.cor	
FUJITSU System Histor	- Fujitsu Techno		✓ Vertrauenswürdige Site	new v YKDT043 Solut	tiv R 100% - Email: wcm-support@ts.fuitsu.cor	
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7.3. Select Action Code O "defective spare"



7.4. Go to Next without ordering spare parts.

บ)๊เารบ		accept workorder	
Accept cell			
Accept call Accept cal?	• Yes O No		
	● Yes ◎ No	20 characters available	

7.5. Wait for Approval from Help Desk

FUJITSU		
Home Support I	ogout	
VCM Field Service	Service Calls Workorder / SP-Ref: Serial No.: RT:	Actions New service call
- Technical question - Ersin - Translation Tool - Export WCM News WDIFS for WCM Spares Reports Settings Settings W Customer Help	Workorder \$ Serial No. \$ Customer \$ Date \$ RT \$ Status \$ ECS \$ HDApprovalPending	Status Requested (1) Rejected (0) Assigned (0) Open (1) In Progress (20) Double Flatrate Calls (0) Availing Immediate Action (0) Repair successful (0) To claim error (0) Claim Workorder (4) Validation center (1) VC Revised Claims (0)

7.6. Repair Start, Repair Successful, Claim Workorder

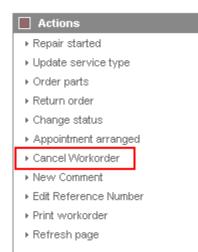
	Logout								
	Workorder	Detail			Ad	Sona			
reston	Overview Call Date	Workorder	Partner cal	eurober Curr		air slarfed air failed			
	64.05.2012	995003093440			irStarted + Upd	ate service type			
10 M	lepair successful - Fujitsu Tec	hnology Solutions	-			- Consta			
Fui	โกรม			repair suc	cessful	*			
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6	mor Code	1 - Always (during proces	sing) H - Hard disk 1 - Hard disk is	0	- Defective Spare	and			
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		Spare Part was ordered by	DOA Return Onter		(A)				
	a firme							•	
	FUJITSU								
11	Home Support Lo	gout							
1		_							
	8 WOM	Workorder [Detail			Actions			
	- Feld Service	Overview				+ Cain Worksrde			
	- Technical question - Erain	Call Date 04.05.2012	0						
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4.3 Cancellation of Work Order

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

Use button <Cancel Work Order> on Action list.

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



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

FUJITSU THE POSSIBILITIES ARE INFINITE

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 <u>Returning Spare Parts</u>

4.4.1 <u>Return order advise</u>

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

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

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

4.4.1.2 Orders with more than one part

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

cancel workorder

FUITSU THE POSSIBILITIES ARE INFINITE Home | Support | Logout ₿ WCM Actions Workorder Detail ▶ Repair started - Field Service Overview ▶ Update service type - Technical question Call Date Workorder Partner call number **Current Status** ▶ Or<u>der par</u>ts - Ersin 24.02.2009 995002264908 MCST-612681 SparesInDelivery Customer Name Product ECS Return order - Translation Tool Change status Е YK3J158348 1C2B4 i... Export Appointment arranged Date of Carriage DIFS-Code >> WCM News kesponse rime repair time ▶ Keep Material 0 0 >> DIFS for VVCM Cancel Workorder Service Type SP Service Type Customer >> Spares ▶ New Comment BringIn BringIn >> Reports ▶ Edit Reference Number Print workorder >> Settings CURRENT VIEW: CALL ▶ Refresh page >> Customer ECS >> Help Condition Simutom Action

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

FUITSU THE POSSIBILITIES ARE IN	FINITE	return	order		
HDD 120GB SEAGATE ST9120822AS SATA / SGT:ST9120822AS Order No GoodPart	00000000034005829 Return-Material number 000000000034005829	1	MIRO	Y	
Description HDD 120GB SATAMOB 5,4K WDC / WDC:WD1200BEVS-80B Order No	Material number 000000000034006892 Return-Material number 00000000034006892	Total 1	Order Location MIRO	RET V	LSF
GoodPart					
Input Field for Good Part Return or addition Order No Materia		erial number]	Total 1	

🗙 Quit

💽 Finish

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

Page 80 / 127

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.

FUĴÎTSU	THE	POSSIBILITIES	ARE INFINITE	
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Home | Support | Logout

\$ VVCM	Workorder	Deta	ail						
- Field Service	Overview								
- Technical question - Ersin	Call Date 07.05.2009 Customer		Workord 99500228 Name		Partner	r call numbe	er	Current Stat OrderConfirm ECS	
- Translation Tool	Fujitsu Siemens Comp GmbH	outers	Schork, F		YK9B14	16670		2HM14	
>> VVCM News >> DIFS for VVCM	0 Service Type SP					Carriage	omer	DIFS-Code	
>> Spares >> Reports	BringIn				BringIn				
>> Settings >> Customer >> Help	CURRENT VIEW: CALL	L							
	2 - Sporadic			Symptom H - Hard disk M - Mechanica 1 - Hard disk -		:	Action 4 - HW-	Repair with Spa	re
	Problem Description , sdalsalfhidhfihfikhfia		shfkeajf						
	Line Items Material								
		1	Status Proposed Confirmed		Order No 8004649961 8004649961	-		ReturnCode - -	KeepMaterial
	88037472 Cabour States	1 Status	Returned Total	,	8004649961 price	<u>813712696</u>	2 🗹		
	WTY:FLATRATE	ок	1		40.80 EUR				

Ente

FUIITSU	T	HE	P	0	s	S	11	8 1	ι	I	T	I	E	s	A	R	E	ı	N	F	ı	N	I	T	E
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and so the	s mi est	ر ام ا	a than i	il a
mate	eria	1 01	<u> - </u>	II S

Material						
Material number	Description			Date	Status	
88037472	HDD 80GB SA	TA 300 7.2K / WDC: WD800.	ID-S2	07.05.2009 14:3	30 Returned	
Order location	Total	price	CustomsDuty	LSF	Order Now	ordered
MIRO	1	-73.53 EUR				
Material Details						_
Return Type:	R46	Warranty:		CRU:		
Return Materialnumb	ег:	Limited Warranty:		Fit To As	set:	 Image: A set of the /li>
Return Number:	813712	6962 Limited Warranty I	Juration: 0	Fit To Err	orCode:	~
Return Code:		Returnable:	\checkmark			
Product Hierarchy:		HD > 70 GB - 80 GB				
Order information			Deliveryaddre			
Order information	04040004		Delivery addre	:55		
	<u>04649961</u>					
Express						

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

4.4.2 Physical part return

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

FUjitsu	тне	P) S S	5 I B	1117	IES	A R E	INFINITE	É
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man	PLA	10	егя	115

Material						
Material number	Description			Date	Status	
88037472	HDD 80GB SA	TA 300 7.2K / WDC:WD800	JD-S2	07.05.2009 14:30	Returned	
Order location	Total	price	CustomsDuty	LSF	Order Now	ordered
MIRO	1	-73.53 EUR				

Material Details					
Return Type:	R46	Warranty:		CRU:	
Return Materialnumber:		Limited Warranty:		Fit To Asset:	~
Return Number:	8137126962	Limited Warranty Duration:	0	Fit To ErrorCode:	~
Return Code:		Returnable:	 Image: A start of the start of		
Product Hierarchy:		HD > 70 GB - 80 GB			

Order information		Delivery address
Order No:	<u>8004649961</u>	
Express		

a) Workflow for Users via the Websphere Spare Part Portal:

SELECT	Order Tracking									
 create order returns orders overview 	Here you can see all open orders and all closed orders executed within the past 10 days.									
 order tracking shipment advice reports 	by Order Nr.	8137126962		▶ START ORDERTRACKIN						
 spare parts catalogue complaints 	by Order Status									
		🗹 open Orders								
USER		Closed Orders								
	Order Date Range (DD.MM.)1111)								
	Begin:	04.09.2009	End:	18.09.2009						
	Miscellaneous Order Type:	all	Material Nr.:							
	Your Reference: (only purchase orders)		User-ID:							
	Call-Nr.:									
				▶ START ORDERTRACKIN						
	DELETE INPUT 🕨									

Please choose the correct return order number, press button "Start Order Tracking" and mark "Details" in the next screen:

SELECT	Order Tracking Total records found: 1	
 orders overview order tracking shipment advice reports spare parts catalogue 	▲ Order Nr. Order Type Status User Your Reference / Call Nr. Order Date Detail 8137126962 Return open DEC8137126962 / 995002281078 07.05.2009 Detail	is)
→ complaints	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	Order Tracking Order Nr.: Order Type: Order Status: Replacement Order Nr.: Return Type:	Details 8137126962 Return Order open 8004649961 Product Warranty with Replacement	Order Date: Your Reference: Call Nr.: User: Delivery Address	DEC81 995002 Fujitsu Solutio Spares Center Rampe	07.05.2009 DEC8137126962 995002281078 Fujitsu Technology Solutions GmbH Spares Return Center Rampe 17/18 Erfurter Höhe 8	
	Mat	erial Nr. / Part Nr.	Qua	99610 Germa	Sömmerda ny Credit	
	88037472 / WDC: WD80 HDD 80GB SATA 300 7		1 ST		73.53 EUR	
	Total Credit (VAT not	included):			73.53 EUR	
	ВАСК			► SHOV	N PRINT PAGE RETURN	

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

b) Workflow for Users via the Spare Part Portal PEC (live since 10.05.2012): Sample:

Order Tracking								
Ent	er Order I	Number						
813	9832882					Search		
Sh	ipment	not shipped yet	Order 8139832882	Collection	Delivery Date			
	In progress		AWB	not available	not available			
	Conter 0000	nt 010 38016179	1	Heatsink Assy (Incl.	Fan And Pads)			

To reprint the Part Return Form PEC Users check the order history for the related Return Order Number, mark the displayed line and press the button "pdf".

Order His	tory					
Material No., Order No., Count 8139832882	er No. or Reference			m 10/05/2012	15	Search
Orders				ex	port pdfs	pare track
Return Order 813 Customer Ref.: Date:	9832882 RA1204826-stm 10 May 2012	Add. Reference: Counter No: Invoice No:	995003815602 DEC8139832882	Allocca Markus 70567 Stuttgart-	-Fasanenho	of

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.

	7 🛗 🔛 78 🛛	8 🕺 1 🕒 6 1 🔄 1 🖽 1	1			
ltem Type ⁺	Material	Description	Order Location	Return Cod	Order Number	Asset Fit
FR 🗗	WTY:FLATRATE		Ē			
MATD	00000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	Ē		8003708994	
	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	1		8003708994	
MATO	00000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	1		8003708994	
	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	1		8003708994	
MATP	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	FSC MIRO 🖺		17131938	Х
	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	FSC MIRO 🗈		17131938	Х
MATR	00000000038001326	MB MSI MS-7293 VP µATX SOCKET 775	Ē	GOOD	8135975821	Х
	000000000038001506	VGA ASUS EN7300SE 64/256MB DVI-I TVOUT	Ē	DFC	8135974494	Х

Line item details in WCM WEB:

UJITSU THE POS	SIBILITIES A	REI	NFINITE				material de	tails	
Material Material number	Description					Dat		Status	
88037460	Description HDD 250GB S/	ATA 3	00 7.2K / WDC:WD2500J	s			08.2009 14:45	Returned	
Order location MIRO	Total 1	_	ice 46.10 EUR	Cust	omsDuty	LSF	· Or	der Now	ordered
Material Details Return Type: Return Materialnum Return Number: Return Code:	R46 ber: <u>813712</u> GOOD		Warranty: Limited Warranty: Limited Warranty Dur Returnable:	ation:			CRU: Fit To Asset: Fit To ErrorCo	ode:	>
Product Hierarchy:			HD > 180GB - 250GB						
Order information Order No: 8 Express	<u>004650190</u>			Deliv	ery addre	SS			

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

>> VVCM		Article Code
>> WCM News		Type Total
>> DIFS for WCM		price Customer
>> Spares		RET
>> Reports	Actions	LSF OrderNow
Settings	 Edit account settings 	Status
ⁱ User settings	 Edit field service display 	Order No RET-No
>> Customer	► Edit lineiterns display	KeepMaterial
>> Help	▶ Supervisor	ReturnType
		ReturnCode

FUITSU THE POSSIBILITIES ARE INFINITE

Home | Support | Logout

VVCM	Workorder D	etail					Actions
- Field Service	Overview						▶ Reset To claim
 Technical question 	Call Date	Workord	ler	Partner call nur	nber	Current Status	▶ New Comment
- Ersin	07.01.2009	99500213	35562			ToClaim	 Edit Reference Number
- Translation Tool	Customer	Name		Product		ECS	 Print workorder
				YK7T010144		1G2X4	▶ Refresh page
- Export	Response Time	repair tir	me	Date of Carriage	e	DIFS-Code	
 WCM News 	48	0		-			Detail Views
 DIFS for WCM 	Service Type SP	Service Type SP		Service Type Customer			→ Call
 Spares 	OnSite with preclarif. 48	h perf.		OnSite with preclarif. 48h perf.		→ Messages	
 Reports 							Customer
 Settings 	CURRENT VIEW: CALL						▶ Product
Customer	ECS						▶ Spares order
 Help 	Condition		Symptom		Action		 Workorder History
•	1 - Always (during proc	essing)	G - General		4 - HVV-	Repair with Spare	▶ System History
			2 - Will not switch c X - Other	on (LED not lit)			Invoice

Line Home							
Line Items Material							
Material number	Total	Status	Order No	RET-No	RET	ReturnCode	KeepMaterial
34009638	1	Proposed	8004818429	-	V		
34009670	1	Proposed	8004803728	-	V	-	
34009638	1	Proposed	8004796314	-	V	-	
88037112	1	Proposed	8004787442	-		-	
34009638	1	Confirmed	8004818429	-		-	
34009670	1	Confirmed	8004803728	-	V	-	
34009638	1	Confirmed	8004796314	-	\checkmark	-	
88037112	1	Confirmed	8004787442	-		-	
34009638	1	Despatched	8004818429	8137341891		-	
34009670	1	Despatched	8004803728	8137323921	V		
34009638	1	Despatched	8004796314	<u>8137314580</u>		DFC	
88037112	1	Despatched	8004787442	<u>8137303972</u>		DFC	
34009638	1	Returned	8004818429	<u>8137341891</u>		GOOD	
3/1009670	1	Returned	8004803728	8137303001			

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

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

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

4.4.4 Return orders for out-of-warranty systems

In case a Service Partner wants to return material, which has been used for an out-of-warranty repair 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 Parts Portal Manual chapter 6.2.

4.4.5 Return orders for Work Orders after 30 days

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

The repair start date will be considered. If no start date is available yet, the Work Order Call Date is retrieved. If a defined threshold is exceeded (currently 30 days), the MIRO Warranty check result is negative and a new warning message appears in the Spare Parts Portal: "WCM-Error (Work Order older than 30 days No return order allowed)"

^{1).}value set April 2011

FUJITSU THE POSSIBILITIES ARE INFINITE	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.

FUITSU THE POSSIBILITIES AND INFORMED

\$ VVCM	Workorder De	tail			Actions
 Field Service 	Overview				 Claim Workorder
- Technical question - Ersin - Translation Tool - Export > WCM News	Call Date 24.02.2009 Customer Response Time 48	Workorder 995002264990 Name repair time 0	Partner call num TestRob Procust YKAJ083895 Bate of Carriage	RepairSuccessful ECS 1B0J4	Repair failed Update service type Repair successful Order parts Return order Keep Material
DIFS for WCM Spares	Service Type SP OnSite 48h performance		Service Type Cu OnSite 48h perform		Keep Watenai Cancel Workorder New Comment
Reports Settings	CURRENT VIEW: CALL				Edit Reference Number Print workorder
Customer	ECS				 Refresh page
> Help	1 - Always (during proces		/Ram / Internal IO ction recognizable	Action 4 - HW-Repair with Spare	Detail Views Col Marrager

Confirmation - Product Warranty Return

Rampe Erfurter	Supply Center 17 + 18 Höhe 8 Sömmerda			
	1CDEC8134353898			
Customer Nr.:	001126	Return Order Nr.:	8134353898	
Customer:	GmbH Germany	RMA Nr.:	DEC8134353898	
User: Phone: Fax: E-mail:	Webservice WCM +49-(0)1805-003 +49-(0)3634-330	Service Partr	ner Claim	
Your Reference: Additional reference: Identity Nr.:	TestRob 995001400007 YBCM234345	Reference re WCM WEB b Partner.	corded in	
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.

UJITSU THE POSSIBILITIES ARE	INFINITE	return order	
-BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No 8004600657	00000000088039520 Return-Material number 00000000088039520	1 MIRO	
Input Field for Good Part Return or add Order No Ma	ditional used spares terial number		Total
8004600657 00	000000034024372		1
	GoodPart		
MaterialNumber = Materialnumber acc	ording to delivery note		

Note

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

Attention

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

	Finish
--	--------

return order

FUITSU THE POSSIBILITIES ARE INFINITE

3800MAH) / FUJ:CP261945-XX Order No 8004600657	00000000088039520 Return-Material number 00000000088039520	1	MIRU	
	DoA	WPiB	WDel	

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

<u>Note</u>

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

Attention

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

🗙 Quit

Back

Next

Finish

4.5 Keep material flag

4.5.1 Customer keeps material

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

Home Support Lo	ogout				
\$ WCM	Workorder Det	ail			Actions
- Field Service	Overview				▶ Repair started
- Technical question	Call Date	Workorder	Partner call number	Current Status	▶ Update service type
- Ersin	19.03.2009	995002270114		SparesInDelivery	▶ Order parts
 Translation Tool 	Customer	Name	Product	ECS	Return order
Export	Fujitsu Siemens Computers GmbH	Kandziora, Georg	YK6T001720	3B114	Change status
WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	 Appointment arranged
DIFS for WCM	0	0	-		 Keep Material
	Service Type SP		Service Type Customer	Γ	Cancel Workorder New Comment
Spares	OnSite		OnSite	OnSite	
Reports					Edit Reference Number
 Settings 	CURRENT VIEW: CALL				Print workorder
Customer					 Refresh page
> Help	Additional Information (S SWAP Process: Please ta		Numbers for subsequent ent	try in WCM!	
					Detail Views
Keep Material - Fuji	tsu Technology Solutions				→ Call
0			keep material		▶ Messages
UITSU THE POSSI	BILITIES ARE INFINITE		in the second		▶ Customer
,					Product
(~	 Spares order
	2)				Vorkorder History
ordered spares					► System History
Description	N	laterial number	Total	Order Location	Invoice
SERVER BLADE MA		0000000038006712	1	FSC MIRO	
			n Order is mandatory and writ	ten confir	Search for Workorder /
Don't use Keen Materia					Workorder / Serial No.

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

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

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

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

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

4.5.2 Own stock material kept

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

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

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

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

FUĴĨ	TSU THE POSSIBILITIES AR	EINFINITE		return	order		
Wa	rranty- or GoodPart-Returns		ĺ	🕨 go to co	mplaint (DOA, WPil	B, WDel)	
	Description	Material number	L.	Total	Order Location	RET	LSF
	-BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX	00000000088039520		1	MIRO		
	Order No	Return-Material nun	nber				
	8004600657	0000000088039520)				
	Description	Material number		Total	Order Location	RET	LSF
	Board, BT-ANT / FUJ:CP331590-XX	00000000034005969		1	MIRO		
	Order No	Return-Material nun	nber				
	8004600657	0000000034005969	9				
Inpu	ut Field for Good Part Return or a	lditional used spares					
	Order No M	laterial number	Return-Materia	al number		Total	
						1	
		GoodPart					
X Qu	it					Finish	י ו

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

Service Operations Issue: May 2012 WCM WEB User Manual – Warranty Claim Management Tool Page 93 / 127

FUITSU THE POSSIBILITIES ARE INFINITE

return order

RET LSF
RET LSF
Fotal
1

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):

FUJITSU THE POSSIBILITIES ARE INFINITE			return order			
Board, BT-ANT / FUJ:CP331590-XX Order No	00000000034005969 Return-Material number 00000000034005969		MIRO			
	DoA	WPiB	WDel			
Input field for DoA-, WPiB- and WDel-C Order No Ma	omplaints terial number			Total		
	00000008803753			1		
		DoA WPi	iB WDel			
MaterialNumber = Materialnumber acco	ording to delivery note					
Note If you leave the field "Ordernumb selected. Otherwise you can cor with this purchase order.						
A return order will be created re	garding to the selected Ma	iterial and its Am	ount.			
🗙 Quit	Back	Next		Finish		
1						

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

As confirmation you receive the following screen:

FUJITSU THE POSSIBILITIES ARE INFINITE	return order

Information

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

Remember:

4.6.2 Workaround for DOA after repair finished

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

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

1. Former Repair:

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

2. Subsequent DOA Repair:

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

FUĴĨTSU				new workorder		
				2	YK2F015472	
System His	tory					
Call Date	Workorder	ECS	Problem Description		Solution	
21.04.2011	995003125350	2H214	Hard Disk vibrations		HD exchanged	
Repeated R Another wor		s been crea	ated recently. Please select the reaso	on for the r	epeated repair and add an explanation	1.
defect spar	e part 👻					
Part was ex	changed but failed agair	1				~
						-
L						-

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

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

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

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

a) Workflow for Users via the Spare Part Portal Websphere:

>> WCM >> WCM News	SELECT	Part Warranty Retu	urn/ Dead on A	Arrival
>> DIFS for WCM Spares	create order returns	Here you can return sp delivered damaged/fau		e still within the warranty period or which were
i Services Reports	orders overview spare parts catalogue complaints	Defective Part identification Your Reference:	on 95003125348	Former Work Order
>> Settings >> Customer	wrong part in box part warranty/	Additional reference (Call ID / Workorder-Nr.):	95003125350	New Work Order
>> Help	doa I wrong delivery		8006226945	Former Material Order
	contact for complaints USER	Material or Part Nr.: 3 Identity Nr. of the product: Y Quantity: 1	38008989 (K2F015472	
		Please select the fitting de Repair Instructions:	escription	
		System Environment: Fault Characteristics:	-	.
		Defect Determination:		•
		Defect Description (comme	ent): DOA 185 for 9950	003125348 8006226945
		Note for Service Part By entering a complain automatically. There is	t return order a re	eplacement shipment will be initiated

Please note the Work Order Number and Material Order Number into the Defect Description comment. Part Return Form and Order Confirmation print outs are provided as usual.

b) Workflow for users via the Spare Part Portal PEC:

Search for the Order Number in the navigation area Spare Parts, select the displayed line and click on the material line displayed below. Select Return & Order, go to Complaint DOA and enter the Serial Number of the repair asset.

Search			Material	
			Name	Mylar Sheet For Hd
8006702734		search	Material No	34035021
			Manufacturing No	FCO:FUJ:CP514687
0 1 0006702724			Return Code	NV
Order 8006702734			Credit value	0.00 EUR
for illustration only ! Screenshot do not does not mat	tch the data sa	mple	Price	0.01 EUR
-		-	Max Order Qty.	-
1 x Mylar Sheet For Hdd	available		Weight Gross	0.01
MaterialNo: 34035021 - Open: 0 - Returned: 1			Volume	0.00 CDM
ManufacturingNo: FCO:FUJ:CP514687-XX	0.01 EUR*		HxWxL	0.00 CMx0.00 CM>
2				0.00 CM
			Country Of Origin	JPN
			ECCN	Ν
			Export List No	Ν
			Stat. Commodity Co	de 84733080000
			Order	
		<	Return & Ord	der
			Return	

Spare Parts

Search		Material	
8006226945	searc	• Order Return & Or	der 1
Order 8006702734		Return	
for illustration only ! Screenshot does not match v	vith data sample.		Part in Box 🔿 Wrong Deliver
1 x Mylar Sheet For Hdd	available		rn spare parts within the that were delivered
MaterialNo: 34035021 - Open: 0 - Returned: 1 ManufacturingNo: FCO:FUJ:CP514687-XX	0.01 EUR*	Order/Invoice No.	8006226945 3
		Order Material No.	
		Serial No.	YK2F015472
		Quantity	
		Fault Description	
			plaint a replacement nitiated automatically. Ther e a new order.
			Next

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

Page 98 / 127

Return - DOA

Shipment Condition

Standard Express Bulk Emergency Courier Emergency Pickup Saturday Shipment You have chosen the delivery priority "Standard".

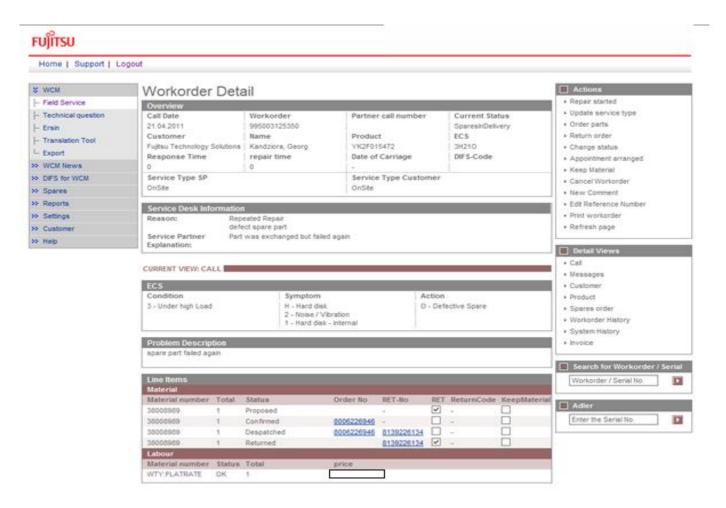
Details

Material No.	38008989
Original Order No.	8006226945
Serial No.	YK2F015472

Select the shipment condition and go to Next.

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

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



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

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

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

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

4.6.3 Wrong part in box (WPIB):

Material number					
		Total	Order Location	RET	L
000000000880378	43	1	MIRO	v	
Do/	4	WPiB	WDel		
mplaints					
rial number	Return-Mate	rial number		Total	
00000088037843	0000000008	8037843		1	
		DoA	WPiB WDel		
			v		
	Return-Material no 000000000880378	Return-Material number 00000000088037843 DoA mplaints crial number 000000088037843 0000000088037843 0000000088037843 0000000088037843	Return-Material number 00000000088037843 DoA WPiB Implaints erial number 000000088037843 000000088037843 000000088037843 Implaints Implaints <tr< td=""><td>Return-Material number 0000000088037843 DoA WPiB WDel Implaints erial number Return-Material number 0000000088037843 0000000088037843 DoA WPiB WDel Implaints Implaints Erial number Implaints 000000088037843 0000000088037843 Implaints Implaints Implaints Implaints</td><td>Return-Material number 00000000088037843 DoA WPiB WDel Implaints Implaints erial number Return-Material number Total 0000000088037843 0000000088037843 1 Implaints Implaints Implaints Implaints Implaints Implaints</td></tr<>	Return-Material number 0000000088037843 DoA WPiB WDel Implaints erial number Return-Material number 0000000088037843 0000000088037843 DoA WPiB WDel Implaints Implaints Erial number Implaints 000000088037843 0000000088037843 Implaints Implaints Implaints Implaints	Return-Material number 00000000088037843 DoA WPiB WDel Implaints Implaints erial number Return-Material number Total 0000000088037843 0000000088037843 1 Implaints Implaints Implaints Implaints Implaints Implaints

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.

🗙 Quit	Back	Next	Finish

Then click on <Next> and <Finish>

As confirmation you receive the following screen:

FUJITSU THE POSSIBILITIES ARE INFINITE	return order

Information

The request for return orders is placed. Check order confirmation (813...) in detail view "call". 00000000088037843

Remember:

4.6.4 Wrong delivery (WDel):

ບງິກ	OTSU THE POSSIBILITIES ARE INFINITE				return	order			
	HDD 320GB HITACHI H (SATA) /	TS545032B9A300	000000000340243	75	1	MIRO		>	
	Order No		Return-Material n 0000000000340243						
			Do	o.]	WPiB	w [Del		
Inpu	t field for DoA-, WPiE	3- and WDel-Comp	laints						
	Order No	Material	number	Return-M	laterial number			Total	
~	8004600657	0000000	00034024375	00000000	0088037843			1	
					DoA	WPiB 1	WDel		
	rialnumber = delivere m Material = will be re			-			✓		

Note

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

Attention

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

🗙 Quit	Back	Next	Finish

Then click on <Next> and <Finish>

As confirmation you receive the following screen:

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

0000000008803753

Remember:

4.6.5 Good part return:

4.6.5.1 Good part return order for RET and N-parts

FUITSU THE POSSIBILITIES	ARE INFINITE		return order	
-BT- 2ND BATTERY UNIT (6CELL 3800MAH) / FUJ:CP261945-XX Order No 8004600657	000000000880395 Return-Material n 00000000088039	umber	1 MIRO	
Input Field for Good Part Return o Order No 8004600657	r additional used spares Material number 000000000034024372			Total 1
MaterialNumber = Materialnumber	GoodPart			
Note If you leave the field "Ordern selected. Otherwise you car with this purchase order.				
Attention A return order will be created	d reaardina to the selec	ted Material an	d its Amount.	Finish
Then click on <finish> As confirmation you receive th</finish>	ne following screen:			
∞			return order	

Information

FUITSU THE POSSIBILITIES ARE INFINITE

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

Remember:

4.6.5.2 How to return unused parts - Overview

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

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

Order type was NORMAL, STANDARD order:

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

Part is non returnable:

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

For further details see 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

FUITSU THE POSS	Status Requested (0)						
Home Support L	ogout				▶ Rejected (5)		
fighter (cappert) a	- <u></u>				 Assigned (12) 		
\$ VVCM	Workorder Deta	ail			 Open (17) In Progress (56) 		
- Field Service	Overview				Double Eletrate Calls (1)		
Fechnical question Frsin Translation Tool Export VVCM News DIFS for VVCM Spares Reports	Call Date 10.03.2009 Customer Fujitsu Siemens Computers OmbH Response Time 0 Collect&Return	Call Date Workorder Partner call number Current Status 10.03.2009 995002270025 AwaitingImmediateAction Customer Name Product ECS Fuiltsu Siemens Computers GmbH Schork, Robert YKKR004689 1C121 Response Time repair time Date of Carriage DIFS-Code 0 0 12.03.2009 Service Type SP					
>> Settings >> Customer >> Help	Information Attention: Awaiting Immediate Action	Attention:					
	Continue WO handling until 0	7.10.2009. Otherwise VV) is cancelled.		Invoice Search for Workorder / Serial		
	ECS				Workorder / Serial No.		
	Condition 1 - Always (during processin	ng) C - Commun 1 - Not reco 2 - IRDA	Action cation / external IO 1 - Explanation to customer nized		Adler		
	Problem Description						
	Test Standard, aber in Topup						

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

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



Revised status are listed in the Work Order history

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Lo	ogout							
\$ VVCM								
- Field Service	Overview	▶ Repair started						
- Technical question	Call Date	Call Date Workorder		Current Status	 Update service type 			
- Ersin	10.03.2009	995002270025		Open	▶ Order parts			
- Translation Tool	Customer	Name	Product	ECS 1C121	▶ Change status			
•	Fujitsu Siemens Computer	s Schork, Robert	YKKR004689		 Appointment arranged 			
i Export	GmbH				 Cancel Workorder 			
>> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	▶ New Comment			
>> DIFS for WCM		0	12.03.2009	 Edit Reference Number 				
>> Spares	Service Type SP Collect&Return		Service Type Customer Collect&Return	▶ Print workorder				
>> Reports		Collocariation						
>> Settings	CURDENT VIEWA WORKOT	CURRENT VIEW: WORKORDER HISTORY						
>> Customer	CORRENT VIEW, WORKON							
>> Help	Workorder History	Workorder History						
ee nop	Start I	Start Procedure Comment						
	10.03.2009 09:00:00 F	Requested		▶ Call ▶ Messages				
	10.03.2009 09:02:49 Open				▶ Customer			
	09.09.2009 18:03:21	\waitingImmediateAction	Awaiting Immediate Action Continue WO handling until 07.10.	▶ Customer ▶ Product				
	18.09.2009 11:48:54	ContinueWOHandling	Continue Workorder Handling with	▶ Spares order				
		► Workorder History						
					La concentration de la con			

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":

Home Support L	ogout				
\$ VVCM	Workorder Deta	ail			Actions
- Field Service	Overview				Claim Workorder
Technical question Ersin Translation Tool Export WVCM News DIFS for VVCM	Call Date 14.05.2009 Customer Fujitsu Siemens Computers OmbH Response Time 0	Workorder 995002281086 Name Kandziora, Georg repair time 0	Partner call number Product YK9B145940 Date of Carriage -	Current Status RepairSuccessful ECS 5H214 DIFS-Code	Repair railed Update service type Repair successful Order parts Return order Keep Material
 Spares Reports 	Service Type SP BringIn		Service Type Custome BringIn	Cancel Workorder New Comment Edit Reference Number	
 Settings Customer 	CURRENT VIEW: CALL	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:

Home Support	Logout								
\$ VVCM	Se	ervice Cal	ls (Repair	success	ful)				Actions
- Field Service		/korder / SP-Ref:		Serial No.	·		RT:		 New service call
- Technical question									Claim Workorder
- Ersin		Workorder 韋	Serial No. 🌲	Customer 韋	Date 🌲	RT 🌲	Status 韋	Call Number 🌲	
- Translation Tool	X	995002248134	YK3J098050	Tran, Thi Hanh	17.02.2009	0	RepairSuccessful	MCST-610950	Status
Export	- (<u>Þ</u>)	995002264990	YKAJ083895	Curanum AG	24.02.2009	48	RepairSuccessful	MCST-612734	 Requested (0)
VVCM News		995002270019	YE8D000120	Fujitsu Siemens Computers GmbH	09.03.2009	0	RepairSuccessful		 Rejected (5) Assigned (12)
DIFS for WCM		J		Fujitsu Siemens					+ Open (18)
> Spares		995002270020	YE8D000119	Computers	09.03.2009	0	ResetToClaim		 In Progress (58)
Reports	-U	1		GmbH					▶ Double Flatrate Calls (1)
> Settings > Customer	×	995002270033	YK6T001706	Fujitsu Siemens Computers GmbH	10.03.2009	0	RepairSuccessful		 Awaiting Immediate Action (0) Repair successful (18)
and the last				Euiitsu Siemens					 To claim error (17)

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

Home Support L	ogout				
\$ VVCM	Workorder Deta	ail			Ac
- Field Service	Overview				▶ Res
- Technical question	Call Date	Workorder	Partner call number	Current Status	I ► Nev
- Ersin	15.07.2009	995002281111		ToClaim	► Edit
- Translation Tool	Customer	Name	Product	ECS	► Prin
Export	Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146675	3HM14	▶ Ref
> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	
DIFS for WCM	0	0	-		De De
>> Spares	Service Type SP		Service Type Custome	Г	" ► Call
	BringIn		BringIn		► Mes
>> Reports					- l → Cu
>> Settings	CURRENT VIEW: CALL				► Proc
					1.0

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.

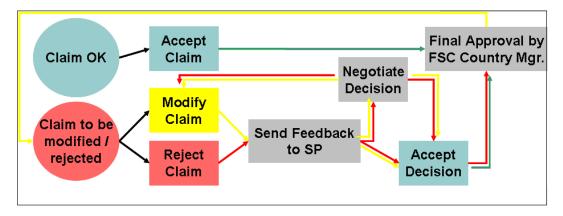
Now you have the possibility to advise the remaining parts and to claim again.

FUJITSU THE POSSI	IBILITIES ARE INFINITE						
↓Home Support Lo	ogout						
WCM Field Service Frechnical question Frsin	Overview Call Date 14.10.2009 Customer	Actions Claim Workorder Return order Keep Material Cancel Workorder					
I Translation Tool L Export WCM News DIFS for WCM	Customer Fujitsu Technology Solutions GmbH Response Time 0 Service Type SP	Name Kandziora, Georg repair time 0	Product YK2F013507 Date of Carriage - Service Type Ct	e Dii	-S 114 FS-Code	Kew Comment Edit Reference Number Print workorder Refresh page	
Spares Reports Settings Customer Help	OnSite Information Validation Result:	OnSite OnSite Information Validation Result: 52: Not enough return orders created					
	CURRENT VIEW: CALL ECS Condition 2 - Sporadic H - Hard disk		is not recognized	Action 4 - HW-Repa	ir with Spare		
						Adler Enter the Serial No.	
	Material Total 38006647 2 38008989 1 38008990 3 38006647 1 Labour State Material number State	Status Proposed Proposed Proposed Returned Total	Order No RET-No - - 8137127 price	 	urnCode KeepMaterial		

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

5.1.3 Validation process

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



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

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

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

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

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

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

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

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

In general:

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

📕 Status

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

5.1.4 Rejected or revised Work Order

Double click on a rejected or revised Work Order

FUITSU THE POSSIBILITIES ARE INFINITE

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

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

The rejection message will be displayed:

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Lo	ogout					
\$ WCM	Workorder Detail				Actions	
- Field Service	Overview				 Accept rejection 	
- Technical question	Call Date 10.03.2009	Workorder 995002270044	Partner call number	Current Status ClaimRejectedByVC	 Reject rejection New Comment 	
- Translation Tool	Customer Fujitsu Siemens Computers	Name Schork, Robert	Product YKLG002894	ECS 18121	 ▶ Print workorder ▶ Refresh page 	
I- Export >> VVCM News	GmbH Response Time	repair time	Date of Carriage	DIFS-Code	🔲 Detail Views	
 DIFS for VVCM Spares 	Service Type SP OnSite 24h performance	24	Service Type Customer OnSite 24h performance		→ Call → Messages	
>> Reports >> Settings	Information		•		 ► Customer ► Product 	
>> Customer >> Help	Validation Result: VC Rejected Claim				 Spares order Workorder History 	
	CURRENT VIEW: INVOICE				 ▶ System History ▶ Invoice 	
	Service Type (Requested			Technology Solutions is	📕 Search for Workorder / Serial	
	Service Type: Labour	OnSite 24h performance	liable for the costs) Service Type:	Out of warranty	Workorder / Serial No.	
	WTY:FLATRATE: WTY:FLATRATE:	134.00 EUR	Labour WTY:FLATRATE: 0.00 EUR		Adler	
	Total:	134.00 EUR	WTY:FLATRATE: Total:	0.00 EUR	Enter the Serial No.	

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

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

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

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

FUJITSU THE POSSIBILITIES ARE INFINITE		reject rejection
Reject rejecti	ion	
Reason:	rejection not acceptable	
	Re	ejection

mark "Rejection"

Then click on <Finish>

The Call will change to the status "ValidationFeedbackBySP".

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

CURRENT VIEW: WORKORDER HISTORY

Workorder History		
Start	Procedure	Comment
10.03.2009 16:02:00	Requested	
10.03.2009 16:03:00	RepairStarted	call start: 10.03.2009, 16:3o1 clock jfakjfasjfikasjfilajf
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	ClaimRejectedBy∀C	VC Rejected Claim
06.08.2009 16:03:58	ClaimRevisedByVC	Claim revised by operator ()
06.08.2009 16:05:28	ClaimRejectedByVC	VC Rejected Claim
09.09.2009 16:19:53	ValidationFeedback	rejection not acceptable

5.1.5 WO History on export file

Various time stamps can be selected. The selected fields are added at the end of the file string.

FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Log	out					
VWCM Field Service Field Service Field Service Field Service Field Service Field Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Service Vice Servi	Export call Workorder / SP-Ref: Serial No.: Period: Please Select V from: to: Additional Fields in Export-File : call accepted: spares ordered: spares			×	Actions Create file Adler Enter the Serial No.	
>> DIFS for WCM	repair successfull: 🔲 repair not succesful: 🔲			SEARCH	1	
Spares Reports Settings Contenent cool	Workorder Product Custome 995001523725 YK9S002337 Schnell, Petr 995001958522 YKVL003999 RTT		0 ToC	laimError 1B1X4 IlaimError 1G3X4		
Export call						
Workorder / SP-Ref:	Serial No.:		Status:	open	~	
Period:	Please Select 💌 from: to:		Delimiter:	; 🕶		
Additional Fields in I	Export-File :					
call accepted: 🔽] 🔹 spares ordered: 🔽 spare in d	lelivery: 🔽 repair :	started: 🔽			
epair successfull: 🔽 repair not succesful: 📃 SEARCH 💽						

File description:

Field	Example 1	Example 2
DebitorNo	11223344	11223344
SerialNo	YK7T048601	YK8V018053
ProductType	CELSIUS M460, Core 2 Quad Q6600 SAG	LB E8410 WSXGA+ EXT GFX CAM /C2-T9500/
Workorder	995003125221	995003125315
Status	OrderConfirmation	RepairSuccessful
CallDateTime	15.03.2011 14:23	13.04.2011 09:54
CloseDateTime		14.04.2011 12:11
ADLER-ST	OnSite	OnSite
CUST	OnSite 48h performance	OnSite 48h performance
SvcType	OnSite 48h performance	OnSite 48h performance
ST Fujitsu paid		
labour price paid	0	0
FCODescription		
CustomerFirm		
CustomerLastname	Gebhardt	Gebhardt
CustomerFirstname	Britta	Britta
Street	Bgm-Ulrich-Strasse 100	Bgm-Ulrich-Strasse 100
Country	Germany	Germany
ZipCode	86159	86159
City	Augsburg	Augsburg
CustomerNo		
Phone	8218045102	8218045102
Mobile	0210040102	0210040102
eMail	Britta.Gebhardt.external@ts.fujitsu.com	Britta.Gebhardt.external@ts.fujitsu.com
Problem	das ist ein test. das ist ein test. das ist ein test.	Das ist eine Test Work Order
ECS	2GXX4	2H214
DIFS	20///4	
ProviderWONR		
InvoiceNr		
InvoiceDatum		
InvoiceGroup		
PartNumber1	WTY:FLATRATE	WTY:FLATRATE
Description1		
SNR1		
Quantity1	1	1
Price1	11,11	11,11
Currency1	EUR	EUR
OrderNumber1		
PartNumber2	34008959	
	MAINBOARD BEARLAKE ATX I_X38 LGA775 /	
Description2	S26361-D2608-A11-1-R791	
SNR2	S26361-D2608-A11-1-R791	
Quantity2	1	
Price2	0.00	
Currency2	EUR	
OrderNumber2	8006226785	
PartNumber3	34013728	
Description3	BLU-RAY DISC TRIPLE WRITER SATA /	
SNR3		
Quantity3	1	
Price3	0.00	
Currency3	EUR	
OrderNumber3	8006226786	
PartNumber4	88037460	
Description4	HDD 250GB SATA 300 7.2K / WDC:WD2500JS	

SNR4	WDC:WD2500JS	1
Quantity4	1	
Price4	0.00	
Currency4	EUR	
OrderNumber4	8006226787	
PartNumber5	8006226787	
Description5		
SNR5		
Quantity5		
Price5		
Currency5		
OrderNumber5		
PartNumber6		
Description6		
SNR6		
Quantity6		
Price6		
Currency6		
OrderNumber6		
PartNumber7		
Description7		
SNR7		
Quantity7		
Price7		
Currency7		
OrderNumber7		
PartNumber8		
Description8		
SNR8		
Quantity8		
Price8		
Currency8		
OrderNumber8		
PartNumber9		
Description9		
SNR9		
Quantity9		
Price9		
Currency9		
OrderNumber9		
PartNumber10		
Description10		
SNR10		
Quantity10		
Price10		
Currency10		
OrderNumber10		
Call Accepted	15.03.2011 13:26	14.04.2011 10:10
Spares Ordered	15.03.2011 13:33	
Spares In Delivery		
Repair Started		14.04.2011 10:11
Repair Successfull		14.04.2011 10:11
Repair Not Succesfull		
PickUpCompany		
PickUpLastname		
PickUpEastname		
PickUpStreet		

		1
PickUpSupplement		
PickUpCounty		
PickUpZipCode		
PickUpCity		
PickUpCountry		
ReturnCompany		
ReturnLastname		
ReturnFirstname		
ReturnStreet		
ReturnSupplement		
ReturnCounty		
ReturnZipCode		
ReturnCity		
ReturnCountry		
ReturnPartNumber1	34008959	
ReturnReturnable1	False	
ReturnCode1		
ReturnNumber1	8139226056	
ReturnPartNumber2	88037460	
ReturnReturnable2	False	
ReturnCode2		
ReturnNumber2	8139226058	
ReturnPartNumber3	34013728	
ReturnReturnable3	False	
ReturnCode3		
ReturnNumber3	8139226057	
ReturnPartNumber4	0139220037	
ReturnReturnable4		
ReturnCode4		
ReturnNumber4		
ReturnPartNumber5		
ReturnReturnable5		
ReturnCode5		
ReturnNumber5		
ReturnPartNumber6		
ReturnReturnable6		
ReturnCode6		
ReturnNumber6		
ReturnPartNumber7		
ReturnReturnable7		
ReturnCode7		
ReturnNumber7		
ReturnPartNumber8		
ReturnReturnable8		
ReturnCode8		
ReturnNumber8		
ReturnPartNumber9		
ReturnReturnable9		
ReturnCode9		
ReturnNumber9		
ReturnPartNumber10		
ReturnReturnable10		
ReturnCode10		
ReturnNumber10		
END	END	END
L	1	

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 <u>chapter 5.2.2</u>)

Invoice Process



Service Partner create an invoice

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

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

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

format by mail. 9) The invoice is paid automatically by FUJITSU.

5.2.2 Methods

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

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

In principle there are two invoice processes possible:

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

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

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

The documents for point 1) and point 2) are similar. They only distinguish by the header. Below (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
Sender	
Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA 28108 ALCOBENDAS,	
SPAIN	Invoice Proposal:ORIGINAL
VAT-ID: ESB82441908 Vendor Nr.:	Proposal Invoice date:28.05.2009
VEHICI NI	Proposal Invoice Nr.: 0000002000012458
Service Provider	Grouping Number: 00000000000053931
Fujitsu Technology Solutions S.L. Fujitsu TS Spain ES82 Serv. AV. DE BRUSELAS, 13 ED. AMERICA	Supply Date: See Attachment
28108 ALCOBENDAS, SPAIN	Claim Number: See Attachment

No invoice, request for issuing the invoice.

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

Total net amount

4.760,44 EUR

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

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

```
Proposal Recipient

Fujitsu S'Computers S.L.

Avenida de Bruselas 13

Alcobendas, Madrid

28100

SPAIN

VAT-ID: ESB82441908
```

Attachment to Invoice Prop.: 0000002000012458 of: 28.05.2009

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

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

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

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

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

Description of the Work Order detail text file:

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

5.2.4 Commercial Invoice (standard/normal invoice process)

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

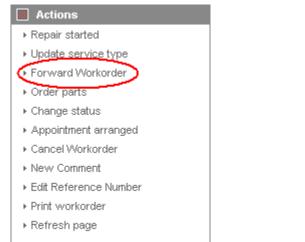
The invoice amount must not differ to the sum in the invoice proposal, as all changes on the claims per Work Order are already processed and agreed earlier. Rejections or reductions of a warranty claim are only valid when verified with the FUJITSU Validation Centre and must be agreed before the claims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

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.



FUITSU THE POSSIBILITIES ARE INFINITE

Home Support Log	out							
* WCM	Workorder Deta	ail						Actions
- Field Service								Repair started
	Overview		1					 Update service type
- Technical question	Call Date	Workorder		Partner call numb	ber	Current Status		Repair failed
- Ersin	21.09.2009 Customer	9950022812 Name		Product (1)	RepairFailed ECS		Repair successful
- Translation Tool	Fujitsu Siemens Computers			Product		C		Forward Workorder
Export	GmbH	Kandziora, (Georg	YKKR011111		2E224		Order parts
>> WCM News	Response Time	repair time	e	Date of Carriage		DIFS-Code		Return order
>> DIFS for WCM	0	0		-				
>> Spares	Service Type SP			Service Type Cus	tomer			Change status
	BringIn			BringIn				 Appointment arranged
>> Reports								Cancel Workorder
>> Settings	CURRENT VIEW: CALL							 New Comment
>> Customer								 Edit Reference Number
>> Help	ECS				A			 Print workorder
	Condition 2 - Sporadic		ymptom - Removable drive	a / changer	Action	Repair with Spare		Refresh page
	2 - Sporadic		- Write / burning-, I		4 - 1100-1	Repair with Spare		
		2	- CD / DVD-drive				I	Detail Views
								▶ Call
	Problem Description							Messages
	CD burning fails							▶ Customer
								► Product
	Line Items							 Spares order
	Material							 Workorder History
	Material number Total	Status	Orde	r No RET-No		ReturnCode KeepN	laterial	 System History
	34014125 1	Proposed		-	\checkmark	-		Invoice
	Labour							
	Material number Status		price					Search for Workorder / Serial
	WTY:FLATRATE OK	1	0.001	EUR				
								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>

🥖 Forward Workorder - Flyitsu Technology Solutions						
FUITSU THE POSSIBILITIES	ARE INFINITE	forward workorder	^			
			-	-		
Forward Workorder 99500228129	14		^	A		
Forward to 2nd-Repairer	IT-Business GmbH		•			
Additional Information	CD burning fails		×			

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

FUITSU THE POSSI	BILITIES ARE INFINITE					
Home Support Lo	gout					
 WCM Field Service Technical question Ersin Translation Tool Export WCM News DIFS for WCM Spares Reports 	Workorder Deta	Workorder 995002281294 Name Kandziora, Georg repair time 0	Partner call num Product YKKR011111 Date of Carriage - Service Type Cu BringIn		Current Status Forwarded EC S 2E22U DIF S-Code	Actions Return order Keep Material New Comment Print workorder Refresh page Detail Views Call Messages Customer
>> Settings >> Customer >> Help	CURRENT VIEW: CALL ECS Condition 2 - Sporadic	Symptom E - Removable d 2 - Write / burnir 2 - CD / DVD-dri	ig-, read-error	Action U - Forw	varded external with Spare	
	Problem Description CD burning fails Solution Workorder 995002281294 for	rwarded to partner	T-Business	GmbH	(995002281295)	Workorder / Serial No.
	Line Items Material number Total 34014125 1 Labour Material number Status WTY:FLATRATE OK	Proposed Total p	rder No RET-No - rice .00 EUR		ReturnCode KeepMaterial -	

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

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

Screenshots from Forward Service Partner/Repairer WCM WEB application:

Home Support	ogout	
 WCM Field Service Technical question Frsin Translation Tool Export WCM News DIFS for WCM Spares Reports Settings Customer Help 	Service Calls (Assigned) Workorder / SP-Ref: Serial No.: Workorder () Serial No. () Serial No. () Customer () Date () RT () Status () ECS () 995002281295 YKKR011111 GmbH Computers 21.09.2009 0 Assigned 2E224	Actions New service call Status Requested (0) Rejected (0) Assigned (1) Open (1) In Progress (37) Double Flatrate Calls (0) Awaiting Immediate Action (0 Repair successful (1) To claim error (0) Claim Workorder (50) Velicities contex (5)
Additional Info Original Worko Forwarded By: Information: CD burning fails	rder: 995002281294	Adler Identnummer eingeben

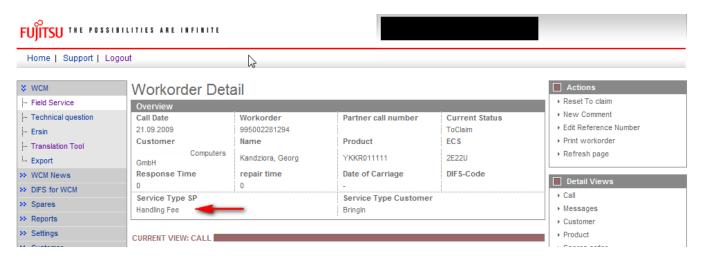
In case of Collect and Return Service a Pick Up and Return address can be defined additionally. Thus the Service Partner can define his own subsidiary as pick up location and e.g. the customer site as return location during the assignment to the Forward Service Partner.

IJITSU THE POSSIBILITIES	ARE INFINITE	new workorder	
Pick up address			
Preselect	Customer Opartner ORes	et	
Company			
Gurname First Name			
Street			
Address 2			
county			
ost Code Town			
Country:	Deutschland	•	
hone			
ate	ON 23.09.2009		
leturn Address			
reselect	🔘 Customer 🔘 partner 🔘 Res	et	
Company			
Gurname First Name			
treet			
Quit	Back	lext	Finish

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

FUITSU THE POSSI	BILITIES ARE INFINITE					
Home Support Lo	ogout					
\$ WCM	Workorder Deta	ail				Actions
- Field Service	Overview	an				▶ Return order
- Technical question	Call Date	Workorder	Partner call num	her	Current Status	▶ Keep Material
- Ersin	21.09.2009	995002281294	Farther can num	001	Forwarded	▶ New Comment
•	Customer	Name	Product		ECS	Print workorder
Translation Tool	Fujitsu Siemens Computers	Kandziora, Georg	YKKR011111		2E22U	▶ Refresh page
Export	GmbH					
>> WCM News	Response Time	repair time	Date of Carriage		DIFS-Code	Detail Views
DIFS for WCM	0 Caratina Tura CD	0	-			
>> Spares	Handling Fee	Service Type SP Service Type Customer Handling Fee BringIn				▶ Messages
>> Reports	Transming Fee		Dringin			Customer
>> Settings	CURRENT VIEW: CALL					▶ Product
× Customer	CORRENT VIEW: CALL					 Spares order
>> Help	ECS					Workorder History
ee neip	Condition	Symptom		Action		System History
	2 - Sporadic		ole drives / changer	U - Forw	arded external with Spare	► Invoice
		2 - Write / bu 2 - CD / DVD	urning-, read-error)-drive			
		1		:		Search for Workorder / Serial
	Problem Description					Workorder / Serial No.
	CD burning fails					Workorder / Senar No.
						Adler
	Solution					
	Workorder 995002281294 fo	rwarded to partner	IT-Business	GmbH	(995002281295)	Enter the Serial No.
	Line Items					
	Material	Status	Order No. DET No.	DET	ReturnCode KeepMateria	
	Material number Total 34014125 1	Status	Order No RET-No	_	- ReturnCode KeepMateria	
	34014125 1 Labour	Proposed	-		- 🗆	
	Material number Status	Total	price			
	WTY:FLATRATE OK	1	8.00 EUR			

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



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:

Page 124 / 127	Page	124	/	127
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Home Support	Logout							
\$ WCM	Service C	alls (Assi	ianed)					Actions
- Field Service	Workorder / SP-Re		Serial No.:			RT:		▶ New service call
- Technical question	Wontor dor 7 or Free		Scharno.					
- Ersin	Workorder 韋	Serial No. 韋	Customer 韋	Date 韋	RT 韋	Status 韋 🛛	Call Number 韋	Status
- Translation Tool	995002281169	DNAA001001	Fujitsu Siemens	21.08.2009	0	AssignedFCO		▶ Requested (2)
Export			Computers GmbH Fuiitsu Siemens			-		 Rejected (9)
> WCM News	995002281170	YKJN003021	Computers GmbH	21.08.2009	0	AssignedFCO		 Assigned (15)
 DIFS for WCM 	995002281202	YB2K013004	Fujitsu Siemens	25.08.2009	48	AssignedFCO		▶ Open (20)
			Computers GmbH Fuiitsu Siemens			, including the second		 In Progress (58)
 Spares 	995002281205	YKJR001010	Computers GmbH	25.08.2009	0	AssignedFCO		 Double Flatrate Calls (1)
 Reports 	995002281196	YBBC010001	Fujitsu Siemens	25.08.2009	0	AssignedFCO		 Awaiting Immediate Action (0)
>> Settings	333002201130	TEECOTOOOT	Computers GmbH	23.00.2003	0	Assigned CO		 Repair successful (29)
>> Customer	995002281201	YB2K013003	Fujitsu Siemens Computers GmbH	25.08.2009	48	AssignedFCO		 To claim error (17)
 Help 	995002281212	YK2K001005	Fujitsu Siemens Computers GmbH	26.08.2009	48	AssignedFCO		 Claim Workorder (72) Validation center (42)
	995002281211	YK2K001004	Fujitsu Siemens Computers GmbH	26.08.2009	0	AssignedFCO		▸ VC Revised Claims (1)
	995002281228	YKJN003011	Vollkammer, Mike	31.08.2009	0	AssignedFCO		 VC Rejected Claims (0)
	995002281229	YSMT018118	Vollkammer, Mike	31.08.2009		Assigned		 Replied to Validation center (3)
	995002281240	YKJR005521	Vollkammer, Mike	09.09.2009	48	AssignedFCO		 Claims accepted (5)
	995002281242	YKJN002000	Vollkammer, Mike	09.09.2009	0	AssignedFCO		▶ Cancelled
	995002281261	YK8V001303	Fujitsu Siemens Computers GmbH	16.09.2009	0	AssignedFCO		▶ Closed
	995002281271	YK8V001308	Fujitsu Siemens Computers GmbH	16.09.2009	48	AssignedFCO		Search for Workorder / Seri
	995002281277	YKJN003025	Fujitsu Siemens Computers GmbH	18.09.2009	0	AssignedFCO		Workorder / Serial No.

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 Lo	ogout				
\$ WCM	Workorder Deta	ail			Actions
- Field Service	Overview				▶ Repair started
- Technical question	Call Date 11.08.2009	Workorder 995002281151	Partner call number	Current Status OrderConfirmation	Update service type Order parts
- Ersin - Translation Tool	Customer	Name	Product	ECS	Return order
- Export	Fujitsu Siemens Computers GmbH	Schork, Robert	YK9B146690	2HM14	Change status Appointment arranged
> WCM News	Response Time	repair time	Date of Carriage	DIFS-Code	Keep Material
>> DIFS for WCM >> Spares	0 0 Service Type SP BringIn		- Service Type Customer Bringin	- Service Type Customer Brindle	
>> Reports			g		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	8004919074	-	\checkmark	-	
34001173	1	Confirmed	8004919074	-		-	
SERV2200	1	Confirmed	8004919074	-		-	
34001173	1	Despatched	8004919074	8137467430		-	
34001173	1	Returned	8004919074	8137467430	~	-	
Labour							
Material number	Status	Total	price				
WTY:FLATRATE	OK	1	93.00 EUR				

Detail View Messages 7.3

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

Home Support L	ogout						
\$ VVCM	Workorder Deta	Actions					
- Field Service	Overview	▶ New Comment					
Technical question Ersin Translation Tool	Call Date 18.09.2009 Customer	Workorder 995002281282 Name	Partner call number Product	Current Status Rejected ECS	Print workorder Refresh page		
- Export	Fujitsu Siemens Computers GmbH	Gadletz, Christine	YKJN002023	1H214	□ Detail Views		
VVCM News	Response Time	repair time	Date of Carriage	DIFS-Code	Messages		
DIFS for WCM	0	0	20.09.2009 10:34:08		Customer		
> Spares	Service Type SP			Service Type Customer			
> Reports	BringIn		Collect&Return		Product Spares order		
Settings	Information				Workorder History		
> Customer	B2B Error: > System H						
> Help	BAPI claim creation error The material 34023943 does not exist or is not activated						
	CURRENT VIEW: MESSAGES				Search for Workorder / Ser		
	Customer information	Workorder / Serial No.					
	Date Author	Messages	/Information				
	17.09.2009 MIRO Error Exception connecting partner system: WCM. (; nested exception is: javax.net.ssl.SSLHandshakeException: unexpected message) 34013937 -BT-2ND BATTERY LI-ION 3800MAH 6C /				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