

Weblord

User's Manual

by Martin Frisch
2006-11-28

latest version of this manual at
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please contact Toshiba for user name and password

Table of Updates

The following table lists most important updates made in this manual. Links directly lead to the corresponding sections.

- How to upload an additional [picture](#) (chap. 8.2.5) [2006-11-28]
- [Include related partners'](#) service cases on the main page (chap. 7.1) [2006-11-28]
- New chapters [Goodwill](#) and [Warranty Adjustment](#) (chap. 8.1.3 and 8.1.4) [2006-11-28]
- Warranty adjustment and request for [goodwill changed](#) (chap. 6.4) [2006-11-28]
- Find out whether a [part is on the DPPL](#) (chap. 12.1) [2006-11-28]
- Incoming and outgoing [confirmations](#) (chap. 8) [2006-11-28]
- Ordering [DPPL parts](#) (chap. 8.2.3) [2006-11-27]
- Front page got link to the latest version of this manual (front page) [2006-11-27]
- Using the [RGA flag](#) at DOA spare parts and wrong TRESPO orders (chap. 8.2.3) [2006-11-27]
- [Ordering spare parts](#) for service cases requested for goodwill (chap. 8.2.3) [2006-11-27]
- How to alter a WMR order from [Exchange to Credit](#) (chap. 12.1) [2006-11-27]
- Inserted [Glossary](#) [2006-11-27]
- At the beginning, the [main page displays no service cases](#) (chap. 7) [2006-10-23]
- [Search for TRESPO orders](#) associated with a given service case (chap. 12.2) [2006-10-23]
- New report: [Cases filtered by different Parameters \(Flat Style\)](#) (chap. 14.1) [2006-10-23]
- [On-site order types](#) have been modified (chap. 12.1) [2006-10-23]
- What if [TRESPO rejects an order?](#) (chap. 12.2) [2006-10-16]
- Usage of [TRESPO order types changed](#) on 1st September 2006 (chap. 12.1) [2006-09-19]
- Updated screenshots in the whole manual [2006-09-04]
- Removed the section “Changing the Quantity” in chapter 12.1, because Weblord doesn't support this feature any longer [2006-09-04]
- Inserted [Index](#) [2006-08-21]
- Updated chapter [On-site Service](#) (chap. 9) [2006-08-14]
- Wrote chapter [Standard Reporting](#) (chap. 14) [2006-08-08]
- Updated chapter [On-site Service](#) (chap. 9) [2006-08-07]
- About handling [TICs and Super TICs](#) (chap. 8.1.8) [2006-08-07]
- Added [Introduction to Weblord](#) (chap. 1) [2006-07-17]
- Created the Weblord Manual and based it on “A Quick Guide to Weblord” [2006-07-04]

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1 Introduction to Weblord

1.1 Weblord – Your Repair Companion

Weblord is your companion for repair and warranty handling of Toshiba computers. The Weblord web application assists you in announcing defective devices, suggests spare parts and drivers to recover these computers, and supports ordering of new parts needed for repair. Call centre agents, technicians and administrators benefit from Weblord's inherent knowledge since it is connected to a variety of databases which can tell them everything they need to know about a special service case. Weblord has been designed for assisting Authorised Service Providers, distributors and Toshiba subsidiaries as well. Its domain is Europe, Middle East, and Africa.

The term **Weblord** is an abbreviation for Web Level-One-Repair-Database which implies that Weblord serves Level One Repairs. A **Level One Repair** is a repair where a technician typically exchanges defective parts and updates drivers and further software components.

1.2 Remarks Concerning This Manual

Navigation

This manual has been designed for reading it both in printed and digital format. Both formats include an **index** where you can look up key words, which is very useful, a list of **abbreviations**, and a **glossary** which explains frequently used terms. The **table of contents** shows you where to find these tables and the single chapters.

Take advantage of the digital format of this manual: It allows you to manoeuvre quickly through this manual since you can go to a referred section by simply clicking on the underlying hyperlink.

A click on the following hyperlinks takes you to the table of [contents](#) and to the table of [updates](#). There you can find further links which lead you to almost every section in this manual. Although the headings in the table of contents are not highlighted by colour, they are hyperlinks anyway.

Exercise: Click on the following section number in order to get there: chapter 1.1.

When reading this manual with Acrobat Reader, use the Bookmarks tab to view the table of contents and move to the desired chapter quickly.

Emphasised Text

In order to quickly find a text passage which you are looking for, key words in this manual are bold **emphasised**, or at least light *emphasised*. Red emphasised terms indicate **definitions**. The manual uses another emphasis in order to suggest performing an action, e.g. "Please press **Save** button."

1.3 The Leading Example: Eskimo's Repair Shop

This chapter is about how Weblord works in practice. We, therefore, introduce Eskimo's Repair Shop which is an example service provider which we will refer to again and again.

Eskimo's Repair Shop is a small Toshiba Authorised Service Provider near the icy, cold North Pole. It employs:

Mr Emmerson

Hamma Emmerson is the owner and head of Eskimo's Repair Shop. He's behind the counter most of the time serving customers which come to the shop. He repairs notebooks and other devices, manages needed spare parts, and, of course, keeps an eye on what's going on in the shop.

Mrs Lindstroem

Emilie Lindstroem is the secretary of Eskimo's Repair Shop. She answers the telephone and talks to customers who want to announce a service case. If, during repair, a problem occurs, she's the one who contacts the customer and asks for his decision how to proceed.

Mr Amundsen

Oerstein Amundsen is the technician at Eskimo's. He is able to repair all kinds of computers.

1.3.1 A New Service Case

One morning Mrs Lindstroem's phone is ringing. At the other end of the telephone line is Mr Stroustrup; he explains that his Toshiba notebook doesn't work correctly; the display went black and stays black. While listening to him, Mrs Lindstroem realises that there is no way but to bring the notebook to the shop in order to repair the fault. She turns to Weblord, in which she is already logged, in order to announce the case. She starts Weblord's **Announcement Wizard** page which is the place for announcing a new service case. Figure 1 illustrates the welcome page of the Announcement Wizard.

The Announcement Wizard has been made for entering information about defective devices in need of repair. Mrs Lindstroem enters the **serial number** of Stroustrup's notebook there. Weblord, then, tries to find the serial in the Global Entitlement Database (GEDB), and, if successful, displays further information about the defective notebook. In Stroustrup's case, the information from the GEDB indicates that his notebook is out of warranty.

"Mr Stroustrup, your notebook seems to be out of warranty. Do you like to proceed anyway and do you accept an out-of-warranty treatment?" Mrs Lindstroem asks her customer.

"I'm sure that my notebook still is in warranty," Mr Stroustrup replies, and he agrees in proving the purchase date with his notebook invoice.

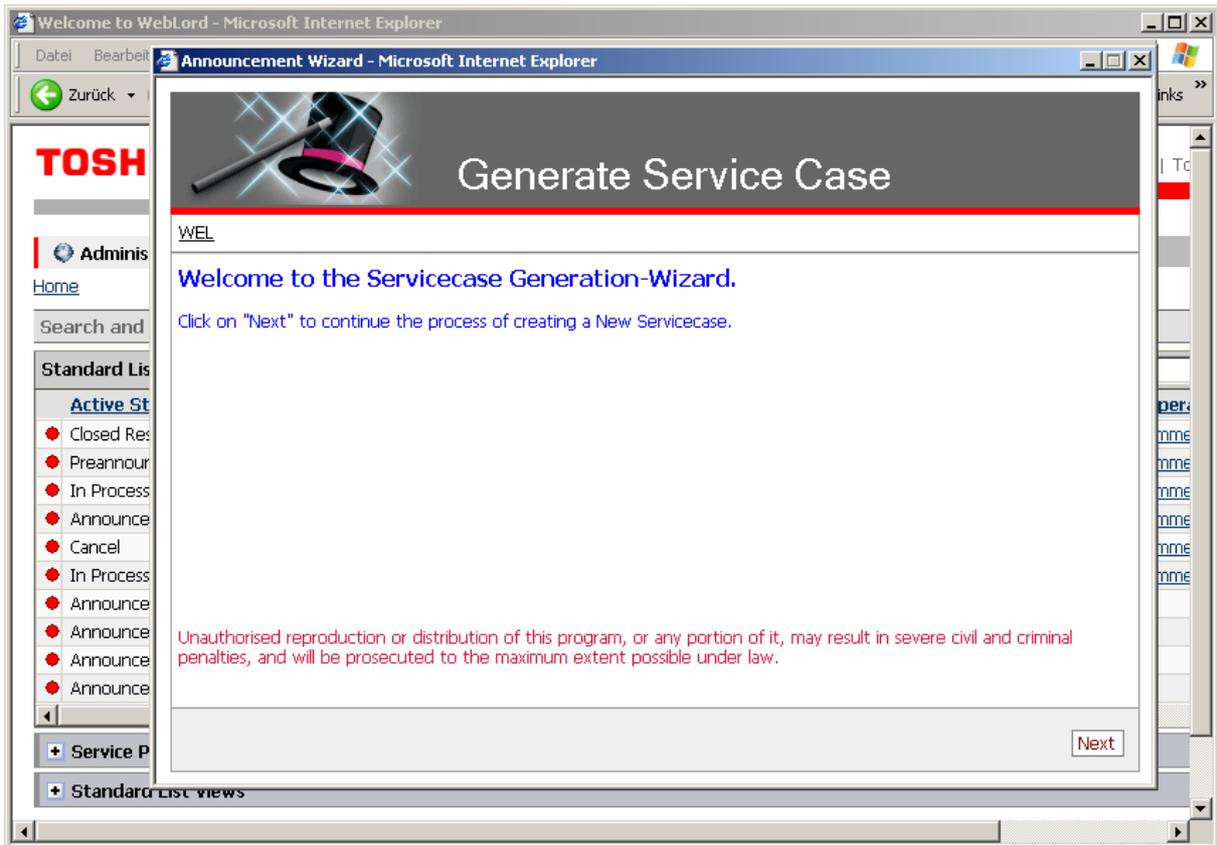


Figure 1: Mrs Lindstroem starts the announcement wizard

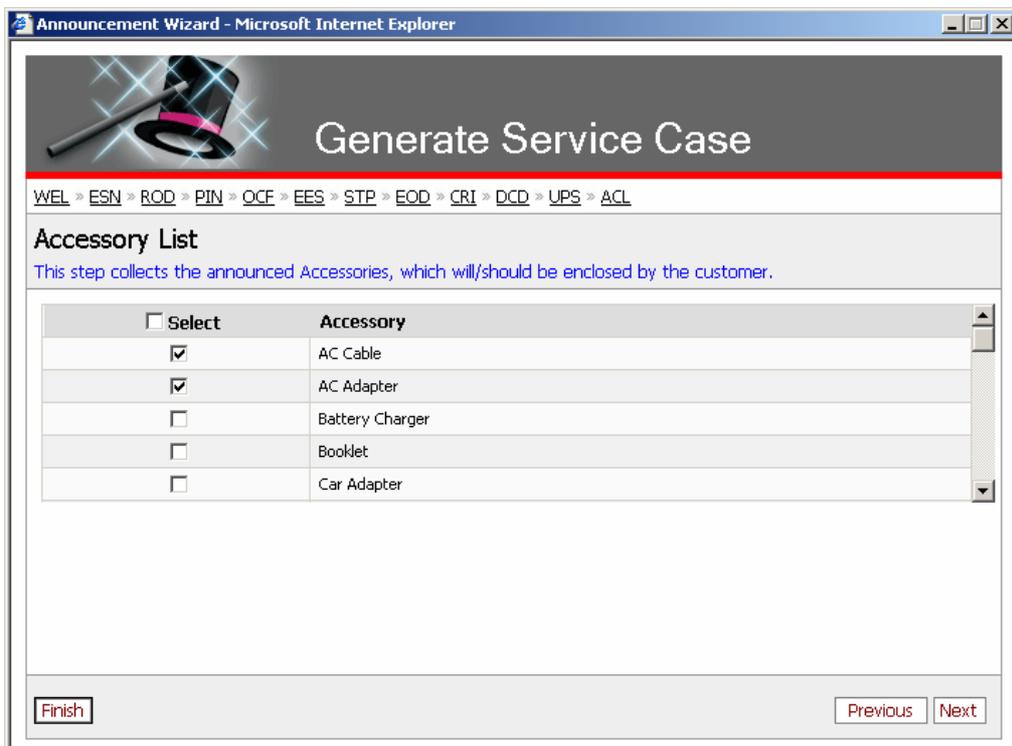


Figure 2: Mrs Lindstroem records accessories which Mr Stroustrup intends to add

This way, step by step, Mrs Lindstroem walks through the Announcement Wizard recording everything which is needed in order to completely announce the service case. Mr Stroustrup tells her that he will bring the notebook to the repair shop as soon as possible – Mrs Lindstroem notes this by choosing **Bring in** as Service Type.

Finally, she selects Stroustrup’s address which was recorded when he bought the computer, and books the case to **Announced**. This indicates that Stroustrup intends to bring the computer to the shop. Alternatively she could have booked the service case to **Preannounced**. In this case Stroustrup would have decided to try to solve the problem by himself and would have brought the notebook to the shop only if his attempts would have failed.

Stroustrup intends to add an AC Cable and an AC Adapter to the package with the defective notebook; Mrs Lindstroem records this as well (Figure 2).

With a click on **Finish** she announces the case definitively and leaves the Announcement Wizard.

1.3.2 Mr Stroustrup Takes the Notebook to the Shop

Later that day, Mr Stroustrup, carrying his notebook, arrives at Eskimo’s Repair Shop. At this moment, Mr Emmerson is working behind the counter, but stops as Stroustrup comes in. “Hello Mr Stroustrup,” he welcomes his customer, “You have your notebook with you, so tell me: doesn’t it work anymore?” His counterpart quickly tells him about the problem he’s got with it.

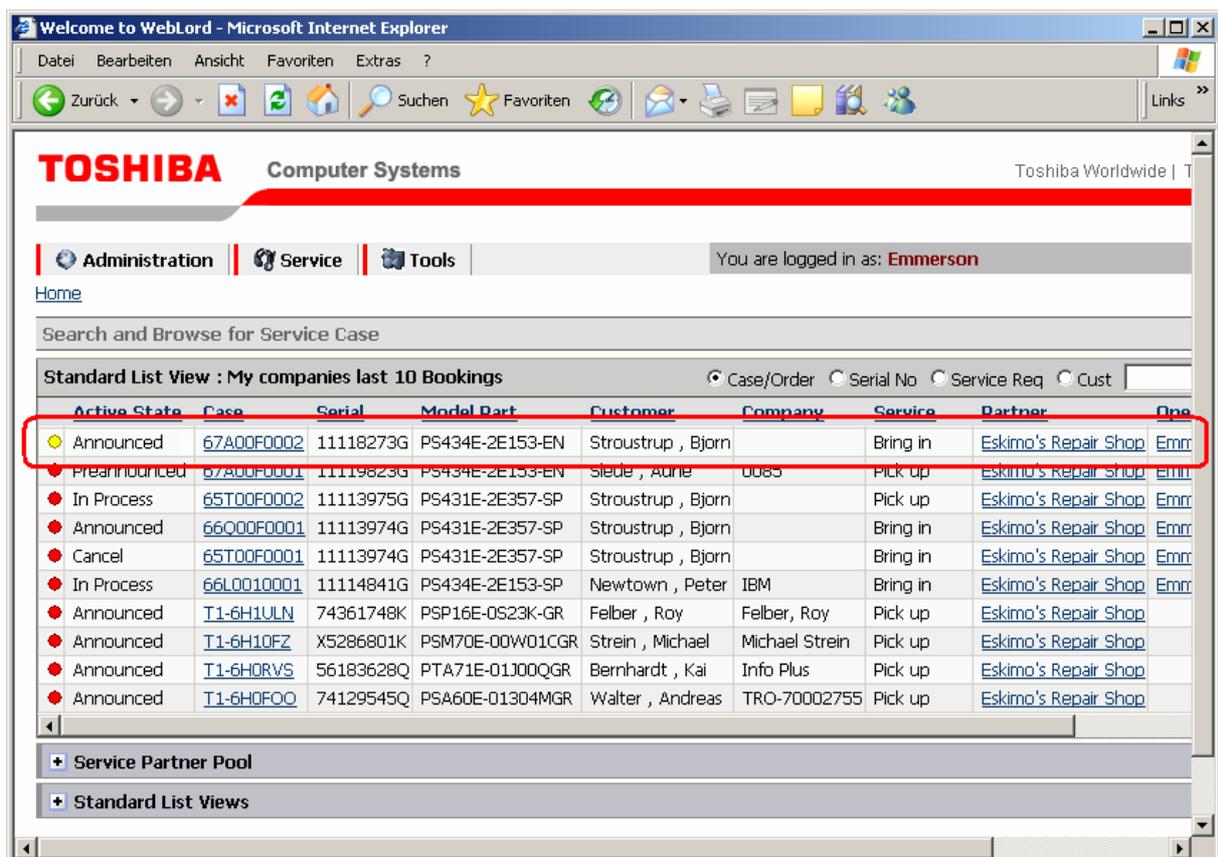


Figure 3: New service cases pop up in the service case list on Weblord’s main page

Mr Emmerson, then, focuses the Weblord page on his store computer in order to have a look on Stroustrup’s case which Emilie announced this morning. Weblord shows the case on its main page at the very top of the service case list (because, by default, this list is sorted by the service case creation date). Figure 3 shows Stroustrup’s case in the first line which is highlighted by a red box. With this list, Mr

Emmerson can watch the latest service cases and their most important attributes, e.g. the current booking status which is *Announced* in Stroustrup's case. By a click on the **service case number**, which is 67A00F0002 and which is located in the second column of the service case list, Emmerson goes to the page which contains all details about the case.

As intended, Mr Stroustrup added an AC Cable and an AC Adapter. Mr Emmerson notes these accessories in a panel called **Accessory List**, see Figure 4. There he sets checks at AC Cable and AC Adapter and saves the information by a click on **Save**.

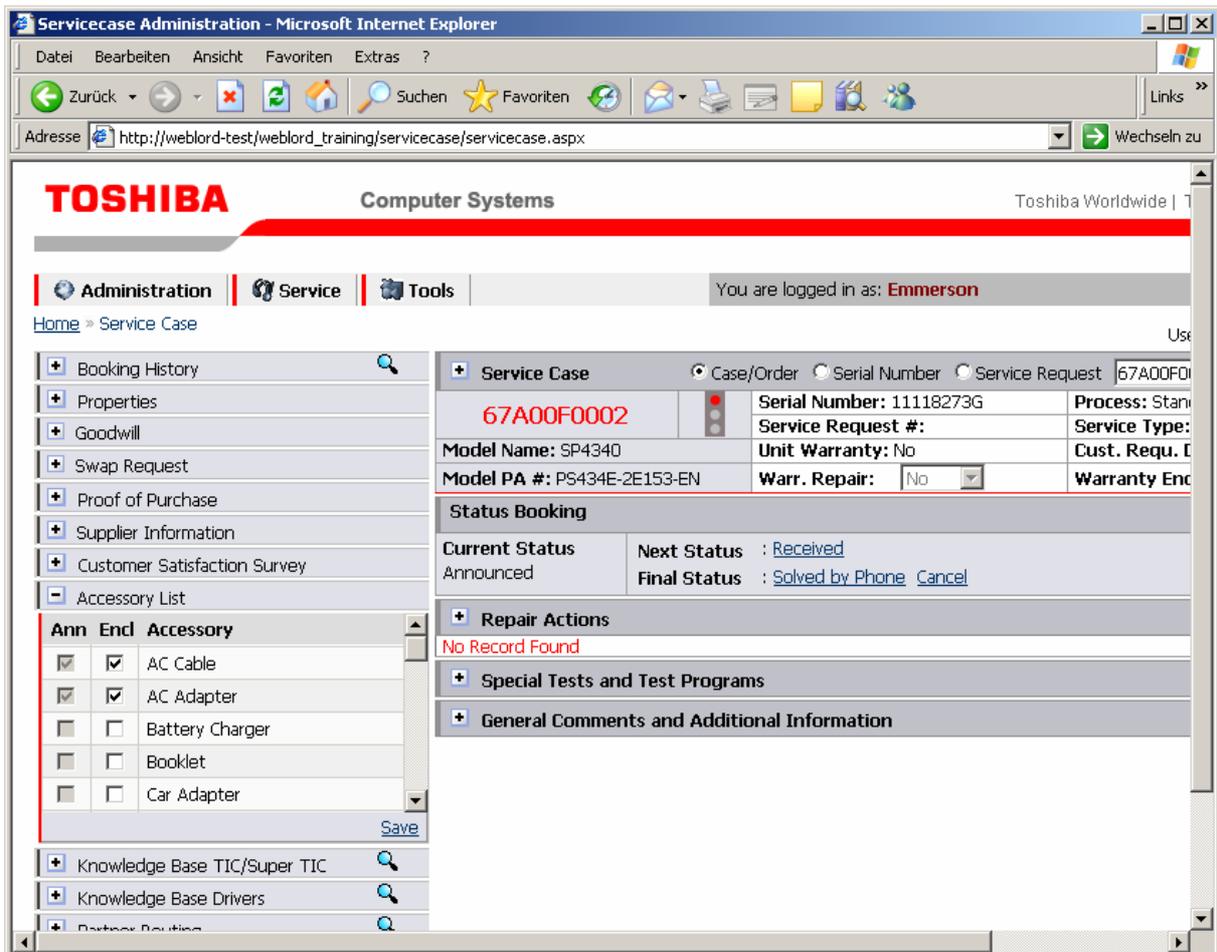


Figure 4: Mr Emmerson notes the enclosed accessories on the left side of the Service Case page

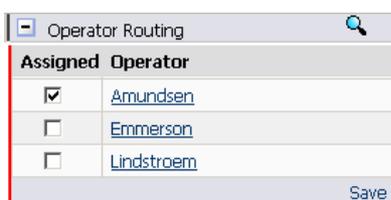


Figure 5: Emmerson switches the responsible person to Amundsen

In addition, Mr Emmerson books the case to **Received** in order to tell Weblord, and thus Toshiba, that the case arrived at his shop.

He decides to forward the case to Mr Amundsen, so that from now on the technician Amundsen will be responsible for the repair of the notebook. Mr

Emmerson can do this in the panel **Operator Routing**. He checks Amundsen there. Figure 5 illustrates this.

1.3.3 Amundsen Is Repairing Stroustrup's Notebook

At this time, Mr Amundsen is sitting in a back room of Eskimo's Repair Shop and sips his daily afternoon coffee. He is thinking "Mmmhh, Emilie's cake was very delicious!" while swinging back and forth in his chair. Only a few small crumbs are left on the worktop. He realises that a new repair case has come in. "I'll go about doing it right now," he mutters silently to himself and heads towards the shop in the front.

A little later he is back in the workshop. In Weblord, he finds the symptoms which Emilie has noted. They say that the display does not work. Now he is trying to start up Stroustrup's notebook. "That's right, the display backlit is not working any more," he comments himself, "and the display closing switch doesn't seem to be the problem". So Amundsen keeps on trying for a while to narrow the fault systematically. Finally, he realises that the display cannot be repaired anymore and has to be replaced. Fortunately, a proper display lies in stock.

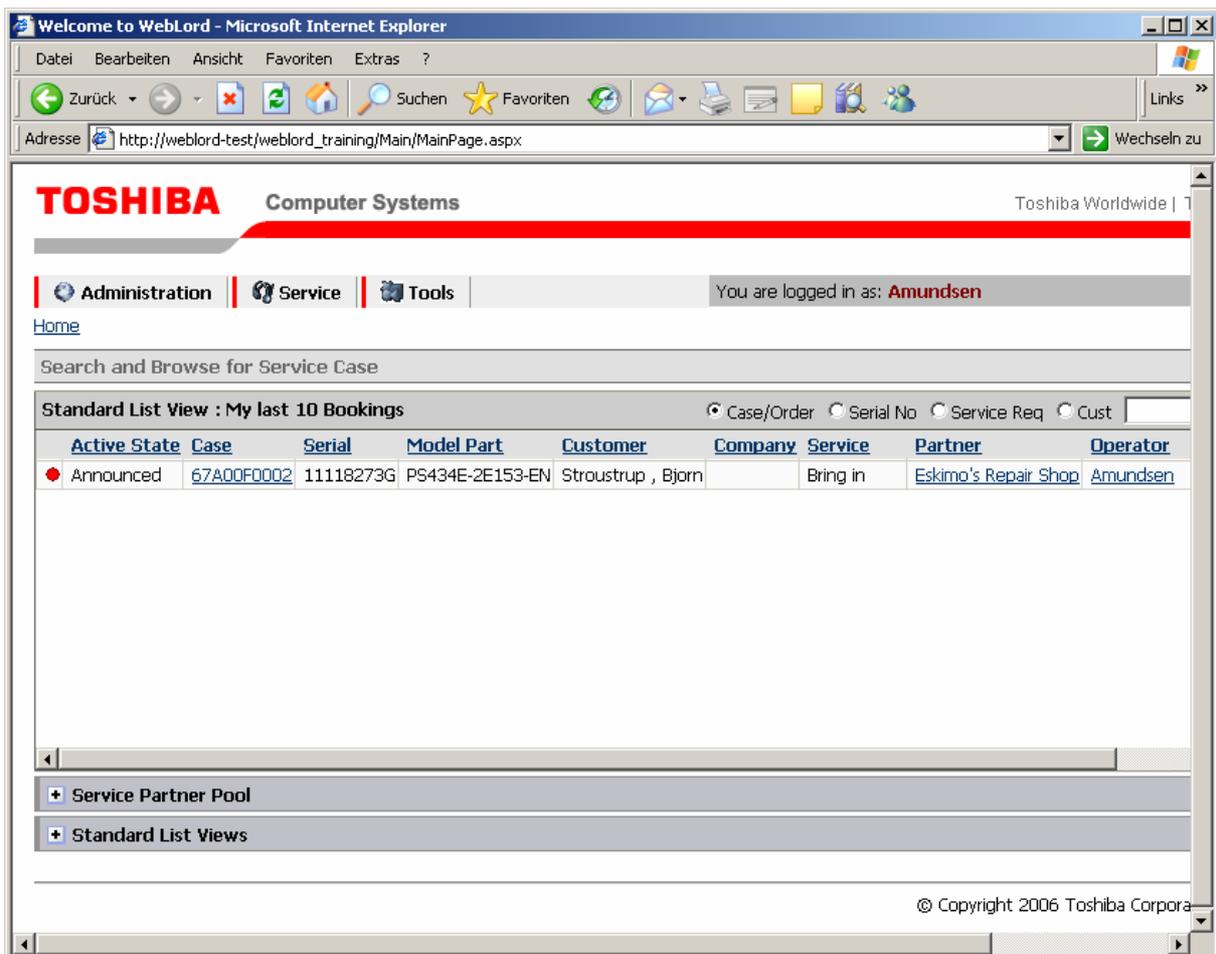


Figure 6: Stroustrup's case arrived at Amundsen's screen

Mr Amundsen turns to Weblord to record his actions. Its main page already shows Stroustrup's service case: The case appears on Amundsen's main page because Emmerson has forwarded it to Amundsen. He clicks 67A00F0002, see Figure 6, in

order to view the Service Case page and, there, to work on the case. When the **Service Case page** opens, it looks as shown in Figure 7.

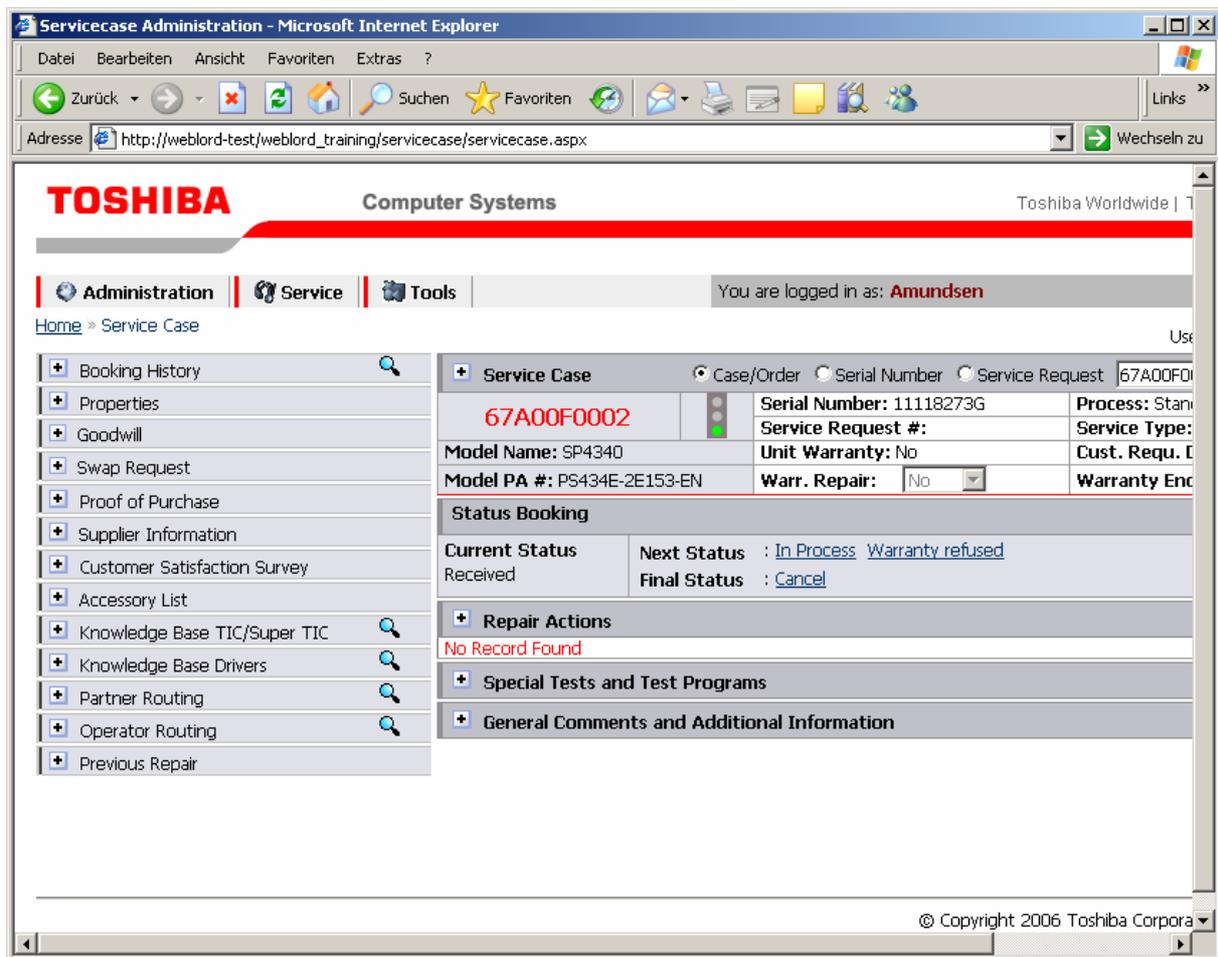


Figure 7: The Service Case page

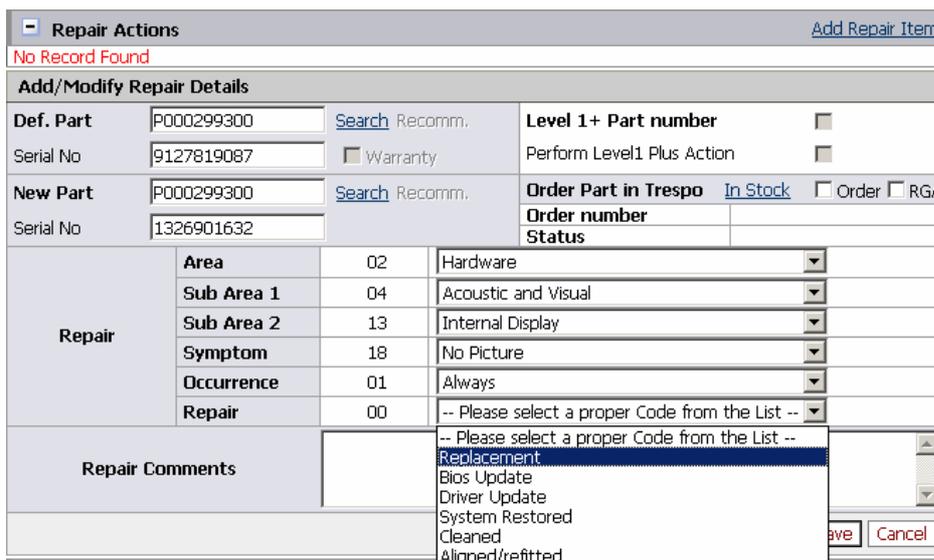


Figure 8: The Repair Actions panel within the Service Case page

There Amundsen can input all important data about the case and there he can read what has been entered so far. It is also the place where he can book the case to a further booking status. This is what he does: he books the case to **In Process** which means that he currently is working on the case.

The Service Case page holds, amongst others, the Repair Actions panel where Amundsen selects the defective as well as the spare part and enters their serial numbers. He tells Weblord that he has made a part **Replacement** in order to restore the defective device (Figure 8).

Before Amundsen packs the notebook again, he turns on the notebook for a final check – everything ‘s OK. After that, he books Stroustrup’s case to **Repair Finished**, and with this, the service case is finished for Amundsen.

1.3.4 The Repair Is Finished

On the next morning, Mr Stroustrup is just surfing the internet, he wonders whether his notebook is already repaired or not. Click, click – he quickly enters the link which Mr Emmerson gave him for tracking the repair progress. “Oh, nice! The repair is already finished! Great, I can pick up my notebook right now,” he is talking to himself.

Half an hour later Mr Stroustrup enters the shop again. “Hello, Mr Stroustrup,” Emmerson welcomes him, “You certainly want to pick up your notebook. Just a minute, I’m going to fetch it from the workshop.” Back in the workshop it rumbles, then Emmerson returns to the shop. “We have replaced the display; now it works perfect again.”

The notebook is already packed, so Emmerson just has to book Stroustrup’s service case to **Closed Resolved**. He hands out the computer and says good-bye to Mr Stroustrup: “Good bye, Mr Stroustrup, I wish you to take much pleasure in your notebook. And in case of further problems: Let me know.”

In a last review, Emmerson takes a look at the **Service Case History** and finds that Stroustrup’s case really has been a typical service case without any complications, see Figure 9. He finishes and addresses himself to another task.

Status	Reason	Agreed Date	Operator	Part
Closed Resolved			Emmerson	Eskim
Repair finished			Amundsen	Eskim
In Process			Amundsen	Eskim
Received			Amundsen	Eskim
Announced			Lindstroem	Eskim

Figure 9: The Service Case History gives an overview about what happened to the notebook

2 Weblord's Background

The aim of this chapter is to enlighten what happens around and behind Weblord. Who is involved, who works with Weblord? What are the typical repair processes? Which are the Weblord users' roles? This chapter is for understanding Weblord.

2.1 Several Ways How to Announce A Service Case

Weblord deals with defective computers in need of repair which, at first, are located at the customer. Somehow these damaged machines have to attain to the repair shop. But how do they get there? Or, in case of an on-site repair, how does the technician get the information which he needs for an successful on-site visit? The customer has to contact a workshop and announce his service case. There are several ways to do that.

Via Global Call Centre

About fifty percent of all service cases get to a service provider via the global call centre, which we also refer to as Toshiba Global Support Centre (TGSC) . The global call centre announces a repair order and subsequently sends the information to Toshiba Regensburg Operations (TRO) which assigns it to a suitable service provider. To be concise: Every 10 minutes, the Weblord database system checks whether the call centre has announced new service orders, imports them, and distributes them to the service providers.

*In practice: the service cases, announced by the call centre, will appear on the service provider's Weblord **main page**.*

In this case, the authorised service provider doesn't have to acquire information concerning the case; instead the technician can start to repair the faulty device as soon as it arrives. In a way, for the service provider the case starts with the actual repair of the device.

Calling an Authorised Service Provider

If the customer directly calls a service provider, the situation is different: In this case, the service provider itself has to announce the service order. While talking to the customer, the service provider surveys the customer in order to obtain the required information.

Weblord provides an **Announcement Wizard** page for this purpose. This wizard, which is simply a series of web pages connected by *Next* and *Previous* buttons, systematically asks for the information which Weblord needs to know in order to assure a smooth repair progress. That is for example: the serial number of the defective device, the device's symptoms, the customer's address.

On-site Service

In case of an on-site repair, the situation is reverted: Then it is not the defective device that comes to the service provider, rather the service provider comes to the

defective device. That is, the technician visits the customer on-site in order to repair the computer.

On-site cases are announced by the call centre. The situation is like this: A call centre agent talks to the customer and narrows possible reasons of failure. Finally he suggests spare parts which could solve the problem and forwards these data to Weblord which selects a suitable service provider.

Then the case will pop up on the service provider's Weblord **main page**. The service provider's responsibility is to contact the customer and to make an on-site appointment.

2.2 How the Computer Gets to the Workshop

Once the service case has been announced, the faulty device has to get to the workshop (except for on-site cases). Again, there are different ways how to do that.

Pickup and Return

The first possibility is that the service provider commissions a parcel service to pick up the machine at the customer, which is possible only if the customer bought this kind of service. In this case, the parcel service drives to the customer, picks up the customer's computer, and delivers it to the authorised service provider. After the service provider has finished the repair, it calls the parcel service again to bring the repaired device back to the customer. This service type is called ***Pickup and Return***.

Send Back

Another service type – which is used not very often – is called ***Send Back***. Here, the customer sends his computer to the authorised service provider on his own account. The service provider receives the device, repairs it, and, finally, commissions a parcel service to bring it back to the customer.

Bring In

A third possibility, called ***Bring In***, is that the customer himself brings the machine to the service provider. In this case, no parcel service is involved because the customer also picks up the device at the service provider when the repair is completed.

During the announcement of a service case, a call centre agent or a service provider employee records which **service type** (Pickup, Send Back, Bring in, or On-site) the customer makes use of, depending on whether he wants the notebook to be picked up or not. The last service type in this series, the On-site service type, differs from the other service types insofar as the defective computer stays at the customer and is not brought to the service provider. Nevertheless On-site is included in this chapter.

On-site

The situation is completely different if a customer makes use of the ***On-site*** service type. Then, the defective device stays at the customer, and a technician from an authorised service provider will come to the customer and will repair the machine on-site. Chapter 9 discusses at length how the on-site process works.

2.3 Who Uses Weblord?

There are a lot of people who work with Weblord: call centre agents, technicians, service personnel at the service providers, administrators. He now have a look at these people and their typical tasks.

to be continued...

2.4 Typical Repair Processes

to be continued...

3 Login

You start up Weblord by:

<http://weblord.toshiba-tro.de/>

Following this link, your internet browser will show Weblord's welcome and login page shown in Figure 10. We recommend to use Internet Explorer, cookies enabled.

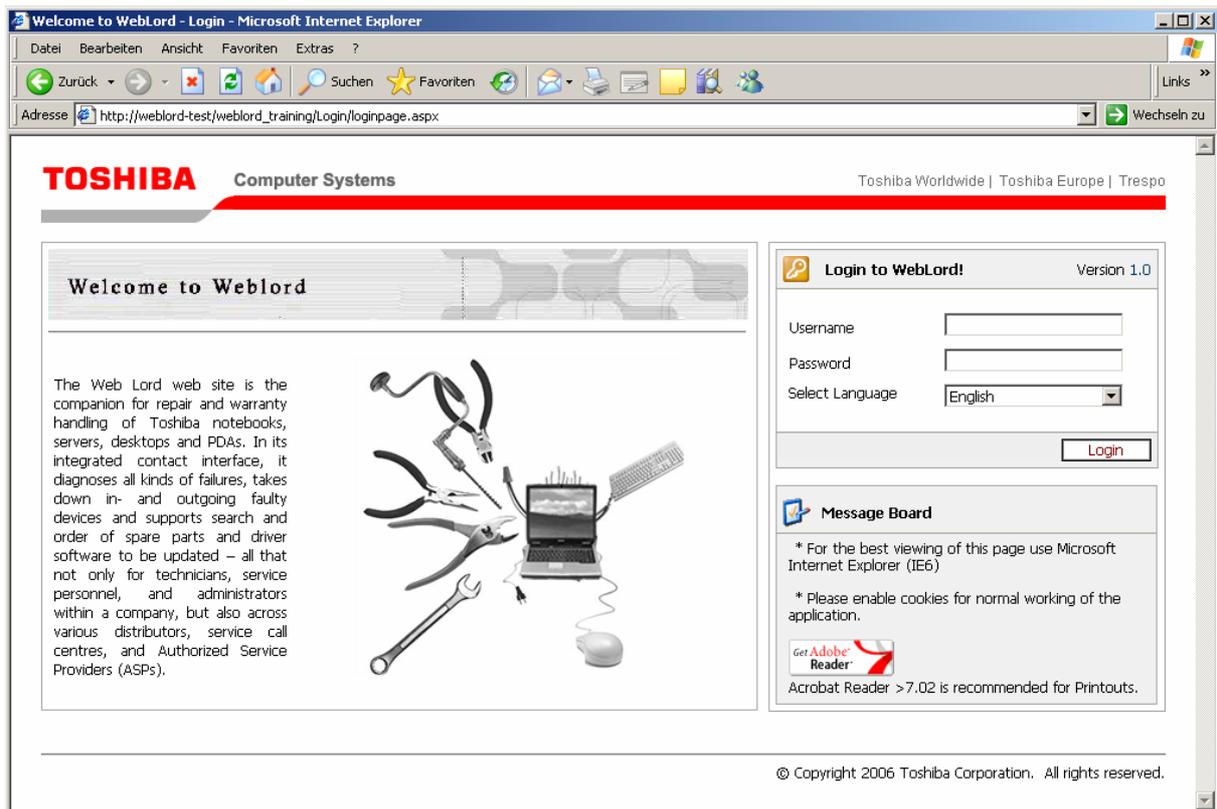


Figure 10: Weblord's welcome and login page

Select your preferred language from **Select Language** field located top right. This is illustrated in Figure 11.

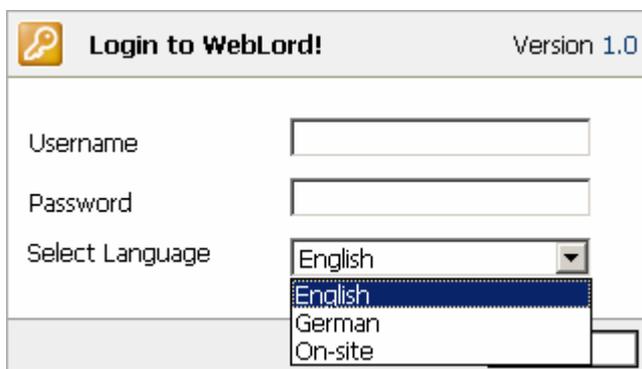


Figure 11: On the top right, select your preferred language

Type in your Weblord **Username** and **Password**. Your very first password is change. Afterwards press **Login**.

Login to Weblord! Version 1.0

Username: Emmerson

Password: [masked]

Select Language: English

Login

Figure 12: Enter Weblord

When you log in the first time, Weblord will ask you to change your password (Figure 13).

Change Password

Old Password: [masked]

New Password: [masked]

Confirm Password: [masked]

OK Cancel

Figure 13: Please change your password after first login

Finally you arrive at Weblord’s main page shown in Figure 14. You can always return to this page by a click on **Home** top left below the menu bar.

TOSHIBA Computer Systems Toshiba Worldwide | Toshiba Europe | Trespo

Administration | Service | Tools You are logged in as: Emmerson Logout

Home Users Online : 19 | ↑

Search and Browse for Service Case Standard On-site

Standard List View : My last 10 Bookings Case/Order Serial No Service Req Cust Search

Active State	Case	Serial	Model Part	Customer	Company	Service	Partner	Operator	Created
● Closed Resol ...	67A00F0002	11118273G	PS434E-2E153-EN	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	10.07.2006 17:0
● Preannounced	67A00F0001	11119823G	PS434E-2E153-EN	Slède , Aune	0085	Pick up	Eskimo's Repair Shop	Emmerson	10.07.2006 08:2
● In Process	65T00F0002	11113975G	PS431E-2E357-SP	Stroustrup , Bjorn		Pick up	Eskimo's Repair Shop	Emmerson	29.05.2006 11:4
● Announced	66Q00F0001	11113974G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	26.06.2006 11:1
● Cancel	65T00F0001	11113974G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	29.05.2006 09:5
● In Process	66L0010001	11114841G	PS434E-2E153-SP	Newtown , Peter	IBM	Bring in	Eskimo's Repair Shop	Emmerson	21.06.2006 10:3
● In Process	66C0010001	11110464G	PT810E-02953-FR	Ramamurthy , Uttam		Bring in	Eskimo's Repair Shop	Emmerson	12.06.2006 11:1
● Waiting for ...	65O00F0004	11113490G	PS431E-2E353-DU	Frii , Frantzen	0085	Pick up	Eskimo's Repair Shop	Emmerson	24.05.2006 09:2
● Service Sche ...	65O00F0003	11117815	GHK444536	Newtown , Peter	IBM	On-site	Eskimo's Repair Shop	Emmerson	24.05.2006 09:0
● Announced	65O00F0001	11115268G	PS434E-2E156-GR	Slède , Aune	0085	Pick up	Eskimo's Repair Shop	Emmerson	24.05.2006 08:2

Service Partner Pool

Standard List Views

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Figure 14: Weblord’s main page shows service cases

When you have finished your work, please log out by clicking **Logout**. The Logout button is placed top right on the page (Figure 15). After a particular time doing nothing, Weblord logs out automatically.



You are logged in as: **Emmerson**



Users Online : 19 | 

Figure 15: Log out after work

4 The Design

Depending on your responsibilities, a Weblord supervisor or administrator assigned particular *roles* to your account. This results in displaying more or less menu items, controls, etc. Remember this if you miss access to various controls!

By the *menu bar*, shown in Figure 16, you can access different Weblord pages. The menu bar alters depending on the roles you own.



Figure 16: The menu bar

By the menu *Administration* you are able to access the pages:

- User Administration
- Customer Administration
- Change Password

By the menu *Service* you reach:

- Announcement Wizard

By the menu *Reporting* you reach:

- Standard Reporting

By the menu *Tools* you access:

- Trespo Partsordering
- Level 1+ Repair

These pages will be introduced in the following chapters. There are some more menu items which are accessible for supervisors and some administrators only and which will not be discussed in this manual.

Weblord shows the name of the *currently displayed page* below the menu bar, see Figure 17. A click on *Home* restores the main page.



Figure 17: Here Weblord tells you where you currently are, e.g. on the User Administration page

5 Basic Controls

There are a number of recurring controls and icons which shall be discussed in advance.

5.1 Mandatory Text Fields and Wrong Inputs

Some text input fields are **mandatory**. If you don't fill them, Weblord complains by marking the mandatory fields with an asterisk *in front* of the fields.

Example: You must enter **First Name** and **Last Name**, see Figure 18.

If you type in something which is obviously not correct, Weblord complains by showing an asterisk *behind* the fields.

Example: Entering `abcd` as Main Phone number is obviously false (Figure 18).

* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Street	<input type="text"/>
Additional	<input type="text"/>
Main Phone	<input type="text" value="abcd"/> *

Figure 18: An asterisk in front of a field means “this is a mandatory field”, an asterisk behind means “incorrect input”

5.2 Press “Save”

Many situations require to press **Save** in order to write modifications which you have made to the Weblord database. As demonstrated in Figure 19, the Save button mostly is placed bottom right. **Cancel** is located next to it which discards changes.



Figure 19: Press **Save** in order to save changes

5.3 The Magnifier

By the **magnifier** icon,



which is located behind some fields, you get more information about that field.

6 Creating a Service Case

6.1 Starting the Announcement Wizard

In order to create a new service case, select the menu

Service → **Announcement Wizard**.

Subsequently the so called Announcement Wizard opens. As shown in Figure 20, this wizard runs in an extra browser window. The Announcement Wizard has been designed to guide you through the announcement process of a new service case.

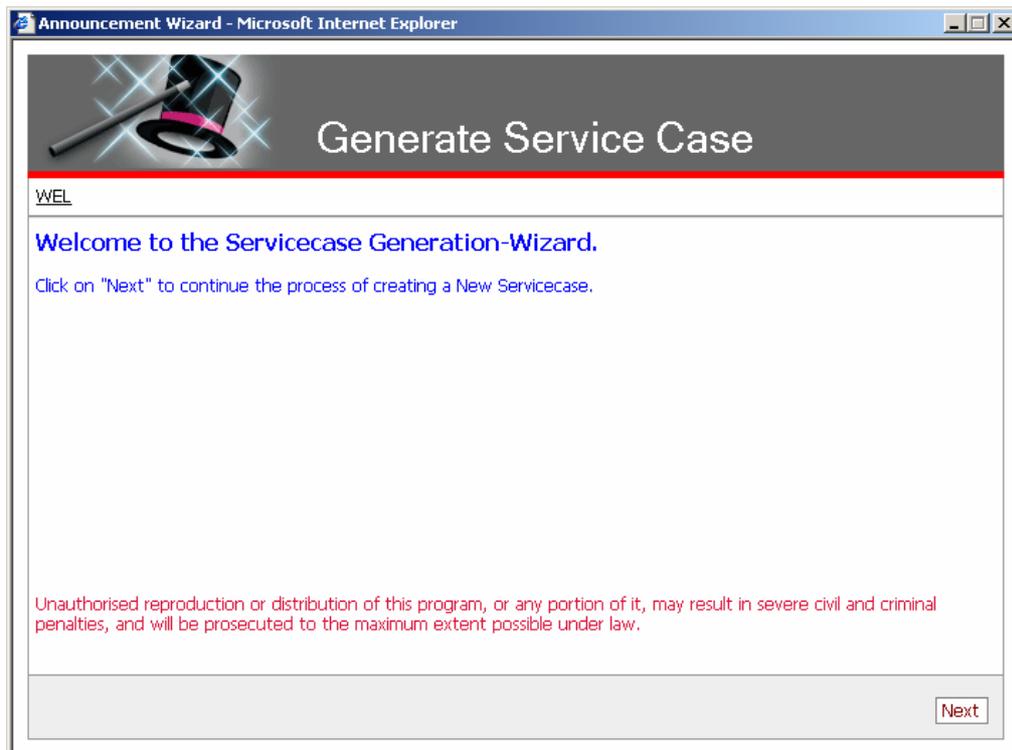


Figure 20: Entering the Announcement Wizard

It is composed of a series of web pages. To navigate between the different pages, click the **Next** and **Previous** buttons bottom right.

6.2 Enter the Serial Number

After clicking *Next* on the welcome page, the wizard prompts you to enter the **serial number** of the device in need of repair (Figure 21). In case of an option device, don't enter the device's serial, but simply click **Announce an Option?**. An **option device** is a machine without a Toshiba serial, e.g. an external HDD. Click *Next*.

Figure 21: First step: please enter the serial of the defective device

6.3 Model Part Number, Product Name, and Warranty End Date

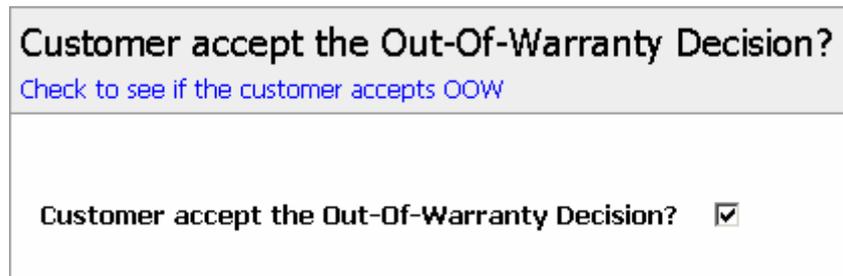
If Weblord is able to identify the notebook in the GEDB, it will display the device's

- Model Part Number
- Product Name
- Warranty End Date
- whether the notebook is registered as stolen or not.

Figure 22 illustrates this.

Figure 22: Information about the notebook

In case GEDB says that the notebook is out of warranty, Weblord asks you whether the customer accepts an out-of-warranty repair (Figure 23).



The screenshot shows a web form with a title bar that reads "Customer accept the Out-Of-Warranty Decision?". Below the title bar is a link that says "Check to see if the customer accepts OOW". The main content area of the form contains the text "Customer accept the Out-Of-Warranty Decision?" followed by a checked checkbox.

Figure 23: Does the customer agree with an out-of-warranty treatment?

6.4 Cancel, Request for Warranty Adjustment, or Request for Goodwill

If the customer doesn't accept out-of-warranty treatment, you can:

1. Cancel the whole service case
2. Create a request for adjusting the device's warranty
3. Create a request for goodwill

Should I choose warranty adjustment or goodwill request?

You ***request for warranty adjustment*** if the device in need of repair is out of warranty according to GEDB, but in warranty according to the customer's invoice which proves the date on which he bought the computer. Notice that Toshiba *only* accepts the request if the customer proves the date of purchase (by showing his invoice). Thus, you have to scan and upload a picture of the customer's invoice as proof of purchase.

In any other case you ***request for goodwill***. Assume, for example, the customer's notebook broke down on the last day within the warranty period and unfortunately this day was a public holiday. In such a case you can use the "request for goodwill" option. From 1st December 2006 you don't need to add the scanned invoice as proof of purchase (not mandatory anymore). Instead, you have to add a comment which explains the reason why you request goodwill which is mandatory. Figure 24 shows where to enter the comment when announcing the service case by the Announcement Wizard. If the service case has been announced by the call centre, then you have to enter the goodwill comment on the service case page later on, see chapter 8.1.4.

Who grants warranty adjustment or goodwill?

Warranty adjustment can be granted by a Weblord operator who is owner of a special role named ***Warranty Adjustment Validator***. Goodwill can be granted by Weblord operators which are allowed to do so, thus have the role ***Goodwill Validator***.

Request For Goodwill/Warranty
 Use this step to adjust Warranty finally or for requesting Goodwill.

Cancel?
 Adjust Warranty?
 Request For Goodwill?

GoodWill Comment

Warranty end date was on public holiday

Figure 24: What will you do if the device is out of warranty?

6.5 Enter the Symptoms of the Defective Device

Weblord, then, expects you to select symptom codes in the following order:

1. Area (which is “Software” or “Hardware”)
2. SubArea1
3. SubArea2
4. Symptom
5. Occurrence

In dependence of the previous (upper) selection, the next (lower) selection possibilities adapt to the prior (Figure 25).

The selections are mandatory.

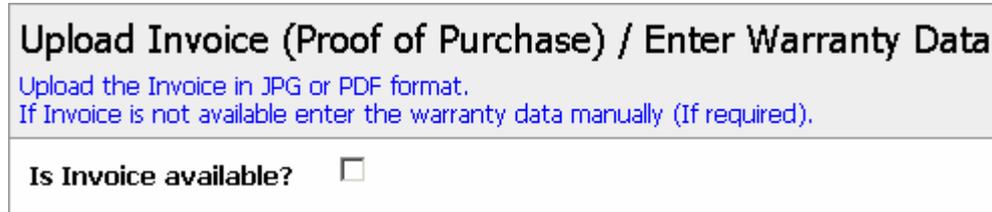
Error Symptom
 Select the error symptom closest to the problem occurred.

Area -- Please select a proper Code from the List --
Sub Area 1 -- Please select a proper Code from the List --
 Software
 Hardware
Sub Area 2 -- Please select a proper Code from the List --
Symptom -- Please select a proper Code from the List --
Occurrence -- Please select a proper Code from the List --

Figure 25: Enter the symptoms of the defective notebook

6.6 Customer's Proof of Purchase

In the case of a warranty adjustment request Toshiba expects the customer to show his invoice which proofs the date he bought the notebook. Please scan the invoice and save it as “.jpg” or “.pdf” file on your computer. If the customer is able to show his invoice, check **Is Invoice available?**, see Figure 26.

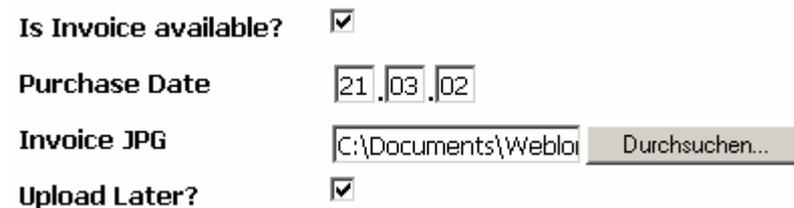


Upload Invoice (Proof of Purchase) / Enter Warranty Data
Upload the Invoice in JPG or PDF format.
If Invoice is not available enter the warranty data manually (If required).

Is Invoice available?

Figure 26: Is the customer able to proof the date of purchase?

Weblord, then, prompts you to enter the purchase date in DD.MM.YY format. Further, it expects you to select the scanned invoice file. Alternatively you can decide to upload the proof of purchase later.



Is Invoice available?

Purchase Date

Invoice JPG

Upload Later?

Figure 27: Upload the device's invoice as proof of purchase

6.7 Enter Service Type

Typically, the **Service Location** is preselected by Weblord and cannot be changed because the supervisors already assigned a Service Location to your company. Current Service Locations are *EMEA* and *TGA*.

In **Service Type** you select whether the customer has brought the defective notebook to your store, whether you will pick up the notebook etc.



Enter Service Type for Process Decision
Please select the Service type in this step.

Service Location

Service Type

Process

Figure 28: Select a Service Type

The combination of Service Location and Service Type determines the kind of Process which will be performed. In dependence of the **Process** type, Weblord provides different options and properties of the service case. The most important

processes are **Standard Process** and **EMEA – On-site Process**. Read chapters 8 and 9, and you will have a better understanding of these processes.

6.8 Entering Customer Data

Weblord wants you to type in or select

- owner address data,
- forwarder address data,
- delivery address data.

Owner determines the owner of the notebook. A **forwarder** may be a store or discounter who forwards the notebook from the customer to Toshiba. The **delivery** address determines the person where Toshiba delivers the notebook after repair.

If it is a new customer, you have to type in the complete customer data: **Title**, **First name**, etc.

The following fields are mandatory:

- First Name
- Last Name
- Street
- Zip
- City
- Main Phone

If it is a customer which is already registered, type in his last name into the **Search For** field and click the button **Search**.

Example: If you look for Mr Stroustrup for example, type in “Stroustrup” and click on **Search**, see Figure 29.

If Weblord finds persons with this name, Weblord displays a search result list of all contacts that fit the search string (Figure 30). Click **Select** to cause Weblord to take the contact you want.

Figure 29: Please enter the address data of the owner of the defective device

First Name	Last Name	Company
Bjorn	Stroustrup	

Figure 30: Clicking *Select* causes Weblord to take the desired person

Figure 31: If the owner contact is the same as the forwarder and delivery contact, check the corresponding boxes

At the bottom of this form **Apply to Forwarder** and **Apply to Delivery** are checked by default (Figure 31). If the forwarder or the delivery contact is not identical to the owner, then uncheck the corresponding box. In this case you have to enter the forwarder and/or delivery contact data additionally.

6.9 Customer Related Information

Ask the customer whether he agrees to take part in Service 800 evaluation, and record his answer by clicking **Agree** or **Not Agree** (Figure 32).

Recustomise Agreement: Check it if the customer agrees on setting up the notebook which involves formatting his HDD.

Some customers want to be contacted by referring to a given reference number. If a customer wants this, write down his reference number in **Contact Reference**.

Customer Related Information
In this step customer related data should be gathered to avoid queries during the repair itself.

Service 800 Agreement Agree Not Agree

I agree herewith, that my personal data may be stored and transferred to Toshiba Europe GmbH or its various agents. Toshiba Europe GmbH needs the data for statistical purposes, customer surveys or for sending information about current product developments. I'm aware

Recustomise Agreement

Customer Reference

Figure 32: Some additional customer related information

Display Collected Data
Display Collected Data

Notebook Information

Serial Number	11113976G
Product	SP4310
Model Part	PS431E-2E357-SP
Purchase Date	12.03.02
In Warranty?	No
DOA	No
Invoice Uploaded?	No
Requested For Goodwill?	Yes

Owner Information

Notebook Owner

Figure 33: Summary of the entered data

6.10 Display Collected Data

The next wizard page summarises the entered data, illustrated in Figure 33. Here you can verify whether you entered everything correctly.

This is the first page which allows you to **Finish** the announcement of the new service case. The Finish button is located bottom left (Figure 33).

Clicking **Next**, the Announcement Wizard tells you about what comes next. You can enter additional information:

- write down the accessory the customer intends to add
- assign the service case to a partner company

6.11 Accessory List

In this list you record which accessories the customer intends to include (Figure 34). *Example:* If the customer wants to add an AC Cable and an AC Adapter, check the corresponding boxes in the accessory list.

Accessory List

This step collects the announced Accessories, which will/should be enclosed by the customer.

Select	Accessory
<input checked="" type="checkbox"/>	AC Cable
<input checked="" type="checkbox"/>	AC Adapter
<input type="checkbox"/>	Battery Charger
<input type="checkbox"/>	Booklet
<input type="checkbox"/>	Car Adapter

Figure 34: The customer intends to include AC Cable and AC Adapter

You can finish the announcement after this step by clicking **Finish**. By a click on **Next** you can...

6.12 Hand over the Service Case

If you want to hand over the case to another service provider, check the preferred company in the **Display related Partners** list, see Figure 35. This list shows all of your service partners. If you want your own company to repair the defective notebook, don't set a check.

Display related Partners

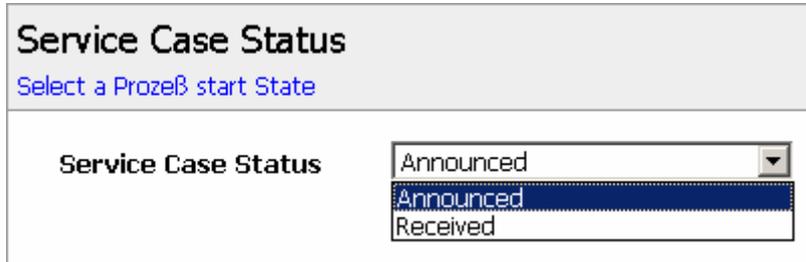
Select the partner you want to route the Service Case to.

Select	Partner Name	Service Location	Service Case Access	Customer Access
<input type="checkbox"/>	North Pole Continental Repair	EMEA	read/write	read/write
<input type="checkbox"/>	Toshiba Regensburg GmbH	EMEA	read/write	read/write

Figure 35: Giving the case to someone else?

6.13 Booking the Service Case

Finally, you book the case to **Announced** if you only registered the new case. If you simultaneously received the defective device, book **Received**, see Figure 36.



The screenshot shows a web form titled "Service Case Status". Below the title is a link that says "Select a Prozeß start State". The main part of the form has a label "Service Case Status" followed by a dropdown menu. The dropdown menu is currently set to "Announced" and is open, showing a list of options: "Announced" (highlighted in blue) and "Received".

Figure 36: Book the case to **Announced** or **Received**

6.14 Finish!

Now you have finished the announcement of the service case (Figure 37). Clicking **Finish** saves the case to the database and closes the Announcement Wizard. Clicking **Create New Service Case** saves the case too, but doesn't close the wizard; instead, you can announce another service case.



Figure 37: Now the case has been announced completely

7 The Main Page

Weblord's main page is shown in Figure 38. It lists service cases and shows their most important attributes.

TOSHIBA Computer Systems Toshiba Worldwide | Toshiba Europe | Trespo

Administration | Service | Tools You are logged in as: Emmerson [Logout](#)

Home Users Online : 25 | [Standard On-site](#)

Search and Browse for Service Case [Search](#)

Standard List View : My last 10 Bookings Case/Order Serial No Service Req Cust

Active State	Case	Serial	Model Part	Customer	Company	Service	Partner	Operator	Created
Received	69400F0001	11113976G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	04.09.2006 12:0
Closed Resol ...	67A00F0002	11118273G	PS434E-2E153-EN	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	10.07.2006 17:0
Preannounced	67A00F0001	11119823G	PS434E-2E153-EN	Slede , Aune	0085	Pick up	Eskimo's Repair Shop	Emmerson	10.07.2006 08:2
In Process	65T00F0002	11113975G	PS431E-2E357-SP	Stroustrup , Bjorn		Pick up	Eskimo's Repair Shop	Emmerson	29.05.2006 11:4
Announced	66Q00F0001	11113974G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	26.06.2006 11:1
Cancel	65T00F0001	11113974G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	29.05.2006 09:5
In Process	66L0010001	11114841G	PS434E-2E153-SP	Newtown , Peter	IBM	Bring in	Eskimo's Repair Shop	Emmerson	21.06.2006 10:3
In Process	66C0010001	11110464G	PT810E-02953-FR	Ramamurthy , Uttam		Bring in	Eskimo's Repair Shop	Emmerson	12.06.2006 11:1
Waiting for ...	65O00F0004	11113490G	PS431E-2E353-DU	Friri , Frantzen	0085	Pick up	Eskimo's Repair Shop	Emmerson	24.05.2006 09:2
Service Sche ...	65O00F0003	11117815	GHK444536	Newtown , Peter	IBM	On-site	Eskimo's Repair Shop	Emmerson	24.05.2006 09:0

+ Service Partner Pool

+ Standard List Views

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Figure 38: The main page lists service cases

In order to speed up performance, no service cases are shown at the beginning whenever you enter the main page. Instead of service cases Weblord will display “No Record Found”. Click on the “Search and Browse for Service Case” icon, which is highlighted in Figure 39, to cause Weblord to show the service case list.

Administration | Service | Reporting

Home

[Search and Browse for Service Case](#)

Standard List View : My companies last 10 Bookings

No Record Found

+ Partner Company Pool

Figure 39: Click on refresh icon in order to view service cases

By the toggle **Standard** vs. **On-site** you can switch the view mode. In **Standard view mode**, Weblord displays the columns

- Active State
- Case
- Serial
- Model Part
- Customer
- Company
- Service
- Partner

- Operator
- Created
- Last Stamp
- Properties
- History

In **On-site view mode**, Weblord shows the columns

- Active State
- Service Order
- Service Request
- Serial
- Model Part
- Customer
- Company
- SLA
- New
- Partner
- Created
- Agreed Date
- Entitlement
- Country
- History

Below the service case list, there are two panels, **Service Partner Pool** and **Standard List Views**, which allow you to configure the service case list.

7.1 Service Partner Pool

A click on “+” opens the panel. The **Service Partner Pool** lists all friend service partners of your company, see Figure 40.

Example: Toshiba Regensburg GmbH, Eskimo’s Repair Shop, and North Pole Continental Repair are friends. Thus, Mr Emmerson, which works at Eskimo’s, can select one or more of these companies.

If **Service Case Access** is *readonly* or *read/write*, the service case list will show the cases of the selected companies on next page refresh.

Service Partner Pool				Include Related Partners
<input type="checkbox"/> Active	Service Partner	Service Location	Service Case Access	Customer Access
<input checked="" type="checkbox"/>	Eskimo's Repair Shop	EMEA		
<input checked="" type="checkbox"/>	North Pole Continental Repair	EMEA	read/write	read/write
<input type="checkbox"/>	Toshiba Regensburg GmbH	TGA	readonly	readonly

Figure 40: The Service Partner Pool lists those service partners which are friends to your own company

Top right on this panel a link called **Include Related Partners** is located. A click on it causes Weblord to search the friend partners of the companies checked in the Service Partner Pool. Then, Weblord adds checks for all those service providers. The Include Related Partners link may be applied recursively. This is a convenient way to view also the service cases of friend partners.

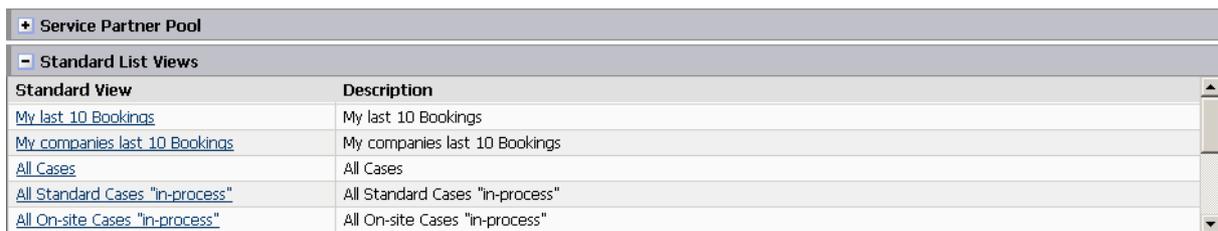
7.2 Standard List Views

The panel **Standard List Views** provides a number of views for the above service case list. **View** means that a number of criteria determine which service cases will be displayed and which not.

Example: When choosing **My last 10 Bookings** view, Weblord will display only those service cases which belong to the last ten bookings that you have made.

The following Standard Views are available:

- My last 10 Bookings
- My companies last 10 Bookings
- All Standard Cases "in-process"
- All On-site Cases "in-process"
- All Standard Cases "end-of-process"
- All On-site Cases "end-of-process"
- All Cases with requested Goodwill
- All Cases with requested Swap
- DOA Cases from last 2 weeks
- Uploaded Purchase JPGs from last 2 weeks



Standard View	Description
My last 10 Bookings	My last 10 Bookings
My companies last 10 Bookings	My companies last 10 Bookings
All Cases	All Cases
All Standard Cases "in-process"	All Standard Cases "in-process"
All On-site Cases "in-process"	All On-site Cases "in-process"

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Figure 41: Here you choose one out of a series of Standard List Views

Combine the Service Partner Pool panel with the Standard List Views panel. This way you can create a variety of views.

Example: Select two companies, e.g. Eskimo's Repair Shop and North Pole Continental Repair, and choose **All Standard Cases "in-process"**. The service case list will show all service cases from both companies which are not closed.

The title of the service case list tells you which list view is currently active. In Figure 38 it is "My last 10 Bookings".

Searching for Particular Service Cases

Above the service case list, a search field is located.



Case/Order Serial No Service Req Cust [Search](#)

You can search for

- **Case/Order:** a particular service case number, that is: a particular service case
- **Serial No:** serial number of the device you are searching for

- **Service Req:** a given Service Request number
- **Cust:** service cases of a given customer

The result will be shown in the service case list. Note that Weblord searches only for *open* cases.

7.3 The Service Case List

This section takes a look at the service case list. An example is shown in Figure 42.

Traffic lights indicate the time passed since the last booking (first column).

- Green** < 120 minutes
- Yellow** 120 – 600 minutes
- Red** > 600 minutes

To work on a service case, click, in the column **Case**, on its service case number, e.g. click on 65T00F0002.

Standard List View : My last 10 Bookings									
Active State	Case	Serial	Model Part	Customer	Company	Service	Partner	Operator	Created
● Received	69400F0001	11113976G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	04.09.2006 12:0
● Closed Resol ...	67A00F0002	11118273G	PS434E-2E153-EN	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	10.07.2006 17:0
● Preannounced	67A00F0001	11119823G	PS434E-2E153-EN	Slede , Aune	0085	Pick up	Eskimo's Repair Shop	Emmerson	10.07.2006 08:2
● In Process	65T00F0002	11113975G	PS431E-2E357-SP	Stroustrup , Bjorn		Pick up	Eskimo's Repair Shop	Emmerson	29.05.2006 11:4
● Announced	66Q00F0001	11113974G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	26.06.2006 11:1
● Cancel	65T00F0001	11113974G	PS431E-2E357-SP	Stroustrup , Bjorn		Bring in	Eskimo's Repair Shop	Emmerson	29.05.2006 09:5
● In Process	66L0010001	11114841G	PS434E-2E153-SP	Newtown , Peter	IBM	Bring in	Eskimo's Repair Shop	Emmerson	21.06.2006 10:3
● In Process	66C0010001	11110464G	PT810E-02953-FR	Ramamurthy , Uttam		Bring in	Eskimo's Repair Shop	Emmerson	12.06.2006 11:1
● Waiting for ...	65O00F0004	11113490G	PS431E-2E353-DU	Friri , Frantzen	0085	Pick up	Eskimo's Repair Shop	Emmerson	24.05.2006 09:2
● Service Sche ...	65O00F0003	11117815	GHK444536	Newtown , Peter	IBM	On-site	Eskimo's Repair Shop	Emmerson	24.05.2006 09:0

Figure 42: The service case list showing Emmerson's last 10 Bookings

If you want to write an email to a service provider, e.g. Eskimo's Repair Shop, click on its name. The same applies to an operator, e.g. Mr Emmerson.

The column **Properties**, shown in Figure 43, summarises important attributes of a service case.

- GW = customer requested goodwill
- SW = customer requested swap
- DOA = device was dead on arrival
- IMG = scan of invoice which proves purchase; click on it to view it
- S = notebook is registered as stolen
- NTF = technician noted "no trouble found"
- CR = commercial return
- R = technician made refurbishment
- L1+ = at least one Level 1+ Repair has been made by the technician

The Properties column is visible only in Standard view mode, not in On-site view mode.

Cust <input type="text"/>		Search	
Last Stamp ▼	Properties	History	
14.09.2006 12:04	GW	History	
14.09.2006 11:11		History	
10.07.2006 08:27		History	
13.07.2006 09:51		History	
16.06.2006 11:17	IMG	History	
16.06.2006 11:00		History	
11.06.2006 12:55	GW, L1+	History	
13.06.2006 10:56	CR, R, L1+	History	
19.05.2006 14:07		History	
14.05.2006 10:00		History	

Figure 43: Properties and History of a service case

Click on ***History*** to show a list of all bookings made on the given service case.

You will learn more about the attributes of a service case in the next chapter.

8 The Service Case Page

To work on a service case, go to the main page, which has been discussed in chapter 7.3, find the desired case, and click on its service case number. Then the **Service Case** page opens where you can inspect the case attributes, make repair actions, and book the case to a new booking status. Figure 44 shows the Service Case page.

The screenshot shows the 'Service Case' page for case number 65000F0004. The page is divided into several sections:

- Navigation:** Administration, Service, Tools. Logged in as Emmerson.
- Left Panel:** Booking History, Properties, Goodwill, Swap Request, Proof of Purchase, Supplier Information, Customer Satisfaction Survey, Accessory List, Knowledge Base TIC/Super TIC, Knowledge Base Drivers, Partner Routing, Operator Routing, Previous Repair.
- Main Content:**
 - Service Case:** Case/Order selected. Case number: 65000F0004. Serial Number: 11113490G. Process: Standard Process. Service Request #: [blank]. Service Type: Pick up. Model Name: SP4310. Unit Warranty: No. Cust. Requ. Date: [blank]. Model PA #: PS431E-2E353-DU. Warr. Repair: Yes. Warranty End: 10.03.02.
 - Status Booking:** Current Status: Waiting for Part. Next Status: In Process. Final Status: Cancel.
 - Repair Actions:**

Root	Part	Repair	Area	Symptom	Order	L1 +		
<input checked="" type="checkbox"/>	P000272780	Replacement	Software	Hangs/Crashes/Locks Up	Ordered		Edit	Delete
<input type="checkbox"/>		Bios Update	Software	Hangs/Crashes/Locks Up			Edit	Delete
 - Special Tests and Test Programs:** [blank]
 - General Comments and Additional Information:** [blank]

Figure 44: Working on a service case

For newly incoming service cases, you can print a **confirmation** for the customer which summarises the information entered during announcement. Therefore move to the printer icon top right on the service case page, see Figure 45.

The screenshot shows the printer icon in the top right corner of the service case page. A tooltip menu is displayed over the icon, offering two options:

- Prepare a Incoming PDF Document with Confirmation details.
- Prepare a Outgoing PDF Document with Confirmation details.

Figure 45: Print an incoming confirmation or an outgoing confirmation

Touching it causes Weblord to show a list where you can choose whether you want to create an incoming or an outgoing confirmation. While the incoming confirmation outlines the announcement data, the outgoing confirmation summarises everything that happened during repair process. Clicking on it causes Weblord to create a PDF document holding the confirmation sheet.

8.1 Service Case Attributes on the Left Side

On the left side a number of panels are placed. Weblord displays different panels depending on whether the case is a Standard service case or an On-site service case.

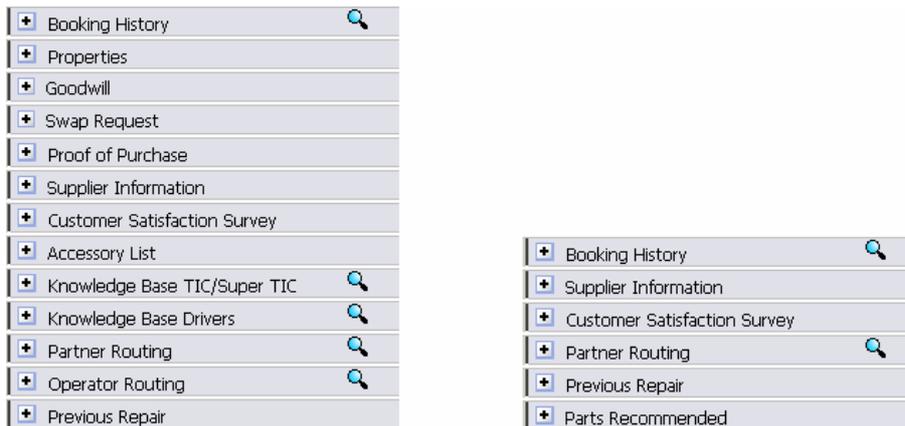


Figure 46: Attribute panels for a Standard case and for a On-site case

8.1.1 Booking History

The **Booking History** holds a chronological list of all states the service case has been booked to (Figure 47). By a click on the magnifier, you can view the Booking History. Administrators can delete the last booking within 15 minutes by clicking on **delete** at the end of the line (Figure 48). After that period only supervisors are allowed to delete the last state iteratively.

Status	Booked On
Waiting for Part	29.05.06 14:07
In Process	24.05.06 09:41
Received	24.05.06 09:41
Announced	24.05.06 09:24

Figure 47: The Booking History

Service case History						
Service case : 65000F0004						
Status	Reason	Agreed Date	Operator	Partner	Booked On	
In Process			Emmerson	Eskimo's Repair Shop	30.05.06 07:22	Delete
Waiting for Part			Emmerson	Eskimo's Repair Shop	29.05.06 14:07	Delete
In Process			Emmerson	Eskimo's Repair Shop	24.05.06 09:41	Delete
Received			Emmerson	Eskimo's Repair Shop	24.05.06 09:41	Delete
Announced			Emmerson	Eskimo's Repair Shop	24.05.06 09:24	Delete

Figure 48: Administrators may delete the last booking

8.1.2 Properties

In the panel **Properties** you can view and set various properties of the service case, see Figure 49. Most important is NTF (No Trouble Found). The technician marks this property if he cannot find any failure.

Figure 49: View and set properties

8.1.3 Goodwill

Even a device which is out of warranty can be repaired free of charge, i.e. warranty can be granted, if an authorised person accepts the so called **request for goodwill**. A Weblord operator which is allowed to accept a goodwill request (and who is, thus, owner of the corresponding role) is called **Goodwill Validator**.

Weblord allows to accept a goodwill request only if you entered a comment which explains the reason for the goodwill request, e.g. “Warranty end date was on public holiday”. Then a Goodwill Validator can accept or reject the request by clicking **Accepted** or **Rejected**, see Figure 50. A goodwill comment may have already been entered during service case announcement, see chapter 6.6.

Figure 50: Here you can accept or reject a request for goodwill

8.1.4 Warranty Adjustment and Proof of Purchase

If the warranty information in the GEDB does not match the warranty according to the customer’s invoice, the defective device can nonetheless be repaired without charging, provided that a Warranty Adjustment Validator accepts the request for warranty adjustment. A **Warranty Adjustment Validator** is a person who is allowed to accept or reject a warranty adjustment request and who owns a special Weblord role which is called Warranty Adjustment Validator, too.

A warranty adjustment request can be accepted only if the customer proofs the date of purchase by showing the invoice of the device. You have to upload a proof of purchase first, before you can check **Accepted** or **Rejected**. A proof of purchase may have been uploaded already during service case announcement, see chapter 6.6.

Figure 51 illustrates how to upload a proof of purchase and where to accept the request for warranty adjustment.

The screenshot shows two stacked forms. The top form is titled 'Warranty Adjustment' and has a red exclamation mark icon. It contains three radio buttons: 'Requested' (checked), 'Accepted', and 'Rejected'. A 'Save' button is at the bottom right. The bottom form is titled 'Proof of Purchase' and also has a red exclamation mark icon. It contains a 'Needed' checkbox (checked), a 'Purchase Date' field with the value '13.12.01', an 'Invoice' field, and a 'Durchsuchen...' button. A 'Save' button is at the bottom right.

Figure 51: In order to grant warranty adjustment, you first have to upload a proof of purchase

8.1.5 Swap Request

Swap Request means that the customer wants Toshiba to exchange his old notebook by a new one.

If you want to check **Requested**, you first have to upload an invoice as proof of purchase. This may have happened in the service case announcement already.

Only a **Swap Validator**, that is a person who got this role from a supervisor, is allowed to accept or deny a swap request. The Swap Validator records his decision in the Swap Request panel by clicking **Accepted** or **Rejected**. If he accepts, he must enter the serial number of the new notebook.

The screenshot shows the 'Swap Request' form. It has a 'Requested' checkbox (unchecked) and a 'Serial No.' text field. Below are two radio buttons: 'ACCEPTED' (selected) and 'REJECTED'. A 'Save' button is at the bottom right.

Figure 52: Swap Request

8.1.6 Customer Satisfaction

The Customer Satisfaction panel holds information acquired by Service 800. If **Hot** is checked, then the case is urgent and the customer wants to talk to a service agent who is expected to phone the customer. The service agent checks **Hot Fixed** after talking to the customer.

8.1.7 Accessory List

The Accessory List distinguishes announced accessories from enclosed accessories. An **Announced Accessory** is an accessory the customer *intended* to enclose. An **Enclosed Accessory** is an accessory the customer *really* enclosed.

The technician checks the accessories which are actually enclosed (Figure 53).

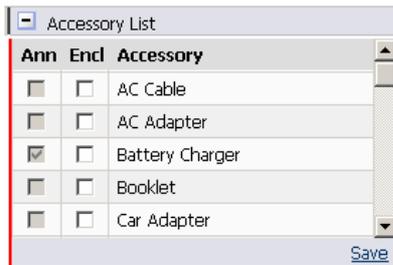


Figure 53: Announced and enclosed accessories

8.1.8 Knowledge Base TIC and Super TIC

Toshiba provides help with the repair of defective computers on its **Technical Information Computer** (TIC) data base. On these web pages, technicians can find a variety of specific repair instructions and hints for solution, which we refer to as “TICs”, too.

Weblord supplies all TICs which are relevant for a given service case by the **Knowledge Base TIC/Super TIC** panel which is illustrated in closed state in Figure 54.

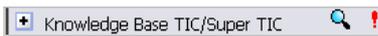


Figure 54: This panel contains service case related TICs and Super TICs

Figure 55 shows the Knowledge Base TIC/Super TIC panel in open state. There all TICs and Super TICs which have already been done are listed.

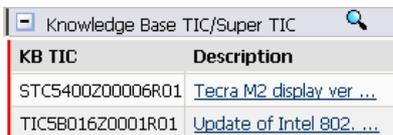


Figure 55: List of done TICs and Super TICs

A **red exclamation mark !** at the end of the panel (see Figure 54) signalsises that there are undone Super TICs which need your attention.

If you want to see all available TICs and Super TICs, click on the magnifier icon which is placed on the right side of the Knowledge Base TIC/Super TIC panel. Weblord, then, opens a window which shows all TICs that are related to the defective device (Figure 56). The first column of this list is titled **Done**. In this column, please check those TICs – and only those! – which you did. To view a particular TIC, click the corresponding link in the column **URL**.

Super TICs are mandatory

Attention: You cannot book a service case to Closed Resolved until you did all Super TICs! If you try to close a case and if you have not done all Super TICs, then Weblord prints an error message. You can solve the problem by executing all Super TICs. Set checks in front of the Super TICs you have executed.

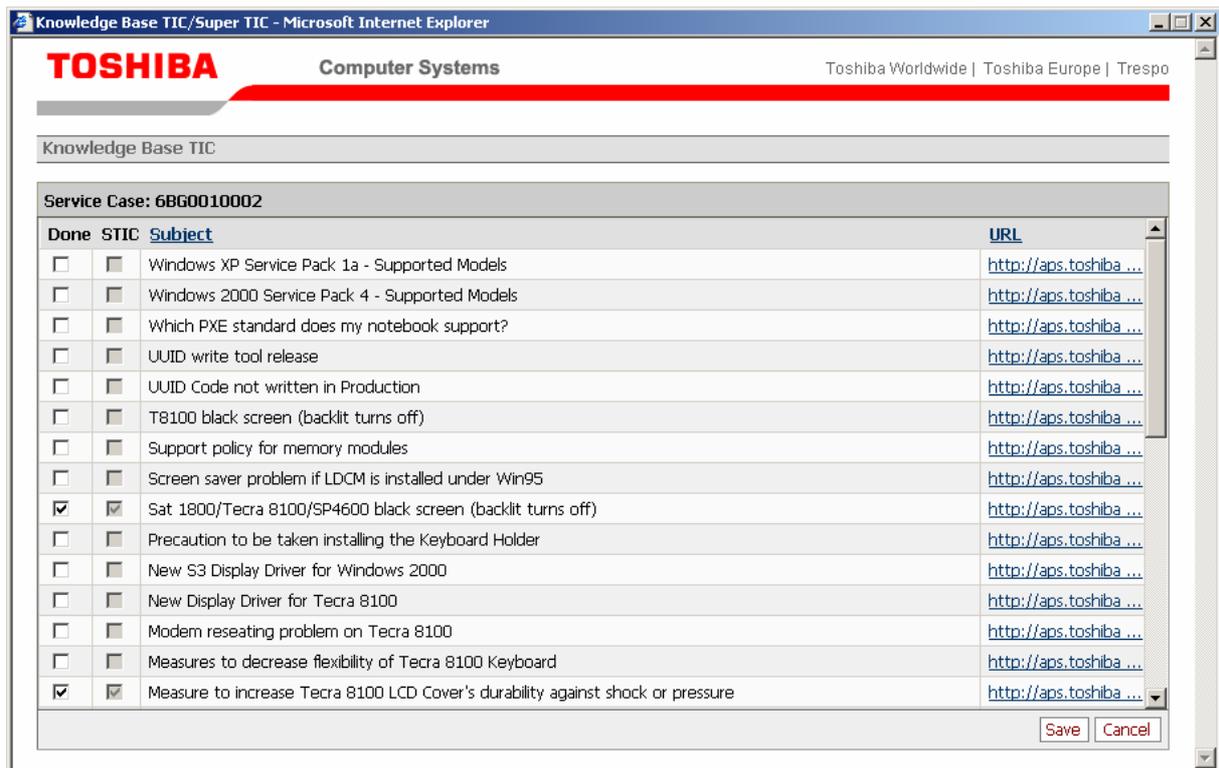


Figure 56: List of all available TICs and Super TICs for a given service case

8.1.9 Partner Routing

If necessary, you can assign a service case to a partner company. Therefore, in the **Partner Routing** panel, set a check in front of the company which the case should be assigned to. Click Save. Figure 57 illustrates this.



Figure 57: Assign the service case to a friend service partner

8.1.10 Operator Routing

You can assign the case to another operator by clicking him in the **Operator Routing** panel, see Figure 58. This works only for operators belonging to your own company.



Figure 58: Assign the service case to another operator of your company

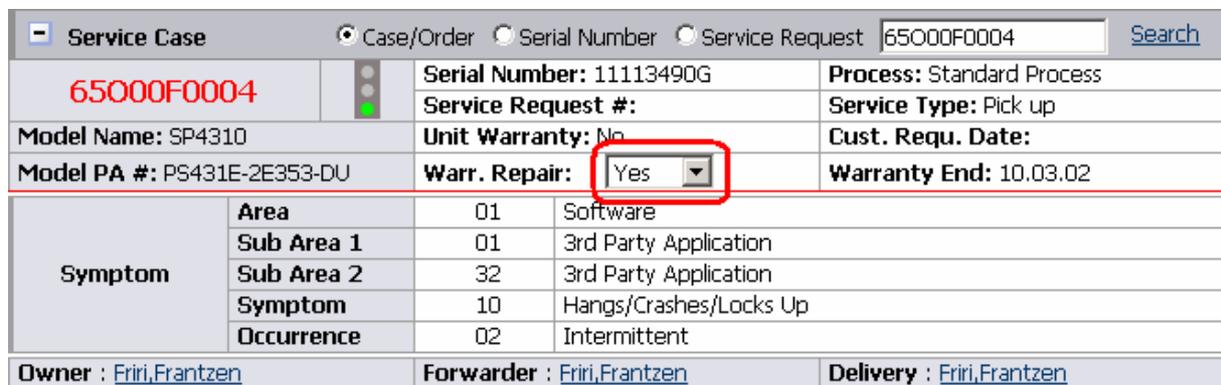
8.2 Working on a Service Case

The right side of the service case page provides panels for working on the service case:

- Service Case
- Status Booking
- Repair Actions
- Special Tests and Test Programs
- General Comments and Additional Information

8.2.1 The Service Case Panel

Click “+” to view the whole panel as illustrated in Figure 59. The Service Case panel gives information about the most important data of a given service case.



Service Case		Case/Order	Serial Number	Service Request	65000F0004	Search
65000F0004		Serial Number:	11113490G	Process:	Standard Process	
Model Name: SP4310		Service Request #:		Service Type:	Pick up	
Model PA #: PS431E-2E353-DU		Unit Warranty:	No	Cust. Requ. Date:		
		Warr. Repair:	Yes	Warranty End:	10.03.02	
Symptom	Area	01	Software			
	Sub Area 1	01	3rd Party Application			
	Sub Area 2	32	3rd Party Application			
	Symptom	10	Hangs/Crashes/Locks Up			
	Occurrence	02	Intermittent			
Owner : Friri,Frantzen		Forwarder : Friri,Frantzen		Delivery : Friri,Frantzen		

Figure 59: The Service Case panel shows the most important data about a case

From top left to bottom right:

- **Service Case Number**
- **Model Name** : model name of the faulty device
- **Model PA**
- **Serial Number** : serial of the defective device
- **Service Request #** : the service request number comes from call centre
- **Unit Warranty** : warranty status according to GEDB
- **Warr. Repair** : if the service case is obviously not a warranty case, switch from “Yes” to “No”

The unit warranty may differ from the case warranty (=Warr. Repair)! The technician can switch the case warranty from “Yes” to “No”.

Example: Assume, the customer bought the notebook just a view days ago. Then the device has unit warranty. But if the technician recognises that the customer e.g. poured coffee over the device, he probably erases the case warranty.

If the machine is out of warranty according to GEDB, only supervisors are allowed to change the case warranty from “No” to “Yes”.

The **Symptom** area displays the symptoms that have been entered during service case announcement in coded number format and in explicit text format.

In the last line you can see: who is the **Owner** of the device and who is the **Forwarder** from the customer to Toshiba. **Delivery** is the address where the device will be delivered. Touching the name causes Weblord to display the address data.

8.2.2 Status Booking Panel

The Status Booking panel displays the **Current Status** of the service case.

Example: Case 65000F0004 currently is Waiting for a Part, see Figure 60.

Status Booking	
Current Status Waiting for Part	Next Status : In Process Final Status : Cancel

Figure 60: See the current status of the service case or book it to another status

You can book the case to another status by clicking one, e.g. *In Process* or *Cancel*. The upper line shows not terminating states while the lower line displays terminating states. When you book a service case to a **terminating status** you cannot make further bookings; the case will be closed.

If you want to see all bookings that have been made on the case, open the **Booking History**, see chapter 8.1.1.

8.2.3 Repair Actions

The Repair Actions panel lists already carried out repair actions, e.g. part replacements and software updates (Figure 61). You can **Edit** or **Delete** these actions.

Exactly one repair action has to be marked as Root by the technician. The **Root** repair action is the one which refers to the symptoms which have been entered during service case announcement. Setting a root repair action is mandatory.

+ Repair Actions							Add Repair Item	
Root	Part	Repair	Area	Symptom	Order	L1	+	
<input checked="" type="checkbox"/>	P000272780	Replacement	Software	Hangs/Crashes/Locks Up	Ordered		Edit	Delete
<input type="checkbox"/>		Bios Update	Software	Hangs/Crashes/Locks Up			Edit	Delete

Figure 61: Repair actions already done

To add a repair action, click on “+” or press **Add Repair Item**. The panel will open to full extent and, then, looks as illustrated in Figure 62.

Repair Actions							Add Repair Item	
Root Part	Repair	Area	Symptom	Order	L1 +			
<input checked="" type="checkbox"/>	P000272780	Replacement	Software	Hangs/Crashes/Locks Up	Ordered		Edit	Delete
<input type="checkbox"/>		Bios Update	Software	Hangs/Crashes/Locks Up			Edit	Delete

Add/Modify Repair Details			
Def. Part	<input type="text"/>	Search <small>Recomm.</small>	Level 1+ Part number <input type="checkbox"/>
Serial No	<input type="text"/>	<input checked="" type="checkbox"/> Warranty	Perform Level1 Plus Action <input type="checkbox"/>
New Part	<input type="text"/>	Search <small>Recomm.</small>	Order Part in Trespo <input type="checkbox"/> In Stock <input type="checkbox"/> Order <input type="checkbox"/> RGA
Serial No	<input type="text"/>		Order number <input type="text"/>
			Status <input type="text"/>
Repair	Area	01	Software
	Sub Area 1	01	3rd Party Application
	Sub Area 2	32	3rd Party Application
	Symptom	10	Hangs/Crashes/Locks Up
	Occurrence	02	Intermittent
Repair		00	-- Please select a proper Code from the List --
Repair Comments	<input type="text"/>		

Figure 62: Here you can enter new repair actions

If you see that there is no chance to set a defective part in warranty, please uncheck **Warranty**. Figure 62 shows this checkbox top left above the middle.

Click **Search**, and a page showing spare parts will open.

Hint: Clicking **Part Group** sorts the parts list and enhances its view.

For on-site cases the call centre proposes spare parts. You can access these proposed parts by clicking **Recomm.**

Please enter the serial of the new part. For DPPL parts it is mandatory to type in the serial.

You order a needed part at TRESPO by checking **Order**. The part will be ordered not until an agent passes it to TRESPO by using Weblord's **Trespo Partsordering** page.

In **Repair** → **Repair** you enter the counter measure which recovers the notebook. Mandatory field!

If no part at all has to be changed, you need to write down a comment about the reasons. Write down the comment in the field **Repair Comments**.

Ordering DPPL Parts

Notice that you must enter the serial number of both the defective and the new part if the part is on the Defective Parts Price List (DPPL); otherwise Weblord won't let you finish the service case. In order to find out whether a part is on the DPPL or not, click on the **Search** button. Weblord subsequently shows the list of possible parts

for the affected notebook; if there's a check in the column **DPPL**, then the corresponding part is on the Defective Parts Price List.

Ordering Parts for Goodwill Cases

Attention: For service cases which are **requested for goodwill**, do **not check Order** until you accepted (or rejected) the goodwill request. The reason is that if you accept the request, Weblord will make a TRESPO order using WRM transaction type which implies that the spare parts won't be charged. If the goodwill request is still open or if you reject the goodwill request, Weblord will order spare parts with RMA or ORD transaction type; this means that the order will be charged.

Repeated TRESPO Orders and the RGA Checkbox

If TRESPO sent you a defective spare part or if you ordered a wrong spare part by mistake and you have to make the order again, then you have to check the RGA checkbox when ordering the desired part a second time. Checking the RGA flag causes Weblord to let you enter the number of the part which you originally wanted to exchange again.



Figure 63: Check the RGA flag if the first TRESPO order failed

In case you obtained a DOA part, please explain the DOA fault in the repair comment field at your second order to ensure that Toshiba accepts your replacement order, e.g. "received PCB has crack".

8.2.4 Special Tests and Test Programs

There is a section for documenting special tests you have executed. Please mark the tests as illustrated in Figure 64.

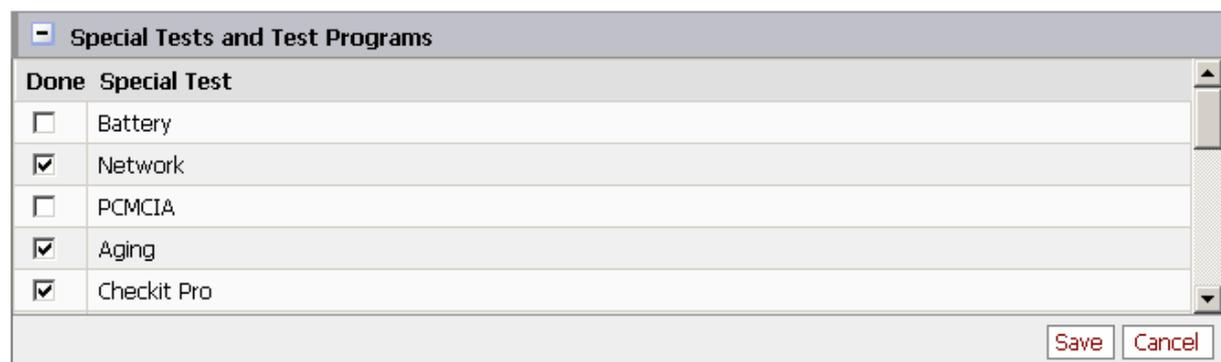


Figure 64: Record which tests you performed

8.2.5 General Comments and Additional Information

Weblord provides one big comment field which has been designed for carrying all kinds of comments concerning the service case. A click on **Add Comment** causes Weblord to insert your operator name and stamps the current date and time (Figure 65).

General Comments and Additional Information [Add Comment](#)

Hamma Emmerson 28.11.06 14:30

Uploaded Picture: [Picture](#)

Figure 65: Here you can enter service case related comments

Uploading a Picture

The General Comments panel offers the possibility to upload a picture, e.g. showing the condition of the defective notebook. To do that, press the “Durchsuchen...” button and select the file containing the picture; then click on *Save*. Afterwards you can view the uploaded picture by a click on ***Picture***.

9 On-site Service

This section describes the most important topics you have to know about handling on-site service orders using Weblord.

9.1 How Does the On-site Service Work?

Toshiba in EMEA are offering their corporate customers an upgrade from the standard carry-in warranty repair service to a responsive and convenient On-site Repair, Next Business Day Response service covering more than 20 countries. In the context of this document, we will refer to this Toshiba service uplift as On-site Service.

In case of a hardware problem, the customer will contact the Toshiba Global Support Centre (TGSC) either by telephone or by submitting a service request through Toshiba's web-based Service Request Management System. The TGSC will diagnose the service request with the assistance of the customer.

If on-site repair of the hardware problem is required, the TGSC will forward a service order to an authorised On-site Service Provider through the Weblord field service system. The On-site Service Provider will then contact the customer within two hours after having received the order and will make a repair appointment. In parallel, the service parts logistics process will be initiated to assure that the appropriate service parts are made available to the Toshiba Certified Engineer (TCE) for repair.

The Toshiba Certified Engineer will visit the customer's location and repair the defective Toshiba notebook. If the current problem cannot be resolved during the first on-site visit the problem will be investigated further and a second on-site intervention might be required to resolve the reported hardware problem.

The authorised On-site Service Provider will enter field service data about the on-site repair in Weblord including but not limited to the repair appointment made with the customer, the on-site arrival time, the parts used, the repair status and the time the repair was successfully completed.

9.2 The Most Important Topics about On-site Service

9.2.1 Login for On-site Service



The screenshot shows a login form with the following elements:

- Page title: Login to WebLord! (with a key icon) and Version 1.0
- Username: [Text input field]
- Password: [Text input field]
- Select Language: [Dropdown menu with 'On-site' selected and highlighted by a red box]

Figure 66: On the Login Page, please select *On-site* in the Select Language field

An important point before you start working on an on-site service order is to log into Weblord with the chosen language **On-site** as displayed in Figure 66. This selection will ensure that the fields mentioned in this guide will have the correct names.

9.2.2 Weblord's Main Page

Weblord displays on-site service orders coming from TGSC on its main page. This page can be accessed by a click on **Home** and it is shown in Figure 67.

The screenshot shows the Weblord main page interface. At the top, there are navigation tabs for Administration, Service, and Reporting. A user is logged in as Martin Frisch. The 'Home' button is circled in red. Below the navigation, there is a search bar and a 'Standard List View' dropdown menu set to 'All On-site Cases "in-process"'. The 'On-site' button is also circled in red. A table of service cases is displayed with the following columns: Active State, Service Order, Service Request, Serial, Model Part, Customer, and Company. The service order 'T1-6X9TZ0' is highlighted with a red box. The table contains 15 rows of data. At the bottom, there are navigation links for 'First', 'Previous', 'Next', and 'Last', and a page indicator showing '[1 - 100 of 179]' and 'Current Page 1'.

Active State	Service Order	Service Request	Serial	Model Part	Customer	Company
On-site Arri ...	T1-6X7ED4	1-415280593	85579951G	PTM30E-18U03NON	Wood , Andy	EMEA-OSS Oracle
Service Sche ...	T1-6X7RKJ	1-418633348	93838538G	PSA15E-0115Q-EN	Gentles , Davis	Angus Council
Service Sche ...	T1-6X7R4P	1-415280603	65518531G	PTM40E-0GF0293C	Stortz , Armin	EMEA-OSS Microsoft
Service Sche ...	T1-6ONXOC	1-407574135	75555139G	PTM30E-09Y01LEN	Pizzi cannella , Marco	Sabri Italia
New	T1-6X9TZ0	1-418669870	Z3685498G	PT930E-03YCW-EN	Smith , Robin	AAH Pharmaceuticals
New	T1-6X9TVL	1-418647240	Y5670180G	PPR20E-01S02U8N	Eul , Martin	T-Systems
Service Sche ...	T1-6X8C6V	1-418606737	Y4747826G	PTM20E-4MP2T-GR	Kuhlhoff , Dirk	CITIBANK, Privatkunden Ag&Co Kgaa
Service Sche ...	T1-6X7YJ0	1-418569712	46019739H	PTS30E-0JP0428M	Fussy , Daniel	T-System International GmbH
Service Sche ...	T1-6V72KX	1-410487971	X4705849G	PT831E-67CT8-GR	KLASSEN , Gabriela	Xerox
New	T1-6X9TST	1-415280753	Y5666378G	PTM40E-01T0287K	Greenwood , Scott	EMEA-OSS Microsoft
New	T1-6X96DB	1-415280703	24862289G	PPM20E-005LC-3D	Fauville , Jean-Baptiste	EMEA-OSS Microsoft
New	T1-6X962U	1-411981723	X5636668G	PTM30E-0CX02K3C	Placzek , Thomas	EMEA-OSS Microsoft
New	T1-6X8C8R	1-418613427	94072709Q	PSA65E-00200UEN	Easy , Rose	Mears Group PLC

Figure 67: On-site cases as well as standard cases are listed on Weblord's main page

In order to view on-site cases, you have to choose a proper Standard List View, e.g. **All On-site Cases "in process"**; otherwise Weblord doesn't show these service cases. The title of the Standard List View panel tells you which list view is currently active. See Figure 67 for example: there, 'All On-site Cases "in process"' is active at the moment.

Additionally you may like to change the list from Standard to On-site view. The **On-site** button is located top right (Figure 67). A click on this button will display different columns as the *Standard* view, e.g. the columns SLA and NEW are only shown in *On-site* view.

You can open a particular service case by clicking on its service order number in the column **Service Order**.

Example: Clicking on the Service Order T1-6X9TZ0, shown in Figure 67, causes Weblord to open the Service Case page and display details about this repair case.

9.2.3 Working on an On-site Service Order

The Service Case page is illustrated in Figure 68, showing an on-site order. It has different attribute panels than a standard Service Case page which we already got to know in chapter 8. This chapter discusses the differences of working on an On-site Service Order compared to a standard case since most panels have already been explained.

The screenshot shows the Service Case page for case T1-6X9TZ0. The page is divided into several sections:

- Navigation:** Administration, Service, Reporting. User: Martin Frisch. Logout link.
- Sidebar:** Booking History, Supplier Information, Customer Satisfaction Survey, Partner Routing, Previous Repair, Parts Recommended.
- Case Header:** T1-6X9TZ0. Search bar with Case/Order, Serial Number, Service Request options.
- Case Details:**
 - Serial Number: Z3685498G
 - Service Request #: 1-418669870
 - Model Name: TECRA M1
 - Model PA #: PT930E-03YCW-EN
 - Unit Warranty: Yes
 - Warr. Repair: Yes
 - Process: On-site Process
 - Service Type: On-site
 - Cust. Requ. Date: 31.07.06 13:50
 - Warranty End: 31.07.06 13:50
- Status Booking:**
 - Current Status: New
 - Next Status: [Service Scheduled](#)
 - Final Status: [Cancel](#)
- Repair Actions:** No Record Found. [Add Repair Item](#)
- General Comments and Additional Information:** [Add Comment](#)

Figure 68: The Service Case page showing the on-site service order T1-6X9TZ0

The Service Case Panel

When a new on-site service order comes in, the Toshiba Certified Engineer resources and parts availability have to be checked. Is the TCE available at the agreed SLA (e.g. Next Business Day) or at the requested date? Are the recommended service parts available or do they have to be ordered first? Then the customer has to be contacted. All this should happen within two hours after having received the service order.

For displaying detailed information about the service order, please open the **Service Case** panel to full extent by clicking on its “+” button. Then, the panel will look as illustrated in Figure 69.

The expanded Service Case panel for T1-6X9TZ0 displays the following information:

- Case Header:** T1-6X9TZ0. Search bar with Case/Order, Serial Number, Service Request options.
- Case Details:**
 - Serial Number: Z3685498G
 - Service Request #: 1-418669870
 - Model Name: TECRA M1
 - Model PA #: PT930E-03YCW-EN
 - Unit Warranty: Yes
 - Warr. Repair: Yes
 - Process: On-site Process
 - Service Type: On-site
 - Cust. Requ. Date: 31.07.06 13:50
 - Warranty End: 31.07.06 13:50
- Owner:** [Smith, Robin](#)
- Forwarder:** [Smith, Robin](#)
- Delivery:** [Smith, Robin](#)
- On-site Information:**
 - Unit Details:**
 - Service Program: 3 Years On-Site Repair Next Business Day Response Uplift for EMEA for NB with 3y warranty
 - SLA: EMEA On-site/NBD
 - Partner Reference:
 - Service Category: International Warranty
 - Account: AAH Pharmaceuticals
 - Fault Description:**
 - Subject: Hard Drive
 - Description: the computer wont boot and gives a PXE error message. Robin Smith +447949070156 A A H Pharmaceuticals Ltd Sapphire ... [more](#)

Figure 69: The Service Case panel contains detailed information about an on-site case

The most important information in this panel is in the following fields:

- **Cust. Requ. Date** (*Customer Requested Date*) : The Customer Requested Date determines the day on which the customer wants the Toshiba Certified Engineer to repair the defective notebook on-site.
- **SR Creation** (*Service Request Creation*) : This is the creation date on which the Service Request has been created by a TGSC agent.

- **On-site Loc.** (*On-site Location*) : Move the mouse pointer to the contact person behind **On-site Loc.**, e.g. to “Smith,Robin” in Figure 69. This causes Weblord to display the address of the on-site location where the Toshiba Certified Engineer will carry out the on-site repair. To display the full details about the customer’s data just click on this link. **On-site Loc.** will display the address where the notebook is located.
- **Helpdesk Cont.** (*Helpdesk Contact*) : This link contains information about the person who logged the Service Request – mostly Customer’s First Level Helpdesk.
- **On-site Information** : Weblord displays **Unit Details** and a **Fault Description** in this area.
- **Service Program** : gives you detailed information about the service the customer’s notebook is entitled to. At **SLA** you find the kind of Service Level Agreement which is EMEA On-site/NBD (**N**ext **B**usiness **D**ay) Service in the example case shown in Figure 69.
- The field **Service Category** provides information about the warranty status. It tells the Service Provider whether the repair will be chargeable for the customer or not. The invoicing to the customer will be managed by TOSHIBA Europe directly, so it makes no difference in handling for the service provider.

International Warranty = The On-site Service Order is an in-warranty repair.

Domestic Warranty = The On-site Service Order is an in-warranty repair.

Out of Scope = The On-site Service Order will be chargeable for the customer, and he signed and agreed already a cost estimation for this repair. Therefore you can provide the on-site service as well, but please review the customers cost estimation against the actually used parts.

Goodwill = The On-site Service Order will be done on a goodwill base and is not chargeable for the customer.

- The complete fault **Description** can be viewed by a click on **more**.

Status Booking

In the panel **Status Booking** you can book the case to another restrictedly following status, in this case the possibilities after *New* are either *Service Scheduled* or *Cancel*. Some of these states (*Service Scheduled, Hold, Repair Interrupted* and *Cancel*) need to be accounted by a reason. Thus, Weblord provides a dropdown list of defined reasons you can choose.

Every Service Order must go through the same minimum states as in the Lord2 On-site Module (**New, Service Scheduled, On-site Arrival, Closed Resolved**). An innovation in Weblord is that every timestamp has to be set manually in order to prevent booking the wrong dates accidentally.

Status Booking	
Current Status New	Next Status : Service Scheduled Final Status : Cancel
Reason	Parts not at Local Stock
Action Date	28.08.06 08:30 h
Agreed Date	29.08.06
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 70: Booking the case to Service Scheduled requires a reason

- Every On-site Service Order starts with the status **New**, which is automatically set by Weblord as soon as it arrives from the TGSC.
- **Service Scheduled** : you book this status in order to report your on-site repair appointment with your customer. When you book a case to Service Scheduled, Weblord wants you to:
 - 1)** enter the date and time when you contacted the customer in order to arrange an on-site appointment (Customer Contacted Date & Time); the field **Action Date** has been designed for this purpose;
 - 2)** enter the **Customer Agreed Date** which is the date you fixed for the on-site repair with the customer.
 - 3)** select a **Reason** for postponing the Customer Requested Date (CRD); If you did not postpone it, select the reason “Customer Requested Date confirmed”. In case there is no CRD available, please select “No Customer Requested Date available”; then the Agreed Date should be Next Business Day.
Click Save afterwards in order to prompt Weblord to do the booking. Figure 70 illustrates these steps.
- **Hold** : has to be set when you need to interrupt the repair of any reason BEFORE you were on customer’s site to do the repair. The delay *has* to be accounted. For this purpose, Weblord provides the field *Reason*. Possible *Reasons* at this point are either *Waiting for spare part* or *Further information required*. Enter the **Action Date** which determines the beginning of the hold time.
- **On-site Arrival** : when you are carrying out a repair at the customer’s site, you need to set the status to *On-site Arrival*.
Note: The moment on which you book the service case to *On-site Arrival* will be regarded as **First Visit Response Date**. Please use the field **Action Date** for this purpose.
- **Repair Interrupted** : has to be set when you need to interrupt the repair of any reason AFTER your first repair visit. *Repair Interrupted* will be regarded as **Second Visit Response Date**. The delay *has* to be accounted, too. For this purpose, Weblord provides the field *Reason*. Possible reasons at this point are *Additional spare parts required*, *Wrong spare parts suggested*, *Further information required*, *Warranty refused (chargeable)*, *Spare part DOA* and *Customer not available*.

- **Closed Resolved** : The repair has been finished and the service order has been completed. Please review the parts you reported in the Repair Actions section again and make sure that only the parts are listed which you used for the repair.
- **Cancel** : If the repair has to be aborted, the status has to be set to *Cancel*. The case is being considered as closed. Cancelling has to be accounted with a reason, too. Therefore you have the reasons *No On-site entitlement*, and *Issue resolved by user*.

Sequence of States for On-site Service Orders in Weblord

In Figure 71 you can see the restricted booking sequence indicated by arrows. The mandatory states are marked yellow, the bright blue ones are meant for reporting a delay. The grey one is for cancelling. If necessary, the corresponding status reasons are also indicated by arrows.

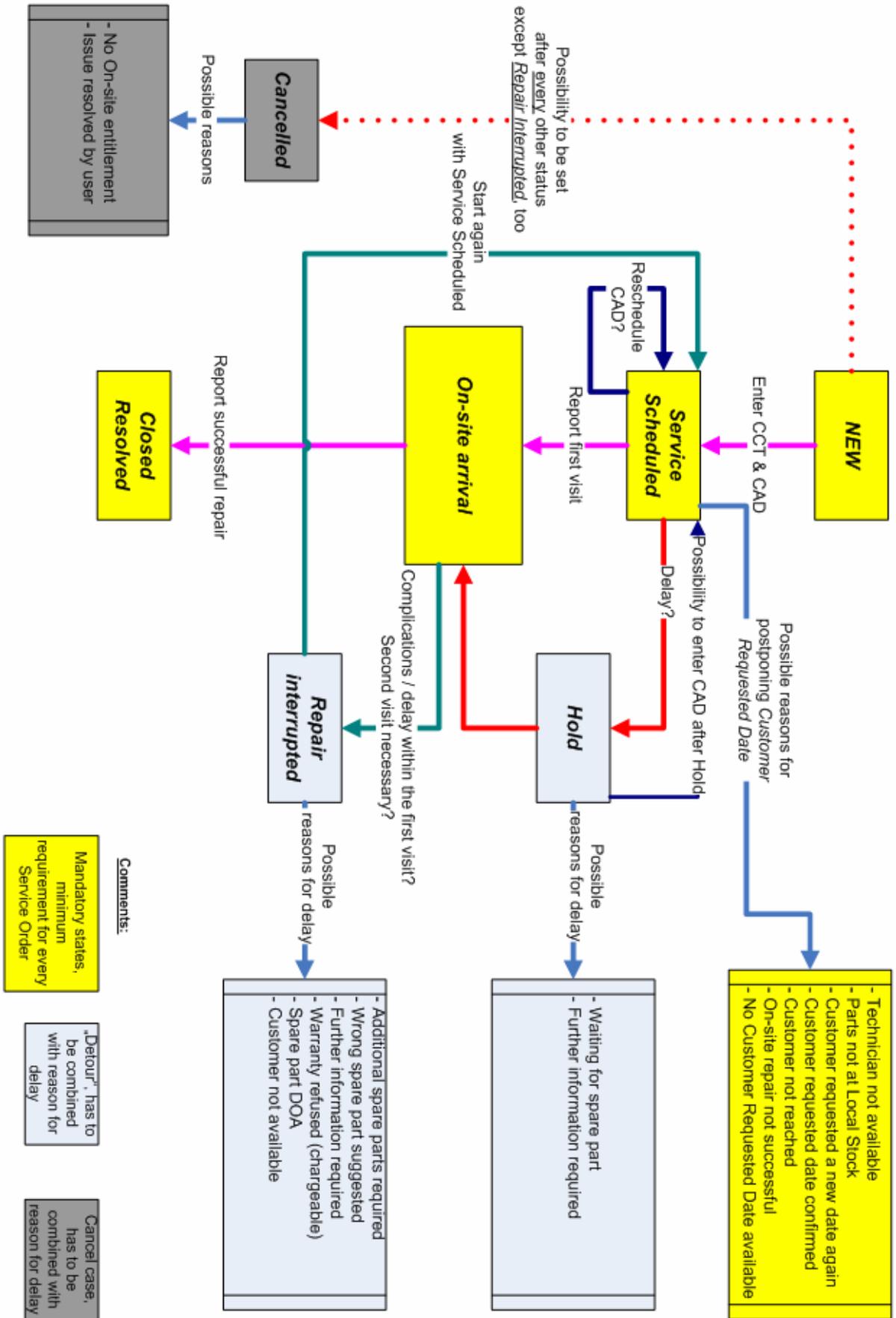


Figure 71: Possible sequence of states for on-site service orders

Repair Actions

In the panel **Repair Actions** you record single repair steps. Basically the reporting works quite similar to workshop repairs discussed in chapter 8.2.3.

For on-site service orders the TGSC additionally recommends parts which the technician probably has to exchange. To view these recommended parts, click on the **Recomm.** link which is located next to the *Defective* or *New Part* fields, see Figure 72. Subsequently a window opens that shows all parts which are recommended by the TGSC. If you click on a spare part number on this page, Weblord copies this number into the **Def. Part** and **New Part** fields per default. It is mandatory to report the actual part numbers for the defective and new part after having done the repair on the customer's notebook. To store the repair step, please press Save, see Figure 72 bottom right. Checking the box in front of the **Order** field before saving will forward the part into Weblord's TRESPO section. From here it can be forwarded into the TRESPO system with the proper code and customer number. For each repair action Weblord expects you to enter symptom and repair codes in the **Repair** area.

Repair Actions				Add Repair Item
No Record Found				
Add/Modify Repair Details				
Def. Part	<input type="text"/>	Search	Recomm.	Level 1+ Part number <input type="checkbox"/>
Serial No	<input type="text"/>	<input checked="" type="checkbox"/>	Warranty	Perform Level1 Plus Action <input type="checkbox"/>
New Part	<input type="text"/>	Search	Recomm.	Order Part in Trespo <input type="checkbox"/> In Stock <input type="checkbox"/> Order <input type="checkbox"/> RGA
Serial No	<input type="text"/>			Order number
				Status
Repair	Area	00	-- Please select a proper Code from the List --	
	Sub Area 1	00	-- Please select a proper Code from the List --	
	Sub Area 2	00	-- Please select a proper Code from the List --	
	Symptom	00	-- Please select a proper Code from the List --	
	Occurrence	00	-- Please select a proper Code from the List --	
	Repair	00	-- Please select a proper Code from the List --	
				<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Figure 72: The Repair Actions panel

Contrary to standard cases, there is no "Repair Comment" field for on-site repairs. For reporting comments about On-site Service Orders please use the **General Comments and Additional Information** panel. Due to the missing of the "Repair Comment" field, reporting that no spare part usage is necessary for a successful repair is a little bit different to the scenario for standard workshop repairs. To report the solution of the repair by e.g. performing a BIOS-update, the first step is to select the proper symptom and repair codes without entering any part numbers as shown in Figure 73.

Repair Actions		Add Repair Item	
No Record Found			
Add/Modify Repair Details			
Def. Part	<input type="text"/>	Search Recomm.	Level 1+ Part number <input type="checkbox"/>
Serial No	<input type="text"/>	<input checked="" type="checkbox"/> Warranty	Perform Level1 Plus Action <input type="checkbox"/>
New Part	<input type="text"/>	Search Recomm.	Order Part in Trespo <input type="checkbox"/> In Stock <input type="checkbox"/> Order <input type="checkbox"/> RGA
Serial No	<input type="text"/>		Order number <input type="text"/>
			Status <input type="text"/>
Repair	Area	01	Software
	Sub Area 1	01	3rd Party Application
	Sub Area 2	32	3rd Party Application
	Symptom	10	Hangs/Crashes/Locks Up
	Occurrence	01	Always
	Repair	02	Bios Update
			<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Figure 73: Example for a software failure where no spare part usage was necessary for the repair

After entering the symptom and repair codes, the Save button has to be clicked. Then the message box

“You did not use any spare part for the repair. Do you want to close this Service Order anyway?”

(Figure 74) will pop up. A mouse click on the OK button will save the selected codes and confirm that no spare part was needed for the solution of the repair.

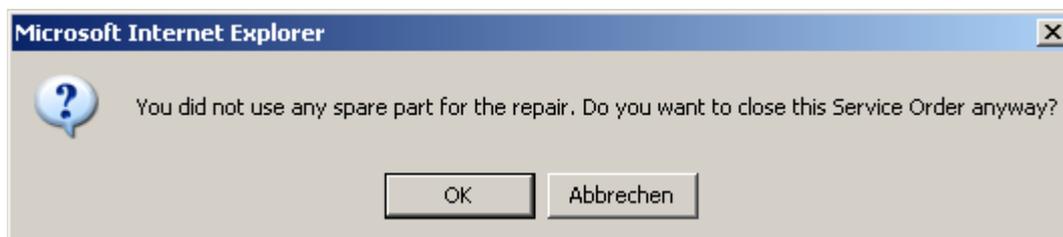


Figure 74: Message box for confirming that no spare part was needed for the solution of the repair

+ Booking History		+ Ser
+ Supplier Information		T
+ Customer Satisfaction Survey		Model n
+ Partner Routing		Model f
+ Previous Repair		Status
- Parts Recommended		Current
Part	Product	Qty.
P000352060	HDD UNIT (60GB)	1
		New
		- Rej
		No Recc
		Add/M

Figure 75: In the Parts Recommended panel you can view the parts which the TGSC has recommended

At any time when entering the service order, the recommended parts can be viewed in the panel **Parts Recommended** which is located on the left side on the Service Case page. Simply click on the “+” sign in order to display the recommended parts list, see Figure 75.

10 Customer Administration

Choose **Administration** → **Customer Administration**, and you can view or add customers from your and possibly from partner companies. Figure 76 shows the customer administration right after the start.

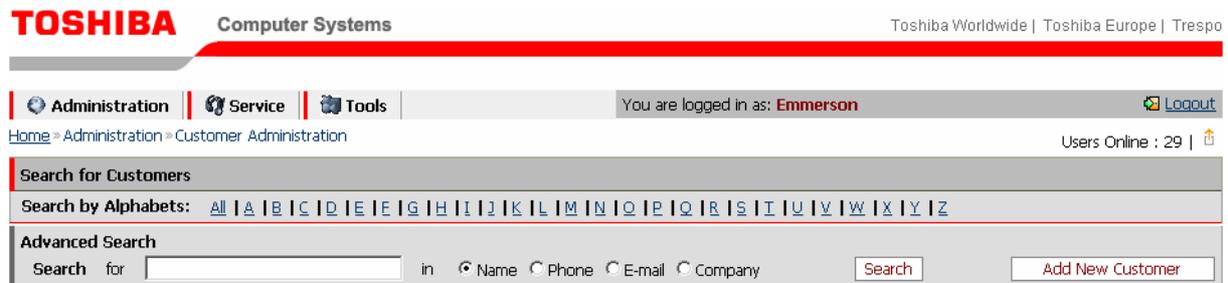


Figure 76: The Customer Administration

A click on an letter on the alphabet line causes Weblord to display all customers whose last name starts with this letter (Figure 77). Clicking **All** shows all customers. If your company is allowed to access customers from partner companies, their customers will also be displayed.

Customer List						
First Name ▲	Last Name	Business Phone	Home Phone	Mobile	Fax	E-mail
Ashish	Patel	98798	8			d@email.com
Ashish	Patel	767				d@email.com
Frauke	Pauer	+49941-78070				
Tobias	Pirzer	22222222	98745632	11111111	24684654321	Tobias.Pirzer@toshiba-tro.de

Figure 77: Clicking on “P” displays all customers whose last name starts with “P”.

By the **Advanced Search** field you can search more precise.

Example: Type in “Pa” and click on **Search** button. Weblord, then, returns all customers whose last name starts with “Pa”.

Select **Name**, **Phone**, **E-mail**, or **Company** in order to run a search for last name, phone number, email or company.

Look at the search result which is called Customer List (Figure 77). In the last column a link called **Edit** is placed. Click it and Weblord will show details of the contact.

In order to add a new customer, click the button **Add New Customer** which is placed bottom right when entering the Customer Administration, see Figure 76.

Mandatory fields are:

- First Name
- Last Name
- Street
- Zip
- City
- Main Phone

Add/Modify Customer Details			
Title	<input type="text"/>	Company	<input type="text"/>
First Name	<input type="text" value="Bjorn"/>	Main Phone	<input type="text" value="6281-273"/>
Last Name	<input type="text" value="Stroustrup"/>	Phone Home	<input type="text" value="19863"/>
Street	<input type="text" value="Pole Cap Street 7"/>	Mobile	<input type="text"/>
Additional	<input type="text"/>	Fax	<input type="text"/>
Zip	<input type="text" value="18762"/>	E-mail	<input type="text" value="bjorn.stroustrup@c.np"/>
City	<input type="text" value="Umog"/>		
County	<input type="text" value="Norway"/>		
State	<input type="text"/>		
Country	<input type="text" value="Norway"/>		
			<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Figure 78: Here you can add or edit the customer's data

Press **Save** in order to write the information to the Weblord database. Click **Cancel** to discard changes.

11 User Administration

In the User Administration you can create new user accounts and modify the rights and attributes of existing users. You reach the User Administration by the menu

Administration → **User Administration.**



Figure 79: You open the User Administration via the Administration menu

Every Weblord user belongs to a given service partner. So, you first have to select the service partner which you want to alter. Typically, only your own company is selectable since no one but supervisors can administer other companies.

Example: Mr Emmerson from Eskimo’s Repair Shop wants to add an user account for Nils Wikland, a new trainee at the repair shop. He selects “Eskimo’s Repair Shop” in the **Select Partner to administrate** panel (Figure 80).

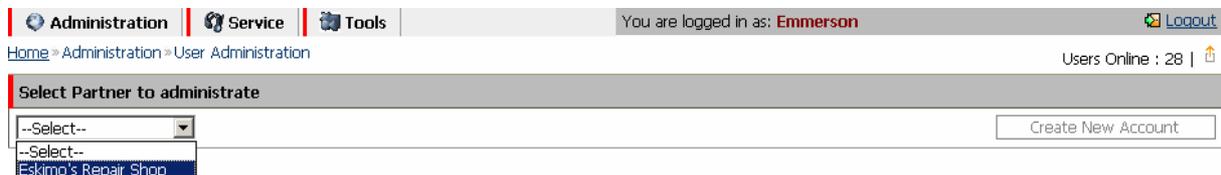


Figure 80: Choose the company for which you want to create or modify an user

As soon as Weblord knows the company, it displays a list which holds all user accounts; the corresponding panel is titled **Accounts of Partner**, see Figure 81.

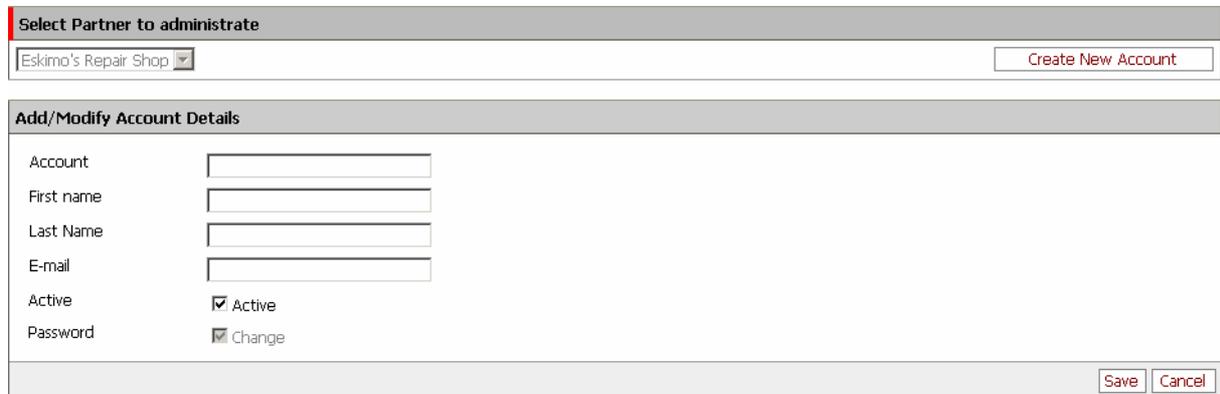


Figure 81: Weblord shows all users of a given company

Example: Eskimo’s Repair Shop has three users: Mr Amundsen, Mr Emmerson, and Mrs Lindstroem.

11.1 Creating a New User Account

If you want to create a new user, click on **Create New Account** which is a button that is located at the right side of the User Administration page. Weblord, then, shows a panel in which you can enter data of the new user. Figure 82 illustrates this.



Select Partner to administrate	
Eskimo's Repair Shop	Create New Account
Add/Modify Account Details	
Account	<input type="text"/>
First name	<input type="text"/>
Last Name	<input type="text"/>
E-mail	<input type="text"/>
Active	<input checked="" type="checkbox"/> Active
Password	<input checked="" type="checkbox"/> Change
Save Cancel	

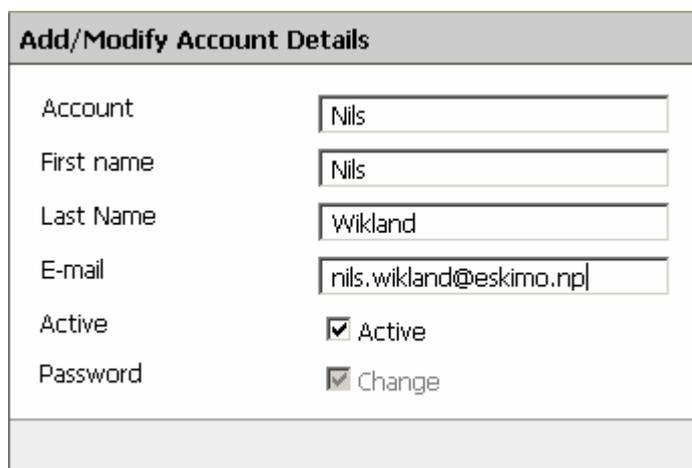
Figure 82: Entering a new user

You have to enter

1. **Account** : the name which the user has to enter when he wants to log in to Weblord
2. **First name** : the first name of the new user
3. **Last name** : his last name
4. **E-mail** : email address of the user
5. **Active** : when checked, then the account is active; otherwise the user cannot log in.
6. **Password** : If you check this box, the user's password will be `change` on next login. When the user enters Weblord next time, Weblord will force him to choose a new password.

The fields 1 to 4 are mandatory. You create the new account by pressing `Save`. The `Cancel` button discards changes.

Figure 83 shows example data from Nils Wikland, a trainee at Eskimo's Repair Shop.



Add/Modify Account Details	
Account	<input type="text" value="Nils"/>
First name	<input type="text" value="Nils"/>
Last Name	<input type="text" value="Wikland"/>
E-mail	<input type="text" value="nils.wikland@eskimo.np"/>
Active	<input checked="" type="checkbox"/> Active
Password	<input checked="" type="checkbox"/> Change

Figure 83: Emmerson creates a new user account for Nils Wikland

11.2 Assigning Roles to an User

Creating a new user is not enough. You also have to assign roles to him. For this purpose, in the **Accounts of Partner** panel, click on **Roles** at the end of the line which shows the new user (Figure 84).

Accounts of Partner								
Operator ^	First Name	Last Name	E-mail	Active	Created			
Amundsen	Oerstein	Amundsen	oerstein.amundsen@eskimo.np	<input checked="" type="checkbox"/>	23.05.06 11:37	Delete	Edit	Roles
Emmerson	Hamma	Emmerson	hamma.emmerson@eskimo.np	<input checked="" type="checkbox"/>	23.05.06 11:36	Delete	Edit	Roles
Lindstroem	Emilie	Lindstroem	emilie.lindstroem@eskimo.np	<input checked="" type="checkbox"/>	23.05.06 11:36	Delete	Edit	Roles
Nils	Nils	Wikland	nils.wikland@eskimo.np	<input checked="" type="checkbox"/>	03.07.06 16:21	Delete	Edit	Roles

Figure 84: In order to assign user rights, click on **Roles** button

Afterwards Weblord displays a panel which is referred to as **Roles Assignment for** (the next line shows the name of the user for which the roles may be assigned, e.g. “Nils”).

Roles Assignment for			
<input type="text" value="Nils"/>			
<input checked="" type="checkbox"/> Administration	<input type="checkbox"/> Service	<input type="checkbox"/> Tools	<input type="checkbox"/> System Access Rights
<input type="checkbox"/> User Administration	<input type="checkbox"/> Announcement Wizard	<input type="checkbox"/> Trespo Partsordering	<input type="checkbox"/> Administrator
<input type="checkbox"/> Customer Administration		<input type="checkbox"/> Level 1+ Repair	<input type="checkbox"/> Goodwill Validator
<input checked="" type="checkbox"/> Change Password			<input type="checkbox"/> Swap Validator
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Figure 85: Here you can assign roles to an user

Weblord, by default, assigns the **Change Password** role which means that the user will be able to change his password whenever he wants. Check all roles which you want to assign to the user. **Administration**, **Service**, and **Tools** components will be accessible via the identical menus.

Goodwill Validators are allowed to accept and reject goodwill requests coming from the customer. **Swap Validators** are allowed to accept and reject swap requests. **Administrators** are able to undo the last booking of a service case within 15 minutes for example.

Remark: You can hand on only those roles you own. Roles which you do not have, cannot be assigned to another user *by you*.

Press **Save** finally. The **Cancel** button brings you back to the Accounts of Partner list.

11.3 Altering an Existing User Account

To modify an existing user account, press **Edit** in the Accounts of Partner list. You can disable an user account by removing the **Active** check for example. Again, changes have to be saved by a click on **Save**.

12 Weblord's TRESPO Page

12.1 Ordering Spare Parts at TRESPO

Weblord supports parts ordering at TRESPO. In case a technician needs a part, he checks **Order** on the Service Case page which has been discussed in chapter 8.2.3. Figure 86 illustrates this. Setting this check results in moving the part to a “parts-to-order list”.

Add/Modify Repair Details			
Def. Part	<input type="text" value="P000308160"/>	Search Recomm.	Level 1+ Part number <input type="checkbox"/>
Serial No	<input type="text"/>	<input type="checkbox"/> Warranty	Perform Level1 Plus Action <input type="checkbox"/>
New Part	<input type="text" value="P000308160"/>	Search Recomm.	Order Part in Tresp In Stock <input checked="" type="checkbox"/> Order <input type="checkbox"/> RGA
Serial No	<input type="text"/>		Order number <input type="text"/>
			Status <input type="text"/>

Figure 86: Check **Order** on the Service Case page to order a spare part

The part will not be ordered at TRESPO until an authorised person releases the order. You can do this on the

Tools → **Trespo Partsordering**

page shown in Figure 87.

TOSHIBA Computer Systems
Toshiba Worldwide | Toshiba Europe | Tresp

Administration | Service | Tools
You are logged in as: Emmerson
Logout

Home > Tools > Tresp Partsordering
Users Online : 28 | ↑

Tresp Parts Ordering and Tracking
[Tracking View](#)

Announced Parts for Tresp Ordering
Standard On-site
Transaction Filter
 WRM RMA ORD

<input type="checkbox"/> Order	Part	Group	Partner	Ordered By	Order Time	Case	Request	Ref	Qty	Stock	Edit	Delete
<input type="checkbox"/>	T000201600	SMALL PART...	Eskimo's R...	Emmerson		65000F0001	Exchange	386	1	Stock	Edit	Delete
<input type="checkbox"/>	T000201500	SMALL PART...	Eskimo's R...	Emmerson		65000F0002	Exchange	389	1	Stock	Edit	Delete
<input type="checkbox"/>	T000201400	SMALL PART...	Eskimo's R...	Emmerson		65T00F0002	Exchange	388	1	Stock	Edit	Delete
<input type="checkbox"/>	P000308160	PCB	Eskimo's R...	Emmerson		69400F0001	Exchange	1752	1	Stock	Edit	Delete
<input type="checkbox"/>	P000273960	SMALL PART...	Eskimo's R...	Emmerson		69400F0001	Exchange	1753	1	Stock	Edit	Delete

Announced Parts for Tresp Ordering
Standard On-site
Transaction Filter
 WRM RMA ORD

<input type="checkbox"/> Order	Part	Group	Partner	Ordered By	Order Time	Case	Request	Ref	Qty	Stock	Edit	Delete
<input checked="" type="checkbox"/>	T000201600	SMALL PART...	Eskimo's R...	Emmerson		65000F0001	Exchange	386	1	Stock	Edit	Delete
<input checked="" type="checkbox"/>	T000201500	SMALL PART...	Eskimo's R...	Emmerson		65000F0002	Exchange	389	1	Stock	Edit	Delete
<input checked="" type="checkbox"/>	T000201400	SMALL PART...	Eskimo's R...	Emmerson		65T00F0002	Exchange	388	1	Stock	Edit	Delete
<input checked="" type="checkbox"/>	P000308160	PCB	Eskimo's R...	Emmerson		69400F0001	Exchange	1752	1	Stock	Edit	Delete
<input type="checkbox"/>	P000273960	SMALL PART...	Eskimo's R...	Emmerson		69400F0001	Exchange	1753	1	Stock	Edit	Delete

Tresp Order
 -
(Customer No. - Ship to No.)

(Response E-mail Address)

Order Reference

Figure 88: Check the parts to order

This page lists needed spare parts. To pass an order to TRESPO, check, in the column **Order**, the parts which you want to order, see Figure 88. Weblord, then, asks for the TRESPO customer number and ship to number as well as for an email

address which TRESPO uses to reply. You can give an **Order Reference** if you want TRESPO to refer to that particular order. Pressing Save causes Weblord to send the order to TRESPO.

Ordering Parts for On-site Repair

Keep in mind that for on-site orders you need to use your **on-site TRESPO order number** which differs from the standard TRESPO order number!

In case of an on-site order you have to select an **on-site order type**. From 1st November 2006 these are:

- **OFO** : on-site free of charge
- **OSU** : on-site urgent

You choose **OSU** order type if you don't have the required part in stock, but you need it for an on-site repair *as soon as possible*. A parcel service will deliver the part until nine o'clock or at least till noontime on the next day, depending on where you are located. You take **OFO** order type if you have the needed part in stock. Figure 89 illustrates how to choose one of the on-site order types.

Notice that Weblord doesn't support the **ORF** order type any longer – such orders have to be made via TRESPO web page.

The screenshot shows the 'Trespo Parts Ordering and Tracking' interface. At the top right is a 'Tracking View' link. Below is a table titled 'Announced Parts for Trespo Ordering' with columns: Order, Part, Group, Partner, Ordered By, Order Time, Case, Request, Ref, Qty, Stock, Edit, Delete. The first row is checked and shows details for part T000201400. Below the table is a form for 'Trespo Order' with fields for Customer No., Ship to No., Case, and Response E-mail Address. The 'On-site Order Type' dropdown menu is highlighted with a red box, showing 'OFO' and 'OSU' as options. 'Save' and 'Cancel' buttons are at the bottom right.

Figure 89: For on-site orders you have to select an on-site order type

The screenshot shows the 'Announced Parts for Trespo Ordering' table with columns: Order, Part, Group, Partner, Ordered By, Order Time, Case, Request, Ref, Qty, Stock, Edit, Delete. The table contains five rows of parts. Below the table is the 'Edit Order Line' form for part V000020670. The 'Request Type' dropdown menu is highlighted with a red box, showing 'Exchange' and 'Credit' as options. The 'Part Reference' field contains '300812'. 'Save' and 'Cancel' buttons are at the bottom right.

Figure 90: Choose the desired request type – Exchange or Credit

When ordering with OFO order type, you can choose between **Exchange** and **Credit** request type. “Exchange” means that Toshiba will send a new part to you, whereas “Credit” means that Toshiba will give you the money for the part which you assemble (you take the new part from your stock). To edit the request type, click

Edit in the line which you want to change, and choose “Exchange” or “Credit” in the **Request Type** field then. This is illustrated in Figure 90.

Usage of TRESPO Order Types Changed

Until now, DPPL parts have been ordered with WRM order type, and parts, which were not on the DPPL, have been ordered with ORD order type.

Since 1st September 2006, **both**, DPPL parts as well as non-DPPL parts, have to be ordered with **WRM order type**.

Is it a DPPL Part?

Parts which are on the Defective Parts Price List (DPPL) have to be sent to TRESPO, other parts don't. But how do you find out whether a part is on DPPL? For this you go to the Trespo Parts Order Tracking page which is described in chapter 12.2. There you can search for the affected part. Weblord will display the part in the Trespo Order List (illustrated in Figure 94) which contains a column called DPPL with entries “Yes” or “No” where “No” means that the corresponding part is not on the DPPL, “Yes” means that the part is a DPPL part.

How to Alter a WRM Order from “Exchange” to “Credit”

If you don't want TRESPO to exchange a defective part by a new one but want a credit instead, you have to change Request Type from “Exchange” to “Credit”. Therefore click on **Edit** in the order line which you want to alter. Subsequently the Edit Order Line frame opens where you change the Request Type to **Credit**, see Figure 91. Finally press the Save button.

The screenshot shows the 'Trespo Parts Ordering and Tracking' interface. At the top, there's a 'Tracking View' link. Below it, a table titled 'Announced Parts for Trespo Ordering' lists several parts with columns for Order, Part, Group, Partner, Ordered By, Order Time, Case, Request, Ref, and Qty. The 'Request' column shows 'Exchange' for all listed parts. The 'Edit' link for the second row is highlighted with a red box. Below the table, there's a navigation bar with 'First', 'Previous', 'Next', and 'Last' links, and a page indicator '1 - 100 of 6789'. The bottom part of the screenshot shows the 'Edit Order Line' form for the part 'V000921870 - 6BG00M0009'. The 'Transaction Type' is set to 'WRM'. The 'Request Type' dropdown menu is open, showing 'Exchange', 'Exchange', and 'Credit' options. The 'Part Reference' is '473069'. There are 'Save' and 'Cancel' buttons at the bottom right.

Figure 91: Should TRESPO exchange the defective part by a new one, or do you want a credit?

12.2 Tracking Down Spare Parts

The Trespo Partsordering page includes a tracking page which is referred to as **Trespo Parts Order Tracking**. With this page you can search for TRESPO orders and use a series of search criteria in order to specify your search. You can:

- look for a particular order by specifying its *TRESPO order number*
- search for orders determined by a given *Reference number*

- search for orders which belong to a given service *Case*
- view all orders which are in a particular *TRESPO order status*
- look for orders that have been ordered *between two dates*
- search for orders which contain a *particular spare part*

You open the Trespo Parts Order Tracking by

Tools → **Trespo Partsordering** → **Tracking View**.

Hint: The Tracking View link is located top right on the Trespo Partsordering page, see Figure 89.

Figure 92 shows the Trespo Parts Order Tracking page.

The screenshot shows the 'Trespo Parts Order Tracking' page. At the top, there is a navigation bar with 'Administration', 'Service', 'Reporting', and 'Tools'. The user is logged in as 'Martin Frisch'. Below the navigation bar, there is a breadcrumb trail: 'Home > Tools > Trespo Partsordering > Trespo Tracking'. The main content area is titled 'Trespo Parts Order Tracking' and includes a search section. The search section has a 'Search for' field, a 'Search' button, and radio buttons for 'Trespo Order', 'Reference', and 'Case'. Below this, there are fields for 'Trespo Status' (a dropdown menu), 'Ordered From Date' and 'To Date' (date pickers), and 'Part' (a text input). There are also checkboxes for 'All States', 'All Orders', and 'All Parts', and another 'Search' button.

Figure 92: Here you can search for parts which have been ordered at TRESPO

Example: Assume, you want to view all TRESPO orders since 10th June 2006. You can do this by typing 10.06.06 in the **Ordered From Date** fields. A click on the **Search** button at the bottom of the panel prompts Weblord to start the search. Figure 93 illustrates this.

This screenshot is similar to Figure 92, but with red boxes highlighting specific elements. The 'Ordered From Date' field contains the text '10.06.06'. The 'Search' button at the bottom right of the search section is also highlighted with a red box.

Figure 93: Looking for TRESPO orders posted on 10th June 2006 or later

Search for Trespo Orders

Search for in Trespo Order Reference Case

Trespo Status: All States

Ordered From Date: 10/06/06 To Date: All Orders

Part: All Parts

Trespo Order List

<input type="checkbox"/> Undo	Part	DPPL	Status	Type	Reference	Ordered	TRO Shipped	Delivery	Case	Trespo Order	Tracking No.	View
<input type="checkbox"/>	P000433610	No	To order	WRM	47304...				6BG00M0008			View
<input type="checkbox"/>	P000432250	No	To order	WRM	47306...				6BG00M0009			View
<input type="checkbox"/>	P000432250	No	To order	WRM	45100...				6AH0240060			View
<input checked="" type="checkbox"/>	P000429070	No	To order	WRM	45069...				6B10240017			View
<input type="checkbox"/>	P000428390	No	To order	WRM	37581...				69E0240015			View
<input type="checkbox"/>	P000428390	No	To order	WRM	37206...				6950240009			View

First Previous [Next](#) [Last](#) [1 - 100 of 309] Current Page 1

Figure 94: The result list of the example search

Weblord displays the result list in the **Trespo Order List** panel if the search is successful. This is shown in Figure 94.

You can cancel orders which are in the status **To order** or **Ordered** (the order status is displayed in the third column). Orders in other TRESPO order states cannot be undone via Weblord. To undo an order, set – in the **Undo** column – a check in front of the part which you want to cancel, and press the **Undo** button which is located bottom right.

Example: If you want to undo the forth part in the list, mark it as shown in Figure 94 and, then, click Undo.

Weblord moves undone parts back to the **Announced Parts for Trespo Ordering** list, see chapter 12.1.

A click on **View** shows detailed information about an ordered part. Figure 95 shows an example for this.

View Order Details

Ordered Part: <input type="text" value="P000444420"/>	Delivered Part: <input type="text"/>	Transaction Type: <input type="text" value="WRM"/>
Quantity: <input type="text" value="1"/>	Reference: <input type="text" value="759"/>	On-site Order: <input type="checkbox"/> On-site Order Type: <input type="text"/>
Service Case: <input type="text" value="67C0190004"/>	Trespo Order: <input type="text"/>	Forwarder: <input type="text"/>
	Reference: <input type="text" value="ref"/>	Forwarder Tracking No: <input type="text"/>
Status: <input type="text" value="Ordered"/>	Order Time: <input type="text" value="14.07.06 14:40"/>	TRO Allocation Time: <input type="text"/>
	Received at TRO: <input type="text"/>	TRO Shipped Time: <input type="text"/>
	TRO Entry Time: <input type="text"/>	Forwarder Pick up Time: <input type="text"/>
	TRO Checked Time: <input type="text"/>	Forwarder Delivery Time: <input type="text"/>

Figure 95: Details about an ordered part

When TRESPO Rejects an Order

TRESPO rejects an order if you made wrong specifications. If you, for example, enter a Ship-to Number, e.g. “155”, that, in fact, doesn’t exist, TRESPO will not accept the order. In such a case, your order will stay in the status “No Trespo feedback!”

To guard against misunderstanding: The status “No Trespo feedback!” does not *necessarily* imply that TRESPO rejected your order. But if an order stays in this status for more than two hours after you sent the order to TRESPO, it *might* be that TRESPO rejected the order. In this case we recommend to check the response mail which TRESPO sent to you, and which contains information about the TRESPO status of your order. Alternatively you log in to TRESPO site and view details about your order there.

What can you do if TRESPO rejected an order? In this case, look up the order on Weblord’s Trespo Parts Order Tracking page and undo the order by setting a check in front of the order and pressing the **Undo** button bottom right. After that you can edit the order and correct erroneous data, and finally send the order to TRESPO again.

13 Level 1+ Repair

Some parts allow to carry out a Level 1+ repair. Weblord supports the repair of these parts in the following way.

13.1 Selecting a Part for Level 1+ Repair

If a Level 1+ part is affected – and if your company is authorised for Level 1+ repairs –, then Weblord checks the **Level 1+ Part number** box on the Service Case page. The message of this checkbox is: “I, Weblord, detected that the current part is a Level 1+ part and I want to tell you about that.” If you decide to carry out a Level 1+ repair on the part, check the **Perform Level1 Plus Action** field.

Example: Assume, you are working on a notebook with an defective P000320940.

- enter the part number P000320940 in the **Def. Part** field
- press **Enter** key – Weblord, then, detects that this is a Level 1+ part and checks the Level 1+ Part number checkbox
- check **Perform Level1 Plus Action**

Figure 96 illustrates this. After saving the changes to the database the defective part will become a Level 1+ part and it will be queued in the Level 1+ Repair page.

Add/Modify Repair Details			
Def. Part	<input type="text" value="P000320940"/>	Search <small>Recomm.</small>	Level 1+ Part number <input type="checkbox"/>
Serial No	<input type="text"/>	<input type="checkbox"/> Warranty	Perform Level1 Plus Action <input type="checkbox"/>
New Part	<input type="text"/>	Search <small>Recomm.</small>	Order Part in Trespo In Stock <input type="checkbox"/> Order <input type="checkbox"/> RGA
Serial No	<input type="text"/>		Order number <input type="text"/>
			Status <input type="text"/>

Add/Modify Repair Details			
Def. Part	<input type="text" value="P000320940"/>	Search <small>Recomm.</small>	Level 1+ Part number <input checked="" type="checkbox"/>
Serial No	<input type="text"/>	<input type="checkbox"/> Warranty	Perform Level1 Plus Action <input checked="" type="checkbox"/>
New Part	<input type="text" value="P000320940"/>	Search <small>Recomm.</small>	Order Part in Trespo In Stock <input type="checkbox"/> Order <input type="checkbox"/> RGA
Serial No	<input type="text"/>		Order number <input type="text"/>
			Status <input type="text"/>

Figure 96: Check **Perform Level1 Plus Action** if you want to carry out a Level 1+ repair for a given part

Administration | Service | Tools | You are logged in as: **Emmerson** | Logout

Home > Tools > Level 1+ Repair | Users Online : 29 |

Search for Level One Plus Repairs

Search for in Case Model Serial-No Part Serial-No

Figure 97: The Level 1+ Repair page

13.2 The Level 1+ Repair Page

You get to the Level 1+ Repair page by the menu

Tools → **Level 1+ Repair**.

The Level 1+ Repair page shows all outstanding Level 1+ repairs if you click **Show All Open** (see Figure 97). You also have the possibility to view all closed Level 1+ repairs, or all repairs, including both open and closed. Alternatively you can search for a particular Level 1+ part by 1) entering the case number of the corresponding service case, 2) entering the model number of the corresponding device, or 3) entering the part serial number which you are looking for and clicking **Search**.

Example: Mr Emmerson currently has one undone Level 1+ part which he can see by a click on Show All Open, see Figure 98.

Search for Level One Plus Repairs

Search for in Case Model Serial-No Part Serial-No

Case	Model Serial-No	Model Part No.	Status	Part	Part Serial-No	Created On		
66L0010001	11114841G	PS434E-2E153-SP	Created	P000320940		21.06.2006 12:55	Edit	Delete

Figure 98: A list shows all Level 1+ parts which are waiting to be repaired

13.2.1 Repairing a Level 1+ Part

When you want to repair a Level 1+ part, you need proper repair instructions which tell you what to do. To reach them, click on **Edit** in the line which holds the part you want to repair, see Figure 99. Weblord responds to a click on **Edit** by displaying a list of available Level 1+ repair instructions. The displayed instructions have in common that they all refer to the defective part. Your business is to choose the *correct* one(s) and mark it (them) by setting a check in the first column of the instructions list. Click on the **PDF** links in order to read the repair instructions (Figure 99).

Example: Mr Emmerson clicks on **Edit** and the **PDF** buttons, reads the presented repair instructions and figures out the right one. In our example the second instruction is the correct instruction which he carries out. Emmerson marks this instruction and finally books the part to **Stock**.

Search for Level One Plus Repairs

Search for in Case Model Serial-No Part Serial-No

Case	Model Serial-No	Model Part No.	Status	Part	Part Serial-No	Created On		
66L0010001	11114841G	PS434E-2E153-SP	Created	P000320940		21.06.2006 12:55	Edit	Delete

Add/Modify a Level One Plus Repair 66L0010001 - P000320940

List of performed Instruction Proposals				
Instructions	Involved Symptom	Error Code	Ident	PDF
<input type="checkbox"/> L1P-NO-2006003	Hardware / General Function or Power related / Cooling System / Cooling System E...	Revision-UP / LAN-Interfa...	DA456-F	PDF
<input checked="" type="checkbox"/> L1P-NO-2006005	Software / 3rd Party Application / 3rd Party Application / Hangs/Crashes/Locks U...	Scrap / Drive damaged by ...	X12	PDF
<input type="checkbox"/> L1P-NO-2006006	Hardware / Mechanical / Covers, Doors and Knobs / Scratched / Always	Component / electrical de...	PH7892	PDF

Figure 99: A list of possible repair instructions

Level 1+ parts can be booked to:

- ***In Process*** : means that the Level 1+ repair process is not finished yet
- ***Not Repairable*** : the part is so badly damaged that it cannot be repaired
- ***Stock*** : you were able to fix the failure and you stock the repaired part

By a click on ***Cancel*** you quit the instruction list view.

14 Standard Reporting

14.1 Introduction

From time to time you may wish to have a look at statistical information about your service cases and other Weblord related information. Weblord supplies such information by the **Standard Reporting** page which you can access via the menu

Reporting → **Standard Reporting**

provided that you own the corresponding role.

The Standard Reporting page is able to answer questions like: How many service cases have been booked to “Announced” between 01/07/2006 and 31/07/2006 in my company? Which are the parts that we exchanged last month? To what booking states did we book a given service case?

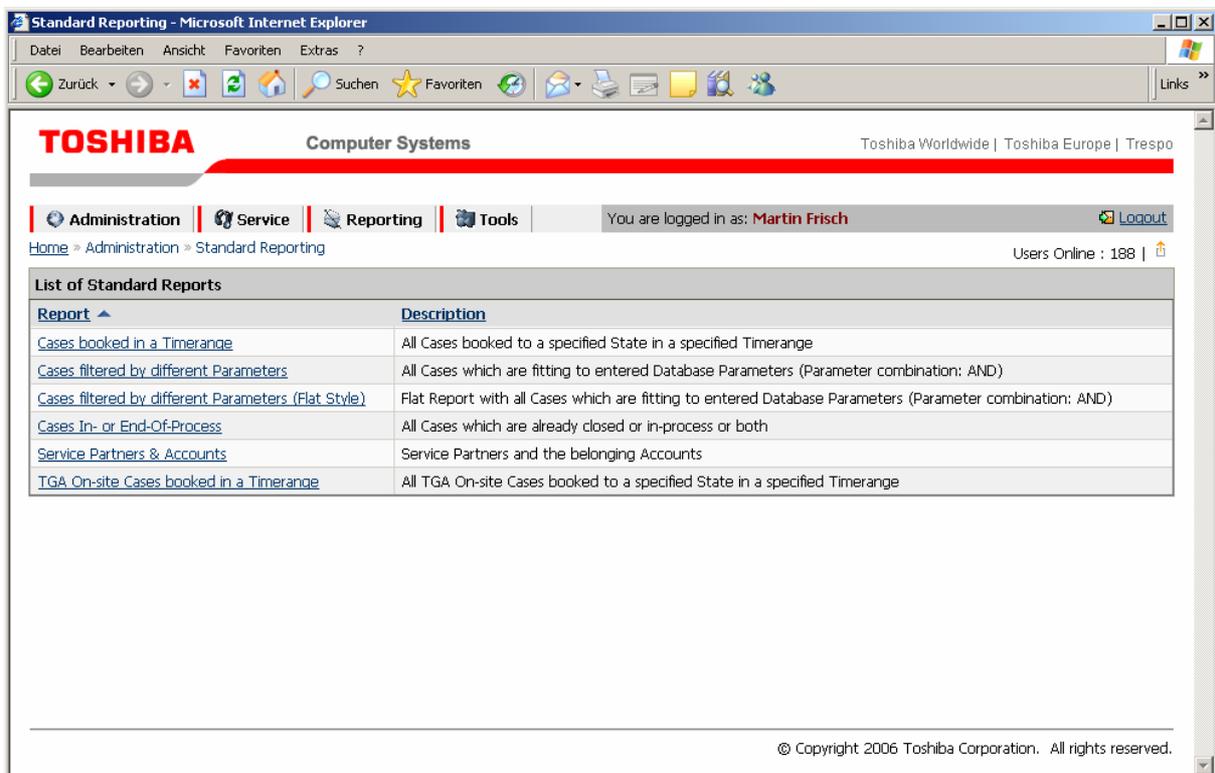


Figure 100: The Standard Reporting page lists different kinds of report templates

Figure 100 shows the Standard Reporting page. On it, you find various report templates for different purposes, and, currently, there are the following reports:

- **Cases booked in a Timerange** : This report template lists all service cases which have been booked to a given status in a specified period of time.
- **Cases filtered by different Parameters** : This report template allows you to create a list of all service cases which meet a number of criteria, which are
 - 1) list service cases of a given service partner,
 - 2) list service cases of a given service type,
 - 3) list service cases which are in a given booking status,
 - 4) ... and so on.

- **Cases filtered by different Parameters (Flat Style)** : Similar to the previous report, this report allows you to create a list of all service cases which meet specified search criteria. In contradiction to the former, it provides additional criteria: You may search for cases whose goodwill request is accepted or requested, or even still open. This template also supports searching for a given part or case comment.
- **Cases In- or End-Of-Process** : By this report you are able to list all service cases which are closed, or in-process, or both.
- **Service Partners & Accounts** : The report template lists the members of service partners including their email addresses which allows you to find and contact a certain person.
- **TGA On-site Cases booked in a Timerange** : With it you can create a list of TGA on-site service orders which have been booked to a given status within a specified period of time.

You probably find more or different report templates on your Standard Reporting page. This is because the reports, still, are under the way, and, in future, new templates will come along.

14.2 An Example Report

This section discusses the “Cases booked in a Timerange” report template which gives a brilliant example of how to work with the report templates. When you are working with another template, you can refer to this section and transfer the basic principles for yourself.

[Home](#) » [Administration](#) » [Standard Reporting](#)

List of Standard Reports	
Report	Description
Cases booked in a Timerange	All Cases booked to a spe
Cases filtered by different Parameters	All Cases which are fitting
Cases In- or End-Of-Process	All Cases which are already
Service Partners & Accounts	Service Partners and the I
TGA On-site Cases booked in a Timerange	All TGA On-site Cases boc

Figure 101: Choose the kind of report which you wish to create

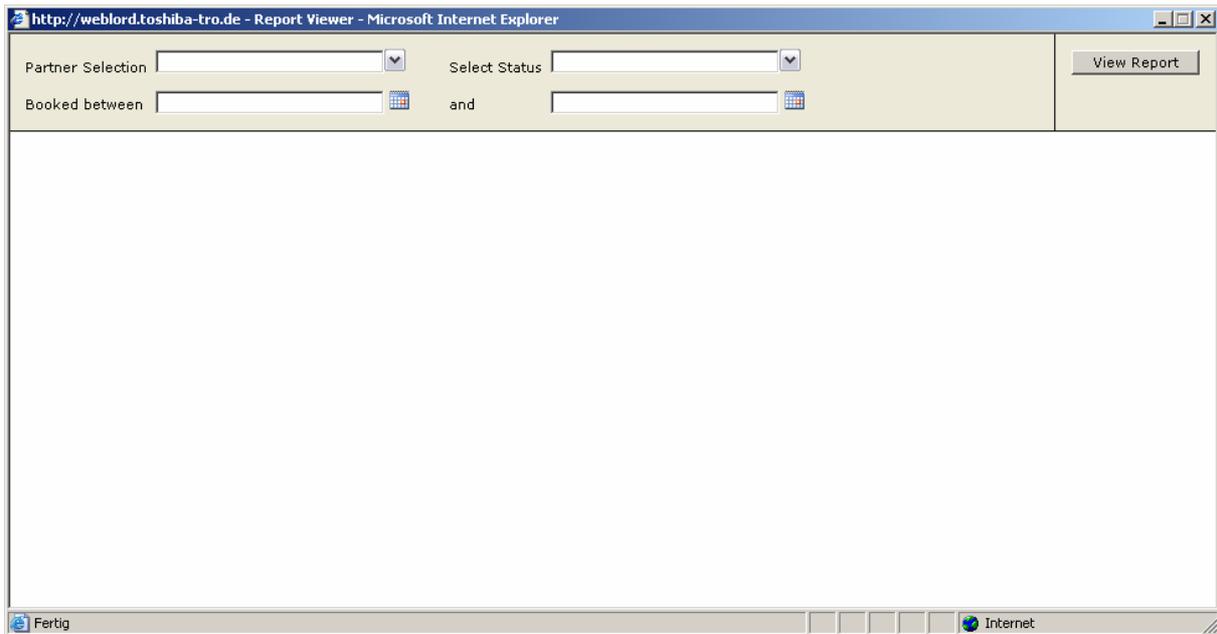


Figure 102: The template for a “Case booked in a Timerange” report

If you want to create a report which lists all service cases which have been booked to a given status within a particular period of time, click on the **Cases booked in a Timerange** link as shown in Figure 101. This causes Weblord to open an extra window containing input boxes at the top and, initially, an empty area in the rest of the window, see Figure 102. In order to create a new report, you have to enter some information first, which narrows the number of service cases in the resulting report. The narrowing criteria for a “Cases booked in a Timerange” report are:

Partner Selection

In the **Partner Selection** field, you choose all companies which should be included in the report. Selecting “Toshiba Regensburg GmbH”, “A&H BILGISAYAR SAN.”, and “a+d Computersystem GmbH”, for example, causes Weblord to include all service cases of these companies and none of other companies. If you want Weblord to include all service partners, then choose the **(Select All)** option which is located in the first line of this selection field. Figure 103 illustrates the selection of some companies.

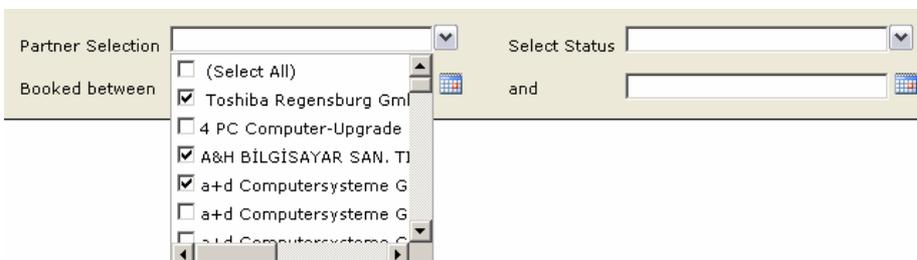


Figure 103: Tell Weblord which service partners should be included in the report

Select Status

You can select one or more booking states in the field **Select Status**. The effect is that Weblord includes only those service cases in the report which are currently in one of the chosen booking states.

Example: If you select **Standard Process: Announced**, Weblord will exclusively include those standard service cases which are booked to “Announced” (Figure 104).

Choosing **(Select All)** causes Weblord to include all service cases independent of the status the service case has been booked to.

Figure 104: The Select Status criteria determines that only service cases in a particular booking status (e.g. Announced) will be included in the report

Booked between 01/07/2006 and 31/07/2006

If you enter dates in the fields **Booked between** and **and**, then Weblord includes only those service cases which have been booked on a day that lies between those dates, e.g. between 01/07/2006 and 31/07/2006.

Figure 105: Determine the period for which service cases should be included in the report

Select the beginning of the period by a click on the calculator icon behind the **Booked between** field. Select the end of the period by a click on the calculator icon behind the **and** field. In a calendar you can choose the desired dates.

Calculating the Report

Click **View Report**, which is located top right, in order to cause Weblord to calculate the report. After a few seconds Weblord will display the report and the report window will look similar to Figure 106.

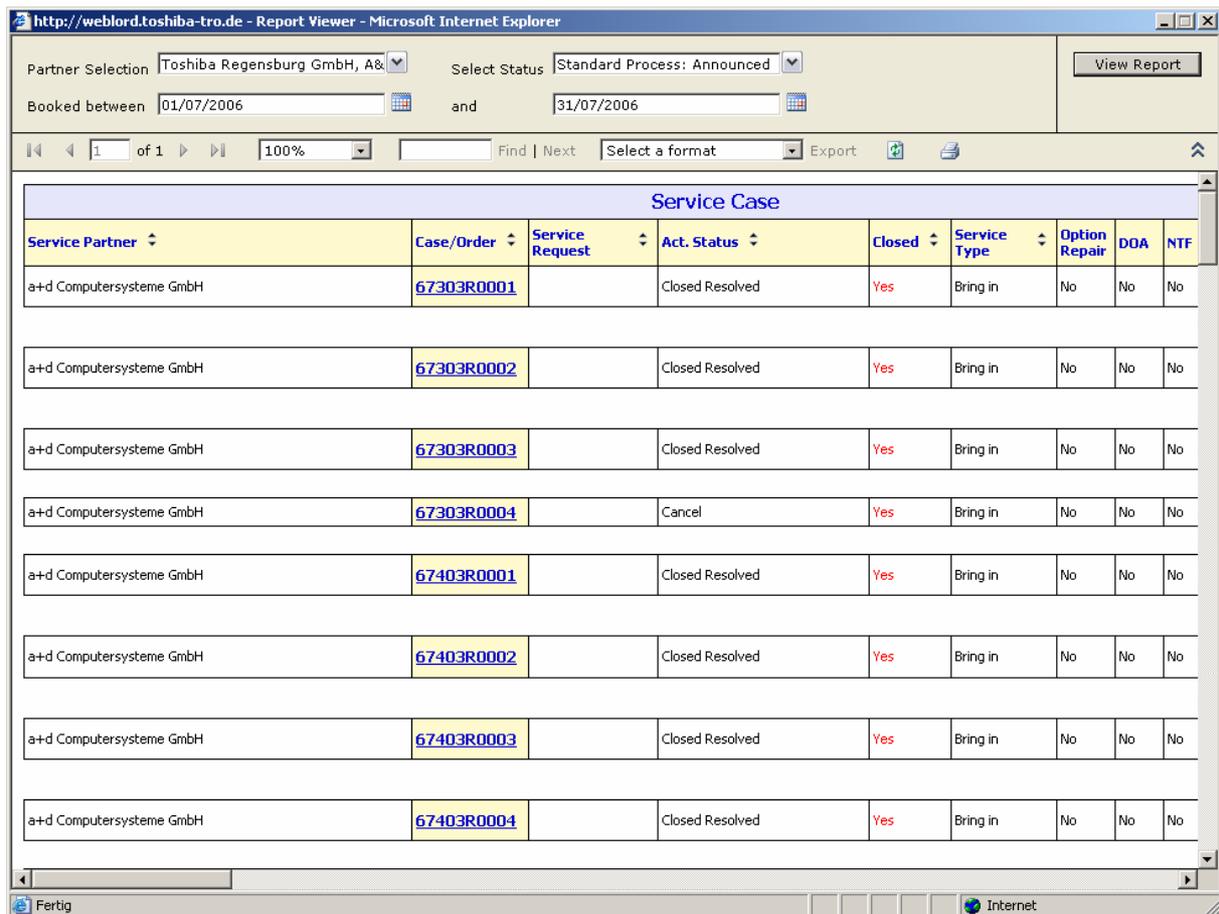


Figure 106: The resulting report will be displayed in the main area of the report window

Navigating the Report

Usually the report is bigger than the report window's size, thus you have to navigate to the place where you want to go to, using the slides of the report window.

The line which is displayed in Figure 107 also allows you to navigate through the report. If the report has more than one page, you can browse from one page to the next via the arrow icons at the beginning of the pictured line. Additionally, you may want to zoom in or zoom out. For this purpose, adjust the magnification degree, which is scaled in percentage, to your comfort; e.g. 100%, which is default magnification.



Figure 107: This line allows you to navigate through the report

Exporting the Report

In order to export the report to another format, choose the desired format, e.g. XML or Excel format, in the **Select a format** box, and click on **Export** (Figure 108). Subsequently, Weblord generates the corresponding file which you can store on your computer.

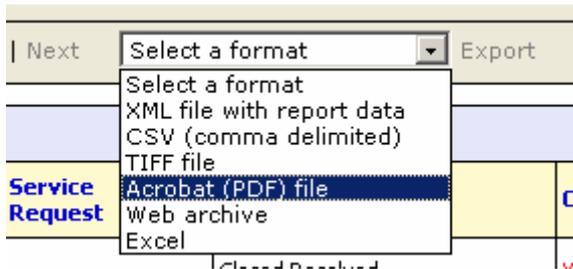


Figure 108: You can export the report to another format

Case/Order	Service Partner		Status and Reason			Timestamps		
	Account	Service Partner	ID	Status	Status Reason	Cu. Agreed Date	Action Date	Database Stamp
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	11000	Closed	Resolved		04.07.2006 10:47	04.07.2006 10:47
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	10000	Repair finished			04.07.2006 10:31	04.07.2006 10:31
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	4000	In Process			04.07.2006 10:27	04.07.2006 10:27
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	5000	Waiting for Part			03.07.2006 15:01	03.07.2006 15:01
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	4000	In Process			03.07.2006 15:01	03.07.2006 15:01
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	3000	Received			03.07.2006 15:01	03.07.2006 15:01
67303R0001	Gaetano Zadro	a+d Computersysteme GmbH	2000	Announced			03.07.2006 14:57	03.07.2006 14:57

Figure 109: Weblord displays detailed information about a particular service case

Detailed Information about a Service Case

If you want detailed information about a particular service case, click on its service case/order number which is located in the second column of the report.

Example: When you click on 67303R0001, which is the first service case in the report, Weblord switches the report window to service case view. Figure 109 illustrates this.

By default, the service case data is sorted chronologically by action date. That is, the first booking can be found in the last row, the last booking is placed in the first row, see Figure 109.

Abbreviations

A

ASP Authorised Service Provider

C

CR Central Repair
CRD Customer Requested Date

D

DOA Dead On Arrival
DPPL Defective Parts Price List

E

EMEA Europe, Middle East, and Africa
EUR Euro

F

FTP File Transfer Protocol

G

GB Gigabyte
GCC Global Call Centre
GEDB Global Entitlement Database

H

HDD Hard Disc Drive

I

ID Identification
IP Internet Protocol

J

JPEG Joint Photographic Experts Group

L

L1+ Level 1 Plus Repair
L1P Level 1 Plus Repair
LCD Liquid Crystal Display
LORD Level One Repair Database

M

MB Megabyte
MS Microsoft

N

	NB	Notebook
	NBD	Next Business Day
O		
	ORD	Order (TRESPO)
P		
	PCB	Printed Circuit Board
	PDA	Personal Digital Assistant
Q		
	QTY	Quantity
R		
	RGA	Return Goods Authorisation (TRESPO)
	RMA	Return Material Authorisation (TRESPO)
S		
	SLA	Service Level Agreement
	SPE	Service Price Europe
	SQL	Structured Query Language
	SR	Service Request
T		
	TEDD	Toshiba European Driver Database
	TEG	Toshiba Europe GmbH
	TGA	Toshiba German and Austria Operation
	TGSC	Toshiba Global Support Centre
	TIC	Technical Information Computer
	TISB	Toshiba Information Systems Benelux
	TNT	Thomas Nationwide Transport
	TRESPO	Toshiba Regensburg European Spare Parts Operations
	TRO	Toshiba Regensburg Operations
	TSS	Technical Service and Support
U		
	UPS	United Parcel Service
	URL	Uniform Resource Locator
V		
	VAT	Value Added Tax
W		
	WWW	World Wide Web
	WRM	(=WRMA) Warranty Return Material Authorisation (TRESPO)
X		
	XML	Extensible Markup Language

Glossary

Accessory List

Sometimes customers enclose accessories like AC adapters and cables when they deliver their defective device to an →Authorised Service Provider. In order to hedge against unjustified claims on the part of the customer, we advise you to accurately record the announced and really enclosed accessories. For this purpose the *announced* and *enclosed accessory lists* have been designed which can be viewed in the Accessory List panel on the →service case page.

Action Date

Action Date is an input field in which you can enter the →Customer Contacted Date and Time.

Administrator

A person who owns the administrator →role is allowed to cancel the most recent →booking status within 15 minutes after submission of the booking.

Announcement Wizard

With the Announcement Wizard you can input new →service cases into →Weblord. The wizard consists of a series of web pages which expect information essential for a smooth repair process, like the serial of the device in need of repair, customer's address data, and symptoms.

Authorised Service Provider

Toshiba supports a network of local Authorised Service Providers to help customers when their products need repair. In addition to warranty repairs, many of these local Authorised Service Providers also sell popular peripherals, offer special services, and perform out-of-warranty repairs. Authorised Service Providers deliver personal care and attention. This manual primarily addresses Authorised Service Providers.

Booking Status

Each →service case is always in a well-defined booking status, which indicates how far the repair has progressed and what happens to the device in need of repair. The booking states of a →standard service case differ from those of an →on-site service case, and also →Level 1+ parts have their own booking states. Typical booking states of standard service cases are *Announced*, *Received*, *In Process*, *Waiting for Part*, *Repair Finished*, *Closed Resolved*. Examples for booking states of on-site service orders are *New*, *Service Scheduled*, *On-site Arrival*, *Closed Resolved*.

Bring In (service type)

Bring In means that the customer brings the defective device to the →Authorised Service Provider, and picks the device up after repair. Bring In is one of several →service types which distinguish between different ways of sending the defective device to the service provider.

Central Repair (CR)

Central Repair is responsible for carrying out →Level 2 repairs of defective parts of Toshiba devices. It is a department of →Toshiba Regensburg Operations.

Commercial Return

Commercial Return means that Toshiba takes back a defective device. A possible reason for a Commercial Return is that the device doesn't work even after several repair attempts have been made. In case of a Commercial Return, Toshiba will grant the involved distributor a credit, which, on his part, will hand out a new device to the dealer, which will forward it to the customer.

Customer Administration (page)

Customer Administration is a web page within →Weblord on which you can enter and change the address and phone data of customers who commission you to repair their defective computers.

Customer Contacted Date and Time

The Customer Contacted Date and Time determines the date and time when the →Authorised Service Provider contacts the customer in order to arrange an on-site appointment. Also see →Action Date, →On-site Service.

Customer Requested Date

A customer who make demands on Toshiba's →On-site Service will phone →Toshiba's Global Support Centre. In the course of the conversation he will propose a date for the on-site repair which is referred to as Customer Requested Date.

Databases

→Weblord obtains information from several database servers, which are: →GEDB, →TEEDB, →TIC, →TEDD, →TRESPO, and, of course, Weblord's own database, which includes the →Data Warehouse.

Defective Parts Price List (DPPL)

The Defective Parts Price List holds big, valuable parts which *have* to be exchanged, that is if an →Authorised Service Provider orders a spare part which is on the DPPL, he has to send back the defective part to Toshiba or he has to pay for the DPPL part. Small parts, like screws or plastic parts, are usually not on the DPPL.

Dead On Arrival (DOA)

A device which the customer receives in a broken state is called Dead On Arrival.

Europe, Middle East, and Africa (EMEA)

EMEA is a regional designation which is particularly common amongst North American based companies, who often divide their international operations into the regions "Europe, the Middle East and Africa (EMEA)", "Latin America (LATAM)", and "Asia Pacific (APAC)".

First Visit Response Date

The First Visit Response Date is the date on which a technician from an →Authorised Service Provider visits the customer on-site the first time. See also →Second Visit Response Date.

File Transfer Protocol (FTP)

The File Transfer Protocol is a commonly used protocol for exchanging files between computers connected over a network.

Global Call Centre (GCC) →Toshiba Global Support Centre

Global Entitlement Database (GEDB)

When you send a serial number to the Global Entitlement Database, it will return information about the device which belongs to the serial. The returned data are: →model name and →model PA-number, →unit warranty end date, and information whether the customer bought additional repair and warranty services, e.g. →On-site Service.

Goodwill Request

Requesting goodwill means that a customer wants Toshiba to carry out a warranty repair although his device is out of warranty according to →GEDB. He must proof his claim by showing the invoice of the defective device.

Goodwill Validator

A customer may request a goodwill repair although, according to →GEDB, the device's warranty has already expired. His request will be granted if he is able to proof that the device actually is in warranty, e.g. by showing the invoice of the device. Such goodwill requests can only be accepted or rejected by Goodwill Validators, which are Weblord users who own the Goodwill Validator →role. Be careful that you accept or reject a goodwill request *before* you order needed parts at →TRESPO!

History (booking states)

The history of a →service case is determined by the booking states the case has been booked over time. Hence, the chronological list of booking states of a service case is referred to as History.

Home →Main Page

Language Selection

You can view →Weblord pages in different languages – English or German for example. Note that there is a language which has a special role: On-site. The On-site “language” had to be introduced because on-site orders have an own wording which differs from the wording of standard service cases.

Level 1 Repair

Toshiba distinguishes different levels of repair responsibilities. Level 1 Repairs are usually carried out by →Authorised Service Providers. At this level, repairs involve diagnosis of the affected parts, exchanging defective parts, and running diagnostic and test software. Level 1 Repairs do not include repair actions on the parts themselves.

Level 1+ Repair

Some →Authorised Service Providers, which received a special training, called TCE Level 1+ certificate, are allowed to carry out advanced repair actions; they unsolder defective components from the →PCB, or resolder poorly soldered elements according to a given →repair instruction.

Level 2 Repair

Level 2 Repairs are only carried out by →Central Repair. Those repairs include all repair actions which are not covered by →Level 1 Repairs and →Level 1+ Repairs.

Level One Repair Database (LORD)

The term Level One Repair Database (LORD) summarises several databases and programs which participate in the handling of repair orders. With the →Weblord web application, service cases can be handled and service case related information can be called.

Main Page

The Main Page is the first and the top web page in →Weblord after login. It shows a list of current service orders and is a gate to the single cases, which can be accessed from this page by a click on their →service case number.

Model Name

The model name of a device determines the line to which the device belongs, e.g. the Tecra notebooks series. Example model name: TEC8100/750DVD. In contradiction to the →model PA-number, the model name does not identify the model uniquely.

Model PA-Number

Every Toshiba notebook has a label underside on which, amongst others, its model number is written; a typical model PA-number is PT810E-48CF7-G3 for instance. The model PA-number uniquely identifies the model.

Next Business Day

With Next Business Day we refer to a →Service Level Agreement which assures an on-site repair on the next business day after the service case has been announced.

On-site (service type)

If a customer wants the →Authorised Service Provider to carry out the repair on-site (at his home or office), the →service case is referred to as “On-site”. Then, the case has the →service type “On-site” in contrast to the service types “Bring In” and “Pickup and Return”.

On-site Service

The On-site Service is a special kind of repair service which is characterised by the fact that a technician drives to the customer and carries out the repair on-site at the customer’s home or office. By contrast, →standard service cases are repaired at the location of the →Authorised Service Provider.

On-site Service Case / Order

Weblord distinguishes between →standard service cases and on-site service cases, which we preferably refer to as on-site service orders. These two kinds of services are treated separately by →Weblord, which becomes apparent when you look at the completely different booking states of standard service cases and on-site service cases. On-site service orders are handled on-site at the customer’s home or office by a →Toshiba Certified Engineer.

Operator Routing

Within your own company you can hand over a service case to a colleague. This procedure is called Operator Routing.

Option Devices

Some Toshiba devices don't have a serial number. Examples: external HDDs, external DVD drives, extended battery packs. These devices are called option devices.

PA-Number → Model PA-Number

Partner Companies

Supervisors can give you access to companies which are partners to your own company. The access includes that you are allowed to 1) read and/or write your partners service cases, and/or 2) read and/or write your partners customer data, and/or 3) route service cases, which means that you can hand over service cases to your partner.

Partner Routing

For some reasons →Authorised Service Providers don't carry out certain repairs themselves. Instead, they route the case to a →partner company, which repairs the defective device then. This procedure is called Partner Routing.

Pickup and Return (service type)

Pickup and Return means that an →Authorised Service Provider commissions a parcel service to pick up a defective device at the customer, and sends it back to the customer again after successful repair. Pickup and Return is one of several →service types which distinguish between different ways of sending the defective device to the service provider.

Printed Circuit Board (PCB)

We use the term PCB synonymously with mainboard and motherboard, which denominates the primary circuit board of a computer.

Product Name →Model Name

Proof of Purchase

A proof of purchase is usually the invoice which the customer obtained when he bought the device which is now in need of repair. It is needed if the device is, according to the →Global Entitlement Database, out-of-warranty, but in warranty according to the customer's statement.

Refurbishment

Refurbishment means that you bring a defective device in a condition where Toshiba is able to resell it (B-ware). This applies to exhibits and →Commercial Return devices for instance.

Repair Actions

With "repair action" we refer to a single step of a repair, which may be the replacement of a defective →PCB or a bios update for example. For each service

case you have to specify a so called “root repair action”. The root repair action must refer to the symptoms which have been entered during service case announcement.

Repair Instruction

For each →Level 1+ repair a so called repair instruction exists. With “repair instruction” we refer to a document which contains a guidance through the Level 1+ repair process. It tells the technician step by step which components he has to disassemble, to resolder, and so on. Pictures show the location of the components in need of repair.

Reports

The term “reports” relates to statistical information about service cases. Reports answer questions like: How many warranty repairs have been carried out by a particular →Authorised Service Provider last month? Have epidemic parts been involved? Which service cases are open at the moment? Reports can be configured to your own needs.

RGA Order

A →TRESPO parts order which has to be repeated for one and the same part is called RGA order. For such orders you have to check the RGA-checkbox on the →service case page. Dependent on the reason why you have to order the part once again, Toshiba distinguishes three types of RGA orders:

- 1) DOA : you have to repeat an order because the part which TRESPO sent to you was dead on arrival.
- 2) CUS : you have to make an order again because you ordered a wrong part by mistake.
- 3) SPO : the order has to be made again because Toshiba sent the wrong part to you (although you ordered the right one).

Roles

There are people with different duties and responsibilities, and they all work with →Weblord, but not all need to access the same Weblord pages. In order to provide only that pages which one really needs, the developers provided a variety of roles, which can be assigned independently from each other to a Weblord user. A user can be →administrator, →Goodwill Validator, may have access to the User Administration, or the →Announcement Wizard, and so on. In the User Administration you can adjust the roles of the users of your company.

Recustomise Agreement

Recustomise Agreement means that the customer agrees to reformatting and reinstallation of his computer, which implies deletion of all the data on his hard disk. During announcement of the case, the customer consents or not to reinstallation. See →Announcement Wizard.

Save Button

When you enter data into a →Weblord page, it is sometimes necessary to press a Save button (mostly located bottom right) in order to cause Weblord to take the input and store it in its database. If you miss to push the Save button, the entered data will be dropped.

Second Visit Response Date

The Second Visit Response Date is the date on which the →Toshiba Certified Engineer visits the customer on-site the second time. This occurs when the device could not be repaired successfully at the first on-site visit.

Send Back (service type)

Send Back means that the customer sends his computer to the →Authorised Service Provider on his own account. The service provider receives the device, repairs it, and, finally, commissions a parcel service to bring it back to the customer. Send Back is one of several →service types.

Serial Number

Every Toshiba device has an unique serial number which is printed on a label on the backside of the device. Serial numbers look like this: 94696371G – which is a serial of a notebook.

Service 800 Evaluation

Service 800 is a company monitoring customer satisfaction. It questions customers about their contentedness with the repair process. Toshiba evaluates the results of this inquiry, and takes them into account in its financial report. During service case announcement, an →Authorised Service Provider or call centre agent asks the customer whether he wants to take part in Service 800 survey or not.

Service Case List

There is a list which allows you to view all →service cases which you are interested in. This service case list is located on →Weblord's →main page, and you can choose whether you want to see all →standard service cases in process, all →on-site service orders in process, only your own last 10 bookings, and so on. A click on a particular →service case number directs you to the service case page where you can edit and make changes on the service case.

Service Case

With the term “service case” we refer to a customer's request for repair. The term summarises all data which belong to the customer and his device in need of repair; so, if we say that we take a look at a particular service case, we mean that we look at all the information about the customer and his computer. See also →service case number and →service request number.

Service Case Number

In order to uniquely identify a →service case, we assign an unambiguous number to it, which we call service case number.

Service Level Agreement (SLA)

→Authorised Service Providers and Toshiba agree on conditions how to handle service cases. An Example for such a Service Level Agreement is: A service case should be completed within four days (turn around time SLA).

Service Location

The service location indicates the site of a service provider. Currently only two service locations exist which are →EMEA and TGA. →Authorised Service Providers from Germany and Austria belong to the TGA service location while service

providers from other countries belong to the EMEA service location. Supervisors assign the right service location to your company.

Service Request Number

The service request number is a number which uniquely identifies a →service case. It is created and assigned to a service case by the →Toshiba Global Support Centre (which uses Siebel software) and imported to →Weblord later on.

Service Types

Service types distinguish between different ways of sending the defective device to the service provider (→Pickup and Return, →Bring in, →Send back), or repairing the computer on-site at the customer's location (→On-site).

Spare Parts

→Authorised Service Providers require spare parts in order to carry out →Level 1 repairs (which means exchanging defective parts by new parts). These spare parts are stored in a central stock at →Toshiba Regensburg Operations. You can order them from →TRESPO.

Standard Reporting →Reports

Standard Service Case

→Weblord distinguishes between standard service cases and →on-site service cases. In a standard service case the →Authorised Service Provider repairs the defective device in its workshop, whereas in an on-site service case the service provider carries out the repair on-site, at the customer's location. You can identify a standard service case by a corresponding →service type, which is →Bring In, →Pickup and Return, or →Send back.

Supervisors

Supervisors are →Weblord users who have extraordinary rights. They can delete bookings on →service cases, or even delete whole service cases. Supervisors administer company settings and assign relations between service providers (→Partner Routing).

Swap Request

A swap request is when a customer wants Toshiba to exchange its computer by a new one. Such a request can exclusively be granted by a →Swap Validator.

Swap Validator

A Swap Validator is a person who is allowed to grant a →swap request of a customer. For this purpose this person has to be owner of a special →role, which is called Swap Validator, too.

Symptom Codes

Symptom codes describe the kind of failure a particular device has. They are recorded during announcement of the →service case by a call centre agent or an →Authorised Service Provider and should help the repair technician to narrow the failure reason. Symptom codes are arranged in hierarchical levels, which are "Area", "Subarea1", "Subarea2", "Symptom", and "Occurrence". The top level symptom code distinguishes software failures from hardware failures, whereas lower levels go

into more detail and differ “No Power on AC” from “No Power on Battery”, for example. Together these levels form one set of Symptom Codes. The failure of a device always has to be described by a whole set of Symptom Codes. An example for a complete set of Symptom Codes, beginning with the top level, is: “Hardware”, “Data Storage”, “HDD”, “Read/Write Error”, “Intermittent”.

Technical Information Computer (TIC)

The Technical Information Computer stores information and solutions about current problems with particular models, recommends driver updates, and points out known bugs. It is a database server, located at →TRO, which you can access via →Weblord or via TIC web page. One single report on that web page is referred to as TIC, too. Super TICs are very important TICs with have to be executed in any case.

Toshiba Certified Engineer (TCE)

Toshiba invests technicians as Toshiba Certified Engineers if they successfully attended a training course about how to handle repairs of Toshiba computers. Only Toshiba Certified Engineers are allowed to repair Toshiba devices.

Toshiba European Entitlement Database (TEEDB)

The Toshiba European Entitlement Database gives information about the warranty end date, model name and number, and service level agreements of Toshiba devices within →EMEA, and is the European flavour of the →GEDB. The database server is located at →TRO.

Toshiba European Driver Database (TEDD)

TEDD is a database server at which you can download the latest drivers for Toshiba devices. It is located at →TRO.

Toshiba Global Support Centre (TGSC)

The Toshiba Global Support Centre receives new →service cases, which, subsequently, are sent to →Weblord and finally appear on Weblord’s →main page. The TGSC is also referred to as Global Call Centre, or shortly Call Centre.

Toshiba Regensburg European Service Part Operation (TRESPO)

TRESPO is a software system made for ordering spare parts for defective devices in need of repair. Also see →TRESPO Transaction Types and →TRESPO Order Types.

Toshiba Regensburg Operations (TRO)

On the one hand Toshiba Regensburg Operations is the only place of production in Europe which fabricates Toshiba notebooks. On the other hand, and that is important with respect to →Weblord, Toshiba Regensburg Operations is the central location for service on Toshiba devices. TRO handles everything concerning the repair of notebooks, PDAs, and other Toshiba devices. →Central Repair, →TSS, →TRESPO, →TIC, →TEDD, and →Weblord are all part of Toshiba Regensburg Operations.

Technical Service and Support (TSS)

Technical Service and Support assists service providers in technical problems, is responsible for the accounting of service cases, and handles the exchange of spare parts. Technical Service and Support is a department of →TRO.

TRESPO Order Types

Every →TRESPO order is specified by a →TRESPO Transaction Type. If you order spare parts for an →on-site service case, the kind of TRESPO order has to be specified even more. For this purpose TRESPO Order Types were introduced, which are OFO and OSU. If you already have the ordered part in stock, then you choose OFO, otherwise, if you need the part urgently, you take OSU.

TRESPO Transaction Types

When you want to make a →TRESPO order, you have to specify a so called transaction type. The three most important transaction types are:

- 1) WRM: To exchange parts which are in warranty, you use the WRM transaction type; WRM orders are related to a particular device.
- 2) RMA: You specify RMA when you send defective parts to TRESPO for which TRESPO will give you a credit or send you a new part; RMA orders are not related to a particular device.
- 3) ORD: When ordering with ORD transaction type, TRESPO doesn't need to know the exact purpose (you may fill your local stock for example); as a general rule you have to pay for the part when you make an ORD order (exception: some kind of on-site orders).

Weblord

Weblord is a web application providing all services which are needed for successfully handling your Toshiba →service cases. This manual deals with Weblord. Also see →LORD.

Weblord Databases →Databases

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