

## BFP - QUARTA 3 ® Client Interface

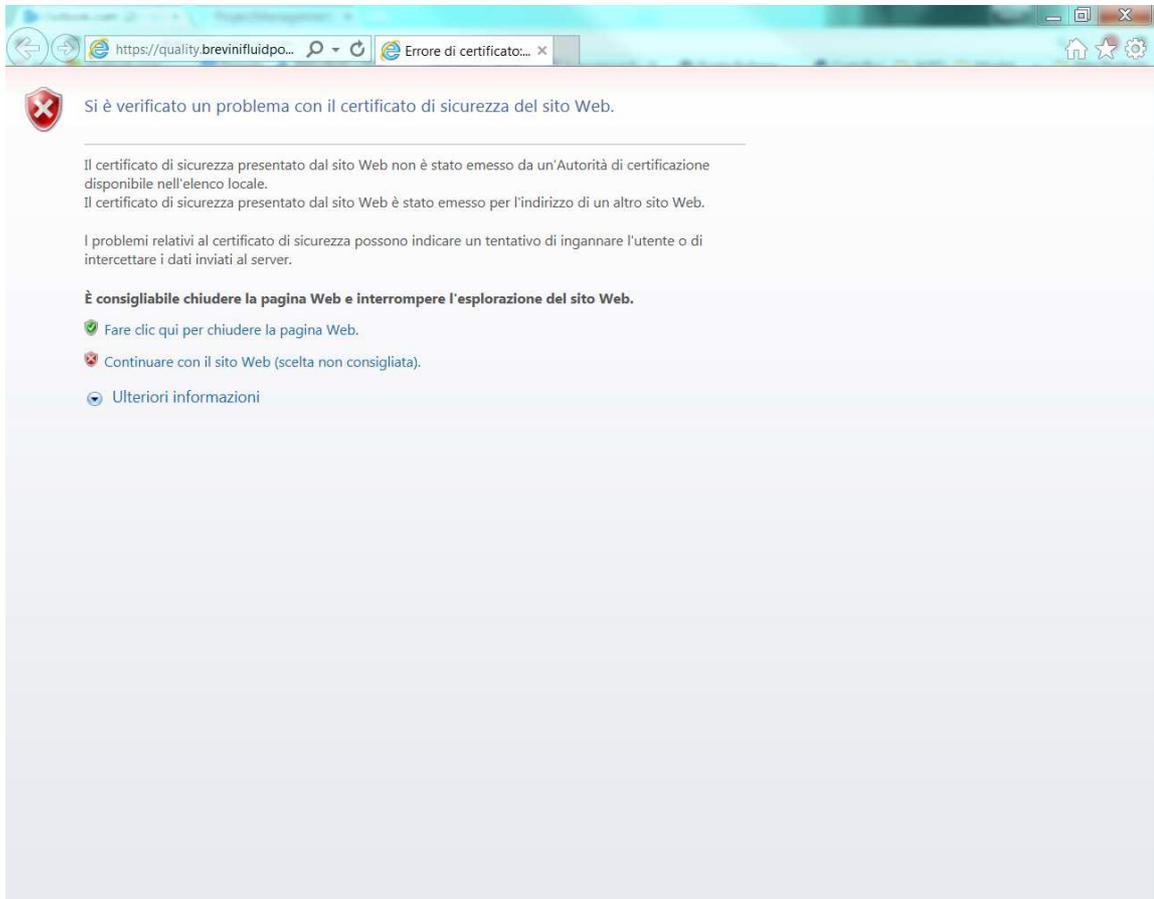
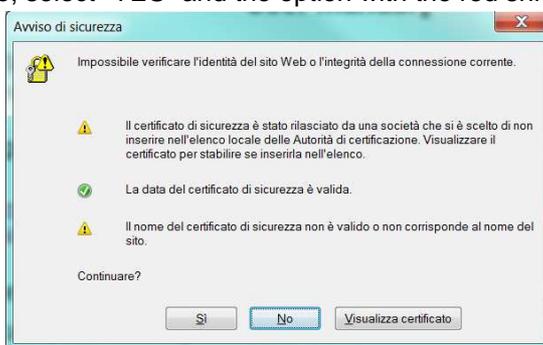
### User manual

NOTE: the BFP – Quarta 3 ® Client Interface is optimized for Internet Explorer, although works also with other Web Browsers.

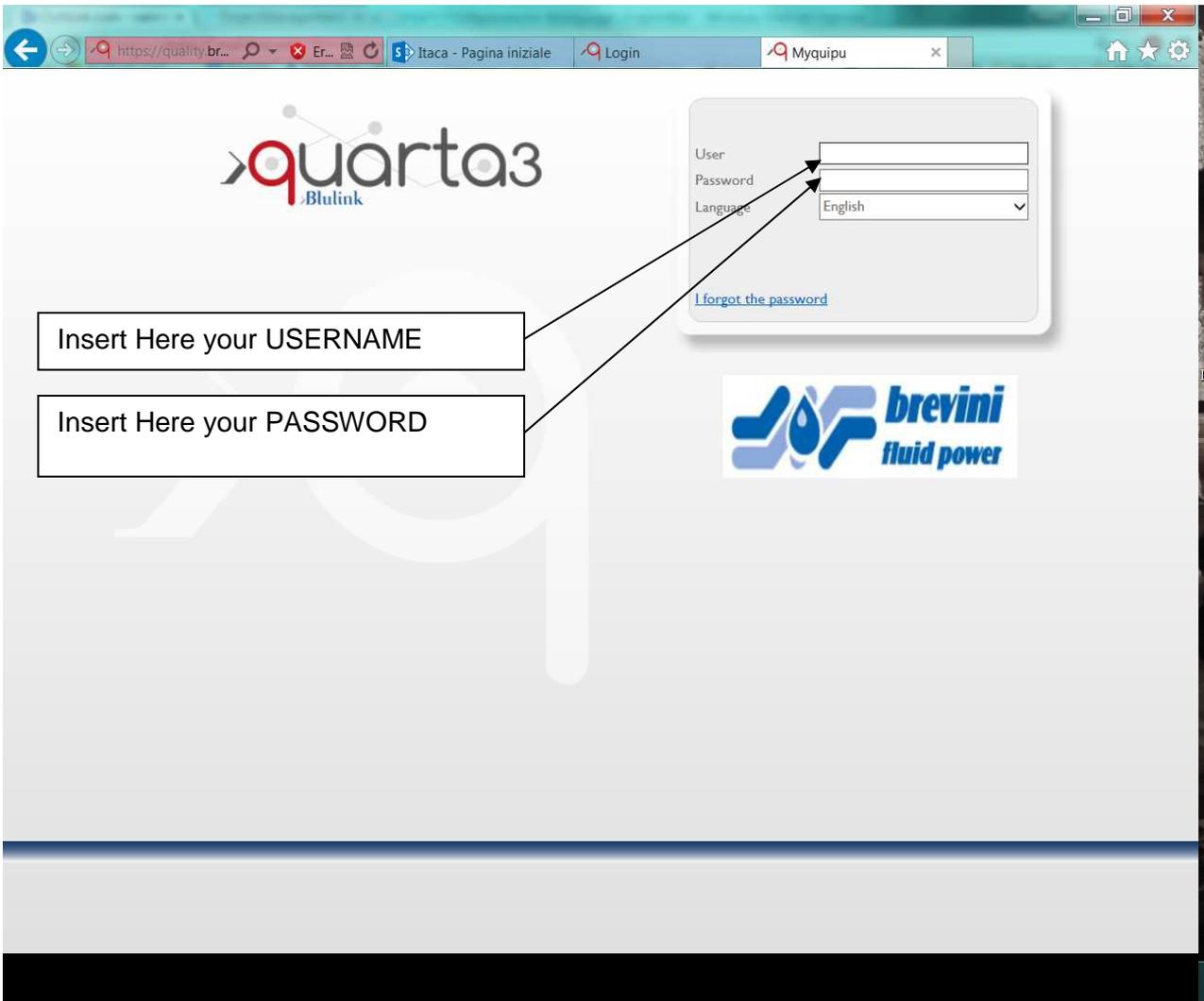
- 1) **Access the program using the following link (or copy and paste the link in your Internet Browser):**

[https://quality.brevinifluidpower.com:37173/quarta3/qweb/accesso.aspx?COD\\_RIFERIMENTO=CFG2DSK\\_A4V\\_PRTCFG1-CFG2DSK000001&chiuso=1&comboazienda=QPAP](https://quality.brevinifluidpower.com:37173/quarta3/qweb/accesso.aspx?COD_RIFERIMENTO=CFG2DSK_A4V_PRTCFG1-CFG2DSK000001&chiuso=1&comboazienda=QPAP)

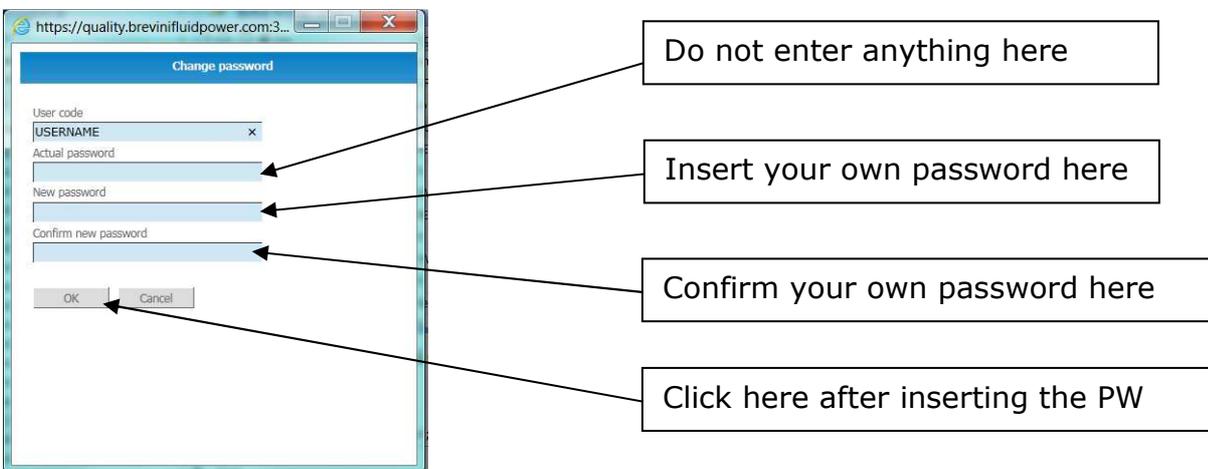
NOTE: after opening the above link, you might visualize warning messages like the one below, or similar. In this case, select “YES” and the option with the red shield:  “Continue to this website”:



2) Insert the Username and password you received from us in a separate E-mail in the below fields:

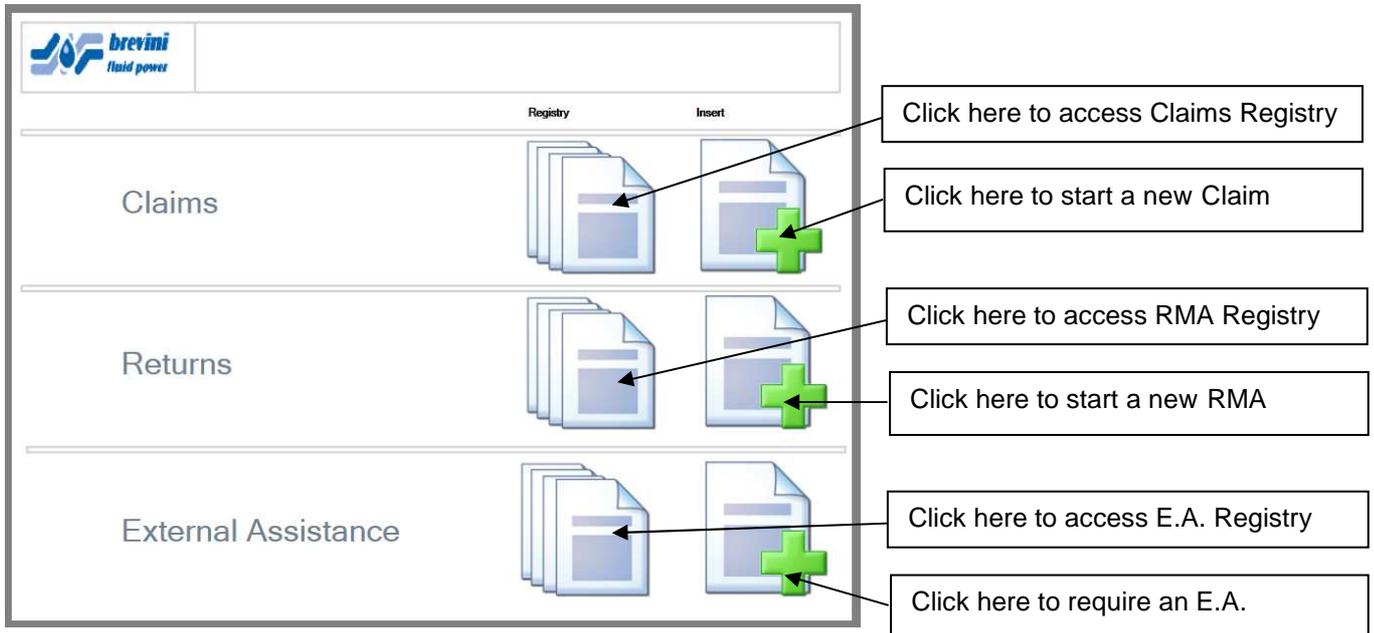


NOTE: For the FIRST ACCESS ONLY, you will be prompted the below window, requiring you insert YOUR OWN PASSWORD:



After the above password change, always use YOUR OWN password for any new access.

3) A new window will open as below:



The screenshot displays a software interface with three main sections: Claims, Returns, and External Assistance. Each section has two buttons: 'Registry' (represented by a stack of documents) and 'Insert' (represented by a document with a green plus sign). Callout boxes provide the following instructions:

- Click here to access Claims Registry (points to the Registry button for Claims)
- Click here to start a new Claim (points to the Insert button for Claims)
- Click here to access RMA Registry (points to the Registry button for Returns)
- Click here to start a new RMA (points to the Insert button for Returns)
- Click here to access E.A. Registry (points to the Registry button for External Assistance)
- Click here to require an E.A. (points to the Insert button for External Assistance)

In the following pages there is a short description of the Software BFP – Quarta3 Client Interface functions.

## 4) CLAIMS

Claims have two environments:

Claim Form (Claims, see below) and Claims Registry (Claims – Claim List, see below).

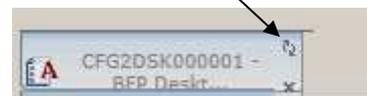
Code	Problem	Type	Protocol	Status	Record Date	Close Date	Item	Item Description
000326	LOG03 - Lacking Quantity (Less)	Administrative	Short shipment 22/4/15	Verification	22/04/2015		30408800	LANTERNA 300162-8011102P-MTR
000326	LOG03 - Lacking Quantity (Less)	Administrative	Short shipment 22/4/15	Verification	22/04/2015		30408800	NG06 DIRECTIONAL CONTROL VALVE
000326	TEC05 - Missing or Wrong Component	Technical	HRS 130 MOTOR	Work in Progress	05/05/2015		80020500102	Motor HR 5 XX 130 AA HRS SE320 N 200
000326	TEC14 - Oil Leakage (External or Internal)	Technical	HTC 14710	Work in Progress	04/11/2014		HTC147100001	Motor HT C 145 C4 HT10 08002 N 20000
000454	TEC09 - Irregular Functionality or Out of Setting	Technical	Integratn Eng - Steering Units	Closed	08/04/2015	08/04/2015	08020501103	POWER STEERING UNIT - PSC 200 203
000454	TEC14 - Oil Leakage (External or Internal)	Technical		Closed	08/07/2014	27/04/2015	00060384 000	POWER PACK 10K16-PPA18T2850-72
000324	LOG03 - Lacking Quantity (Less)	Logistic		Closed	23/04/2015	05/05/2015	30408800	BELL HOUSING 300 HL12
000326	LOG03 - Lacking Quantity (Less)	Logistic		Closed	23/04/2015	07/05/2015		

NOTE: you can always GO BACK to the initial page by clicking on the button marked below:

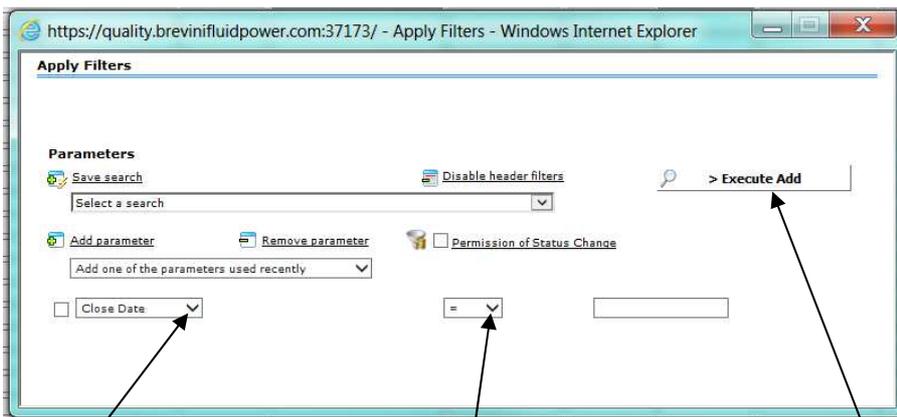
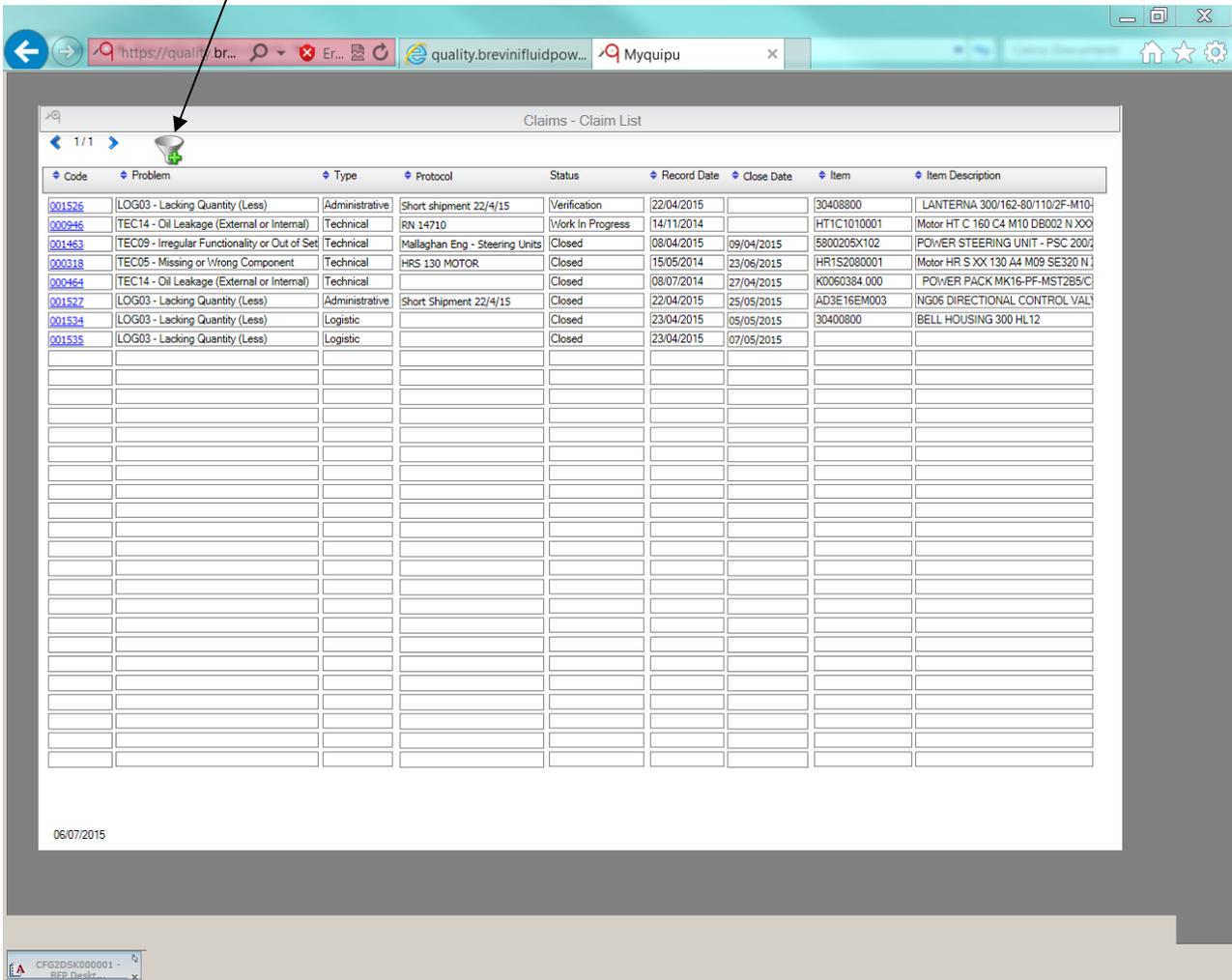


Home Button

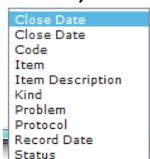
Note : by clicking here you can "refresh" the page, regardless which page you are in



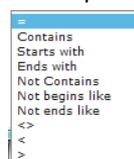
Clicking on the "funnel" button opens the Filters Option Window (see below):



Filters Option Window



Search key



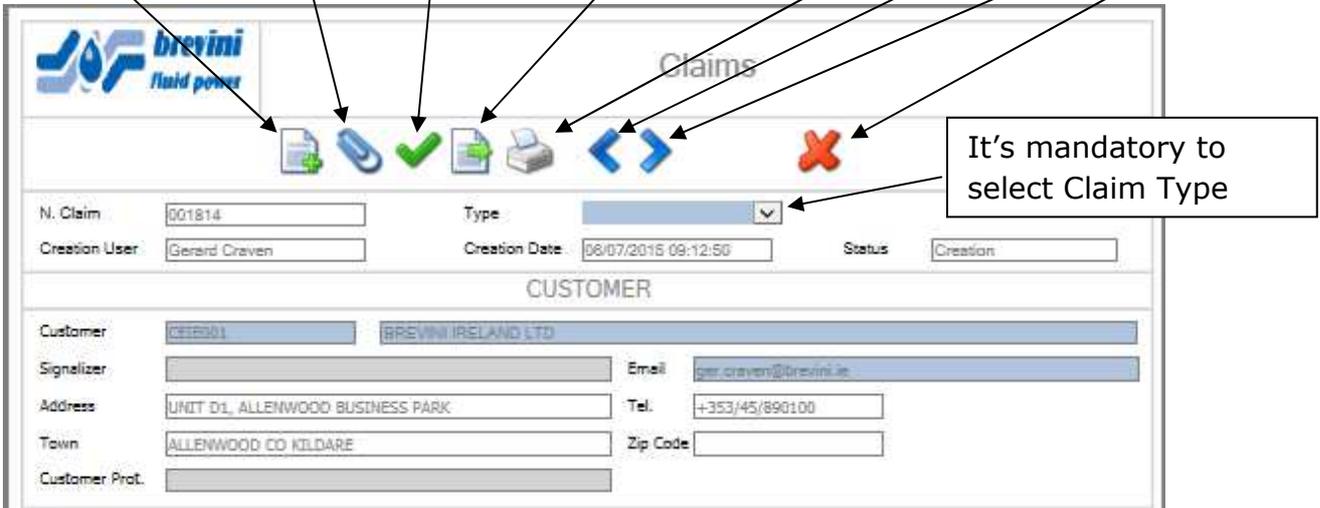
Search Parameter

Click Here to start Search



The Claim Form has the following fields (Mandatory Fields are in Blue):

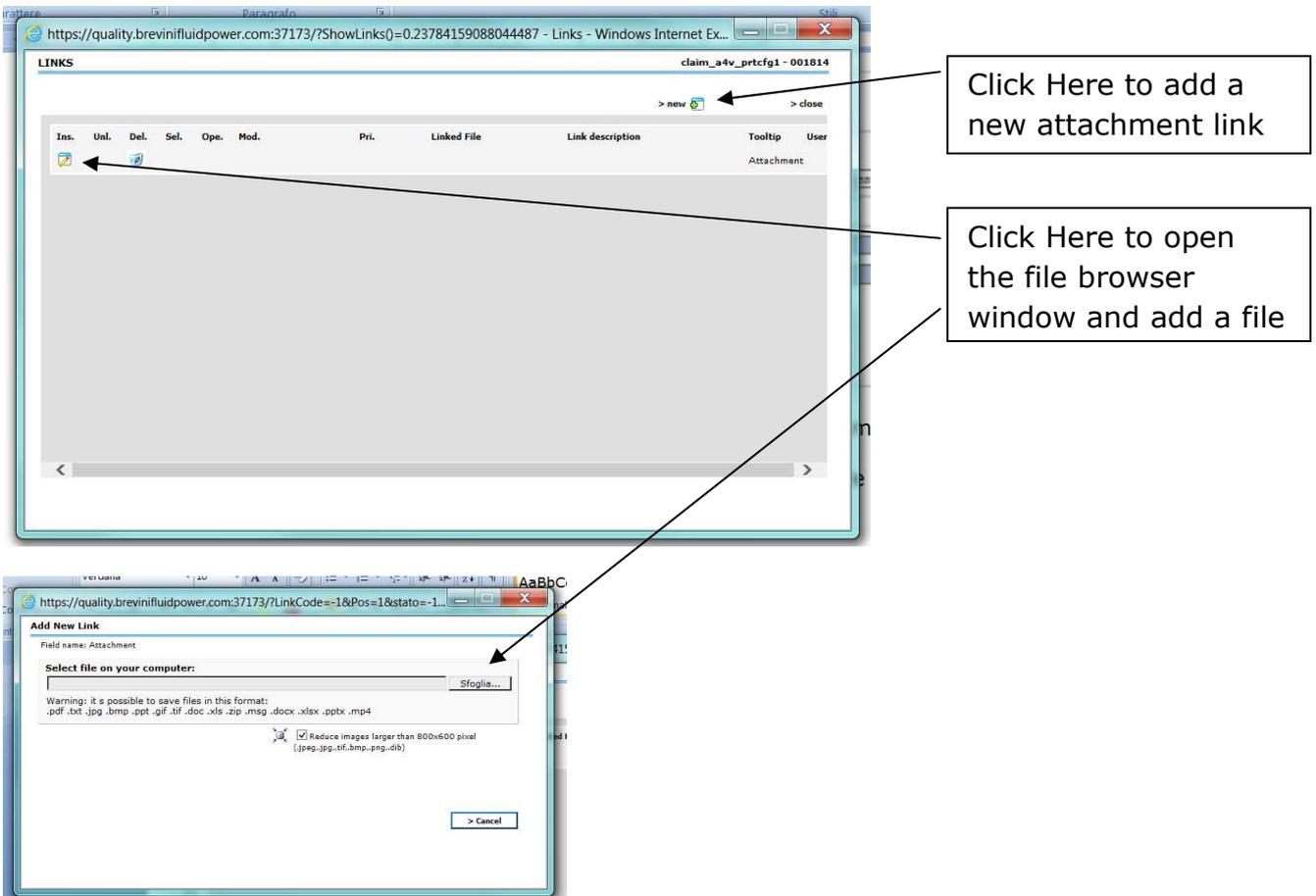
Start New Claim Attach File Save Sign and Forward Claim Print Previous Next Delete



File Number, Company Data and User E-mail are automatically loaded by the System for any new claim, and cannot be edited. **Claim Type** (Administrative, Commercial, Logistical or Technical) must be specified selecting it from the pop up window.

**Customer Prot.** Field should be filled with Customer's file reference number and/or other reference text to help future search.

If you need to attach files to the claim, you should use Attach file Window:



Claim Details Problem field must be filled (select from pop up Window) and you should also add other available info on ITEM (product) and Motivation:

**CLAIM DETAIL**

Problem

Item

Batch code  Serial Number

Quantity  Invoice/DN Ref.

Instal. Date  Failure Date

Motivation

I declare that I have read and accept the information in the condizioni general sales

Accept  [General Sales Conditions](#)

In this field you should add all relevant info about the claim, to be completed with any attachments

NOTE: by filling this field with the product serial number (visible on the product tag) and hitting TAB or ENTER the system automatically loads the Item part number (Description) and Item Code.

If the serial number is not available, you can always either fill the part number directly on the ITEM field or start a search for it by typing a part of the part number (Description) or of its Item Code and hit "Enter" . A new window will open where you can select the right part number:

Item Code Contains ARS

Description Contains ARS

N° Elements: 1296

OK	Item Code	Description
[ok]	ATTREZZATURA - TAPPO CHIUSURA G3/8 A SCOMPARSA	HH20550044-00
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 10	30317200000/10
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 100	30317200000/100
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 110	30317200000/110
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 120	30317200000/120
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 130	30317200000/130
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 40	30317200000/40
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 50	30317200000/50
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 60	30317200000/60
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 70	30317200000/70
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 80	30317200000/80
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 90	30317200000/90
[ok]	ALB.C25 -ARS/AGS-FASE 10	30309200000/10
[ok]	ALB.C25 -ARS/AGS-FASE 20	30309200000/20

You can refine the search adding further info in the fields and clicking on "Execute"

Once you find the right item, click on the corresponding [ok] button to select it. If the claim is about a Service or is related to more than one product It may not be required to fill the product field. In this case, please add relevant info in the "Motivation" field.

It is mandatory to click on the Accept box below, before submitting the claim. The General Sales Condition link will open the file where you can find the information.

I declare that I have read and accept the information in the condizioni general sales

Accept  [General Sales Conditions](#)

NOTE: while filling a new claim it is always advisable to click on SAVE button after every operation, in order to avoid losing your work if any problem occurs:



You must then click on "Sign Claim", once you complete filling the Claim Form, to forward the claim to BFP. This will open a new window like this:

If the form lacks some information, you can click here and the system shows you which of the fields needs to be completed

Click on Execute to confirm

Please remember that if you forget to click on "Sign Claim" and then confirm with "Execute", the claim will remain in the Status "Creation", and **BFP cannot see it nor process it.**

Information about the claim status and our Feedback can be found in the RED OUTLINED box "Response to Customer" – see example below:

RESPONSE TO CUSTOMER

Response to customer

## 5) Returns

Returns have two environments:

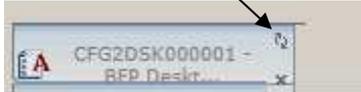
Return Form (Return) and Returns Registry (Returns – List returns).

Code	Type	Protocol	Status	Return	Record Date	Closure Date
000037	Technico	12396	Work In Progress	Standard	05/05/2014	
000036	Technico		Work In Progress	Standard	23/07/2014	
000730	Technico	John Hallinan - customer	Work In Progress	Standard	05/12/2014	
000820	Technico	Martin Griffin Motors	Work In Progress	Urgent	08/01/2015	
000854	Technico	14925-14880	Work In Progress	Standard	26/01/2015	
000932	Technico	Mallaghan Eng - Steering Units	Work In Progress		08/04/2015	
001169			Closure		06/07/2015	

Code	Problem	Type	Protocol	Status	Record Date	Close Date	Item	Item Description
001526	LOG03 - Lacking Quantity (Less)	Administrative	Short shipment 22/4/15	Verification	22/04/2015		00408800	LANTERNA 300 162-80/110/2F-M10
000946	TEC14 - Oil Leakage (External or Internal)	Technical	RN 14710	Work In Progress	14/11/2014		HTTC1010001	Motor HT C 160 C4 M10 DB002 M...
001463	TEC09 - Irregular Functionality or Out of Set	Technical	Mallaghan Eng - Steering Units	Closed	08/04/2015	09/04/2015	8000208702	POWER STEERING UNIT - 300...
000128	TEC09 - Missing or Wrong Component	Technical	INS 130 MOTOR	Closed	15/05/2014	23/06/2015	RR130208001	Motor HR S XX 130 16 145 SE 22/14
000654	TEC14 - Oil Leakage (External or Internal)	Technical		Closed	08/07/2014	27/04/2015	90060384 000	POWER PACK 1400 PF MS12B5C1
001527	LOG03 - Lacking Quantity (Less)	Administrative	Short Shipment 22/4/15	Closed	22/04/2015	25/05/2015	AD3E16EM003	NG06 DIRECTIONAL CONTROL VALV1
001534	LOG03 - Lacking Quantity (Less)	Logistic		Closed	23/04/2015	05/05/2015	00408800	BELL PRESSING 300 HL12
001532	LOG03 - Lacking Quantity (Less)	Logistic		Closed	23/04/2015	07/05/2015		

Home Button

Note : by clicking here you can "refresh" the page, regardless which page you are in



Clicking on the "funnel" button opens the Filters Option Window (see below):

Code	Type	Protocol	Status	Return	Record Date	Closure Date
000337	Tecnico	13996	Work In Progress	Standard	05/05/2014	
000506	Tecnico		Work In Progress	Standard	23/07/2014	
000790	Tecnico	John Hallinan customer	Work In Progress	Standard	05/12/2014	
000820	Tecnico	Martin Griffin Motors	Work In Progress	Urgent	08/01/2015	
000854	Tecnico	14925-14880	Work In Progress	Standard	26/01/2015	
001012	Tecnico	Mallaghan Eng - Steering Units	Work In Progress		08/04/2015	
001168			Creation		06/07/2015	

Apply Filters

Parameters

Save search: [Select a search] [Disable header filters] [Execute Add]

Add parameter: [Remove parameter] [Permission of Status Change]

[Close Date] [ = ] [ ]

Filters Option Window

- Closure Date
- Code
- Protocol
- Record Date
- Return
- Status
- Type

Search key

- =
- Contains
- Starts with
- Ends with
- Not Contains
- Not begins like
- Not ends like
- <>
- <
- >

Search Parameter

Click Here to start Search

Once the search is completed, if there are matching records the window will show the number of matching elements:



The Return Form (RMA) has the following fields:

Start New Claim Attach File Save Sign and Forward Claim Print Previous Next Delete

The screenshot shows the 'Return' form interface. At the top, there is a navigation bar with icons for 'Start New Claim', 'Attach File', 'Save', 'Sign and Forward Claim', 'Print', 'Previous', 'Next', and 'Delete'. Below this is a form with the following fields:

- Return N.: 001169
- Creation User: Gerard Craven
- Type Ret.: (dropdown menu)
- Creation Date: 06/07/2015 10:35:41
- Status: Creation

Below the form is a 'CUSTOMER' section with the following details:

- Customer: CEIE001 BREVINI IRELAND LTD
- Contact: (empty field)
- Address: UNIT D1, ALLENWOOD BUSINESS PARK
- Town: ALLENWOOD CO KILDARE
- Protocol: (empty field)
- On Reparation:  RMA:

Callouts in the image point to the 'Attach File' icon, the 'Save' icon, the 'Sign and Forward Claim' icon, the 'Print' icon, the 'Previous' icon, the 'Next' icon, the 'Delete' icon, and the 'Type Ret.' dropdown menu. A text box says 'Please select Return Type' pointing to the dropdown menu.

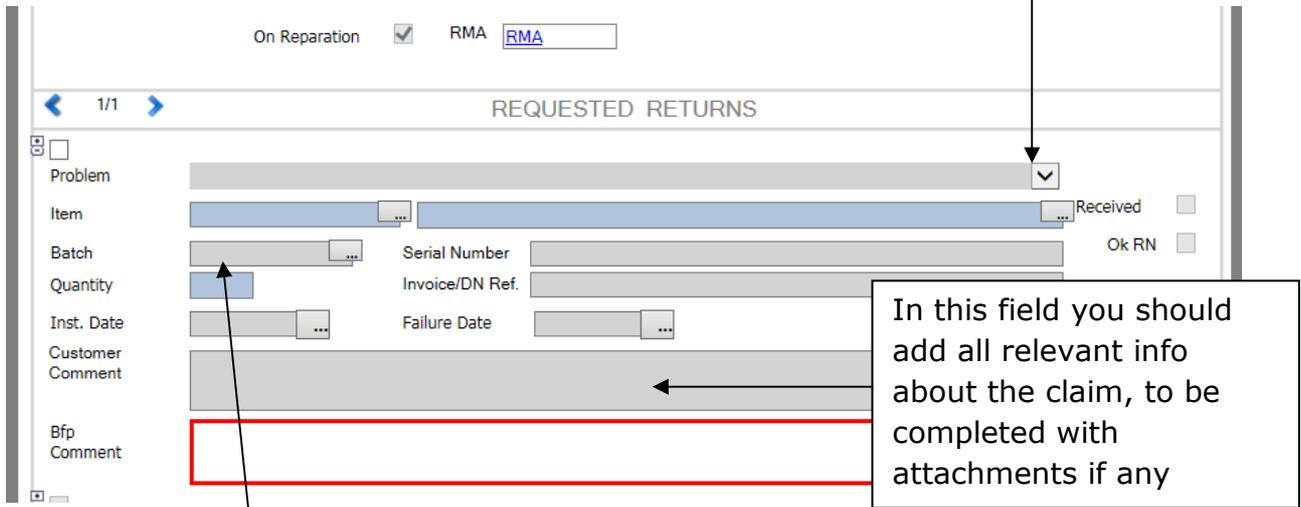
File Number, Company Data and User E-mail are automatically loaded by the System for any new claim, and cannot be edited. **Return Type** (Logistical or Technical) should be specified selecting it from the pop up window.

**Protocol** Field should be filled with Customer's file reference number and/or other reference text to help future search.

If you need to attach files to the claim, you should use Attach file Window:

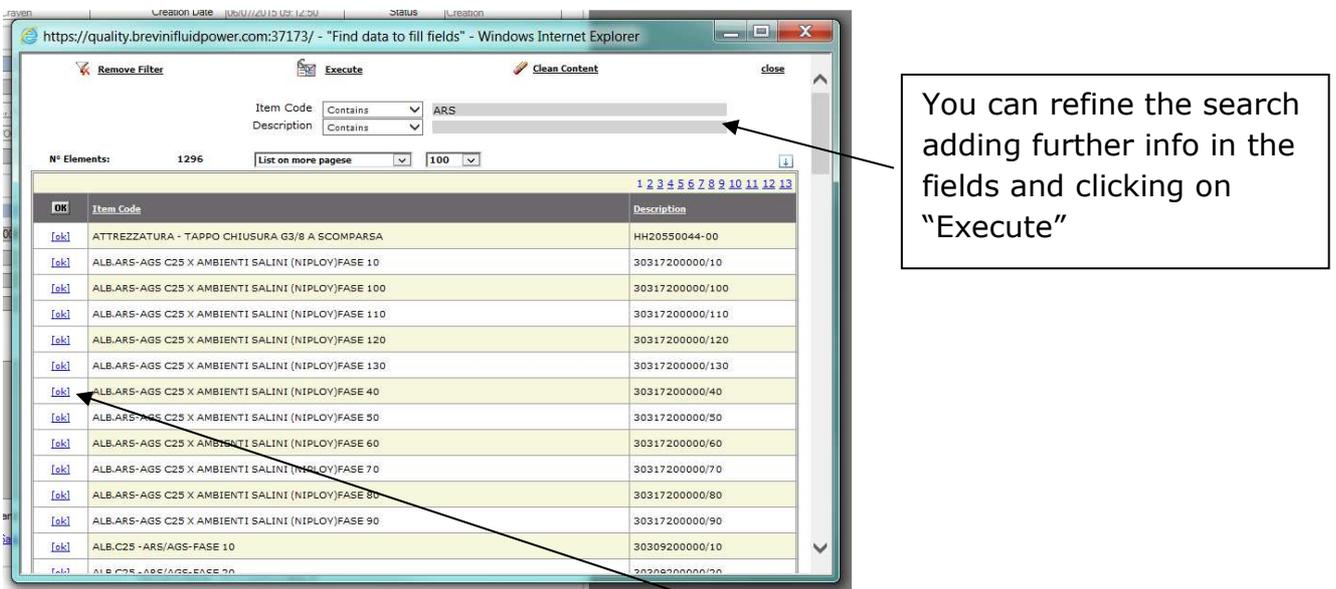
The screenshot shows the 'LINKS' window in a browser. The window title is 'claim\_a4v\_prtcfg1 - 001814'. The window contains a table with columns: Ins., Unl., Del., Sel., Ops., Mod., Pri., Linked File, Link description, Tooltip, and User. The 'User' column is labeled 'Attachment'. There is a '+ new' button in the top right corner of the table. A callout points to this button with the text 'Click Here to add a new attachment link'. Another callout points to the 'Attach File' icon in the top left corner of the table with the text 'Click Here to open the file browser window and add a file'. Below the 'LINKS' window is the 'Add New Link' dialog box. It has a 'Field name: Attachment' and a 'Select file on your computer:' field with a 'Sfogliala...' button. There is a warning message: 'Warning: it is possible to save files in this format: pdf, doc, pptx, xls, ppt, docx, xlsx, pptx, mp4'. There is a checkbox for 'Reduce images larger than 800x600 pixel (jpeg, png, gif, bmp, png-d8)'. There is a '> Cancel' button at the bottom.

Requested Returns (RMA) fields must be filled. Mandatory fields are in Blue: **Item (Part Number) and Item Quantity**. About Problem, please select from pop up Window and you should also add other available info in the Customer Comment Field:



NOTE: by filling this field with the product serial number (visible on the product tag) and hitting TAB or ENTER the system automatically loads the Item part number (Description) and Item Code.

If the serial number is not available, you can always either fill the part number directly on the ITEM field or start a search for it by typing a part of the part number (Description) or of its Item Code and hit "Enter" . A new window will open where you can select the right part number:



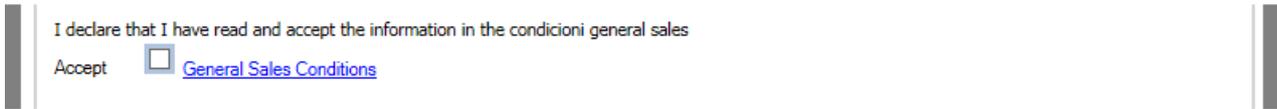
OK	Item Code	Description
[ok]	ATTREZZATURA - TAPPO CHIUSURA G3/8 A SCOMPARSA	HH20550044-00
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 10	30317200000/10
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 100	30317200000/100
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 110	30317200000/110
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 120	30317200000/120
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 130	30317200000/130
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 40	30317200000/40
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 50	30317200000/50
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 60	30317200000/60
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 70	30317200000/70
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 80	30317200000/80
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 90	30317200000/90
[ok]	ALB.C25 - ARS/AGS-FASE 10	30309200000/10
[ok]	ALB.C25 - ARS/AGS-FASE 20	30309200000/20

Once you find the right item, click on the corresponding [ok] button to select it.

If the claim is about a Service or is related to more than one product It may not be required to fill the product field. In this case, please add relevant info in the "Motivation" field.

It is not recommended to send more than one item or Part Number with the same RMA, but when this is necessary you can add a new line clicking on the small [+] button and filling the same information as above for the new item.

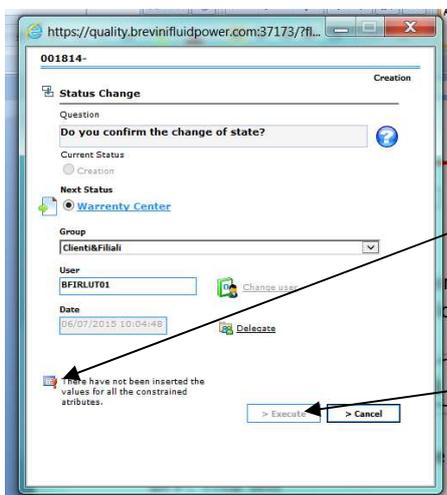
It is mandatory to click on the Accept box below, before submitting the RMA. The General Sales Condition link will open the file where you can find the information.



NOTE: while filling a Return it is always advisable to click on SAVE button after every operation, in order to avoid losing your work if any problem occurs:



You should click on "Sign Return", once you complete filling the Claim Form, to forward the claim to BFP. This will open a new window like this:

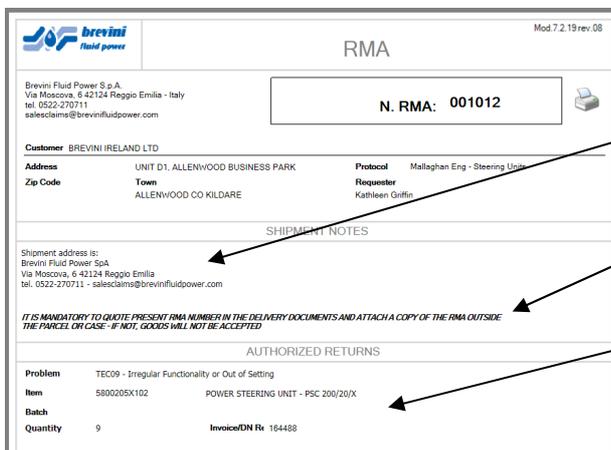


If the form lacks some information, you can click here and the system shows you which of the fields needs to be completed

Click on Execute to confirm

Please remember that if you forget to click on "Sign Return" and then confirm with "Execute", the Return will remain in the Status "Creation", and BFP cannot see nor process it.

Once you forward the Return Request, this will be processed and you will receive an E-mail, sent to the address specified in the form - the login E-mail address - with the RMA as a PDF attachment (see example below) – please note that in the RMA there are the Shipping address and the instructions:



Shipment Address

Shipment Instructions

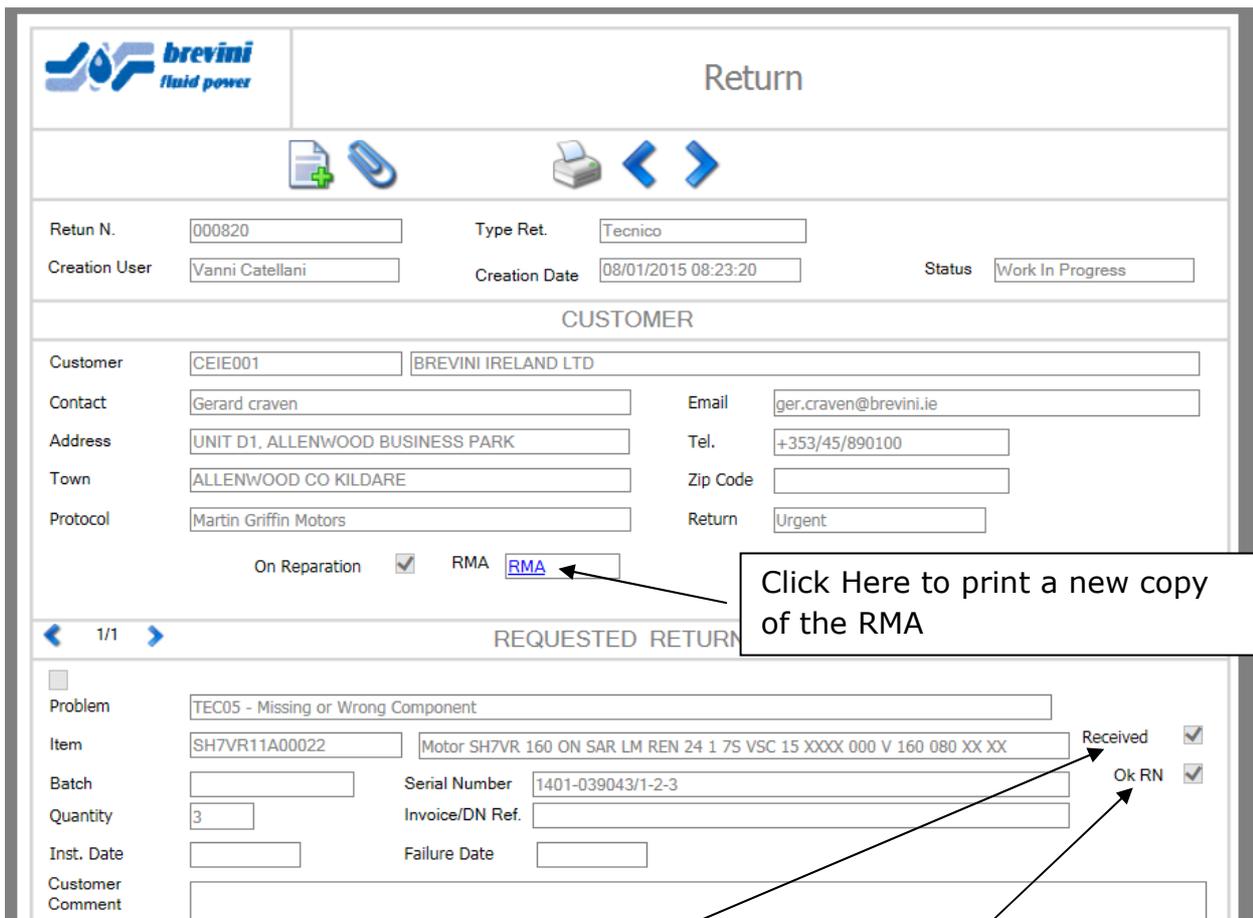
Items to be returned

**WARNING:**

It is MANDATORY to quote the RMA NUMBER in the Delivery Documents AND ATTACH A COPY or the RMA outside the parcel or case. If not, GOODS WILL NOT BE ACCEPTED by the incoming goods department.

**Useful info:**

If you cancel the confirmation E-mail by mistake, You can always retrieve the RMA (once it has been accepted) by selecting the Return Number from the Register and opening the Return Form, then clicking in the RMA link as shown below:



Click Here to print a new copy of the RMA

When this box is ticked, it means the goods have been received

When this box is ticked, it means we confirmed the correspondence between the goods declared in the RMA and what we really received in terms of part numbers and Qty.

Further information and feedback can be found looking in the RED OUTLINED boxes "Bfp Comment" – see example below:

Bfp  
Comment

## 6) External Assistance

External Assistance have two environments:

Assistance Form (External Assistance) and its Registry (External Assistance List).

The screenshot shows the 'External Assistance' form. It is divided into several sections:
 

- CUSTOMER:** Fields for Customer Name, Type, and Status.
- REQUEST DETAIL:** Fields for Problem, Request Date, and other details.
- APPLICATION DATA:** Fields for Application Name, Type, and other technical specifications.
- RESPONSE TO CUSTOMER:** A text area for providing a response.

The screenshot shows the 'External Assistance - External Assistance List' registry. It is a table with the following columns:
 

- Record
- Problem
- Type
- Protocol
- Status
- Record Date
- Close Date
- Item
- Item Description

 The table contains multiple rows of data, each representing a specific assistance record.

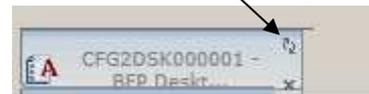
The screenshot shows the 'Claims - Claim List' registry. It is a table with the following columns:
 

- Code
- Problem
- Type
- Protocol
- Status
- Record Date
- Close Date
- Item
- Item Description

 The table contains several rows of data, including records for 'LOG03 - Lacking Quantity (Less)', 'TEC14 - Oil Leakage (External or Internal)', and 'LOG03 - Lacking Quantity (Less)'.

Home Button

Note : by clicking on here you can "refresh" the page, regardless which page you are in



Clicking on the "funnel" button opens the Filters Option Window (see below):

Request	Problem	Type	Protocol	Status	Record Date	Closure Date	Item Code	Item Description
000013	TEC09 - Irregular Functionality or Out of Setting	System Start-up	Commissioning 3 ships, 6 thruster systems	Closed	20/02/2014	23/05/2014	0PFAUDU0AAH	Pump H1V 160 S F2/1 DX LS+TP3 161-119
000014	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution		Closed	20/02/2014	20/02/2014	56CV11B00037	Pump 56CV 075 M AC 06 D 18 HER 42 42 2
000015	AVV - System Start Up (External Service)	System Start-up		Closed	06/03/2014	06/03/2014	5PFCV13004A0	CENTRALE TPS PER ATTREZZATURA DI
000016	TEC19 - Noisy or Vibrating	Problems Resolution	QR05768	Closed	24/03/2014	15/07/2014	C4000413.000	POWER PACK MCA-V1C-R1-PG14-MFGS-1
000019	TEC05 - Missing or Wrong Component	Problems Resolution	REC SCH 201301132	Closed	27/03/2014	11/07/2014	05101070101.CLD	Motor AGS 400 D C25 (HD)Painting C3H gre
000024	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	Impianto CF4 Chanavey installato a Rbema	Closed	03/04/2014	05/05/2014	56CV12A00050	Pump 56CV 128 M BF 11 D 23 HER 42 42 2
000025	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution		Closed	09/04/2014	06/05/2014	55AV1F100032	Pump 55AV 093 ME S13 04 DX V NLP0X XX
000026	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	Doha (Catar) e Abu Dhabi (Emirati Arab)	Sales Direction	09/04/2014		0MFAVRURMB1	Motor H2VR 75 S L2/1 2EM24 75-72 31-45
000027	TEC13 - Clogged or Dirty	System Start-up	prova	Closed	10/04/2014	17/04/2014	PROVA	ATTIVITA' DI PROVA/VERIFICA FUNZION
000028	TEC14 - Oil Leakage (External or Internal)	Problems Resolution	ITALMIX - SOC AGRICOLA SAN DANIELE	Assistance Execution	14/04/2014		6V22CIR00007	Pump SH6V 130 ME BF 11 5X 23 HIR 00 42
000030	TEC05 - Missing or Wrong Component	Problems Resolution	RIF. GEMMO	Closed	17/04/2014	11/07/2014	CTM14400011	Geared motor CTM1022 S 609 CF F01 HRM
000031	TEC12 - Wrong or Missing Machining	Problems Resolution	RIF. CTM 1022	Closed	17/04/2014	05/06/2014	CTM14400011	Geared motor CTM1022 S 609 CF F01 HRM
000032	TEC16 - Low or Erratic Pressure	Problems Resolution	TEST	Closed	24/04/2014	21/05/2014		
000033	TEC03 - Blocked or Not Sliding	Problems Resolution	FLUIDSYSTEM-urgente	Closed	24/04/2014	02/09/2014	56CV12A00129	Pump 56CV 128 M BF 11 D 27 HME 25 25 2
000034	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	ITALMIX - ENERSAB	Closed	24/04/2014	19/05/2014	56CV12A00046	Pump 56CV 128 M BF 11 D 23 HIR 42 42 22
000035	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	ITALMIX-AZ_AGR. F.LLI BORTOLIN	Closed	06/05/2014	21/05/2014	56CV11B00140	Pump 56CV 075 M AC 06 S 18 HIN 42 42 2
000036	AVV - System Start Up (External Service)	System Start-up	RIF. CLIENTE NS CLIENTE 'O.M.D. S.R.L.	Closed	12/05/2014	21/05/2014		
000037	TEC14 - Oil Leakage (External or Internal)	Problems Resolution	RIF. ASCOM - DISTRIBUTORE HPV74	Closed	16/05/2014	23/05/2014	HPV7400194	PROPORTIONAL VALVE HPV74 05 03 HSE
000038	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	KOLUMAN	Closed	23/05/2014	10/10/2014	5H11C108200007	Motor SH11C M 125 ME OE SAO LM2 RV V
000039	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	ITALMIX - JEULIN SA	Sales Direction	27/05/2014		56CV11B00140	Pump 56CV 075 M AC 06 S 18 HIN 42 42 2
000040	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution		Closed	28/05/2014	03/06/2014	BLT60001	PROPORTIONAL HOME LIFT POWER UNI
000041	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	ITALMIX - ZOOGAMMA	Closed	30/05/2014	11/07/2014	56CV12A00029	Pump 56CV 128 M BF 11 S 27 HIR 42 42 22
000042	TEC03 - Blocked or Not Sliding	Problems Resolution		Closed	04/06/2014	09/06/2014		
000043	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution		Sales Direction	04/06/2014		K0060327.000	POWER PACK MK1-PG-MST2A6/C-T1P15
000044	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	FLUID SYSTEM - TURCHIA	Closed	06/06/2014	12/06/2014	56CV12A00137	Pump 56CV 128 M BF 11 D 27 HME 25 25 2
000045	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	FLUID SYSTEM - FRANCIA	Closed	10/06/2014	02/09/2014	56CV12A00129	Pump 56CV 128 M BF 11 D 27 HME 25 25 2
000046	TEC03 - Blocked or Not Sliding	Problems Resolution	Zitech c/o Bondoli - BS	Closed	13/06/2014	11/07/2014	56CV11B00140	Pump 56CV 075 M AC 06 S 18 HIN 42 42 2
000048	TEC14 - Oil Leakage (External or Internal)	Problems Resolution	ITALMIX - SAN DANIELE ENERGIA	Assistance Preparation	19/06/2014		6V22C1600005	Pump SH6V 130 ME BF 11 5X 23 HIR 06 42
000049	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	Udine	Closed	20/06/2014	11/07/2014	5PFTM11005C0	CENTRALE x ELEVATORI 1.5 KW - 15 l/min
000050	TEC12 - Wrong or Missing Machining	Problems Resolution		Closed	23/06/2014	04/07/2014	HR1C0010001	Motor HR C XX 080 B4 M09 DB001 N XXXX 04
000056	TEC18 - Broken or Cracked	Problems Resolution	BFP GMBH - Bocker	Closed	04/07/2014	21/07/2014	03L00R00000	Motor H4V 19 GR1

Apply Filters

Parameters

Save search    Disable header filters    > Execute Add

Select a search

Add parameter    Remove parameter    Permission of Status Change

Add one of the parameters used recently

Close Date    =

Search key: Customer, Item Code, Item Description, Problem, Protocol, Record Date, Request, Status, Technical Warranty, Type

Search Parameter: Contains, Starts with, Ends with, Not Contains, Not begins like, Not ends like, <>, <, >

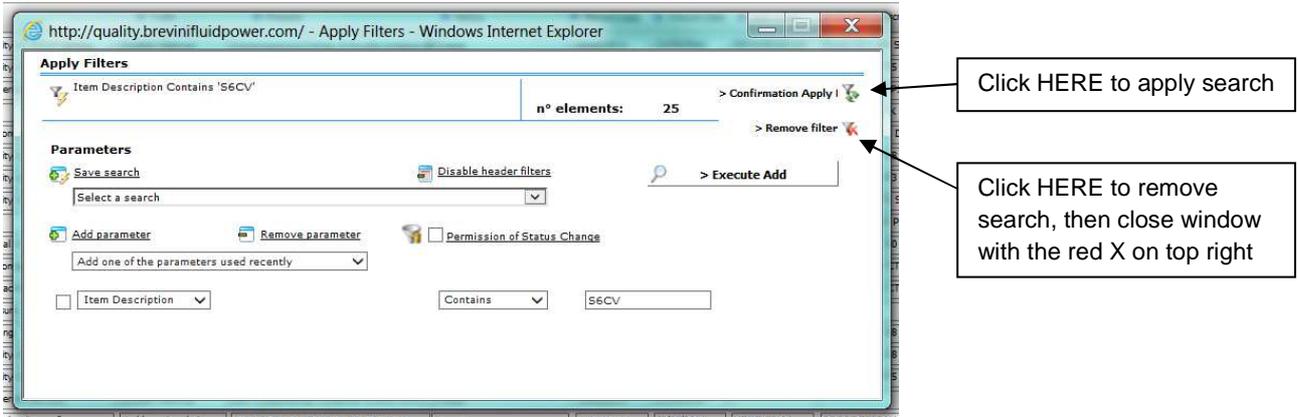
Filters Option Window

Search key

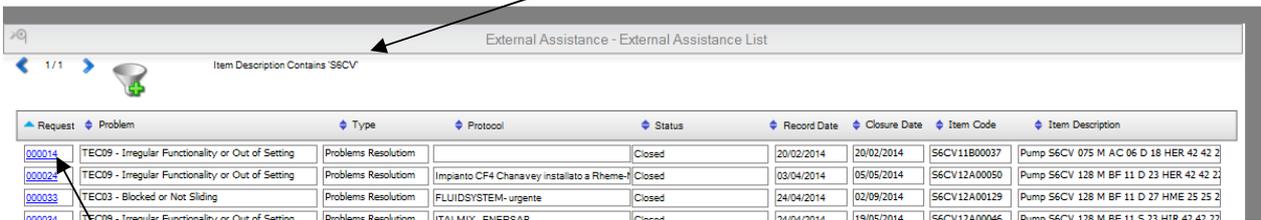
Search Parameter

Click Here to start Search

Once the search is completed, if there are matching records the window will show the number of matching elements:



If you select "Confirmation Apply" the register will show only the matching records and on top line will appear the sentence "Item Description Contains .....":



Clicking on the Record Number (file Number) will open the selected Claim Form

The External Assistance Form has the following fields:

Start New Claim Attach File Save Sign and Forward Claim Print Previous Next Delete

The screenshot shows the 'External Assistance' form interface. At the top, there is a navigation bar with icons for 'Start New Claim', 'Attach File', 'Save', 'Sign and Forward Claim', 'Print', 'Previous', 'Next', and 'Delete'. Below this is a form with fields for 'Estimate Number' (000117), 'Creation User' (Vanni Catellani), and 'Status' (Creation). A 'Type' dropdown menu is highlighted with a callout box that says 'Please select Assistance Type'. Below the form is a 'CUSTOMER' section with fields for Customer, Signalizer, Address, Town, Protocol, Email, Tel., Zip Code, and Assist. Place.

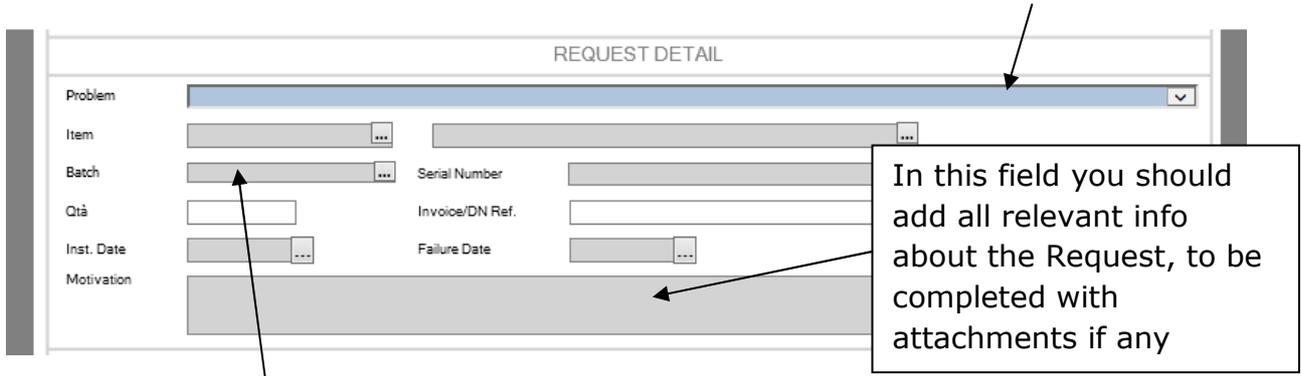
File Number, Company Data and User E-mail are automatically loaded by the System for any new claim, and cannot be edited. **Assistance Type** (System startup, Application certification or Problems Resolution) should be specified selecting it from the pop up window.

**Protocol** Field should be filled with Customer's file reference number and/or other reference text to help future search.

If you need to attach files to the claim, you should open Attach file Window:

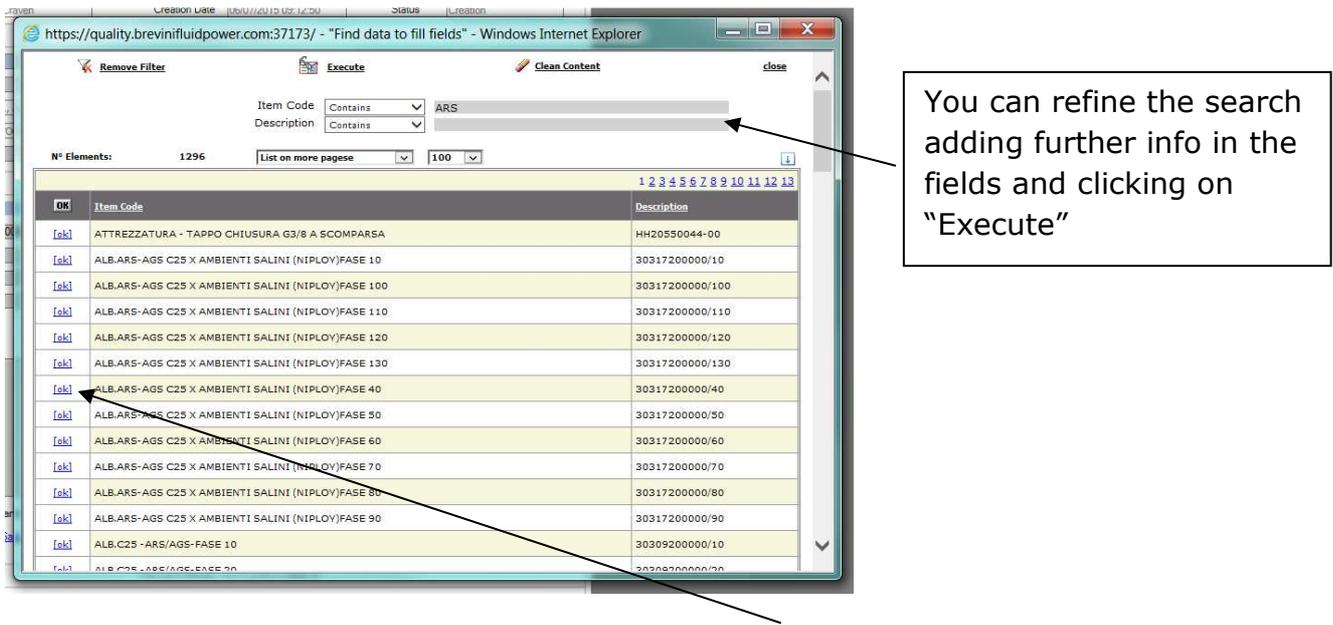
The first screenshot shows the 'LINKS' window in a browser. It has a table with columns: Ins., Unl., Del., Sel., Ope., Mod., Pri., Linked File, Link description, Tooltip, and User. A callout box points to the '+ new' button in the top right corner, saying 'Click Here to add a new attachment link'. Another callout box points to the table area, saying 'Click Here to open the file browser window and add a file'. The second screenshot shows the 'Add New Link' dialog box. It has a 'Field name: Attachment' and a 'Select file on your computer:' field with a 'Sfoglia...' button. A warning message is displayed: 'Warning: it is possible to save files in this format: pdf, bat, jpeg, bmp, ppt, gif, tif, doc, xls, zip, msg, docx, xlsx, pptx, mp4'. There is a checkbox for 'Reduce images larger than 800x600 pixel (jpeg, jpg, all bmp, png, gif)'. A callout box points to the 'Cancel' button, saying 'Click Here to open the file browser window and add a file'.

Request Detail fields must be filled. Mandatory fields are in Blue: **Problem**. Please select from pop up Window and you should also add other available info in the Customer Comment Field:



NOTE: by filling this field with the product serial number (visible on the product tag) and hitting TAB or ENTER the system automatically loads the Item part number (Description) and Item Code.

If the serial number is not available, you can always either fill the part number directly on the ITEM field or start a search for it by typing a part of the part number (Description) or of its Item Code and hit "Enter" . A new window will open where you can select the right part number:



Once you find the right item, click on the corresponding [ok] button to select it.

If the Request is related to a System with more than one BFP product, it may not be required to fill the product field. In this case, please add relevant info in the "Motivation" field.

It is advisable to fill the APPLICATION DATA part of the Form, see below, with all the available information about the application. Attachments such as pictures, drawings and the Hydraulic scheme of the machine are always recommended, as will allow us to better understand the problem and therefore prepare the Service accordingly.

APPLICATION DATA					
Machine Type	<input type="text"/>	Total work hours	<input type="text"/>		
Drive Type	<input type="text"/>				
Engine Type	<input type="text"/>	Engine power (Kw)	<input type="text"/>		
Engine speed (rpm)	<input type="text"/>	Motor-pump drive ratio	<input type="text"/>		
Hydraulic layout available?	<input type="checkbox"/>	If Yes please attach it			
Working cycle available?	<input type="checkbox"/>	If Yes please attach it			
Theoretical flow rate (l/min)	<input type="text"/>	Measured flow rate (l/min)	<input type="text"/>		
System pressure relief valve setting (bar)	<input type="text"/>	Measured peak pressure (bar)	<input type="text"/>		
Measured casing pressure (mean) (bar)	<input type="text"/>				
Ambient temperature (°C)	<input type="text"/>	Work temperature (°C)	<input type="text"/>		
	<b>Filter Type</b> (A = Suction - M = Pressure - R = Return)	<b>Filter grade</b>	<b>Beta Ratio (x)</b>	<b>Bypass</b>	<b>Work hours since last filter change</b>
A	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>
M	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>
R	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes <input type="radio"/> No <input type="radio"/>	<input type="text"/>
Hydraulic fluid type	<input type="text"/>			Reservoir capacity (L)	<input type="text"/>
ISO viscosity grade	<input type="text"/>	Viscosity index	<input type="text"/>	Work hours since last fluid change	<input type="text"/>

It is mandatory to click on the Accept box below, before submitting the RMA. The General Sales Condition link will open the file where you can find the information.

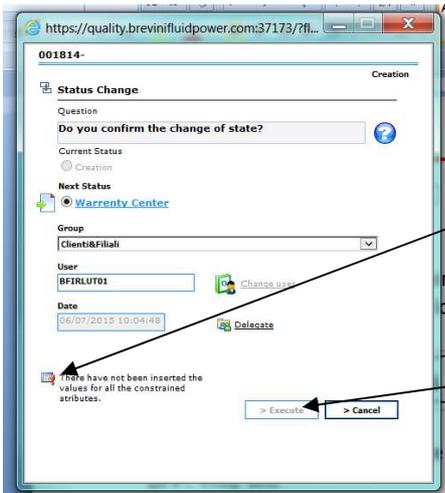
I declare that I have read and accept the information in the condizioni general sales

Accept  [General Sales Conditions](#)

NOTE: while filling a Request for Assistance, it is always advisable to click on SAVE button after every operation, in order to avoid losing your work if any problem occurs:



You should then click on "Sign Return", once you complete filling the Form, to forward the same to BFP. This will open a new window like this:



If the form lacks some information, you can click here and the system shows you which of the fields needs to be completed

Click on Execute to confirm

Please remember that if you forget to click on "Sign Return" and then confirm with "Execute", the Return will remain in the Status "Creation", and BFP cannot see nor process it.

Further information and feedback can be found looking in the RED OUTLINED boxes "Response to Customer" – see example below:



Please remember also that General Assistance Conditions will apply. In order to organize the Service, once you submit the Service Request Form we'll ask you to confirm you accept said conditions by signing a form that will be sent via E-mail to the login E-mail adress.

By signing said Service Conditions, you will accept that the cost related to the Service is Invoiced to Your Company, following a Service Price List also available upon request.