

EQUIPMENT

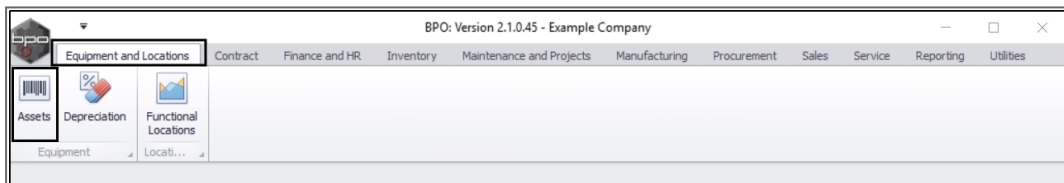
ASSETS – WARRANTIES – VIEW, ADD, EDIT

Warranties can be assigned:

- i. Either through the [auto apply warranty](#) feature when the asset is GRN'd.
- ii. Or by [assigning the machine to the warranty](#).

Follow the process below to **view**, **add** or **edit** a Warranty directly from the Asset Listing (**Machine List for []**) screen.

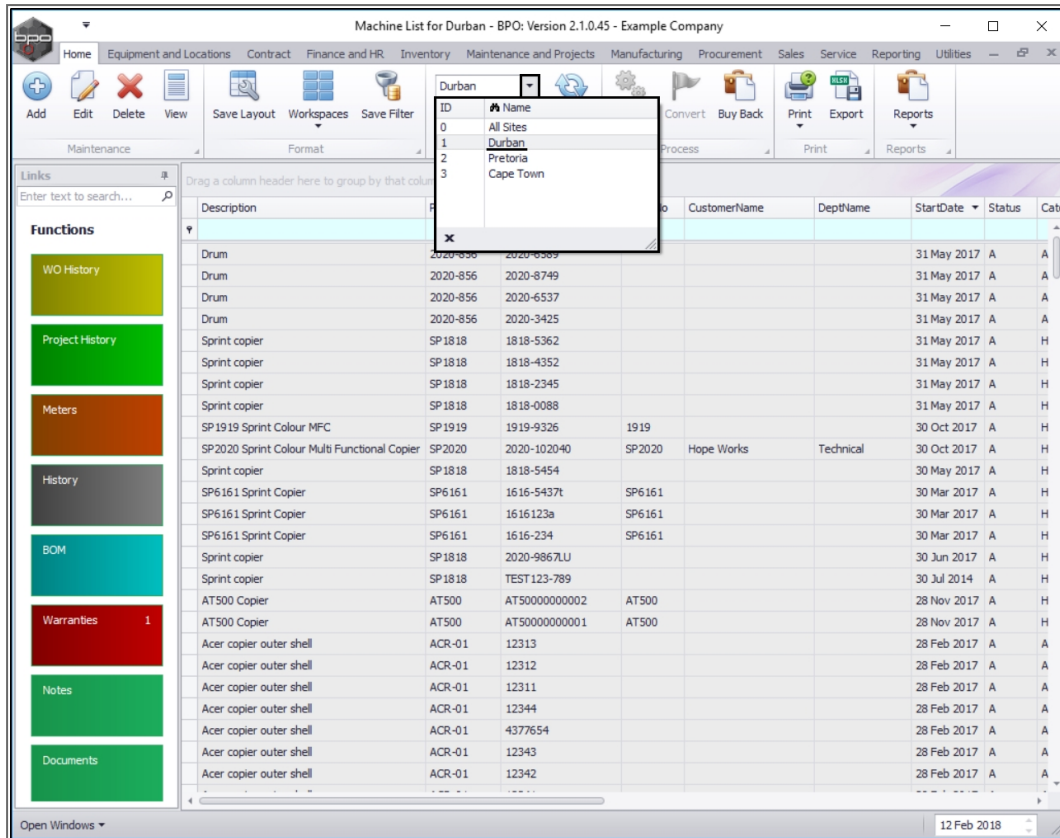
Ribbon Access: *Equipment and Locations* > *Assets*



The **Machine List for []** screen will be displayed.

SELECT THE SITE AND STATUS

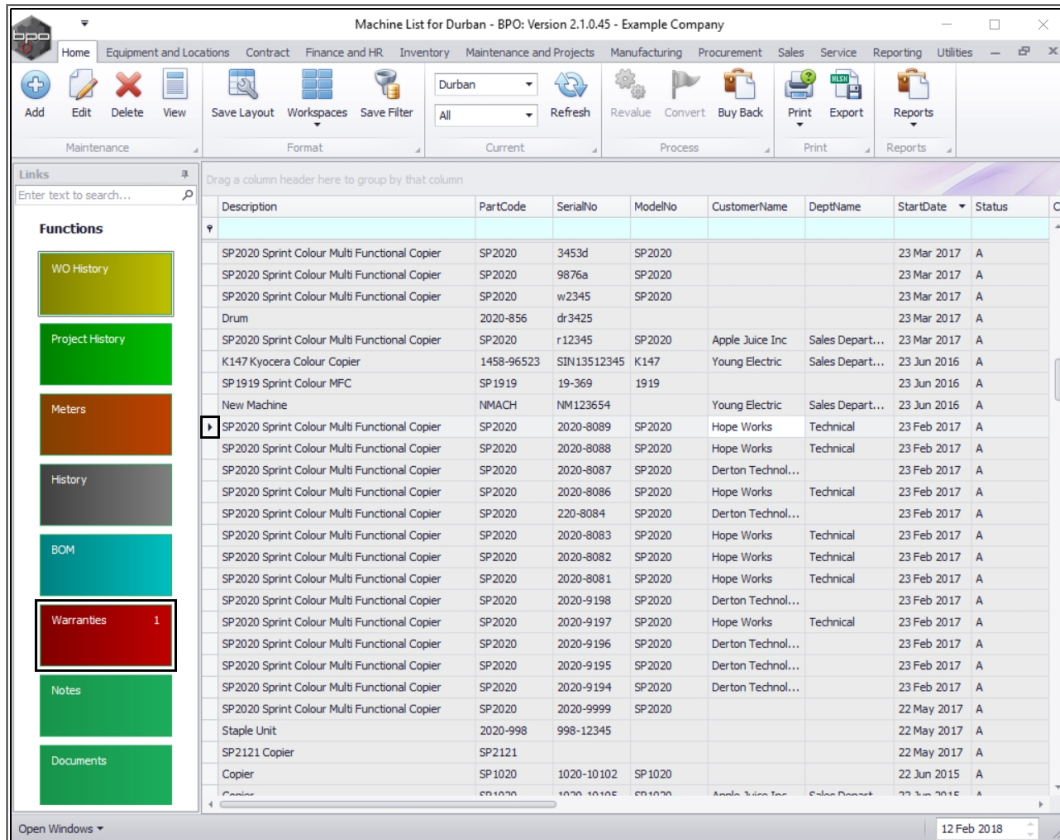
- Although it is not necessary in this process, it good practice to begin a process by selecting the **site** where an asset is linked.
 - In this image **Durban** is selected.



1. This screen will open by default in the **All** status. You do not need to change this status in order to view or add asset warranties. If this screen is already open in another status e.g. Internal Assets, then click on the **drop-down arrow** and select from the list, the right status that contains the asset you wish to work with.

SELECT THE ASSET

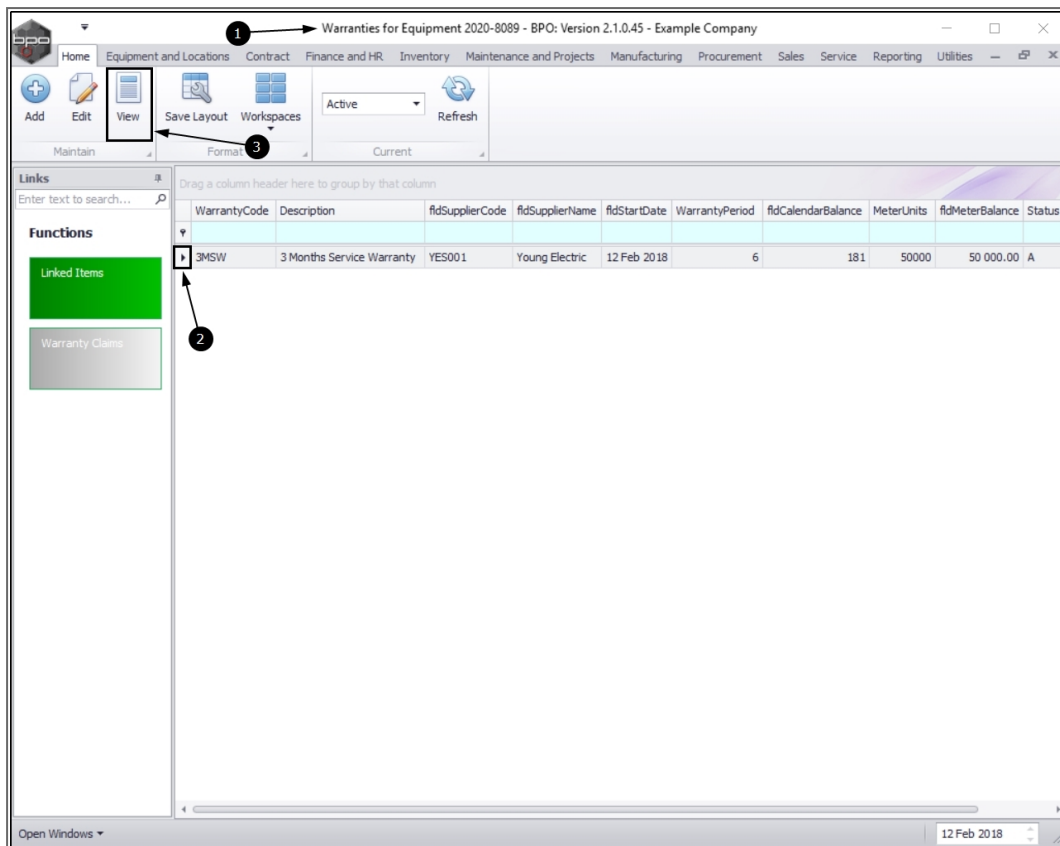
2. Select the **row** of the **asset** where you wish to **view** or **add** a warranty.
3. Click on the **Warranties** tile.



Description	PartCode	SerialNo	ModelNo	CustomerName	DeptName	StartDate	Status
SP2020 Sprint Colour Multi Functional Copier	SP2020	3453d	SP2020			23 Mar 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	9876a	SP2020			23 Mar 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	w2345	SP2020			23 Mar 2017	A
Drum	2020-856	dr3425				23 Mar 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	r12345	SP2020	Apple Juice Inc	Sales Depart...	23 Mar 2017	A
K147 Kyocera Colour Copier	1458-96523	SIN13512345	K147	Young Electric	Sales Depart...	23 Jun 2016	A
SP1919 Sprint Colour MFC	SP1919	19-369	1919			23 Jun 2016	A
New Machine	NMACH	NM123654		Young Electric	Sales Depart...	23 Jun 2016	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8089	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8088	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8087	SP2020	Derton Technol...		23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8086	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	220-8084	SP2020	Derton Technol...		23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8083	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8082	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-8081	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-9198	SP2020	Derton Technol...		23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-9197	SP2020	Hope Works	Technical	23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-9196	SP2020	Derton Technol...		23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-9195	SP2020	Derton Technol...		23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-9194	SP2020	Derton Technol...		23 Feb 2017	A
SP2020 Sprint Colour Multi Functional Copier	SP2020	2020-9999	SP2020			22 May 2017	A
Staple Unit	2020-998	998-12345				22 May 2017	A
SP2121 Copier	SP2121					22 May 2017	A
Copier	SP1020	1020-10102	SP1020			22 Jun 2015	A

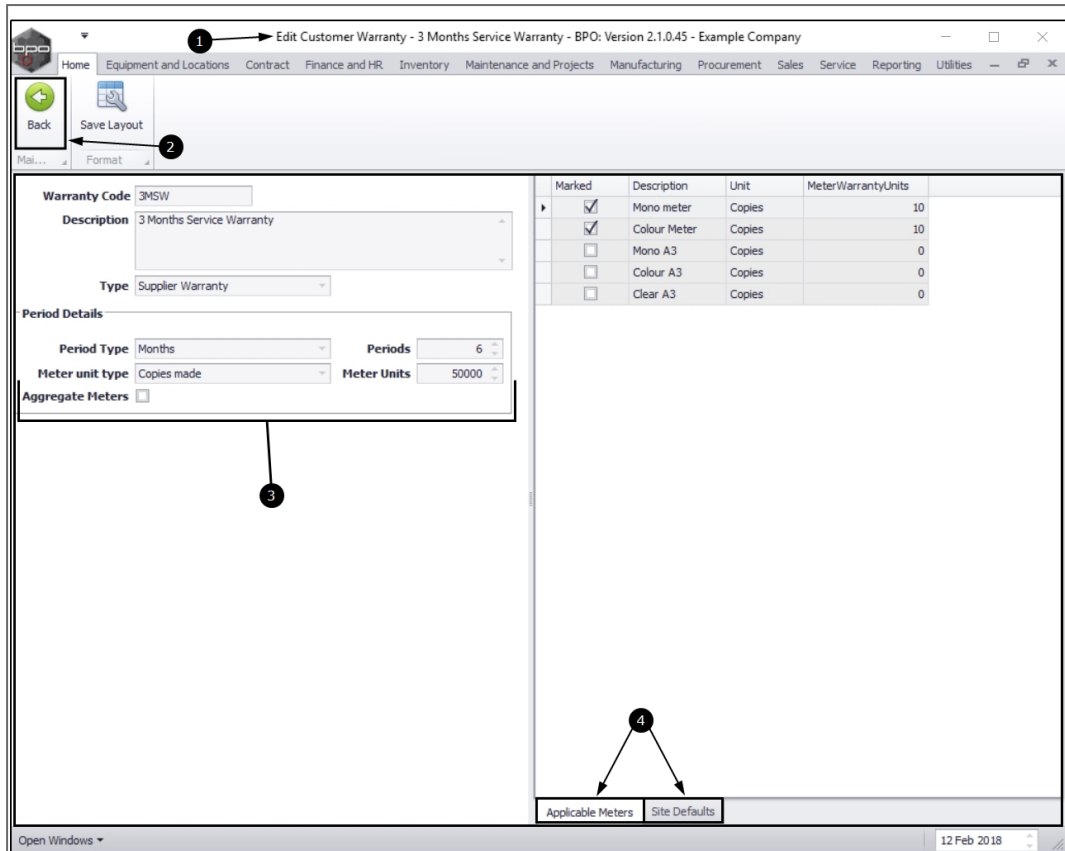
VIEW WARRANTY

- The **Warranties for Equipment []** screen will be displayed.
 - If there are any currently linked warranties, they will be listed in this screen.
 - Relevant details, such as warranty expiry can be viewed.
- If there is more than one linked warranty in the list, select the **row** of the warranty that you wish to view.
- Click on **View**.



1. The **Edit Customer Warranty - []** screen will open.
2. As you clicked on the **View** button to open this screen (and not the **Edit** button), all the information in this screen is **uneditable**. There is a **Back** button but no **Save** button.
3. Here you can view the selected warranty and validity information.
4. Click on the tabs to bring the relevant frame to the fore:
 - The **Applicable Meters** frame displays a list of the Meter Types linked to the warranty.
 - The **Site Defaults** frame displays a list of the Sites linked to the warranty.

Click on **Back** to return to the **Warranties for Equipment []** screen.



Edit Customer Warranty - 3 Months Service Warranty - BPO: Version 2.1.0.45 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Back | Save Layout

Warranty Code: 3MSW

Description: 3 Months Service Warranty

Type: Supplier Warranty

Period Details

Period Type: Months | Periods: 6

Meter unit type: Copies made | Meter Units: 50000

Aggregate Meters: ☐

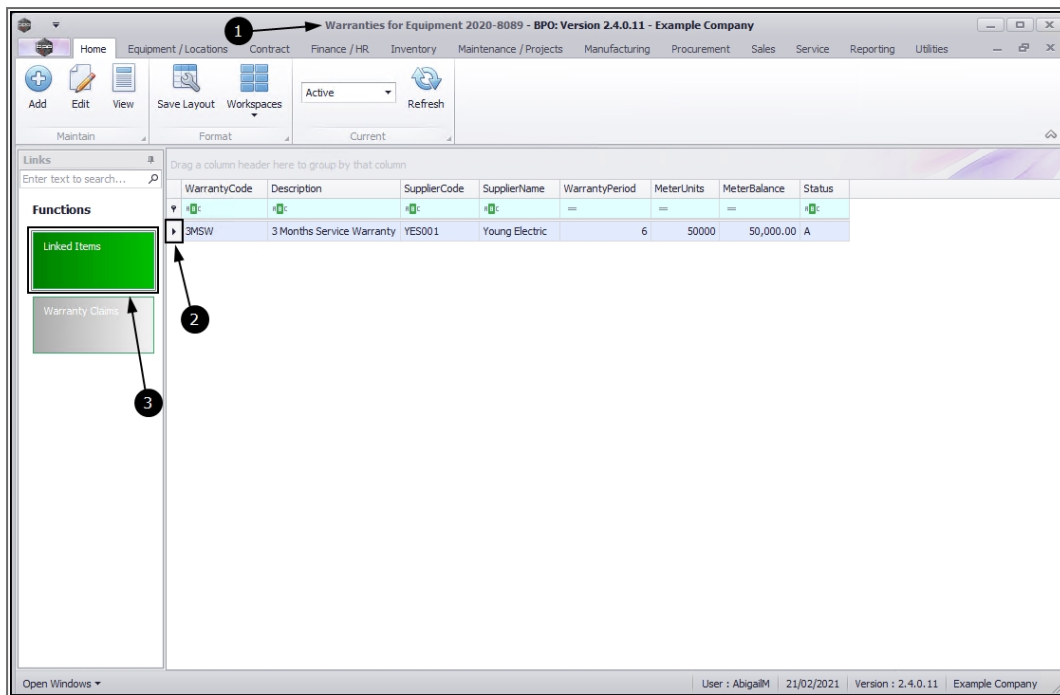
Marked	Description	Unit	MeterWarrantyUnits
<input checked="" type="checkbox"/>	Mono meter	Copies	10
<input checked="" type="checkbox"/>	Colour Meter	Copies	10
<input type="checkbox"/>	Mono A3	Copies	0
<input type="checkbox"/>	Colour A3	Copies	0
<input type="checkbox"/>	Clear A3	Copies	0

Applicable Meters | Site Defaults

Open Windows | 12 Feb 2018

VIEW LINKED ITEMS

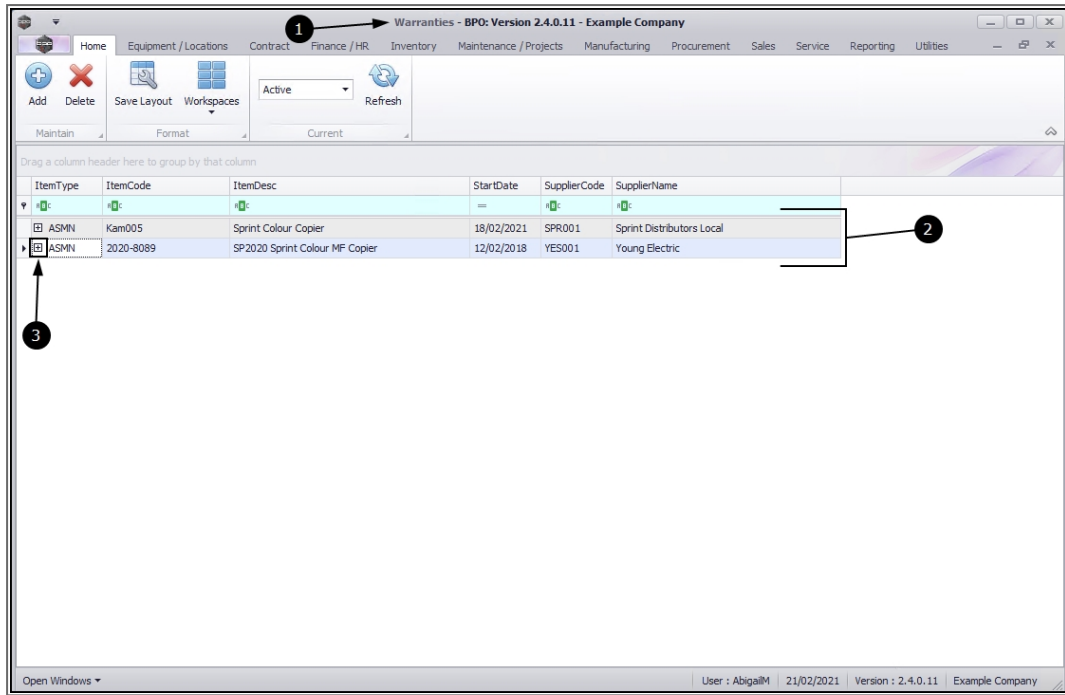
1. In the **Warranties for Equipment []** screen,
2. Select the **row** of the warranty where you wish to view the associated items.
3. Click on the **Linked Items** tile.



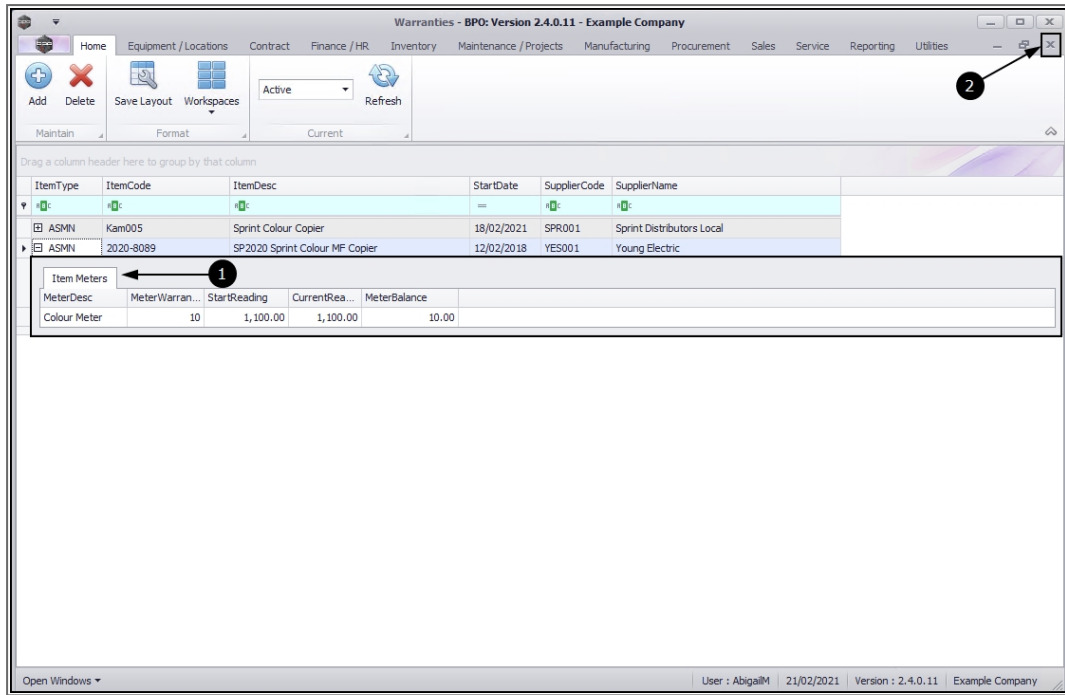
1. The **Warranties** listing screen will open. The list will only display the items linked to the selected warranty.
2. In this example there are **2** items currently linked.
 - **Note:** From this screen you can also follow the process to [add another customer asset to this warranty](#), if required.

VIEW METERS OF THE LINKED ITEMS

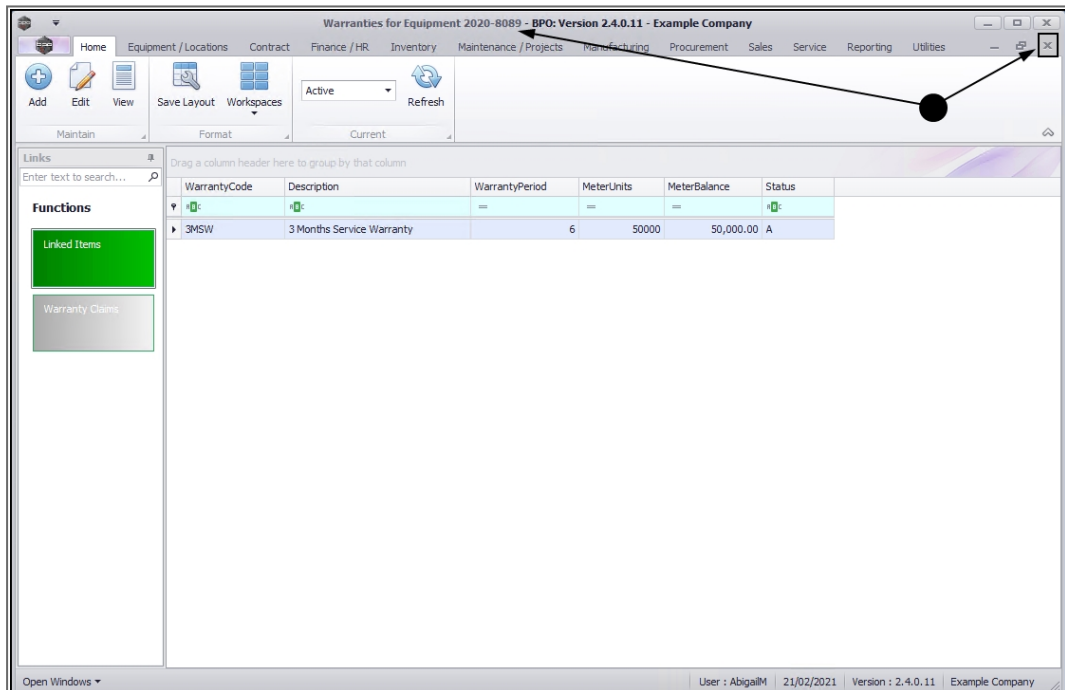
3. Click on the **expand** icon in a row of a linked item.



1. You will be able to view the linked **Items Meters** in the expanded frame.
2. Collapse the frame and **Close** the screen to return to the **Warranties for Equipment []** screen.

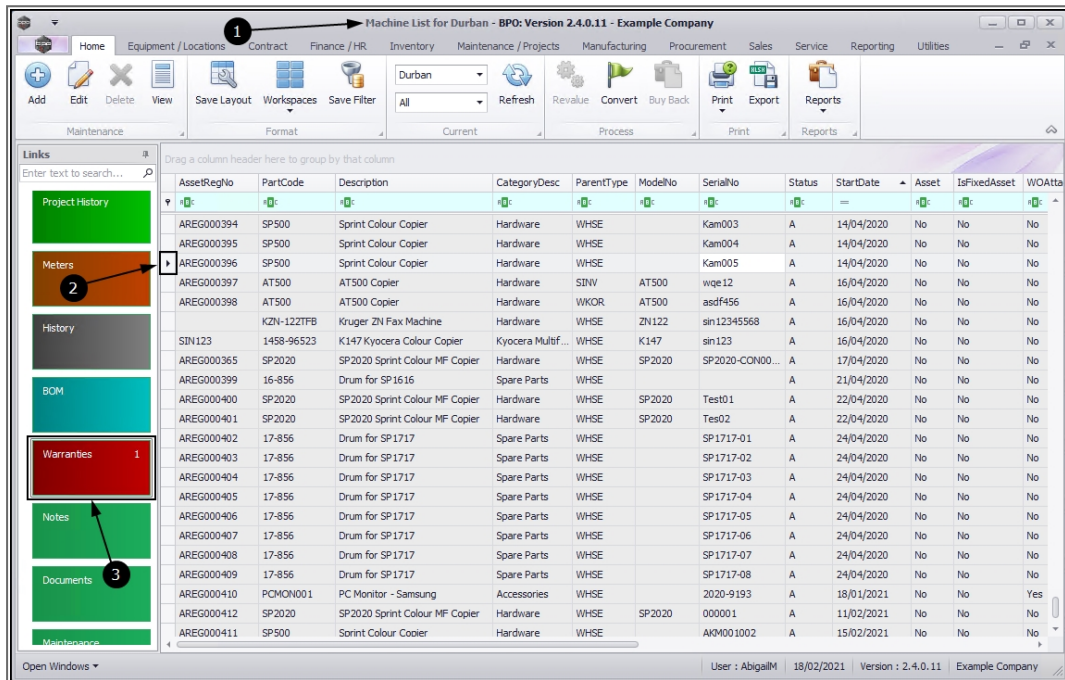


Close the **Warranties for Equipment []** screen to return to the **Machine List for []** screen.



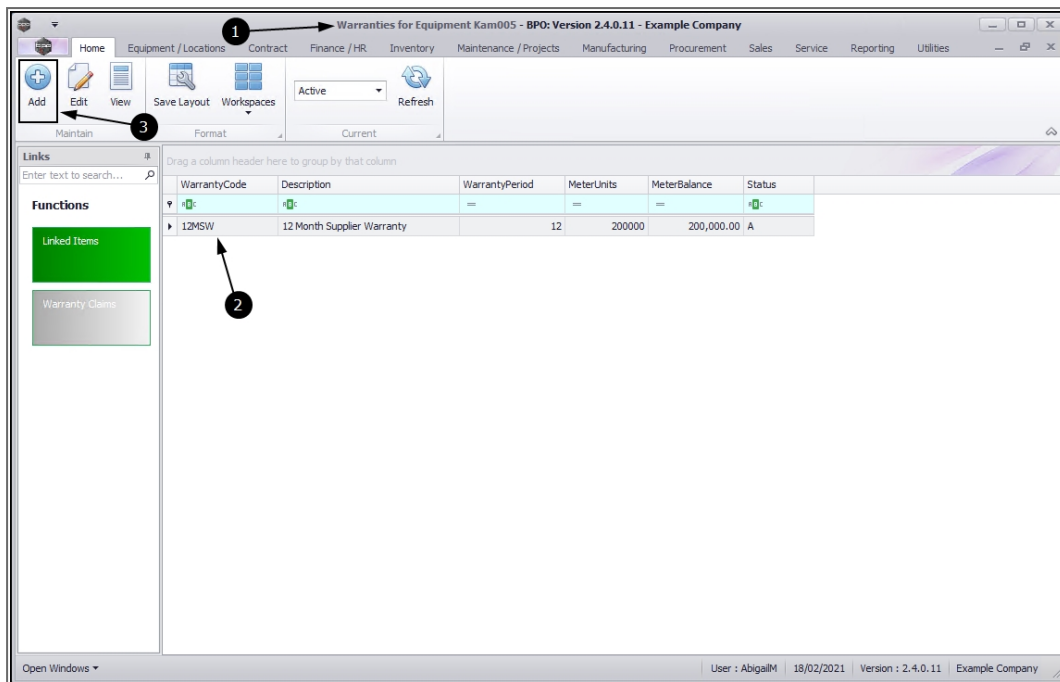
ADD A WARRANTY

1. In the **Machine List for []** screen, select the site where you wish to proceed.
2. Ensure that you select the **row** of the asset where you wish to **add** a warranty.
3. Click on the **Warranties** tile.

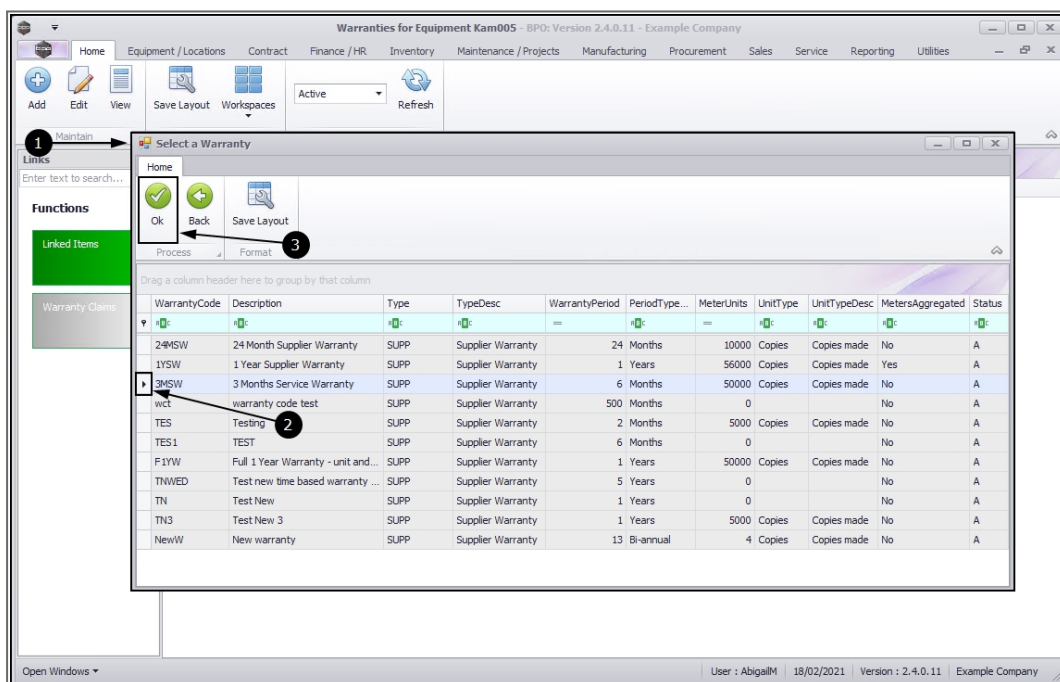


AssetRegNo	PartCode	Description	CategoryDesc	ParentType	ModelNo	SerialNo	Status	StartDate	Asset	IsFixedAsset	WOAtta
AREG000394	SP500	Sprint Colour Copier	Hardware	WHSE		Kam003	A	14/04/2020	No	No	No
AREG000395	SP500	Sprint Colour Copier	Hardware	WHSE		Kam004	A	14/04/2020	No	No	No
AREG000396	SP500	Sprint Colour Copier	Hardware	WHSE		Kam005	A	14/04/2020	No	No	No
AREG000397	AT500	AT500 Copier	Hardware	SINW	AT500	wqe12	A	16/04/2020	No	No	No
AREG000398	AT500	AT500 Copier	Hardware	WKOR	AT500	asdf456	A	16/04/2020	No	No	No
	K2N-122TFFB	Krugger ZN Fax Machine	Hardware	WHSE	ZN122	sin12345568	A	16/04/2020	No	No	No
SIN123	1458-96523	K147 Kyocera Colour Copier	Kyocera Multif...	WHSE	K147	sin123	A	16/04/2020	No	No	No
AREG000365	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	SP2020-CON00...	A	17/04/2020	No	No	No
AREG000399	16-856	Drum for SP1616	Spare Parts	WHSE			A	21/04/2020	No	No	No
AREG000400	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	Test01	A	22/04/2020	No	No	No
AREG000401	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	Test02	A	22/04/2020	No	No	No
AREG000402	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-01	A	24/04/2020	No	No	No
AREG000403	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-02	A	24/04/2020	No	No	No
AREG000404	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-03	A	24/04/2020	No	No	No
AREG000405	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-04	A	24/04/2020	No	No	No
AREG000406	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-05	A	24/04/2020	No	No	No
AREG000407	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-06	A	24/04/2020	No	No	No
AREG000408	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-07	A	24/04/2020	No	No	No
AREG000409	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-08	A	24/04/2020	No	No	No
AREG000410	PCMON001	PC Monitor - Samsung	Accessories	WHSE		2020-9193	A	18/01/2021	No	No	Yes
AREG000412	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	000001	A	11/02/2021	No	No	No
AREG000411	SP500	Sprint Colour Cooler	Hardware	WHSE		AKM001002	A	15/02/2021	No	No	No

1. The **Warranties for Equipment []** screen will open.
2. Note the **12MSW** warranty already linked to this asset.
3. Click on **Add**.



1. The **Select a Warranty** screen will pop up.
2. Select the **row** of the warranty you wish to add.
3. Click on **Ok**.



1. The **Add New Warranty Association** screen will open.

WARRANTY DETAILS

2. This will populate with the [warranty definition](#) **Description** and **Type**.
 - You cannot edit this information from this screen.

ASSET

3. This will populate with the asset **Serial No.**, **Part Description** and **Model No.**, if applicable.
 - You cannot edit this information from this screen.

PERIOD DETAILS

4. This will populate with the **Period Type** and **Warranty Period** as set up on the [warranty definition](#).
 - **Note:** In this frame, the **Supplier**, **Start Date** and **End Date** fields are editable.

SUPPLIER

5. Click on the **search** button in the **Supplier** field.

Warranty Details

Description: 3 Months Service Warranty

Type: Supplier Warranty

Asset

Serial No.: Kam005

Part Description: Sprint Colour Copier

Model No.:

Period Details

Supplier: [Select] 5

Start Date: 18/02/2021

Period Type: Months

Warranty Period: 6

End Date: 18/08/2021

Applicable Meters

fid Meter Def Code	fid Meter Desc	fid Unit	fid Meter Warranty Units	fid Start Reading	fid Current Reading	fid Meter Balance
Mono	Mono meter	Copies	10	0.0000	0.0000	10
Colour	Colour Meter	Copies	10	0.0000	0.0000	10

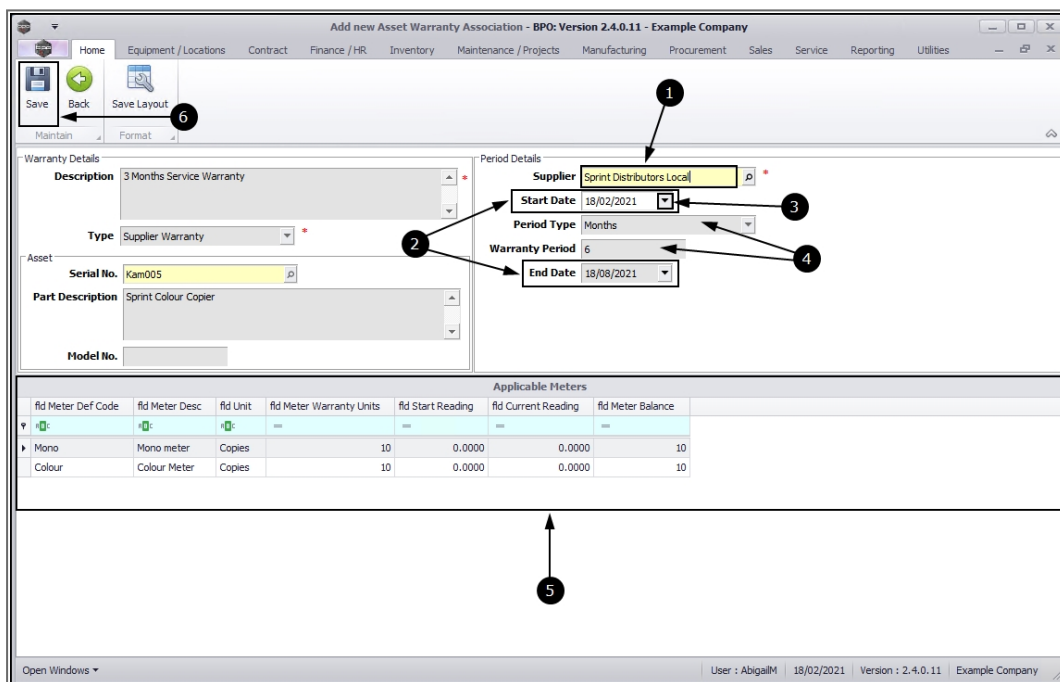
1. The **Select the Supplier** screen will pop up.
2. Select the **row** of the supplier that you wish to link to this warranty.
3. Click on **Ok**.

Select the supplier

SupplierCode SupplierName ContactName SupplierType Status Class VATNo MinOrderAmt FreightTerms FreightCarrier Currency Tax

SUP001	Buy Back Supplier	Supplier Contact	BUY	A	SE	0000000000	0.00			ZAR
SPR001	Sprint Distributors Local	Harry Jackson	GEN	A	PS	456789123	0.00	30 days fro...	The Courier ...	ZAR
SPR002	Sprint International	George Matthews	GEN	A	PS	456258741	0.00			USD
TON002	Tonys Copy Shop	Tony	SHPA	A	PS	9874561321	0.00	COD	DHL	ZAR
YES001	Young Electric	Grant	GEN	A	PS	3245064654	0.00			ZAR
TEST001	Test Supplier	Tam	GEN	I	PS		0.00			ZAR
PRI0001	Printer World (Pty) Ltd	Maggie Seegers	3PTY	I	PS	456123789	0.00	30 days fro...	Wheels with ...	USD
APD001	Apple Distributors	Sammy Jones	GEN	A	PT	345678201	0.00		swift	ZAR
PRI002	Printer World	Maggie Sage Jo...	3PTY	I	PS	456123789	0.00	10 days fro...	Wheels with ...	USD
GME001	Game Suppliers	Jacdie Peters	GEN	I	PS	234589002	0.00			ZAR
PRI001	Printer World	Maggie Sage	GEN	A	PT	23451678	0.00	30 days fro...	Wheels with ...	ZAR
PRI005	Printer World 2	Richard Sage	GEN	A	PT	98076523	0.00	30 days fro...	Wheels on Wi...	ZAR
PRI006	Printer World Ltd	Mary Matthews	3PTY	I	PS	765894210	0.00	30 days fro...	Wheels on Wi...	USD
PRI007	Printer World Forex	Matthew Sage	SHPA	A	PT	765894444	0.00	60 days fro...	Wheels on wi...	USD
PRI010	Printer World	Maggie Sage	GEN	A	PT	456123789	0.00	30 days fro...	Wheels with ...	ZAR
PRI0011	Printer World	Maggie Sage	GEN	I	PT	456123789	0.00	30 days fro...	Wheels with ...	ZAR
PRI0012	Printer World	Maggie Saggie	GEN	A	PT	13456789	0.00	30 days fro...	Wheels with ...	ZAR
TWI001	Twinkle Office Automat...	Gary Marks	GEN	A	SE	9876543210	0.00	30 day	Wing It Couri...	ZAR

1. The **Supplier** field will now populate with the selection in the previous step.
2. Note that the **Start Date** will populate with the current date and in this example, the **End Date** will auto populate **6** months after the Start Date, as the Warranty Period is 6 months.
 - If it was a **12** month Warranty Period then the End Date will auto populate **12** months after the Start Date.
3. You can click on the **drop-down arrow** and select an alternative Start Date, if required. The End Date will re-calculate to be **6** months ahead of your selected date.
4. The **Period Type** and **Warranty Period** are uneditable in this screen.
5. The **Applicable Meters** frame contains details of the meter types linked to this warranty. The details are uneditable from this screen.
6. When you have finished adding the details, as required, click on **Save**.



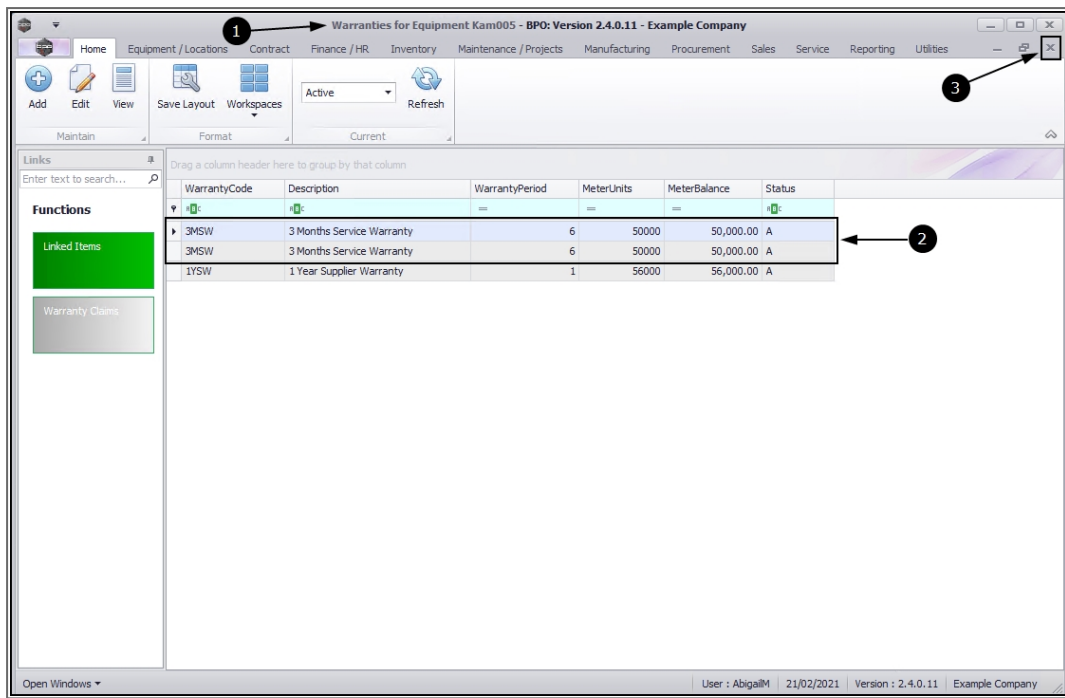
The screenshot shows the 'Add new Asset Warranty Association' screen. The interface includes a top navigation bar with tabs like Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the navigation bar is a toolbar with buttons for Save, Back, and Save Layout. The main form is divided into several sections:

- Warranty Details:** Includes fields for Description (3 Months Service Warranty), Type (Supplier Warranty), Asset Serial No. (Kam005), Part Description (Sprint Colour Copier), and Model No.
- Period Details:** Includes fields for Supplier (Sprint Distributors Local), Start Date (18/02/2021), Period Type (Months), Warranty Period (6), and End Date (18/08/2021).
- Applicable Meters:** A table showing meter details linked to the warranty.

Numbered callouts (1-6) point to specific elements: 1 points to the Supplier field, 2 points to the Start Date field, 3 points to the Start Date drop-down arrow, 4 points to the End Date field, 5 points to the Applicable Meters table, and 6 points to the Save button in the toolbar.

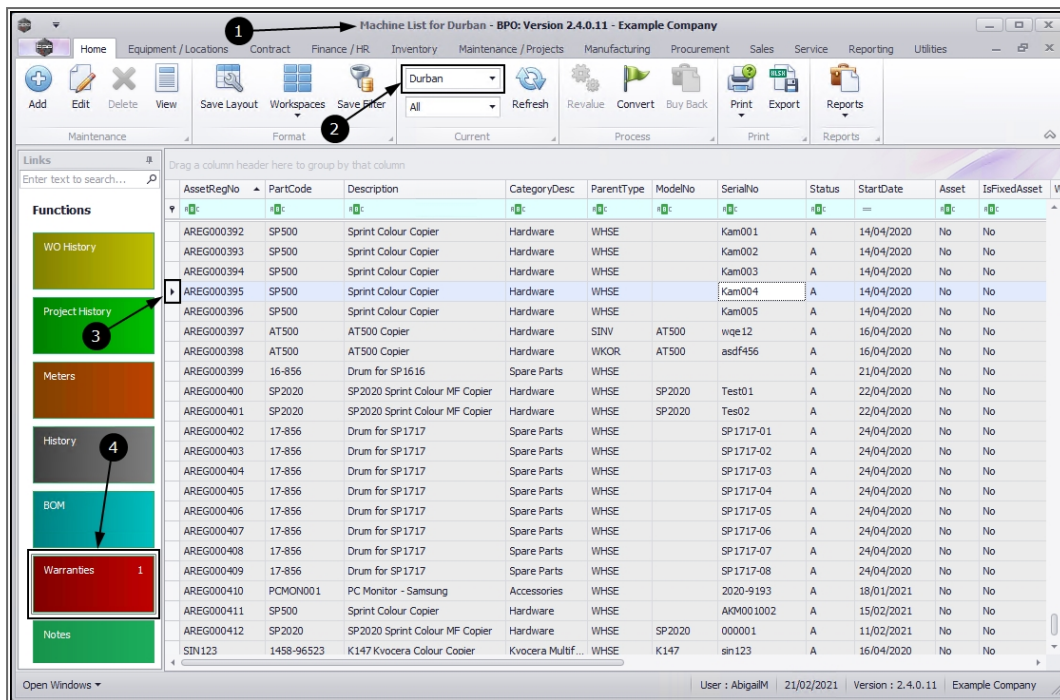
fid Meter Def Code	fid Meter Desc	fid Unit	fid Meter Warranty Units	fid Start Reading	fid Current Reading	fid Meter Balance
+	+	+	==	==	==	==
▶ Mono	Mono meter	Copies	10	0.0000	0.0000	10
▶ Colour	Colour Meter	Copies	10	0.0000	0.0000	10

1. You will return to the **Warranties for Equipment []** screen.
2. The added warranty can now be viewed in this screen.
3. Close this screen to return to the **Machine List for [] screen**.



EDIT A WARRANTY

1. In the **Machine List for []** screen,
2. Select the **Site** you wish to work in.
3. Select the **row** of the asset where you wish to **edit** the warranty.
4. Click on the **Warranties** tile.



Machine List for Durban - BPO: Version 2.4.0.11 - Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Save Filter Durban All Refresh Revalue Convert Buy Back Print Export Reports

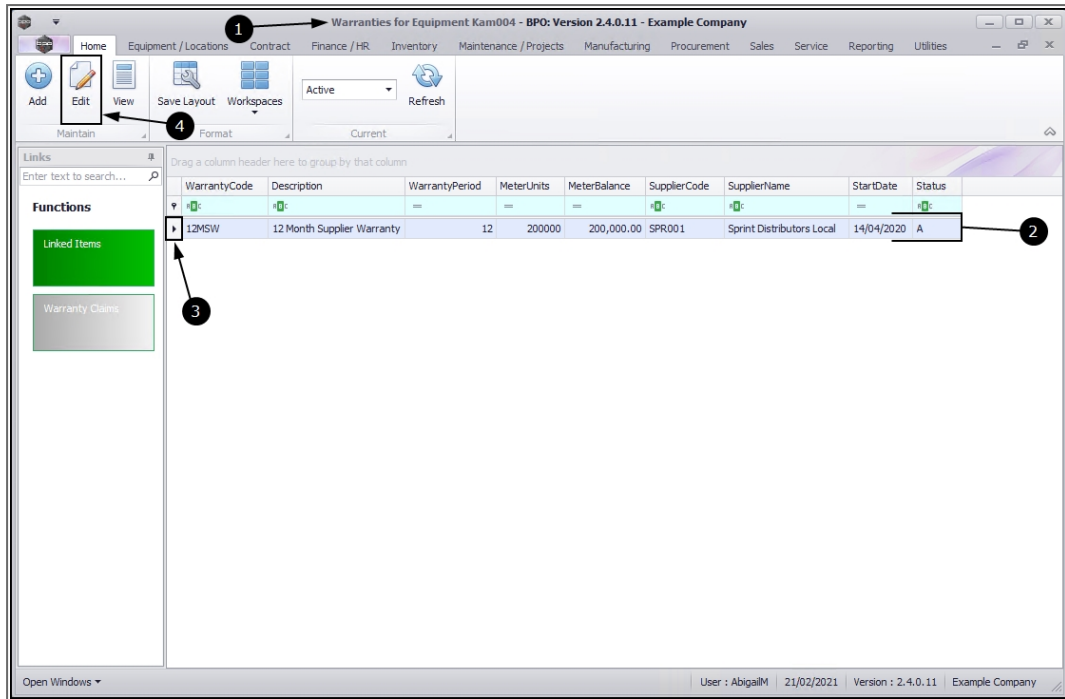
Links Enter text to search...

Drag a column header here to group by that column

AssetRegNo	PartCode	Description	CategoryDesc	ParentType	ModelNo	SerialNo	Status	StartDate	Asset	IsFixedAsset
AREG000392	SP500	Sprint Colour Copier	Hardware	WHSE		Kam001	A	14/04/2020	No	No
AREG000393	SP500	Sprint Colour Copier	Hardware	WHSE		Kam002	A	14/04/2020	No	No
AREG000394	SP500	Sprint Colour Copier	Hardware	WHSE		Kam003	A	14/04/2020	No	No
AREG000395	SP500	Sprint Colour Copier	Hardware	WHSE		Kam004	A	14/04/2020	No	No
AREG000396	SP500	Sprint Colour Copier	Hardware	WHSE		Kam005	A	14/04/2020	No	No
AREG000397	AT500	AT500 Copier	Hardware	SINV	AT500	wqe12	A	16/04/2020	No	No
AREG000398	AT500	AT500 Copier	Hardware	WKOR	AT500	asdf456	A	16/04/2020	No	No
AREG000399	16-856	Drum for SP 1616	Spare Parts	WHSE			A	21/04/2020	No	No
AREG000400	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	Test01	A	22/04/2020	No	No
AREG000401	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	Test02	A	22/04/2020	No	No
AREG000402	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-01	A	24/04/2020	No	No
AREG000403	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-02	A	24/04/2020	No	No
AREG000404	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-03	A	24/04/2020	No	No
AREG000405	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-04	A	24/04/2020	No	No
AREG000406	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-05	A	24/04/2020	No	No
AREG000407	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-06	A	24/04/2020	No	No
AREG000408	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-07	A	24/04/2020	No	No
AREG000409	17-856	Drum for SP1717	Spare Parts	WHSE		SP1717-08	A	24/04/2020	No	No
AREG000410	PCMON001	PC Monitor - Samsung	Accessories	WHSE		2020-9193	A	18/01/2021	No	No
AREG000411	SP500	Sprint Colour Copier	Hardware	WHSE		AKM001002	A	15/02/2021	No	No
AREG000412	SP2020	SP2020 Sprint Colour MF Copier	Hardware	WHSE	SP2020	000001	A	11/02/2021	No	No
SIN123	1458-96523	K147 Kvocera Colour Copier	Kvocera Multif...	WHSE	K147	sin123	A	16/04/2020	No	No

Open Windows User : AbigailM 21/02/2021 Version : 2.4.0.11 Example Company

1. The **Warranties for Equipment []** screen for the selected asset will open.
2. In this example there is only one warranty linked to this asset.
3. If there is more than one warranty, ensure that you select the **row** of the one that you wish to work with.
4. Click on **Edit**.



1. The **Edit Customer Warranty - []** screen will open.
2. Make the required changes in the relevant fields
3. If you wish to make changed to the associated Site(s), click on the **Site Defaults** tab to open the frame and enable editing.
4. When you have made your changes, click on **Save**.

1. You will return to the **Warranties for Equipment []** screen.
2. **Close** this screen to return to the **Machine List for []** screen.

NOTE ON DELETING A WARRANTY

You cannot delete a warranty from an asset in this screen. Follow the process to [open the Warranties listing](#) screen, then select the specific warranty and click on the [Linked Items](#) tile. In the subsequent screen, select the **row** of the asset which is to be 'unlinked' from the selected warranty and click on the **Delete** button. Save the deletion and return to the **Machine List for []** screen. When you select the row of the asset and then click on the **Warranties** tile, the asset will no longer be linked to the warranty.

MNU.007.019