

We are currently updating our site; thank you for your patience.

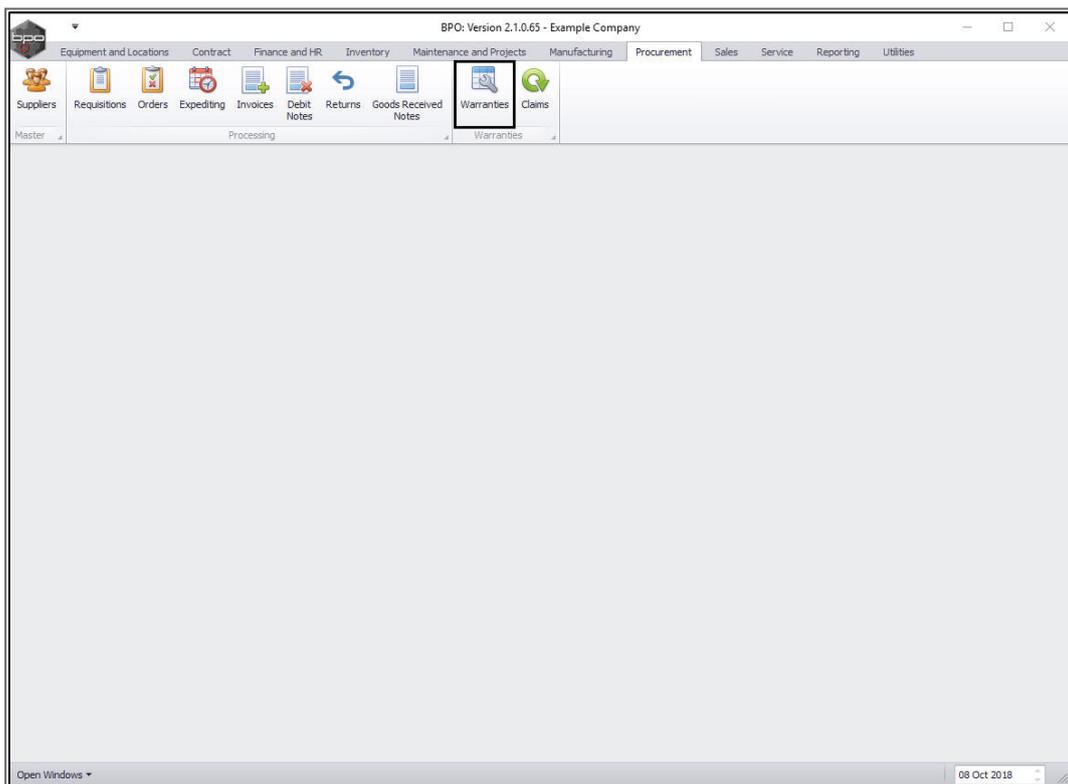
## PROCUREMENT

### VIEW ACTIVE WARRANTIES

In the Warranties listing screen you can view all the **Active** and **Expired** warranties on the system.

You can also use the Functions tiles to view the **Linked Items** and **Warranty Claims**.

**Ribbon Access:** Procurement > Warranties



- The **Warranties** listing screen will be displayed.

Select the Status

- Select the **status**.
  - This should be set to **Active**.

| WarrantyCode | Description                         | TypeDesc          | WarrantyPeriod | PeriodTypeDesc | MeterUnits | UnitTypeDesc | MetersAggregated | Status |
|--------------|-------------------------------------|-------------------|----------------|----------------|------------|--------------|------------------|--------|
| 24MSW        | 24 Month Supplier Warranty          | Supplier Warranty | 24 Months      |                | 10000      | Copies made  | No               | A      |
| 12MSW        | 12 Month Supplier Warranty          | Supplier Warranty | 12 Months      |                | 50000      | Copies made  | No               | A      |
| 1YSW         | 1 Year Supplier Warranty            | Supplier Warranty | 1 Years        |                | 56000      | Copies made  | Yes              | A      |
| 3MSW         | 3 Months Service Warranty           | Supplier Warranty | 6 Months       |                | 50000      | Copies made  | No               | A      |
| wct          | warranty code test                  | Supplier Warranty | 500 Months     |                | 0          |              | No               | A      |
| RET3         | Retest                              | Supplier Warranty | 1 Years        |                | 10000      |              | Yes              | A      |
| TES          | Testing                             | Supplier Warranty | 2 Months       |                | 5000       | Copies made  | No               | A      |
| TES1         | TEST                                | Supplier Warranty | 6 Months       |                | 0          |              | No               | A      |
| F1YW         | Full 1 Yr Warranty - Unit and Parts | Supplier Warranty | 1 Years        |                | 50000      | Copies made  | No               | A      |
| 6MSW         | Six Month Supplier Warranty         | Supplier Warranty | 6 Months       |                | 5000       | Copies made  | No               | A      |

## VIEW ACTIVE WARRANTIES

- Click on the **row selector** in front of the **warranty** that you wish to view the details of.
- Click on **View**.

| WarrantyCode | Description                         | TypeDesc          | WarrantyPeriod | PeriodTypeDesc    | MeterUnits        | UnitTypeDesc | MetersAggregated | Status |
|--------------|-------------------------------------|-------------------|----------------|-------------------|-------------------|--------------|------------------|--------|
| 24MSW        | 24 Month Supplier Warranty          | Supplier Warranty | 24 Months      | 12 Months         | 10000 Copies made | No           | A                | A      |
| 12MSW        | 12 Month Supplier Warranty          | Supplier Warranty | 12 Months      | 12 Months         | 50000 Copies made | No           | A                | A      |
| 1YSW         | 1 Year Supplier Warranty            | Supplier Warranty | 1 Years        | 6 Months          | 56000 Copies made | Yes          | A                | A      |
| 3MSW         | 3 Months Service Warranty           | Supplier Warranty | 6 Months       | 50000 Copies made | No                | A            | A                |        |
| wct          | warranty code test                  | Supplier Warranty | 500 Months     | 0                 | No                | A            | A                |        |
| RET3         | Retest                              | Supplier Warranty | 1 Years        | 10000             | Yes               | A            | A                |        |
| TES          | Testing                             | Supplier Warranty | 2 Months       | 5000 Copies made  | No                | A            | A                |        |
| TES1         | TEST                                | Supplier Warranty | 6 Months       | 0                 | No                | A            | A                |        |
| F1YW         | Full 1 Yr Warranty - Unit and Parts | Supplier Warranty | 1 Years        | 50000 Copies made | No                | A            | A                |        |
| 6MSW         | Six Month Supplier Warranty         | Supplier Warranty | 6 Months       | 5000 Copies made  | No                | A            | A                |        |

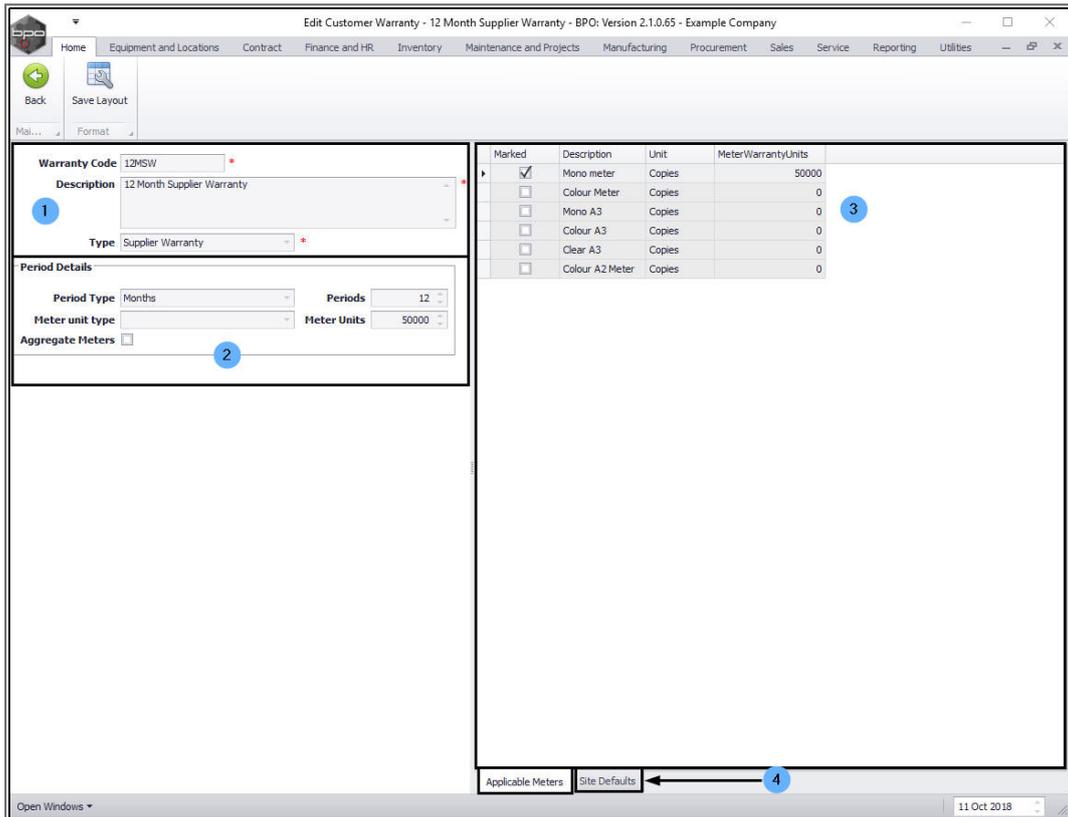
The **Edit Customer Warranty** screen will be displayed. (This is a view only screen, there is no Save button, only contains a **Back** button - so it is not editable).

## VIEW ACTIVE WARRANTY DETAILS, PERIOD DETAILS AND APPLICABLE METERS

Here you can view:

1. The **Warranty** details frame which contains:
  - Warranty Code
  - Warranty Description and
  - Type
2. The **Period Details** frame, which contains:

- Period Type
  - Periods
  - Meter unit type
  - Meter Units
  - Aggregate Meters (flag - checkbox)
3. The **Applicable Meters** frame which contains:
- Details of the meters linked to this warranty.
4. Click on the **Site Defaults** tab.

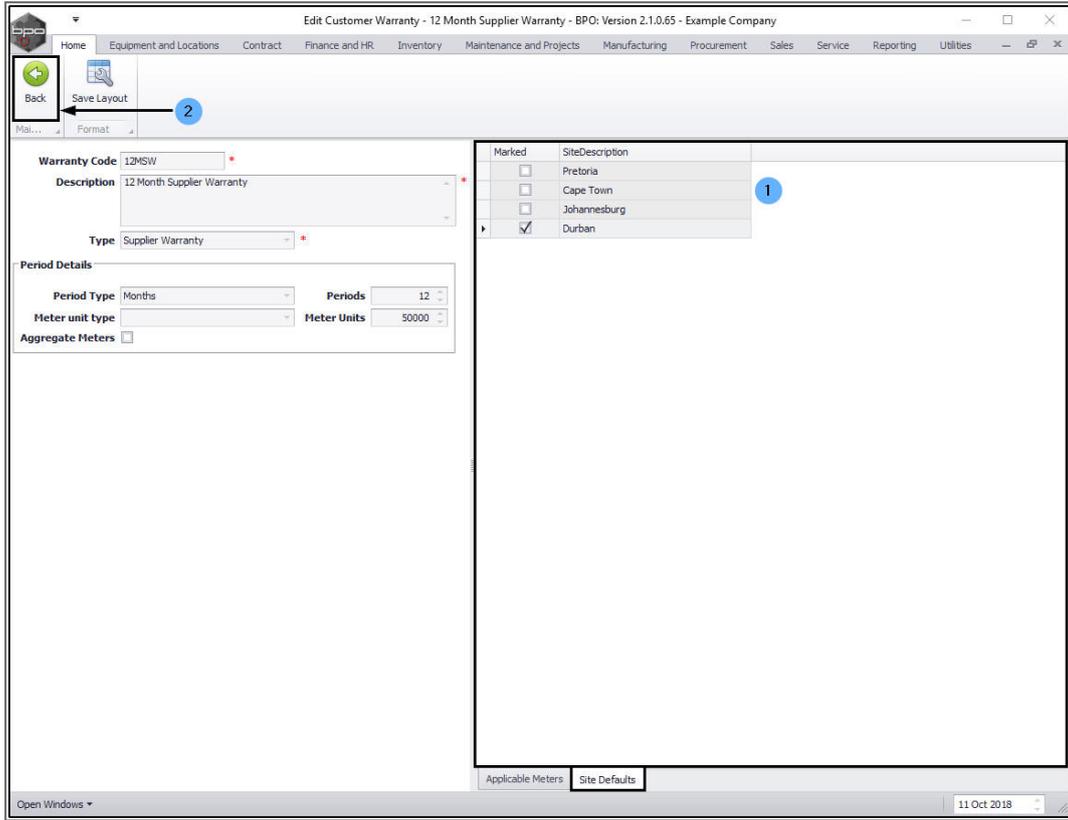


## VIEW ACTIVE WARRANTY SITE DEFAULTS

The **Site Defaults** frame will be brought to the fore.

Here you can view:

1. Which sites this warranty is linked to.
2. Click on **Back** to return to the **Warranties** listing screen.



## VIEW LINKED ITEMS

In the Active **Warranties** listing frame,

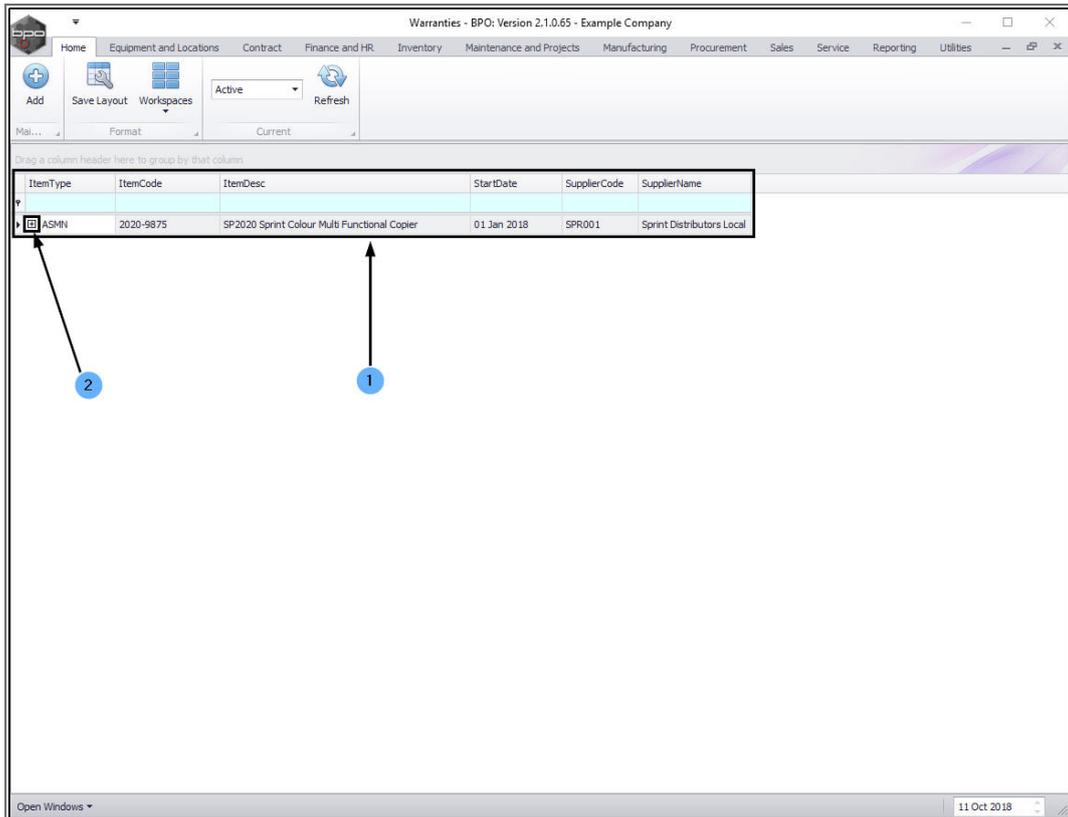
- Click on the **row selector** in front of the **warranty** that you wish to view the **linked items** of.
- Click on the **Linked Items** tile.

| WarrantyCode | Description                         | TypeDesc          | WarrantyPeriod | PeriodTypeDesc | MeterUnits | UnitTypeDesc | MetersAggregated | Status |
|--------------|-------------------------------------|-------------------|----------------|----------------|------------|--------------|------------------|--------|
| 24MSW        | 24 Month Supplier Warranty          | Supplier Warranty | 24 Months      |                | 10000      | Copies made  | No               | A      |
| 12MSW        | 12 Month Supplier Warranty          | Supplier Warranty | 12 Months      |                | 50000      | Copies made  | No               | A      |
| 1YSW         | 1 Year Supplier Warranty            | Supplier Warranty | 1 Years        |                | 56000      | Copies made  | Yes              | A      |
| 3MSW         | 3 Months Service Warranty           | Supplier Warranty | 6 Months       |                | 50000      | Copies made  | No               | A      |
| wct          | warranty code test                  | Supplier Warranty | 500 Months     |                | 0          |              | No               | A      |
| RET3         | Retest                              | Supplier Warranty | 1 Years        |                | 10000      |              | Yes              | A      |
| TES          | Testing                             | Supplier Warranty | 2 Months       |                | 5000       | Copies made  | No               | A      |
| TES1         | TEST                                | Supplier Warranty | 6 Months       |                | 0          |              | No               | A      |
| F1YW         | Full 1 Yr Warranty - Unit and Parts | Supplier Warranty | 1 Years        |                | 50000      | Copies made  | No               | A      |
| 6MSW         | Six Month Supplier Warranty         | Supplier Warranty | 6 Months       |                | 5000       | Copies made  | No               | A      |

1. The **Warranties** screen will now display a list of the **Item Type(s)**, **Code (s)** and **Description(s)** linked to the selected warranty. You can also view the **Start Date**, **Supplier Code** and **Supplier Name**.

## VIEW LINKED ITEM METERS

2. Click on the **expand** button in the row of a selected item.



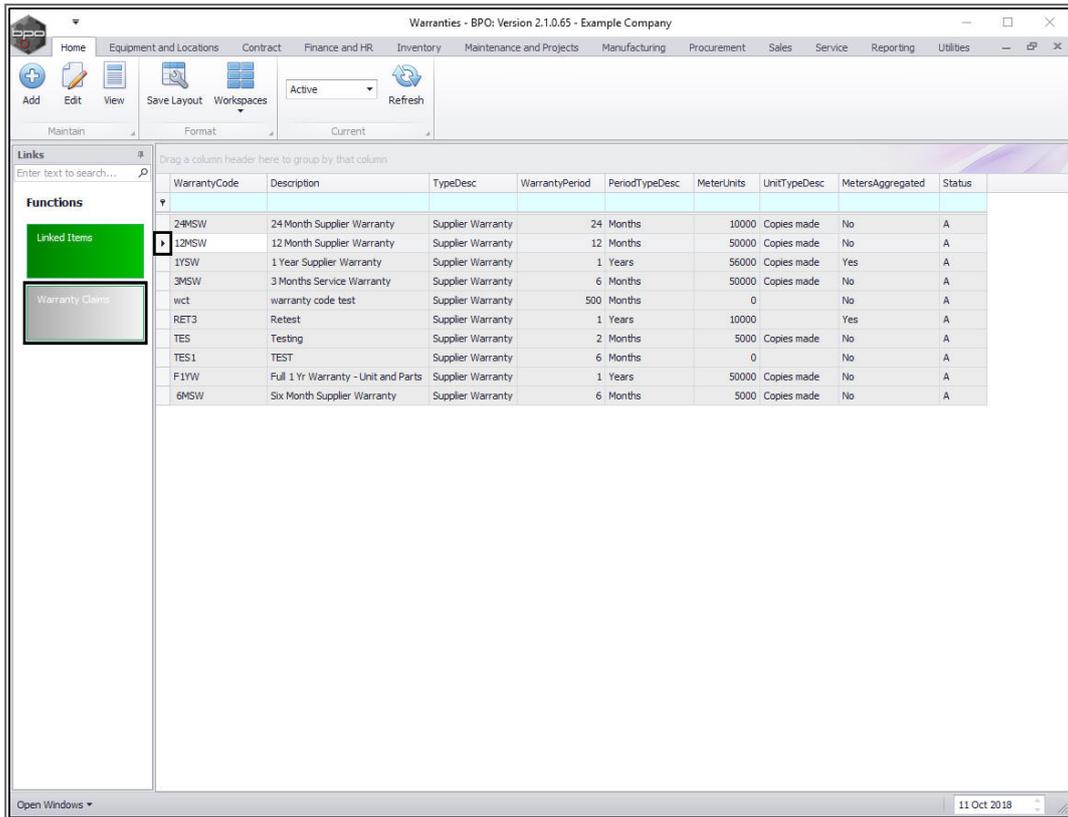
| ItemType | ItemCode  | ItemDesc                                     | StartDate   | SupplierCode | SupplierName              |
|----------|-----------|----------------------------------------------|-------------|--------------|---------------------------|
| ASMN     | 2020-9875 | SP2020 Sprint Colour Multi Functional Copier | 01 Jan 2018 | SPR001       | Sprint Distributors Local |

- The **Item Meters** frame will be expanded.
  - Here you can view the linked item meters and their **Warranty Units, Readings** and **Meter Balance**.
- Close the screen to return to the **Warranties** listing screen.

## VIEW WARRANTY CLAIMS

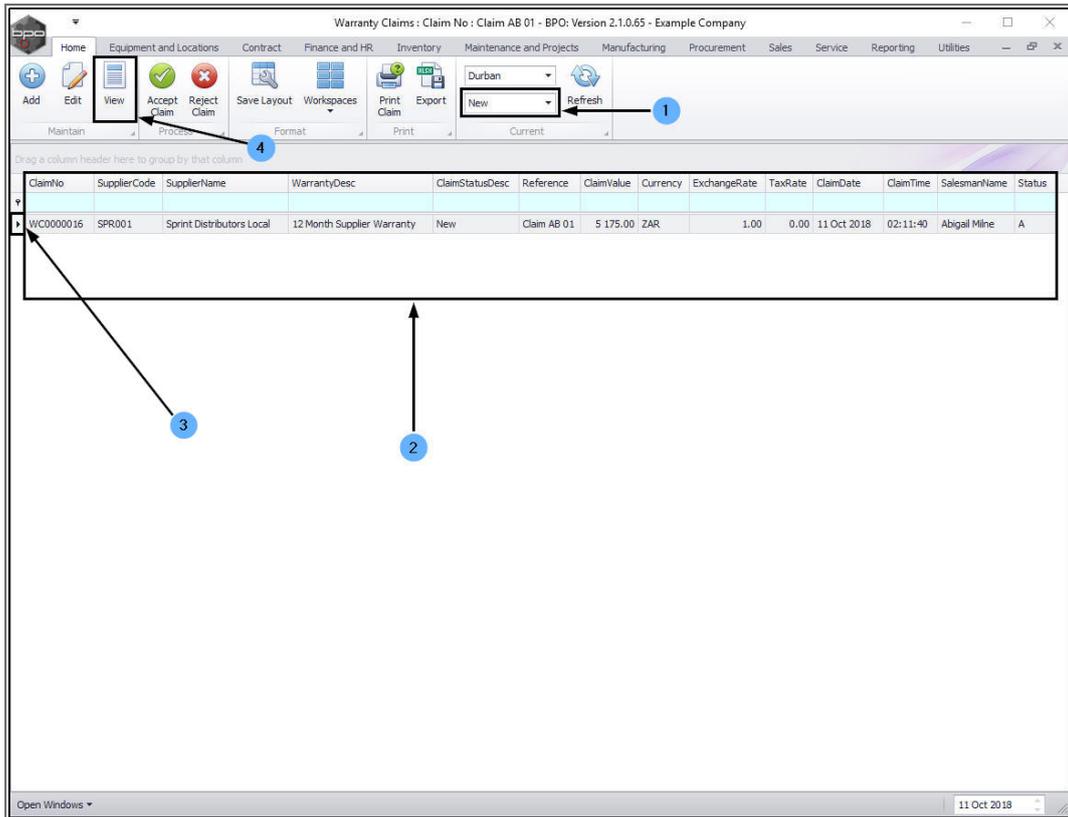
In the Active **Warranties** listing frame,

- Click on the **row selector** in front of the **warranty** that you wish to view the **warranty claims** of.
- Click on the **Warranty Claims** tile.



The **Warranty Claims** screen will be displayed.

1. This will open in the **New** status.
2. Here you can view a list of claims linked to this warranty type.
3. Click on the **row selector** in front of the warranty claim you wish to view.
4. Click on **View**.



The **View Claim - [ ]** screen will be displayed.

Here you can view details regarding:

1. The **Supplier** linked to this warranty claim.
2. The linked **Addresses** and **Related References** (linked to a Call or Contract etc).
3. The **equipment item** linked to this warranty claim.
4. Click on **Back** to return to the **Warranty Claims** screen.

View Claim - WC0000016 - BPC: Version 2.1.0.65 - Example Company

Supplier: Sprint Distributors Local  
 Warranty Desc: 12 Month Supplier Warranty  
 Claim Status: New  
 Salesman: Abigail Milne  
 Reference: Claim AB 01  
 Claim Date/Time: 11 Oct 2018 2:11:40 AM  
 Currency: South African Rand  
 Tax Rate: 0  
 Exchange Rate: 1

| RefType | ReferenceType  | ReferenceNo |
|---------|----------------|-------------|
| ASMN    | Serial No      | 2020-103056 |
| CALL    | Call Reference | CN0000567   |
| CTRT    | Contract No    |             |

| SourceType | ItemType | ItemCode | ItemDescription                              | ClaimLineDescription                                       | Quantity | QuantityPerUOP | UnitType | UnitCost | Markup | Discount | UnitSellingPrice | Ware |
|------------|----------|----------|----------------------------------------------|------------------------------------------------------------|----------|----------------|----------|----------|--------|----------|------------------|------|
| ASMN       | BNVN     | SP2020   | SP2020 Sprint Colour Multi Functional Copier | 2020-103056 - SP2020 Sprint Colour Multi Functional Copier | 1.00     | 0.00           | ea       | 4 500.00 | 0.00   | 0.00     | 4 500.00         |      |

|     |      |             |          |
|-----|------|-------------|----------|
| Qty | 1.00 | Sub Total   | 4 500.00 |
|     |      | VAT         | 675.00   |
|     |      | Grand Total | 5 175.00 |

## VIEW EXPIRED WARRANTIES

- In the **Warranties** listing screen, click on the **drop-down arrow** in the **Status** field.

Warranties - BPO: Version 2.1.0.66 - Example Company

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

Active | Refresh

Links: Enter text to search...

Functions: Linked Items, Warranty Claims

| WarrantyCode | Description                         | TypeDesc          | WarrantyPeriod | PeriodTypeDesc | MeterUnits       | UnitTypeDesc | MetersAggregated | Status |
|--------------|-------------------------------------|-------------------|----------------|----------------|------------------|--------------|------------------|--------|
| 24MSW        | 24 Month Supplier Warranty          | Supplier Warranty | 24 Months      | 10000          | Copies made      | No           | A                |        |
| 12MSW        | 12 Month Supplier Warranty          | Supplier Warranty | 12 Months      | 50000          | Copies made      | No           | A                |        |
| 1YSW         | 1 Year Supplier Warranty            | Supplier Warranty | 1 Years        | 56000          | Copies made      | Yes          | A                |        |
| 3MSW         | 3 Months Service Warranty           | Supplier Warranty | 6 Months       | 50000          | Double Sided ... | No           | A                |        |
| wct          | warranty code test                  | Supplier Warranty | 500 Months     | 0              |                  | No           | A                |        |
| RET3         | Retest                              | Supplier Warranty | 1 Years        | 10000          |                  | Yes          | A                |        |
| TES          | Testing                             | Supplier Warranty | 2 Months       | 5000           | Copies made      | No           | A                |        |
| TES1         | TEST                                | Supplier Warranty | 6 Months       | 0              |                  | No           | A                |        |
| F1YW         | Full 1 Yr Warranty - Unit and Parts | Supplier Warranty | 1 Years        | 50000          | Copies made      | No           | A                |        |
| 6MSW         | Six Month Supplier Warranty         | Supplier Warranty | 6 Months       | 5000           | Copies made      | No           | A                |        |

Open Windows | 21 Oct 2018

- Click on **Expired** in the drop-down list.

Warranties - BPO: Version 2.1.0.66 - Example Company

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

Active

Status: A Active, E Expired

| WarrantyCode | Description                         | Supplier          | WarrantyPeriod | PeriodTypeDesc | MeterUnits | UnitTypeDesc     | MetersAggregated | Status |
|--------------|-------------------------------------|-------------------|----------------|----------------|------------|------------------|------------------|--------|
| 24MSW        | 24 Month Supplier Warranty          | Supplier Warranty | 24 Months      | Months         | 10000      | Copies made      | No               | A      |
| 12MSW        | 12 Month Supplier Warranty          | Supplier Warranty | 12 Months      | Months         | 50000      | Copies made      | No               | A      |
| 1YSW         | 1 Year Supplier Warranty            | Supplier Warranty | 1 Years        | Years          | 56000      | Copies made      | Yes              | A      |
| 3MSW         | 3 Months Service Warranty           | Supplier Warranty | 6 Months       | Months         | 50000      | Double Sided ... | No               | A      |
| wct          | warranty code test                  | Supplier Warranty | 500 Months     | Months         | 0          |                  | No               | A      |
| RET3         | Retest                              | Supplier Warranty | 1 Years        | Years          | 10000      |                  | Yes              | A      |
| TES          | Testing                             | Supplier Warranty | 2 Months       | Months         | 5000       | Copies made      | No               | A      |
| TES1         | TEST                                | Supplier Warranty | 6 Months       | Months         | 0          |                  | No               | A      |
| F1YW         | Full 1 Yr Warranty - Unit and Parts | Supplier Warranty | 1 Years        | Years          | 50000      | Copies made      | No               | A      |
| 6MSW         | Six Month Supplier Warranty         | Supplier Warranty | 6 Months       | Months         | 5000       | Copies made      | No               | A      |

21 Oct 2018

- If there are any expired warranties, they will be displayed in this screen.

| WarrantyCode | Description | TypeDesc | WarrantyPeriod | PeriodTypeDesc | MeterUnits | UnitTypeDesc | MetersAggregated | Status |
|--------------|-------------|----------|----------------|----------------|------------|--------------|------------------|--------|
|--------------|-------------|----------|----------------|----------------|------------|--------------|------------------|--------|

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