

Operation – Service Area

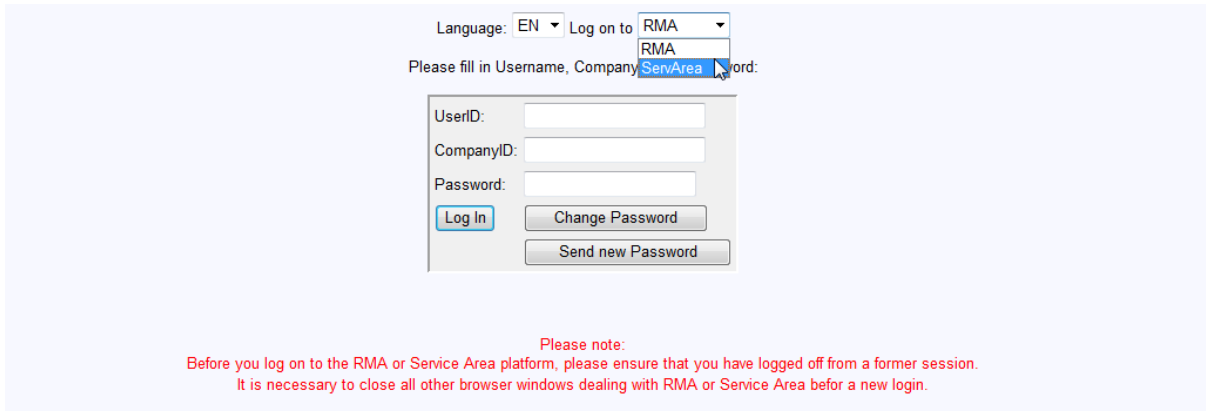
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1. Service Area – login

The Service Area – login happens on the known site, just like for the RMA-Tool:
<https://service.dallmeier.com/RMALogin.aspx>



The screenshot shows a login form with the following elements:

- Language: EN (dropdown)
- Log on to: RMA (dropdown)
- A second dropdown menu is open, showing options: RMA and ServArea. A mouse cursor is pointing at ServArea.
- Text: "Please fill in Username, Company, ServArea, Password:"
- Fields: UserID, CompanyID, Password (all empty text boxes)
- Buttons: Log In, Change Password, Send new Password

Please note:
Before you log on to the RMA or Service Area platform, please ensure that you have logged off from a former session.
It is necessary to close all other browser windows dealing with RMA or Service Area before a new login.

Of course the user data and your password are identical. You just have to select the Service Area in the top right corner.

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2. Choosing and Searching in Service Area Orders

SERVICE AREA ORDERS

Top level control: Searching and creating new orders

Show Orders: Open SA Orders Search for SA Order:
New Search Log Off

Create new Order (Repair) Create new Order (Hardware Upgrade)

	SA Number	Date of Creation	Hardware Upgrade
Choose SA	D00857_100000	21.03.2013	<input type="checkbox"/>
Choose SA	D00857_100001	21.03.2013	<input type="checkbox"/>
Choose SA	D00857_100002	21.03.2013	<input checked="" type="checkbox"/>
Choose SA	D00857_100003	15.04.2013	<input type="checkbox"/>

head of the order: Service Area orders - each for one certain serialnumber

Appoint Serialnumber to Service Area Order

Change data of approved order:

Change Customeraddress Change Deliveryaddress

Change Work Report

Protocols:

Send Dispatch Protocol Send Route Card

Device data for D00857_100000:

	Serial Number	Itemid	Itemname	Itemtype	Approved
Choose Serialnumber	DAR1-03150	000551	DMS 240 UK	DAR1	<input checked="" type="checkbox"/>

device data including serialnumber and approval

Removed and built in components for DAR1-03150:

	Pos.	Process	Serial Number	Itemid	Itemname	Description	Itemgroup	Quantity	Cancelled	SN Mandatory
Choose Position	1	====> Placing	1234567	001638	DMS Reihe I/O Platine Rev. 2.2.0		IO board	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Choose Position	2	<= Removal	98765432	001375	CPU Celeron M 1,5GHz, 1MB Cache		CPU	1	<input type="checkbox"/>	<input type="checkbox"/>

Removed and built in components / may be automatically created by choosing Service Plus

Add placement of a component Add removal of a component

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3. Creating a new Service Area order

Two different order types can be distinguished: The standard repair order and a hardware upgrade:

Show Orders: Search for SA Order:

In the header of the order you can always see, which type of order you created:

	SA Number	Date of Creation	Hardware Upgrade
Choose SA	D00857_100000	21.03.2013	<input type="checkbox"/>
Choose SA	D00857_100001	21.03.2013	<input type="checkbox"/>
Choose SA	D00857_100002	21.03.2013	<input checked="" type="checkbox"/>
Choose SA	D00857_100003	15.04.2013	<input type="checkbox"/>

Several steps of the business processes will differ from the standard process when you choose the order type „hardware upgrade“. Especially „Service Plus“ won't be an option.

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4. Appoint device data to a created order

The appointment of the serialnumber is principally the same as with RMA. After creating the order, the button „**Appoint Serialnumber to Service Area Order**“ will be active.

	SA Number	Date of Creation	Hardware Upgrade
Choose SA	D00857_100004	25.04.2013	<input type="checkbox"/>

Appoint Serialnumber to Service Area Order

Serialnumber to be refurbished:

Diagnosis Area:	Recorder
Diagnosis Code:	LED board
Diagnosis Error:	without function
Date of Purchase (D/M/Y)	
Months Warranty	
Original Packaging	
ServicePlus has been purchased for this device during the last 12 months	

Legal Notice:
 Complimentary warranty repairs are exclusively carried out within the period agreed upon. The computerised calculations of the warranty period rely on the tranfered data of the customer. For your assurance you should hold off on your repairs until your submitted data are confirmed by us. You can follow the status of your service area order on this web page. For binding information you may also contact our support. Tel: +49 (0)1805 / 32 55 63

According to your input, you may have to choose a Service Plus option:

Serialnumber to be refurbished:

Diagnosis Area:	Recorder
Diagnosis Code:	LED board
Diagnosis Error:	without function
Date of Purchase (D/M/Y)	01 / 01 / 2010
Months Warranty	24
Original Packaging	<input type="checkbox"/>
ServicePlus has been purchased for this device during the last 12 months	<input type="checkbox"/>

Please choose ServicePlus Variant *:

* With ServicePlus, if a device exhibits a fault which is no longer covered by the v professionally, fast and economically at fixed prices through the Dallmeier Repair regulated faster and more efficiently by replacing the most important modules so but the recorder then carries warranty of twelve (12) months from receipt of the re the hard disk capacity upgraded at the same time as the repair takes place and

401 - 0GB - Price: 720,00 Euro
402 - 0GB/DVD-RW - Price: 928,00 Euro
403 - 1x500GB - Price: 950,00 Euro
404 - 1x500GB/DVD-RW - Price: 1.160,00 Euro
405 - 1x1000GB - Price: 1.035,00 Euro
406 - 1x1000GB/DVD-RW - Price: 1.240,00 Euro
409 - 1x2000GB - Price: 1.287,00 Euro
410 - 1x2000GB/DVD-RW - Price: 1.593,00 Euro
411 - 2x2000GB - Price: 1.850,00 Euro
412 - 2x2000GB/DVD-RW - Price: 1.995,00 Euro
417 - 1x2000GB/1x1000GB - Price: 1.599,00 Euro
418 - 1x2000GB/1x1000GB/DVD-RW - Price: 1.805,00 Euro

Legal Notice:
 Complimentary warranty repairs are exclusively carried out within the period agre The computerised calculations of the warranty period rely on the tranfered data of For your assurance you should hold off on your repairs until your submitted data are confirmed by us. You can follow the status of your service area order on this web page. For binding information you may also contact our support. Tel: +49 (0)1805 / 32 55 63

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5. Stating the removed and built in components

By choosing a Service Plus option several components will each be listed twice. One position for the removal and one position for the new part can be found. The created list can then be modified. Especially a serialnumber must be stated for several positions:

Device data for D00857_100003:

	Serial Number	Itemid	Itemname	Itemtype	Approved
Choose Serialnumber	DAR1-03150	000551	DMS 240 UK	DAR1	<input type="checkbox"/>

Removed and built in components for DAR1-03150:

	Pos.	Process	Serial Number	Itemid	Itemname	Description	Itemgroup	Quantity	Cancelled	SN Mandatory
Choose Position	1	<= Removal		001772	front fan 12 V Papst 8412N/2M-244		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	2	<= Removal		001773	fan 12 V Papst 8412N/2M-245		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	3	<= Removal		001767	hard drive fan 12 V Papst 612F/2-310		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	4	<= Removal		001731	DVD-RW-Brenner ATA Slimline (Teac) (veraltet)		DVD/CD writer	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	5	<= Removal		000077	1000 GB, SATA, 3.5" Western Digital		hard disk	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Choose Position	6	====> Placing		001772	front fan 12 V Papst 8412N/2M-244		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	7	====> Placing		001773	fan 12 V Papst 8412N/2M-245		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	8	====> Placing		001767	hard drive fan 12 V Papst 612F/2-310		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	9	====> Placing		001731	DVD-RW-Brenner ATA Slimline (Teac) (veraltet)		DVD/CD writer	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	10	====> Placing		000077	1000 GB, SATA, 3.5" Western Digital		hard disk	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please insert serialnumber for this position!

For entering these data as well as the writing of the work report, the order must primarily be approved by the Dallmeier service team:

Choose SA	D00857_100002	21.03.2013	<input checked="" type="checkbox"/>
Choose SA	D00857_100003	15.04.2013	<input type="checkbox"/>
Choose SA	D00857_100004	25.04.2013	<input type="checkbox"/>

Appoint Serialnumber to Service Area Order

Change data of approved order:

Protocols:

Device data for D00857_100002:

	Serial Number	Itemid	Itemname	Itemtype	Approved
Choose Serialnumber	DAR1-03150	000551	DMS 240 UK	DAR1	<input checked="" type="checkbox"/>

This position has already been approved for repairs

Removed and built in components for DAR1-03150:

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After the approval the modification of the existing positions, as well as the creation of new positions will be possible.

Modification of existing positions:

Removed and built in components for DAR1-03150:

	Pos.	Process	Serial Number	Itemid	Itemname	Description	Itemgroup	Quantity	Cancelled	SN Mandatory
Choose Position	1	<= Removal		001772	front fan 12 V Papst 8412N/2M-244		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	2	<= Removal		001773	fan 12 V Papst 8412N/2M-245		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	3	<= Removal		001767	hard drive fan 12 V Papst 612F/2-310		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	4	<= Removal		001731	DVD-RW-Brenner ATA Slimline (Teac) (veraltet)		DVD/CD writer	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	5	<= Removal		000077	1000 GB, SATA, 3.5" Western Digital		hard disk	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Choose Position	6	====> Placing		001772	front fan 12 V Papst 8412N/2M-244		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	7	====> Placing		001773	fan 12 V Papst 8412N/2M-245		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	8	====> Placing		001767	hard drive fan 12 V Papst 612F/2-310		fan	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	9	====> Placing		001731	DVD-RW-Brenner ATA Slimline (Teac) (veraltet)		DVD/CD writer	1	<input type="checkbox"/>	<input type="checkbox"/>
Choose Position	10	====> Placing		000077	1000 GB, SATA, 3.5" Western Digital		hard disk	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Update data for Position 5

Serialnumber:

Description:

Quantity:

Via the right button the position can also be cancelled, instead of inserting data.

The creation of new positions via Buttons „Add placement of a component” / „Add removal of a component”:

Placing of a Component

Component Type:

Component:

Serialnumber:

Description:

Quantity:

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6. Assignment of other data:

Customer- and delivery address can be modified separately:

	SA Number	Date of Creation	Hardware Upgrade
Choose SA	D00857_100001	21.03.2013	<input type="checkbox"/>

Appoint Serialnumber to Service Area Order

Change data of approved order:

Protocols:

New addresses can be created and simultaneously be assigned. A once created address can be chosen in upcoming orders:

Testkunde Teststr. 1 93053 Regensburg D Test@Test.d

Name:

Street:

Zipcode:

City:

Country ID:

E-Mail:

Phone:

Fax:

Testkunde Teststr. 1 93053 Regensburg D Test@Test.d

Name:

Street:

Zipcode:

City:

Country ID:

E-Mail:

Phone:

Fax:

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Via the button „**Change work report**“ several other content, known from the old platform can be entered:

Goods Receipt Date:	<input type="text"/>
Work Report:	<div style="border: 1px solid #ccc; height: 30px;"></div>
Diagnosis:	<div style="border: 1px solid #ccc; height: 30px;"></div>
Comment:	<div style="border: 1px solid #ccc; height: 30px;"></div>
Number of Hard-Discs:	<input type="text" value="0"/>
Number of Work Units (a 6 Min.):	<input type="text" value="1"/>
<input type="button" value="Update Work Report"/> <input type="button" value="Cancel"/>	

When generating the shipment protocol missing data will be indicated:

Service-Auftrag / Service-Order	D00857_100001
Seriennummer / Serial number	DAR1-03150
Fehlercode / Error code	Camera - powerboard - without function
Diagnose / Diagnosis	
Arbeitsbericht / Work Report	
Bemerkung / Note	
Anz. HDD ges. / Amount HDD total	0
Bearbeiter / Person in charge	Michael.Gross
Teile (Ausbau) / Parts (Removal)	<p>* Pos. 1 / SN: / front fan 12 V Papst 8412N/2M-244 (001772) // x 1</p> <p>* Pos. 2 / SN: / fan 12 V Papst 8412N/2M-245 (001773) // x 1</p> <p>* Pos. 3 / SN: / hard drive fan 12 V Papst 612F/2-310 (001767) // x 1</p> <p>(-):</p> <p>* Pos. 4 / SN: / DVD-RW-Brenner ATA Slimline (Teac) (001731) // x 1</p> <div style="border: 1px solid red; padding: 5px; margin-top: 5px;"> <p>* Pos. 5 / SN: !-----Seriennummer fehlt/Serialnumber missing-----! / 1000 GB, SATA, 3.5" Western Digital (000077) // x 1</p> </div>
Teile (Einbau) / Parts (Placing)	<p>* Pos. 6 / SN: / front fan 12 V Papst 8412N/2M-244 (001772) // x 1</p>

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The dispatch protocol or your internal route card will be sent to you via E-Mail after a click on the concerning button:

	SA Number	Date of Creation	Hardware Upgrade
Choose SA	D00857_100001	21.03.2013	<input type="checkbox"/>

Appoint Serialnumber to Service Area Order

Change data of approved order:

Change Customeraddress Change Deliveryaddress

Change Work Report

Protocols:

Send Dispatch Protocol Send Route Card

Further information on your order can also be reviewed online by clicking at „**choose serialnumber**“ left handed to the device data:

Additional Information for chosen Service Area Order:	
Description of Malfunction:	Diagnosis Area: Camera
	Diagnosis Code: powerboard
	Error Code: without function
Chosen Service Plus Option:	1x1000GB/DVD-RW (002103 / 406) / Price: 1.240,00 Euro
Submitted Date of Purchase:	1.1.2010 Submitted Months Warranty: 24
Confirmed Date of Purchase:	01.01.2010 Confirmed Months Warranty: 24
Approved By:	GM
Work Report:	
Diagnosis:	
Comment:	
Number of Hard-Discs:	0
Number of Work Units (a 6 Min.):	0
Original Packaging:	YES
Goods Receipt Date:	