



Baan CS&S

iBaan ERP Service 5.0c Repair Warranty
Enhancement

Miscellaneous

M2083A US

invensys™

Baan®

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	Prepared	Checked	Approved
Name/Signature	Ron Bleser	Ed van der Meulen	Gerrit Verhaar
Date	09/10/2002	10/10/2002	11/10/2002
Name/Signature		Willem Jan van den Brink	
Date		10/10/2002	
Name/Signature		Kovelamudi Ravi Kishore	
Date		10/10/2002	
Name/Signature			
Date			
Name/Signature			
Date			

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1 Introduction

1.1 Purpose

This document describes the so-called repair warranty functionality, which has been added to iBaan ERP Service 5.0c with solution 128056.

Repair warranty is generally defined as the service provider's guarantee that the product is repaired free of charge if previous repair carried out on the product was not satisfactory or not proper.

1.2 References

Reference	Description
D2791A US	Conceptual Design: Repair Warranties in Field Service
D2948A US	Functional Design: Repair Warranties in Field Service

2 Functional explanation

2.1 Introduction

In iBaan ERP 5.0c, product warranty functionality was introduced. Product warranty is defined as follows:

The supplier's guarantee that the product is repaired free of charge if it does not work according to the agreed specifications within the agreed warranty period.

In addition to product warranty, it is regular business practice to also provide warranty on repairs, the so-called repair warranty. The repair warranty enhancement provides basic functionality to support the concept of repair warranty.

2.2 Functional description

2.2.1 To activate repair warranty

To enable the repair warranty functionality, in the Service-Order Parameters (tssoc0100s000) session, enter an appropriate service type in the **Service Type for Repair Warranty** field.

tssoc0100s000 : Service-Order Parameters [User: rbleser] [870]

Quotations | Orders | Order Blocking | Costing | SRP

Service Orders

Number Group Service Orders: SL2 → copy of SL1 with length 6

Number Group Costing Sheets: 110 → Production Orders

Unit of Measure: m → meter

☒ Service Order History

Calls

Cost Component for Calls: 500 → General Cost

Default Service Type for Calls: SCL → Default from Call

Service Type for Repair Warranty: RPR → Repair Warranty

Field Change Orders

Number Group FCOs: FCO → field change order service

Service Order Document Templates

☒ Acknowledgement Sheet

☒ Appointment Sheet

☒ Repair Report

OK

Close

Save

Revert

Print

Text ▼

Help

Note

If you do not want to use the repair warranty functionality, leave the **Service Type for Repair Warranty** field empty.

2.2.2 To apply repair warranty

2.2.2.1 Apply to a manually created service order activity

You can apply repair warranty to service order cost lines that are linked to a service order activity for which the repair warranty service type is specified.

The following screenshot illustrates an activity using the repair warranty service type.

The screenshot displays the 'Service Order Activities' window with the following details:

- Service Order:** RBLSOR571, rbl4 dm, Released
- Activity Line Number:** 10, Activity Status: Released
- Service Engineer:** Pim
- Service Center:** RBL501, RBL Service Center 01
- Activity Section:**
 - Reference Activity: [Empty]
 - Description: [Empty]
 - Search Argument: [Empty]
 - Service Type: RPR (Repair Warranty)
 - Activity Group: [Empty]
 - Tax Code: [NL]
- Object Section:**
 - Configuration: RBLCTM09, BP?
 - Object: [Empty]
 - Number: [Empty], Serial Number: [Empty]
 - Model (Item): [Empty]
 - Description: [Empty]
 - Downtime Ratio: 100.00 %, Warranty: [Unchecked]

Buttons on the right: Close, Save, Revert, Text (dropdown), Completed..., Costed..., Released..., Help.

The following screenshot illustrates costs booked as repair warranty, linked to this activity.

Service Order: RBL5OR571 rbl4 dm Released

Line Number: 40 Flight to Paris

Cost Type: Other Costs

Activity Line Number: 10

Coverage Time: 04/10/02 12:16:56

Prices

	[DEM]	[EUR]
Sales Price	75,0000	
Cost Price		65,00

Amounts

	Sales [DEM]	Costs [EUR]
Total	75,00	65,00
☐ Contract	0,00	0,00
☒ Warranty Repair	75,00	65,00
☐ Order Quotation	0,00	0,00
FCO	0,00	0,00
Other	0,00	0,00
Invoicing	0,00	0,00

Cost Line Status: Free

Note

- At this stage, you can still disable the repair warranty. In the appropriate Service Order: Actual Costs session, simply clear the **Warranty Repair** check box.
- As for Product Warranty Costs, Repair Warranty Costs will also use financial transaction: **Warranty Costs**.

2.2.2.2 Apply to a bad fix

Repair warranty will automatically be applied to a service order activity originating from a call if both of the following conditions are met:

- The call's **Bad Fix** check box is selected.
- The **Service Type for Repair Warranty** field is specified in the Service Order Parameters (tssoc0100s000) session.

Bad fix definition

A call from a customer about a previously-solved problem regarding the same object, and received within the bad fix time fence specified in the Call Parameters (tsclm0100s000) session.

tsclm0100s000 : Call Parameters [User: rbleser] [870]

General **Call Solving** Searching

Response Details

Time GH GH RESP TIME

Time Unit hr Hours

Priority Definition Solution Start Period

Bad Fix

Time Fence 10 day day

Priority Factor 44 75 %

Call Service Type

Service Type MSH Extreme Helpdesk

Deferred Call

Time Fence [hr] 24.00

OK

Close

Save

Revert

Print

Help

Again, the **Bad-Fix** check box is selected automatically when a call is registered. For the purpose of repair warranty, however, the **Bad-Fix** check box can now also be manually selected or cleared.

Note

- If the call is solved in the Call Management (CLM) module itself, and a service order is created to invoice the time spent in solving the call, repair warranty coverage is not applied even if the **Bad Fix** check box is selected.
- If time is spent on a call that is later transferred to service order, repair warranty is applied for the time spent, and for the service order activity created for rework.