

Kenneth Kyee

From: Kenneth Kyee [Kenneth.kyee@dbschenker.com]
Sent: 06 May, 2009 3:20 PM
To: 'azreena.azman@ni.com'; 'Dennis Low'
Cc: 'Lim Geok Huat David'; 'Nursyahidah.Amran@ni.com'; 'thin-chi.au@dbschenker.com'; 'Wendy.Tay@ni.com'
Subject: RE: Changes in RMA FIX Type logic

Dear Dennis,

Please change the logic for FIX type in RMA Leg3.

Rgds,
Kenneth

From: azreena.azman@ni.com [mailto:azreena.azman@ni.com]
Sent: 06 May, 2009 3:18 PM
To: Kenneth Kyee
Cc: 'Lim Geok Huat David'; 'Dennis Low'; Nursyahidah.Amran@ni.com; thin-chi.au@dbschenker.com; Wendy.Tay@ni.com
Subject: Re: Changes in RMA FIX Type logic

Dear Kenneth,

I think the new logic is acceptable. This is because the board may be just changed to a new revision but remains the same board as originally sent.
 One note though, as long as the serial number remains the same, it should still be treated as Repair and not Replaced.

Thanks,
Azreena

Best Regards,

Azreena Azman | Planning & Distribution Specialist | azreena.azman@ni.com | ni.com | National Instruments Asia Pac | Tel: (65) 62265886 | Fax: (65) 65157980

From: "Kenneth Kyee" <Kenneth.kyee@dbschenker.com>
 To: <azreena.azman@ni.com>, <Nursyahidah.Amran@ni.com>
 Cc: "'Dennis Low'" <dennis.low@dbschenker.com>, <Wendy.Tay@ni.com>, "Lim Geok Huat David" <davidgh.lim@dbschenker.com>, <thin-chi.au@dbschenker.com>
 Date: 05/06/2009 03:04 PM
 Subject: Changes in RMA FIX Type logic

Dear Azreena,

According to Dennis as stated below, if RMA type if FIX we cant changes SKU.

Current issue;

Defective Part: 190187L-03 SNo: 12AD7E4

After repaired part with different version: 190187N-03 SNo: 12AD7E4

If NI wants us to receive SKU in different version with same serial number, we have to change our system logic.

Changes to be as follows;

In "FIX" RMA Type, system check first six digits 190187N-03 and Serial number same as old one 12AD7E4 system allow us to receive in.

System won't allow to receive in if first six digits different (e.g. 190200L-03) or serial number not same as old one 18BD8E8.

Please let us know if this logic is ok for NI? We will change the logic if no impact on NI.

Rgds,
kenneth

From: Dennis Low [<mailto:dennis.low@dbschenker.com>]
Sent: 06 May, 2009 2:43 PM
To: 'Kenneth Kyee'
Subject: RE: RMA#0001611

Hi Kenneth,

RMA# 0001611 is with RMA type "FIX" in our system.

We are not able to change SKU to new SKU mentioned below due to the logic built in for RMA that we are not allow to change the SKU for the RMA tye is "FIX".

Dennis Low

From: Kenneth Kyee [<mailto:Kenneth.kyee@dbschenker.com>]
Sent: Wednesday, May 06, 2009 2:26 PM
To: 'Dennis Low'
Subject: FW: RMA#0001611

From: SKY AU [<mailto:thin-chi.au@dbschenker.com>]
Sent: 06 May, 2009 1:33 PM
To: Wendy.Tay@ni.com
Cc: Kenneth.kyee@Schenker.com; davidgh.lim@dbschenker.com; azreena.azman@ni.com;

27/07/2009

Nursyahidah.Amran@ni.com

Subject: RMA#0001611

Hi Wendy,

Received the RMA #0001611, found physical part nos does not tally with system.

Physical Part# 190187**L**-03

System part# 190187**N**-03

Please advise.

Regards,

Shireen Chan

Tel:65491384

DBSchenker Singapore(Pte) Ltd

2nd Level

No 17 Changi South Street 2

Singapore 486129