



Computacenter - Astra Zeneca

We have gone live on an integrated system service for Astra Zeneca. All tickets received and call updates/closures are now on integrated between PODFather and ServiceNow.

As part of the change, there are some things that the engineers need to be aware of:

1. If you don't use a part or you don't use a return label (delivery only etc) then use the part status **"Not Used"**.
2. Rebooks that use a part from a previous visit will have this text at the start of the Instructions 1. *****INCLUDES CARRY OVER PART FROM PREVIOUS JOB***** The part will be listed in the In Items. It will show the correct request number from the previous job.
3. Some collections do not need packaging. It will be on site. The PODFather job will only contain return labels which will need to be printed at the depot after the collection. The Instructions 1 will always contain instructions to help with this.
 - Example:
 - Collect legacy device, packaging used from previous delivery step 2. We delivered a part on a previous job. The user will give you the packaging from that job to return the part.
 - Collect items using packaging sent from CC
 - Collect items using packaging already on site

It is extremely important to follow the above to avoid any system issues and missed calls

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