

Vendor Repair Procedure

The Vendor Repair (SANS-DELL, SCC-DELL, and NON-DELL) staff referrals in the Service Request application are for items that are covered under a warranty.

NOTE: Do not ship any Barcoded and/or State or Foundation tagged equipment out of the Library without recording the reason for shipment, the Serial Number, the State or Foundation Number, and the Barcode Number in the Service Request.

This information must be entered into the matching IDT Hardware Inventory application to assist future tracking of SDSU owned equipment before the Service Request can be considered completed. If the SANS or SCC technician does not supply this information, you will need to obtain it before the shipment leaves the office.

Apple

This is Vendor Repair-NON Dell and a 2nd Referral after SANS or SCC technicians have verified the problem is one they cannot fix. The SANS or SCC technician must also cite the reason for the referral. Accept the Service Request, enter your initials, today's date. For Apple products needing warranty repairs, see the **Apple Procedure for Warranty Repair** in the IDT Operations Manual (part of the Ifolks login for applications). Be sure to amend the Service Request with final comments and a Completion Date, when the vendor repair process is completed.

Dell/DHL

Generally this is a parts swap only and does not involve accepting a Service Request (see next paragraph). However if the shipment is for a replacement Monitor or CPU, then you will need to access the associated Service Request (see Note above). On the Vendor Repair-SANS-Dell referral, enter your initials, today's date. This will be for your comments/time pertaining to the IDT Hardware Inventory updates you will be making to track the replacement Monitor or CPU.

For Dell products needing warranty repairs, see the **Dell/DHL Warranty Procedure** in the IDT Operations Manual (part of the Ifolks login for applications).

FedEx

Other manufacturers not listed here will also do warranty repairs needing the equipment shipped to them. These are considered Vendor Repair-NON Dell and a 2nd Referral after SANS or SCC technicians have verified the problem is one they cannot fix. The SANS or SCC technician must also cite the reason for the referral. Accept the Service Request, enter your initials, today's date. Generally these use **FedEx** as the transporter. See the **Federal Express Procedure** in the IDT Operations Manual (part of the Ifolks login for applications).

Gateway

This is Vendor Repair-NON Dell and a 2nd Referral after SANS or SCC technicians have verified the problem is one they cannot fix. The SANS or SCC technician must also cite the reason for the referral. Accept the Service Request, enter your initials, today's date. For Gateway products needing warranty repairs, see the **Gateway Warranty procedure** in the IDT Operations Manual (part of the Ifolks login for applications).

Printer Repair

This is Vendor Repair-NON Dell and a 2nd Referral after SANS technicians have verified the problem is one they cannot fix. The SANS technician must also cite the reason for the referral. Accept the Service Request, enter your initials, today's date. Do the following in the FileMaker version of REQUEST:

1. In the Vendor Repair layout screen of the SR database, click on either **F/S printer** or the **Public Printer** button for the appropriate fiscal year on the lower right of the screen depending on what type of printer needs repair.

The following information will be placed in the Vendor Comments box.

TYPE OF PRINTER -
BARCODE OF PRINTER -
PROBLEM DESCRIPTION -
CURRENT LOCATION -
CONTACT ON-SITE -
CONTACT OF RECORD - INFOSYS SERVICE DESK, 594-6753
PAYMENT PO - 40017194 (NEEDS AN INVOICE TO CLOSE EACH REQUEST)
CALL PLACED -
VENDOR - PRINTER REPAIR DEPOT, VOICE:858-874-8262,
FAX: 858-874-8265 (M-F 7:30 to 5:00)
DATE COMPLETED -

2. Enter the appropriate information (type of printer, barcode, etc.). The public printers vs. faculty/staff printers have a different "Payment PO"; the example above is for faculty/staff printers.
3. Switch to the *Printer Repair* layout screen, and do a find on the appropriate SR number.
4. Print this layout screen, and fax it to Printer Repair Depot, at (858) 874-8265. Place the paper copy in the pending PRD folder in the top tray at Sandy's Desk.
5. Printer Repair Depot will come and fix the printer within a couple of days. After repair, the PRD technician will leave an invoice (if the printer is F/S). Sign the invoice and write OK to pay. Send invoice through campus mail to Lisa Peters in Library Admin. *NOTE: public printers do not require an invoice as they are on a maintenance contract.*
6. When repair is complete, go to the Service Request in the Vendor Repair layout screen and enter the Completion Date. Close out the "2nd referral" portion of the Service Request.
7. Enter the completion date on the paper copy that is in the pending PRD folder, and place the copy in the completed PRD folder in the same location.

NOTE: SCC is responsible for notifying PRD regarding the public printers for SCC and RBR. These printer repairs will not be entered in the SR database.