




# Lenovo ITSM User Guide

Client :	Lenovo Service Center
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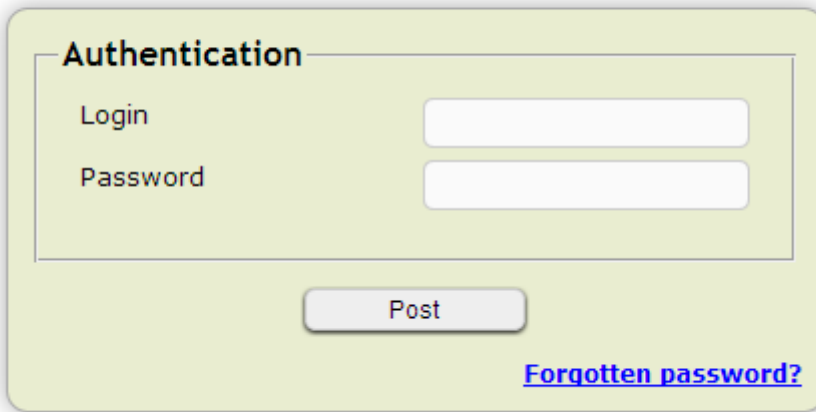
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## 1 Revision Chart

This chart contains a history of this document's revisions.

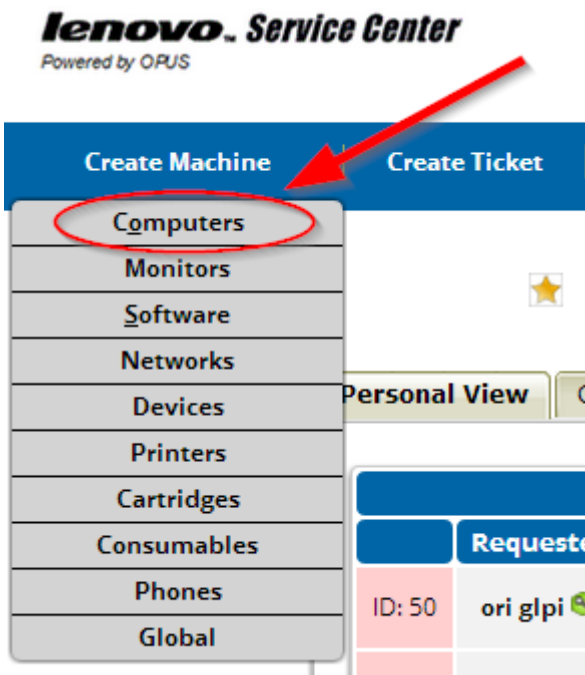

<i><b>Version</b></i>	<i><b>Primary Author(s)</b></i>	<i><b>Description of Version</b></i>	<i><b>Date Completed</b></i>
1.0	Jefren Inocando	Initial Content	21 January 2014
1.1	Antonius Hasoloan	Edit	22 January 2014
1.2	Jefren Inocando	Edit	23 January 2014

## 2 Login

1	Go to Lenovo Service Center ITSM website The URL is : <a href="http://itsm.opusit.com.sg/lenovo/">http://itsm.opusit.com.sg/lenovo/</a> or <a href="http://192.168.33.29/lenovo/">http://192.168.33.29/lenovo/</a>
2	Login using your credentials    See appendix 6.1 for list of user login ID

### 3 Logging in Customer Machine

Our ITSM use the term "Computer" for customer machine. You need to log computer information first, before creating tickets.

1	<p>Go to Create Machine -&gt; Computer</p>  <p>The screenshot shows the 'lenovo. Service Center' header. Below it is a blue navigation bar with 'Create Machine' and 'Create Ticket'. A red arrow points to the 'Create Machine' button. A dropdown menu is open under 'Create Machine', with 'Computers' highlighted by a red circle. Other options in the menu include Monitors, Software, Networks, Devices, Printers, Cartridges, Consumables, Phones, and Global. To the right of the menu, there is a 'Personal View' button and a 'Requeste' button. Below these, there is a pink box with 'ID: 50' and a green box with 'ori glpi'.</p>
2	<p>Click +</p>  <p>The screenshot shows the 'lenovo. Service Center' header. Below it is a blue navigation bar with 'Create Machine', 'Create Ticket', 'Management', 'Tools', and 'Plugins'. A red arrow points to the 'Management' button. Below the navigation bar, there is a breadcrumb trail: 'Home &gt; Create Ticket &gt; Tickets'. To the right of the breadcrumb trail, there is a toolbar with several icons. A red circle highlights a '+' icon in the toolbar. Other icons include a magnifying glass, a red arrow, a green arrow, a star, and a document icon.</p>
3	<p>Click Blank Template</p>

Logging in Customer Machine

The screenshot shows the top navigation bar with links: Create Machine, Create Ticket, Management, Tools, Plugins, and Administration. Below this, the breadcrumb path is 'Home > Create Machine >'. A red arrow points to the 'Blank Template' button in the 'Computer' section.

4 On the Computer form, add customer and computer details then click add.  
Enter customer information in the left column :

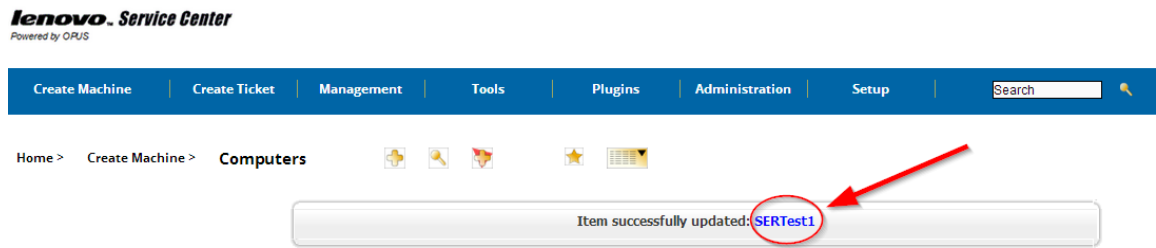
- Customer name
- Address
- Postcode
- Zone
- Email
- Phone number

Enter the machine information in the right column

- Serial Number
- Category
- Model
- Sub-Model

The screenshot shows the 'Computer - ID 58' form. The left column contains customer details: Customer name (MS ENIE TEO), Address (371 BEACH RD, KEYPOINT, #12-02/03), Postcode (199597), Zone (Zone Central), Email (ETEO@QUESTEXASIA.COM), and Phone number (81218858). The right column contains machine details: Serial Number (LR2C855), Category (Thinkpad), Model (7856), and Sub-Model (4EB). There is also a 'Components' section at the bottom.

- 5 After successfully adding the computer, click the computer serial number to go back to the form and enter more details.



### 3.1 Create Components

- 1 A hyperlink to add components is only visible after the computer information is saved. Click the "components" link to add the machine system configuration

The screenshot shows the "Computer - ID 58" form. It has two columns of fields. The left column contains: Customer name (MS ENIE TEO), Address (371 BEACH RD, KEYPOINT, #12-02/03), Postcode (199597), Zone (Zone Central), Email (ETEO@QUESTEXASIA.COM), and Phone number (81218858). The right column contains: Serial Number (LR2C855), Category (Thinkpad), Model (7856), Sub-Model (4EB), and Manufacturer (-----). A red arrow points from the "Sub-Model" field to a blue button labeled "Components" located below the "Sub-Model" field.

- 2 Add computer components, maximum 8 components.  
Enter the fields in the Dialog window.  
Fields that you need to fill in are "Part Description", "Quantity", "Capacity", and "Remark".  
For example :
- Bag, 1, Piece, With Strap
  - HDD,1,320GB, WITH COVER AND SCREW

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### Update Components

+

Part Description	Quantity	Capacity	Remark	Remove
SSD	1	512GB	WITH CVR AND SCREW	X
EXT RAM	2	8GB EA	WITH CVR AND SCREW	X
DVD MULTI	1			X
BATTERY	1			X
TOP CVR	1			X

Save

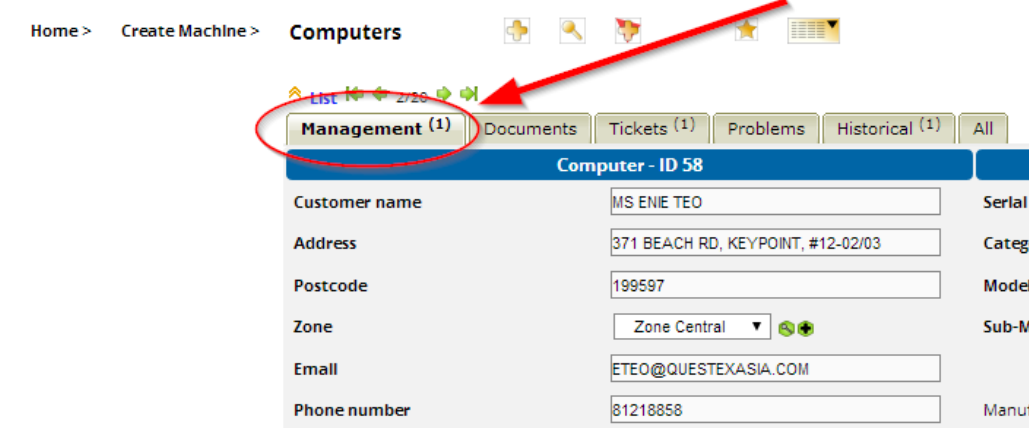
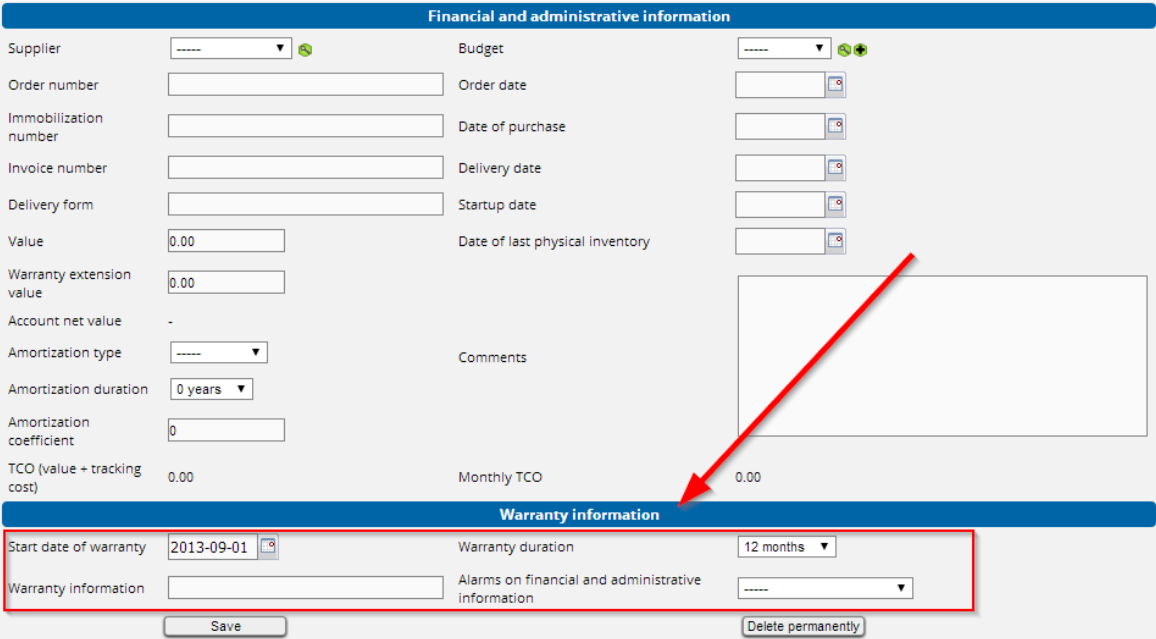
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## 3.2 Add the machine Warranty Information

Warranty information is optional.

You will find this information useful to know when computer warranties are valid.

1	<p>After adding components, go to management tab</p> 
2	<p>Under warranty information, input the warranty start date and duration as shown below.</p> 

## 3.3 Search existing Computer Logging in Customer Machine

How to search existing computer using Serial Number, phone number etc.

2 Under warranty information, input the warranty start date and duration as shown below.

Serial Number

contains

PB2GVTD

From the dropdown, select "Serial Number", enter the search keyword, and click the "Search" button.

Search

The search result will appear, as shown below.

Actions

	Serial Number	ID	Type	Model	Submodel	Location	Last update	Number of tickets	Warranty expiration date
	PB2GVTD	86	Thinkpad	3352	CTO		2014-01-22 11:22	1	

Actions

	Serial Number	ID	Type	Model	Submodel	Location	Last update	Number of tickets	Warranty expiration date
	PB2GVTD	86	Thinkpad	3352	CTO		2014-01-22 11:22	1	

Display (number of items) 20

From 1 to 1 on 1

You can also search using other criteria

Items seen

**Characteristics**

- Serial Number
- ID
- Location
- Building number
- Room number
- Location comments
- Type
- Other
- Status
- Operating system
- Version of the operating sys
- Service pack
- Update Source
- Submodel
- Product ID of the operating
- Phone Number
- Model
- Inventory number

## 4 Ticket

After finished with computer information, its components and warranty, it is time to create the tickets.

1

Go to tickets tab

If there is any ticket created earlier, it will be displayed as shown below.

Update Source:  Save Put in dustbin

New ticket for this item...

Status	Date	Last update	Priority	Requester	Assigned	Associated element	Category	Job Order ID/SO Number
ID: 99	Opened on 2014-01-22 11:22	2014-01-22 11:38	Medium	Tan Nasharudin	Lenovo Default	Computers PB2GVTD	Warranty	0262052 (0-0)

Tickets on linked items

No ticket found.

FIGURE 1. LIST OF TICKETS CREATED FOR THE PARTICULAR COMPUTER

- 2 To start adding a new ticket, click the "New ticket for this item" button.

The screenshot shows the 'Computer - ID 35' form. It has a top navigation bar with tabs like 'Ports', 'Management', 'Contracts', 'Documents', 'Virtual machines', 'Tickets', 'Problems', 'Links', 'Notes', 'Reservations', and 'Historical'. The form itself is divided into two main columns. The left column contains fields for Customer name, Address, Postcode, Zone, Email, Phone number, Network, User, Domain, Operating system, Service pack, Version of the operating system, Technician in charge of the hardware, Group in charge of the hardware, and Update Source. The right column contains fields for Serial Number, Category, Model, Sub-Model, Manufacturer, Status, and Group. There is also a 'System Config' section with a large empty box. At the bottom of the form, there is a 'Save' button and a 'Put in dustbin' button. A red arrow points to a button labeled 'New ticket for this item...' which is located below the 'Save' button and above the 'Last 2 tickets' section.

- 3 Clicking the button will bring you the Ticket creation screen as shown below.

The screenshot shows the 'New ticket' creation screen. It has a top navigation bar with a 'Ticket' tab. The form is divided into two main columns. The left column contains fields for Opening date, Type, Status, Priority, Job Order ID/SO Number, Problem Description, and File upload. The right column contains fields for Due date, Category, Request source, Approval request, and Associated element. At the bottom of the form, there is a 'Linked tickets' button and an 'Add' button.

FIGURE 2 NEW TICKET

The next instruction will guide you to fill in the ticket detail.

Ticket

## 4.1 Ticket Type, Billability and Description

1	<p>Make sure all the important fields are entered :</p> <ol style="list-style-type: none"> <li>Select ticket type: Depot or Onsite</li> <li>Select category: Warranty or Billable</li> <li>Input Problem Description</li> </ol>
---	---

The screenshot shows the 'New ticket' form. The 'Type' dropdown is set to 'Depot Case' and the 'Category' dropdown is set to 'Warranty'. The 'Problem Description' field is a large text area. The 'Job Order ID/SO Number' field is a text input. The 'File' section shows a 'Choose File' button and 'No file chosen'. The 'Linked tickets' section has an 'Add' button.

## 4.2 Enter Job ID and SO Number

1	<p>Input the ticket Job Order ID / SO Number in the correct column in this format</p> <p style="text-align: center;">&lt;Job Order ID&gt; / &lt;SO Number&gt;</p> <p><b>Important Reminders:</b></p> <ul style="list-style-type: none"> <li>There must be no space or special character in Job Order ID / SO Number.</li> <li>Job Order ID and SO Number should be separated by a slash</li> <li><b>Example: 02621111/70154545455</b></li> <li>If Onsite, put ONSITE/SO Number</li> <li><b>Example: ONSITE/70154545455</b></li> </ul>
---	---

## 4.3 Create Required Parts / Quotation

Ticket

Depending on whether a ticket is warranty or billable, “required parts” that are required to service the machine can be entered. The report (i.e.: Service Reports) will display the bill amount if the ticket is under warranty.

1 To add parts, click the “Parts Needed”

The screenshot shows the 'Ticket - ID: 69' form. The 'Parts Needed' button is highlighted with a red circle and a red arrow pointing to it. The form contains various fields for ticket management, including opening and due dates, user assignment, type, category, status, request source, priority, approval, and associated elements. At the bottom, there are buttons for 'Save' and 'Put in dustbin'.

2 Enter the all the parts needed. *Part number*

- *Description*
- enter the *price* column if the ticket is billable

Enter *Labor* cost and *Delivery* cost if the ticket is billable.

Use the “+” button to add more parts.

Use the “X” button to remove a single part.

The screenshot shows the 'Create Required Parts' dialog box. It includes fields for 'Labor Cost' (150.00) and 'Delivery Cost' (0). Below these is a table with columns for 'Part Number', 'Description', 'Quantity', 'Price', and 'Remove'. A single part is listed: Part Number 42T1223, Description Harddisk, Quantity 1, Price 213.20. A red box highlights the Labor Cost, Delivery Cost, and the table area. At the bottom, there is a 'Save' button and a copyright notice: Copyright © 2014 All Rights Reserved.

## 4.4 Ticket Task

Ticket task is the section where you enter engineer information.

Ticket

- Find the ticket that you are going to add Task.  
Click the Ticket Job order ID / SO Number that needs a task to be created

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Create Machine | Create Ticket | Management | Tools | Plugins | Administration | Setup | Search | My settings | Help

Home > Create Ticket > Tickets

Status: [Not solved] Search

Display (number of items) 20 Current page in landscape PDF From 1 to 19 on 19

ID	Job Order ID/SO Number	Associated element	Type	Status	Category	Task category	Status	Technician	Date	Last update	Opening date	Problem Description
64	0262108	R81XKG5 -	Depot Case	Processing (assigned)	Warranty				2014-01-21 10:51	2014-01-21 10:49	2014-01-21 10:49	BILLABLE: 2013-09-06/ 2522-AU9 R81XKG5/ T410/ KEYBOARD & BATTERY FAULTY. DEPT CODE: ES3
63	0263311	R91P71X -	Depot Case	Processing (assigned)	Billable				2014-01-21 10:37	2014-01-21 10:35	2014-01-21 10:35	WARRANTY: 2014-02-23 / T410 / DESC: LIQUID SPILLAGE ON KBO, BLANK SCREEN WHEN POWER ON, NVRAM SPACE FULL ERROR, SYSTEM CONFIGURATION DATA WRITE ERROR.

- On the ticket form, go to tasks tab

List 16/20

Notepad **Tasks** Resolution Statistics Documents Historical (5) All

Ticket - ID: 117

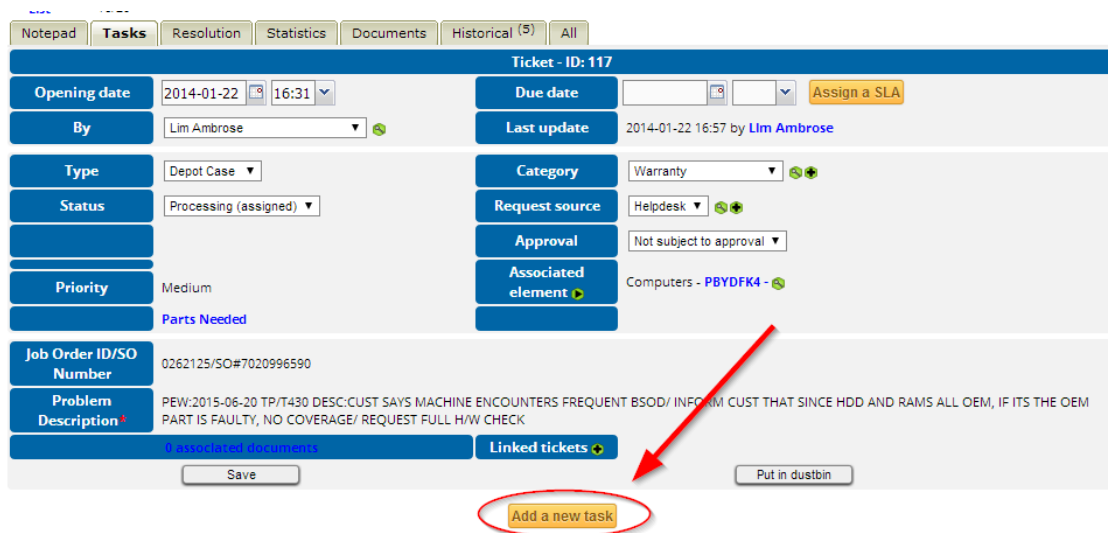
Opening date: 2014-01-22 16:31 Due date

By: Lim Ambrose Last update

Type: Depot Case Category

Status: Processing (assigned) Request source

3 Click the "add a new task" button.



**Ticket - ID: 117**

Opening date: 2014-01-22 16:31 | Due date: | Assign a SLA

By: Lim Ambrose | Last update: 2014-01-22 16:57 by Lim Ambrose

Type: Depot Case | Category: Warranty

Status: Processing (assigned) | Request source: Helpdesk

Priority: Medium | Approval: Not subject to approval

Parts Needed | Associated element: Computers - PBYDFK4

Job Order ID/SO Number: 0262125/SO#7020996590

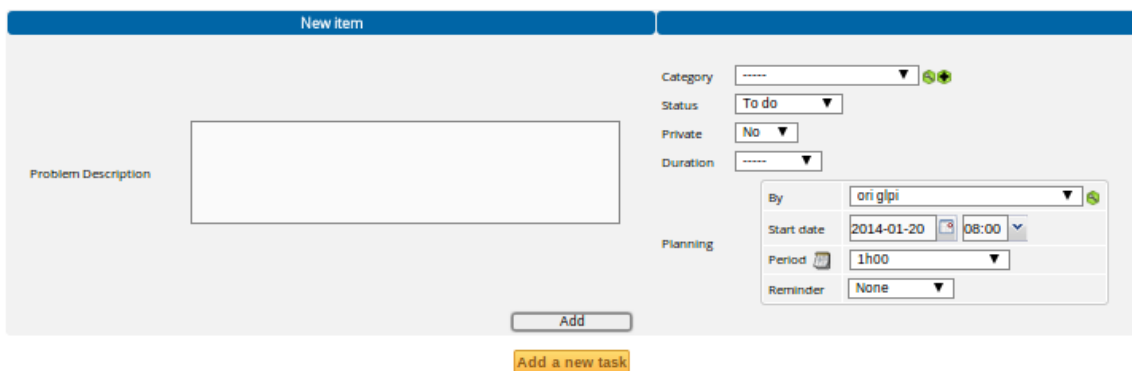
Problem Description: PEW:2015-06-20 TP/T430 DESC:CUST SAYS MACHINE ENCOUNTERS FREQUENT BSOD/ INFORM CUST THAT SINCE HDD AND RAMS ALL OEM, IF ITS THE OEM PART IS FAULTY, NO COVERAGE/ REQUEST FULL H/W CHECK

Associated documents | Linked tickets

Save | Put in dustbin

**Add a new task**

4 On the task form:



**New item**

Category: | Status: To do | Private: No | Duration: | By: ori glpi

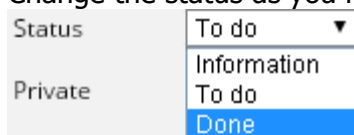
Start date: 2014-01-20 08:00 | Period: 1h00 | Reminder: None

Problem Description:

Add

**Add a new task**

- Fill in the Task description
- Change the status as you need

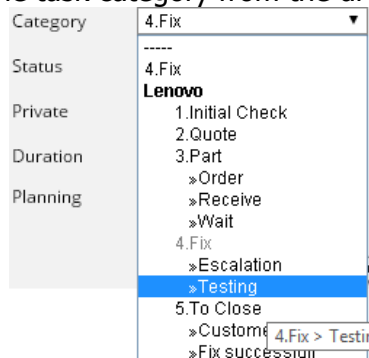


Status: To do

Private:

Done

- Select the task category from the dropdown. Common selection is "4.Fix".



Category: 4.Fix

Status: 4.Fix

Private:

Duration:

Planning:

4.Fix

»Escalation

»Testing

5.To Close

»Custom

4.Fix > Testir

»Fix succession

- To assign the task to a technician, click "Plan this task":
- Enter the Technician and Task timing as shown below

Ticket



- i. Assign to technician
- ii. Add start date and end date

Planning

By	CHENG BOON CHOW XANDER
Start date	2014-01-22 18:30
Period	1h00
Reminder	None

## 4.5 Notepad

A single ticket can be edited by more than 1 (one) users. Lenovo ITSM system can help you to log and communicate your information to other users by writing notes in the "Notepad" section.

- 1 Click the Ticket Job order ID / SO Number that needs a task to be created

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Create Machine | Create Ticket | Management | Tools | Plugins | Administration | Setup | Search | My settings | Help

Home > Create Ticket > Tickets

Status: [v] is: [v] Not solved [v] Search [v]

Display (number of items) 20 [v] Current page in landscape PDF [v] From 1 to 19 on 19

ID	Job Order ID/SO Number	Associated element	Type	Status	Category	Task category	Status	Technician	Date	Last update	Opening date	Problem Description
64	0262108	R81XKG5 -	Depot Case	Processing (assigned)	Warranty				2014-01-21 10:51	2014-01-21 10:49	2014-01-21 10:49	BILLABLE: 2013-09-06/ 2522-AU9 R81XKG5/ T410/ KEYBOARD & BATTERY FAULTY. DEPT CODE: ES3
63	0263311	R91P71X -	Depot Case	Processing (assigned)	Billable				2014-01-21 10:37	2014-01-21 10:35	2014-01-21 10:35	WARRANTY: 2014-02-23 / T410 / DESC: LIQUID SPILLAGE ON KBO, BLANK SCREEN WHEN POWER ON, NVRAM SPACE FULL ERROR, SYSTEM CONFIGURATION DATA WRITE ERROR.

- 2 On the ticket form, go to notepad tab

16/20 [v]

**Notepad** | Tasks | Resolution | Statistics | Documents | Historical (5) | All

Ticket - ID: 11

Opening date: 2014-01-22 16:31 [v] Due date

By: Lim Ambrose [v] Last update

Type: Depot Case [v] Category

Status: Processing (assigned) [v] Request source

Priority: Medium [v] Approval

Associated element [v]

- 3 Click add a new notepad

Ticket

Notepad (3)
Tasks
Resolution
Statistics
Documents
Historical (12)
All

Ticket - ID: 50

Opening date
2014-01-20 12:56

By
ori glpi

Type
Depot Case

Status
Processing (assigned)

Priority
Medium

Parts Needed

Job Order ID/SO Number
JIDTest2/SOTest2

Problem Description\*
Test desc.

Due date

Last update
2014-01-21 17:03 by Lee Bruce

Category
Billable

Request source
Helpdesk

Approval
Not subject to approval

Associated element
Computers - SERTest1

0 associated documents

Linked tickets

Save

Put in dustbin

Add a new notepad

Type	Date	Notes	Writer	Private
Notepad - Direct	2014-01-21 17:03	Fixing laptop	Lee Bruce	No
Notepad - Direct	2014-01-21 17:02	Printed reports for client	hd front1	No
Notepad - Direct	2014-01-21 17:01	Got laptop from client	ori glpi	No

4
On the notepad form, fill in the "notes" field.

New item

Notes

Source of followup
Direct

Private
No

Add

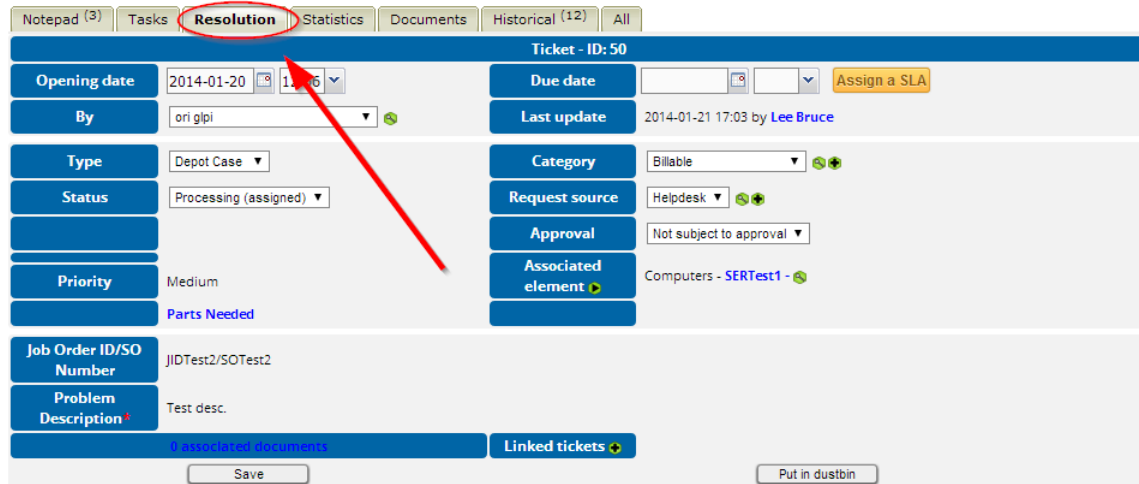
Click "Add". Your notes will be displayed together with the "writer" and timestamp information.

Type	Date	Notes	Writer	Private
Notepad - Direct	2014-01-21 17:03	Fixing laptop	Lee Bruce	No
Notepad - Direct	2014-01-21 17:02	Printed reports for client	hd front1	No
Notepad - Direct	2014-01-21 17:01	Got laptop from client	ori glpi	No

## 4.6 To Solve and Close a Ticket

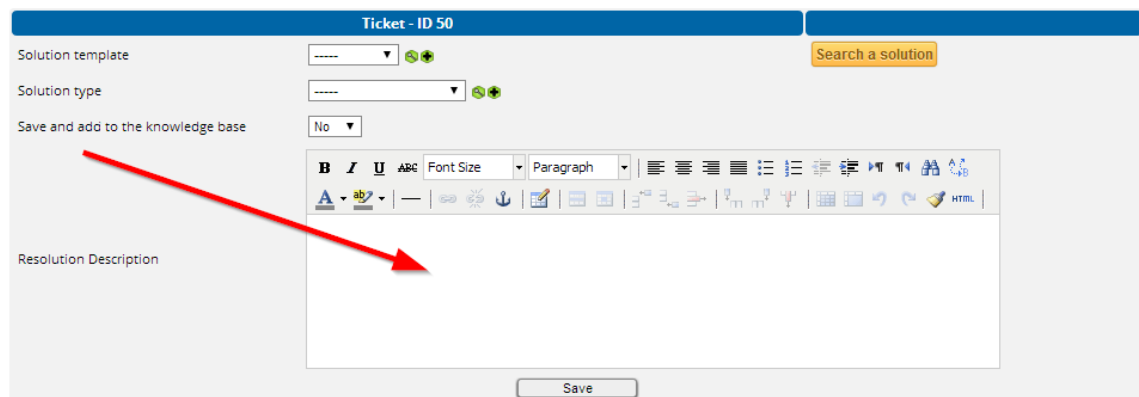
After the machine is fixed, you need to log the solution in the ticket.

- 1 To solve a ticket, go to resolution tab



The screenshot shows the 'Ticket - ID: 50' interface. At the top, there are tabs: 'Notepad (3)', 'Tasks', 'Resolution' (highlighted with a red circle and a red arrow), 'Statistics', 'Documents', 'Historical (12)', and 'All'. Below the tabs, the ticket details are displayed in a grid. The 'Opening date' is '2014-01-20' and the 'Due date' is empty. The 'By' field shows 'ori glpi'. The 'Last update' is '2014-01-21 17:03 by Lee Bruce'. The 'Type' is 'Depot Case' and the 'Category' is 'Billable'. The 'Status' is 'Processing (assigned)'. The 'Request source' is 'Helpdesk'. The 'Approval' is 'Not subject to approval'. The 'Priority' is 'Medium'. The 'Associated element' is 'Computers - SERTest1'. The 'Job Order ID/SO Number' is 'JIDTest2/SOTest2'. The 'Problem Description' is 'Test desc.'. At the bottom, there are buttons for 'Save' and 'Put in dustbin'.

Fill in the resolution.



The screenshot shows the 'Ticket - ID 50' interface. At the top, there are tabs: 'Notepad (3)', 'Tasks', 'Resolution' (highlighted with a red circle and a red arrow), 'Statistics', 'Documents', 'Historical (12)', and 'All'. Below the tabs, the ticket details are displayed in a grid. The 'Opening date' is '2014-01-20' and the 'Due date' is empty. The 'By' field shows 'ori glpi'. The 'Last update' is '2014-01-21 17:03 by Lee Bruce'. The 'Type' is 'Depot Case' and the 'Category' is 'Billable'. The 'Status' is 'Processing (assigned)'. The 'Request source' is 'Helpdesk'. The 'Approval' is 'Not subject to approval'. The 'Priority' is 'Medium'. The 'Associated element' is 'Computers - SERTest1'. The 'Job Order ID/SO Number' is 'JIDTest2/SOTest2'. The 'Problem Description' is 'Test desc.'. At the bottom, there are buttons for 'Save' and 'Put in dustbin'.

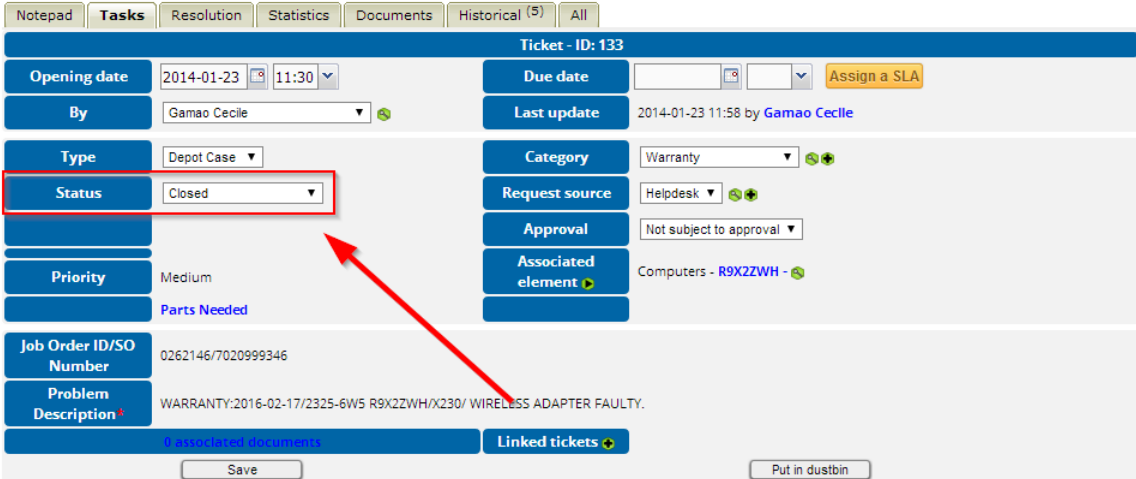
The ticket status will automatically change to solve once you have save a resolution.

## 4.7 Close the ticket

You need to close ticket to inform the system that you totally close the ticket.

Closing the ticket can also mean that you have returned the machine to the customer.

- 1 To close a ticket, go to the status dropdown then change to close



The screenshot displays the 'Ticket - ID: 133' form in the Lenovo ITSM system. The 'Status' dropdown menu is highlighted with a red box and a red arrow pointing to the 'Closed' option. The form includes various fields for ticket details:

- Opening date:** 2014-01-23 11:30
- By:** Gamao Cecile
- Type:** Depot Case
- Status:** Closed
- Priority:** Medium
- Parts Needed:** (link)
- Job Order ID/SO Number:** 0262146/7020999346
- Problem Description:** WARRANTY:2016-02-17/2325-6W5 R9X2ZWH/X230/ WIRELESS ADAPTER FAULTY.
- Due date:** (empty)
- Last update:** 2014-01-23 11:58 by Gamao Cecile
- Category:** Warranty
- Request source:** Helpdesk
- Approval:** Not subject to approval
- Associated element:** Computers - R9X2ZWH

At the bottom, there are buttons for 'Save', 'Linked tickets', and 'Put in dustbin'.

## 5 Print Reports

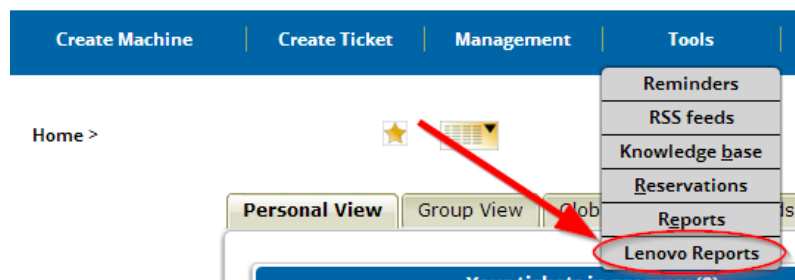
Lenovo ITSM has a report server to store and manage all the automated reports.

As per now you will find these reports in the report server:

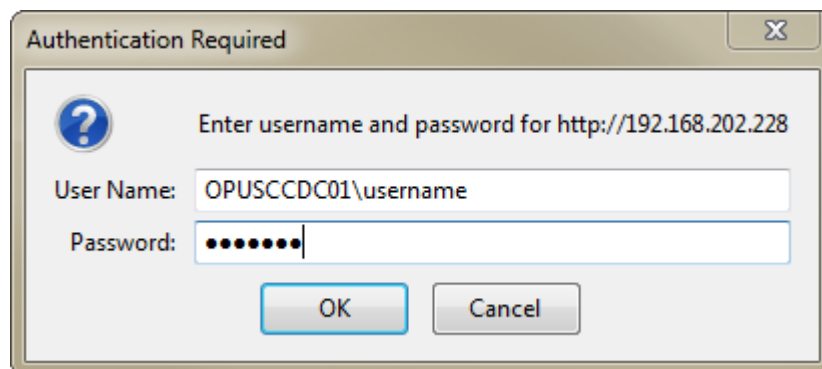
- Claim Form and Authorization Form
- Quotation
- Service Report
- Onsite schedule report

- 1 Go to Tools -> Lenovo Reports  
*For best results use the latest Internet Explorer*

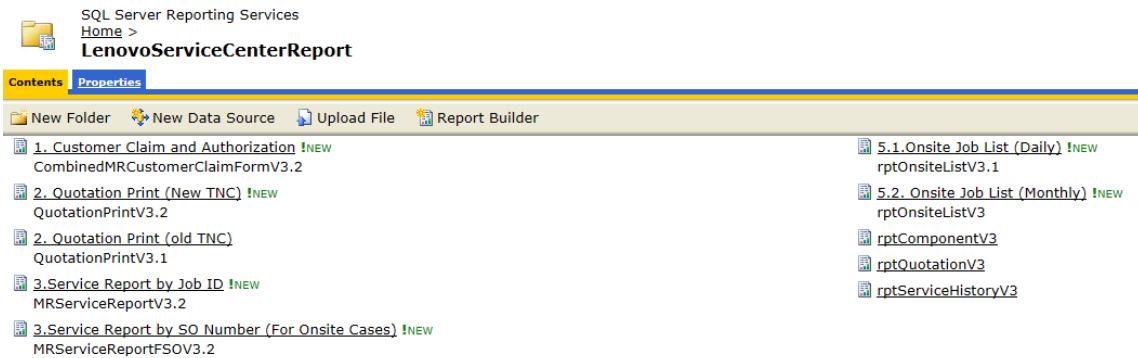
**lenovo. Service Center**  
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- 2 Login username and password



- 3 Select the report you want to print.  
You can select the report item which has number in front. I.e :
1. Customer claim and Authorization
  2. Quotation Print
  3. Service Report
  5. Onsite Job List



## 5.1 Customer Claim and Authorization report

- 4 Enter the report parameter as required.

Enter Job ID then click view report

SQL Server Reporting Services  
Home > LenovoServiceCenterReport >  
**1. Customer Claim and Authorization**

View Properties History Subscriptions

New Subscription

Job ID: 0262191

View Report

Machine Repair  
Customer Claim Form

Job No: 0262191  
Date: 21/01/2014 04:11 PM  
Type: Depot

Machine Type: 2537 Sub Model: RZ6 Serial No: R822RZ7  
Covered By: Billable Category: Thinkpad

System Configuration:

Part Description	Qty	Capacity	Remark

FIGURE 3 CUSTOMER CLAIM AND AUTHORIZATION REPORT

See Appendix 6.2 for sample printout.

## 5.2 Quotation Report

### Print Reports

5

SQL Server Reporting Services  
Home > LenovoServiceCenterReport >  
2. Quotation Print (New TNC)

View Properties History Subscriptions

New Subscription

Job ID 0262148

View Report

**lenovo. Service Center**  
Powered by OPUS  
OPUS Service Centre  
Blk 2 Naki Bukit Ave 1, #05-02/03  
Singapore 417938

Date : 23/01/2014 12:49 PM Phone : 64886365  
Customer: MS LOON WAI PING Email: [redacted]

Purpose of Fax / Email : Quotation (Carry In)

**Section A: Service Detail**

Job Number: 0262148 Sub Model: DLA  
Machine Type: 3323 Serial No.: R99GEWN

**Section B: Quotation**

NO PARTS NEEDED

FIGURE 4 QUOTATION REPORT

See Appendix 6.3 for sample printout.

### 5.3 Service Report

5

SQL Server Reporting Services  
Home > LenovoServiceCenterReport >  
3. Service Report by Job ID

View Properties History Subscriptions

New Subscription

Job ID 0262148

View Report

**lenovo. Service Center**  
Powered by OPUS  
OPUS Service Centre  
Blk 2 Naki Bukit Ave 1, #05-02/03  
Singapore 417938

Personal System Service Center  
Machine Repair  
Service Report

Job No: 0262148  
Date: 23/01/2014 01:00 PM  
Type: Depot

Machine Type: 3323 Sub Model: DLA Serial No.: R99GEWN  
Covered By: Billable Category: Thinkpad

**System Configuration:**

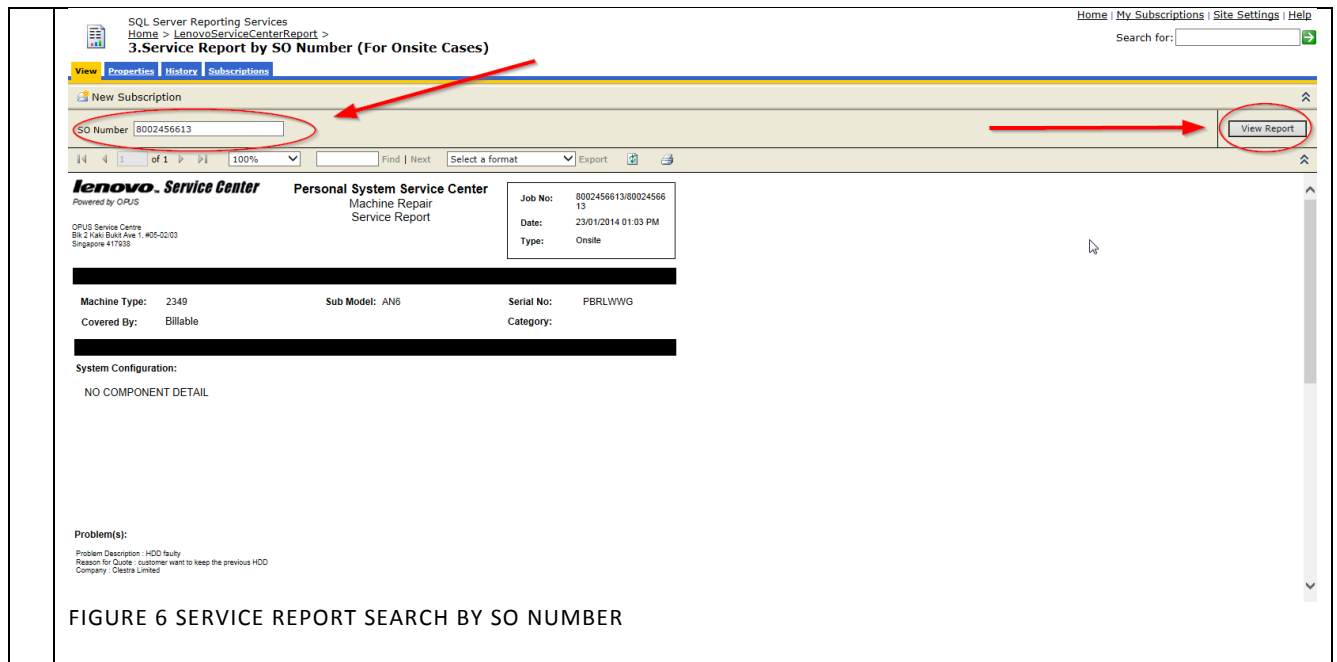
Part Description	Qty	Capacity	Remark
HDD	1	500GB	WITH C/R & SCR/W
RAM	2	2GB EACH	WITH C/R & SCR/W
BATTERY	1		
PCMCIA SLOT	1		

**Problem(s):**  
BILLABLE 2013-12-07 3323-DLA R99GEWN X201i UNABLE TO POWER ON

Customer: MS LOON WAI PING Contact No.: 64886365

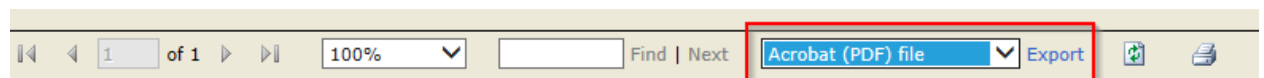
FIGURE 5 SERVICE REPORT SEARCH BY JOB ID

See Appendix 6.4 for sample printout.

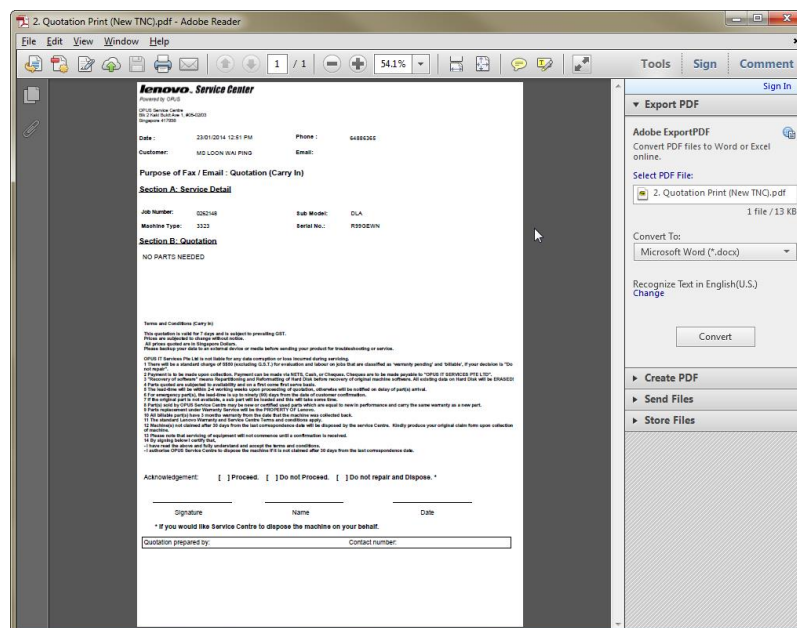


## 5.4 PDF Export and Print the Report

- |   |  |
|---|--|
| 5 | After searching, select format as PDF the click export |
|---|--|



- |   |   |
|---|---|
| 6 | After exporting, open the created PDF file , you can now print the report |
|---|---|





## 5.5 Onsite Schedule Reports

Onsite Schedule report will be exported to Excel

### 1 Select Onsite Job List Report

SQL Server Reporting Services  
Home > LenovoServiceCenterReport

Search for:

Contents Properties

New Folder New Data Source Upload File Report Builder Show Details

1. Customer Claim and Authorization *NEW*  
CombinedMRCustomerClaimFormV3.2

2. Quotation Print (New TNC) *NEW*  
QuotationPrintV3.2

2. Quotation Print (old TNC)  
QuotationPrintV3.1

3. Service Report by Job ID *NEW*  
MRServiceReportV3.2

3. Service Report by SO Number (For Onsite Cases) *NEW*  
MRServiceReportFSOV3.2

5.1.Onsite Job List (Daily) *NEW*  
rptOnsiteListV3.1

5.2. Onsite Job List (Monthly) *NEW*  
rptOnsiteListV3

rptComponentV3

rptQuotationV3

rptServiceHistoryV3

### 2 On the report, select the date range then click view report

SQL Server Reporting Services  
Home > LenovoServiceCenterReport > 5.1.Onsite Job List (Daily)

Search for:

View Properties History Subscriptions

New Subscription

Start Appointment Date 1/8/2014 End Appointment Date 1/24/2014 11:59:00 PM

View Report

1 of 1 100% Find | Next Select a format Export

**Today Engineer List**

	ONSITE/DEPT	SO NO.	MACHTYPE & SUB MODEL	SERIAL NO	PROBLEM DESCRIPTION	CUST NAME	CONTACT NO	ADDRESS	POSTAL CODE	ZONE	APPT DATE & TIME	SSR NAME	BILLABLE/WARRANTY
1	Onsite	7005878929	1782-RW8	R8VCXSC	Power constantly cut off	Muhamad Rozmail bin Omar	90309509	6 Ang Mo Kio Street 44	569253	North	21/01/14 12:00 - 02:00 PM	Lilian Lee	Warranty
2	Onsite	7005878964	2537-ND3	R8Z6P89	Fan error 45M2724 fan	Michael Goh	90305808 / 64134295	6 Temasek Boulevard Suntec Tower Four 11-01	38986	Central	21/01/14 02:00 - 05:00 PM	Lilian Lee	Warranty
3	Onsite	OP00043test	2537-RZ5	R84MHC3	Keyboard key broken	Audrey Chng - NSK	64968042	238A Thomson Rd #24-01 Novena Square Tower A	307684	Central	23/01/14 03:20 - 04:20 PM	AARON CHEE	Billable

### 3 After searching, select format as excel then click export

Start Appointment Date 1/8/2014 End Appointment Date 1/24/2014 11:59:00 PM

1 of 1 100% Find | Next Excel Export

### 4 After exporting as excel, you can now print the report

5.1.Onsite Job List (Daily) [Read-Only] [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View

Clipboard Font Paragraph Styles

Today Engineer List

	ONSITE/DEPT	SO NO.	MACHTYPE & SUB MODEL	SERIAL NO	PROBLEM DESCRIPTION	CUST NAME	CONTACT NO	ADDRESS	POSTAL CODE	ZONE	APPT DATE & TIME	SSR NAME	BILLABLE/WARRANTY
1	Onsite	7005878929	1782-RW8	R8VCXSC	Power constantly cut off	Muhamad Rozmail bin Omar	90309509	6 Ang Mo Kio Street 44	569253	North	21/01/14 12:00 - 02:00 PM	Lilian Lee	Warranty
2	Onsite	7005878964	2537-ND3	R8Z6P89	Fan error 45M2724 fan	Michael Goh	90305808 / 64134295	6 Temasek Boulevard Suntec Tower Four 11-01	38986	Central	21/01/14 02:00 - 05:00 PM	Lilian Lee	Warranty
3	Onsite	OP00043test	2537-RZ5	R84MHC3	Keyboard key broken	Audrey Chng - NSK	64968042	238A Thomson Rd #24-01 Novena Square Tower A	307684	Central	23/01/14 03:20 - 04:20 PM	AARON CHEE	Billable

## 6 Appendix

### 6.1 List of User ID

Users with username

Lorraine	Seah	Lorraine.Seah	Manager
Arin	Tan	Arin.Tan	Supervisor
Thomas	Chua	Thomas.Chua	Supervisor
Weng Seng	Fong	Wengseng.Fong	Lead
Draven	Yong	Draven.Yong	Lead
Min Yang	Li	Minyang.Li	CM
Ke Han	Tan	Kehan.Tan	CM
Ambrose	Lim	Ambrose.Lim	Front Counter
Nasharudin	Tan	Nash.Tan	Front Counter
Cecile	Gamao	Cecile.Gamao	Front Counter
Lilian	Lee	Lilian.Lee	Assigning Team
Timothy	Teo	Timothy.Teo	Assigning Team
Donald	Ng	Donald.Ng	Senior Engineer
Peng Kong	Tam	Pengkong.Tam	Senior Engineer
Vincent	Mak	Vincent.Mak	Engineer
Jeshin	Low	Jeshin.Low	Engineer
Tau Leong	Lim	Tauleong.Lim	Tech Spec
Nurulhuda	Bte Rahmat	Nurulhuda	Admin
Nur	Shashidah	Nur.Shashidah	Admin

Engineer to be assigned task (no login)

AARON	CHEE
VUN LOONG	CHONG
DANIEL	GOH
HARRISON	TAY YONG CHERN
LI CHAE	HOW
JASON	SEE KOK KEAT
JOVE ARCE	BARBERO
KEITH	VOON KING HOU
LAWRENCE	HO
TZE PIN	LEE
MUHAMMAD	
NICHOLAS	WONG JINJI
XANDER	CHENG BOON CHOW

## Appendix

## 6.2 Customer Claim and Authorization form

OPUS Service Centre  
Blk 2 Kaki Bukit Ave 1, #05-02/03  
Singapore 417938

### Machine Repair Customer Claim Form

**Job No:** 0262146  
**Date:** 23/01/2014 12:32 PM  
**Type:** Depot

For further information, contact Lenovo Service Centre,  
Blk 2 Kaki Bukit Ave 1, #05-02 / 03  
SINGAPORE 417938

Submission of the referenced machine together with the authorization form constitute authorization for Lenovo to perform indicated repair services. For machines owned by Lenovo Warranty or under Lenovo Purchase and / or Maintenance Agreements apply. For these machines any necessary replacement parts will be furnished on an exchange basis by Lenovo. Replaced parts become the property of LENOVO.  
Repairs for machines not under Lenovo Warranty or Lenovo Maintenance Agreement will be invoiced on a time and material basis with a minimum charge applicable.

When "repair estimate" is requested, the customer will be invoiced a minimum charge which covers handling, inspection, clearing, testing, adjustment, and estimating of repair charges.  
The customer agrees that:

1. the customer shall pay for the charges in respect of the repair and storage before the machine is collected by the customer;
2. if the machine is not claimed within 30 days from the date on which the written notice is sent to the customer for the collection of the machine, the company reserves the right to dispose of the machine without further notice and the proceeds shall be applied to towards the payment of the said charges to the company;
3. while the machine is in the custody of the company after the period of collection, the company shall not be responsible nor be liable for any damage or destruction to, or, loss of, the machine for any reason whatsoever and the risks in respect of the machine shall pass to the customer.

**Machine Type:** 2325 **Sub Model:** 6W5 **Serial No:** R9X2ZWH  
**Covered By:** Warranty **Category:** Thinkpad

#### System Configuration:

Part Description	Qty	Capacity	Remark
HDD	0		NO CVR & NO SCRWB
BATTERY	0		
RAM	1	4GB	WITH CVR & SCRWB
PCMCIA SLOT	1		WITH CVR

#### Problem(s):

WARRANTY:2016-02-17/2325-6W5 R9X2ZWH/X230/ WIRELESS ADAPTER FAULTY.

**Customer:** MS DONNABELLE EMBODO (MC KINSEY & CO ASO IT SERVICES) **Email:**  
**Address:** 3 TEMASEK AVENUE CENTINNIAL TOWER **Postcode:** 039190  
**Contact No.:** 65862641 **Authorized by (name):**

**Checked By:** **Date:**

#### I UNDERSTAND THAT A MINIMUM OF \$50 PLUS 7% GST WILL BE CHARGED FOR BILLABLE JOB THAT IS NOT PROCEEDING.

- The original Machine Repair Customer Claim Form must be produced for collection. Lenovo reserves the right to retain the machine in its absence.
- For security reasons, kindly contact Lenovo Service Center immediately to report the loss of the original Machine Repair Customer Claim Form.
- If machine is not claimed after 30 days from the date on which the written notice is sent to the customer for the collection of the machine, Lenovo reserves the right to dispose of the machine.
- Payment, if any, is upon collection as follows (All payments are subjected to GST charges):
- Lenovo Service Center by NETS / Cheque. Cheques are payable to "OPUS IT Services Pte Ltd". Location and Operating hours of Lenovo Centers are:  
Lenovo Service Center  
Address :Blk 2 Kaki Bukit Ave 1, #05-02 / 03, Singapore 417938  
Operating Hour : Monday to Friday : 0900hr to 1800hr  
Closed on Sat, Sun & Public Holiday.

Lenovo Authorised Signature

For enquiries, please call: 1800 418 9933 or fax us at 65871723

**LENOVO SERVICE CENTER TERMS AND CONDITIONS**

**1 Warranty Verification (s)**

- a. Lenovo Warranty Card of International Warranty(IWS) Certificate
- b. Sales Invoice
- c. Purchase Order

All verifications must be completed with machine and purchase details. Parts contained within machine may have different warranty conditions & may be subject to changes.

**2 Limitations of Warranty**

- a. Lenovo Warranty DOES NOT COVER physical damages.
- b. In the event of misuse, accident(s), modifications(s), unsuitable physical or operating environment, improper maintenance by customer, or failure caused by a product for which Lenovo is not responsible, the Lenovo Warranty WILL BE VOID.
- c. Any attempt to dismantle the machine or parts contained therein by non-authorized Lenovo Service Centre personnel will render the Lenovo Warranty VOID.
- d. The warranty for upgraded or additional Lenovo hardware or accessories is based on its own individual terms and conditions.
- e. Parts replacement under Warranty Service will be the PROPERTY OF Lenovo.
- f. Lenovo International Warranty Service coverage is limited to the Lenovo International Warranty Service Terms & Conditions.
- g. NON-Lenovo parts/accessories & NON-Lenovo standard software preloads/applications are NOT SUPPORTED by Lenovo Service Center.
- h. Customer is fully responsible for the DATA contained in the storage devices attached to the machine AND BACKUP OF DATA before sending the machine for servicing.
- i. Customer is entitled to FREE 1st 90 DAYS FROM THE DATE OF PURCHASE standard Lenovo respective machine's preloaded software support. Subsequent preloads after 1st 90 DAYS FROM THE DATE OF PURCHASE are chargeable. FOR ACTUAL CHARGES, PLEASE REFER TO CHARGES SECTION.
- j. Software preload is performed based on the RESPECTIVE MODEL & MACHINE TYPE and may vary from country to country.
- k. All billable parts have a 3 months warranty from the date that the machine was collected back from the Service Center.

**3 Limitations of Liabilities**

- a. Under no circumstances is Lenovo and its subcontractors, even if informed, are liable for the possibilities for loss of, or damage to, data.
- b. In no event will Lenovo be liable for any damages by Customer's failure to perform its responsibilities or for any indirect or consequential damages, including, but not limited to, loss of profits, anticipated savings, or for any claim made against the Customer by any other party.
- c. Lenovo is not liable to for any damages claimed by the Customer based on any third part claim.
- d. Lenovo is not liable to for any damages cause by the performance or non-performance of machines within Lenovo premises.
- e. Lenovo's limitation to liabilities hereunder shall not include liabilities arising from the damages to property resulting directly from and not as a consequence of the willful default of Lenovo.
- f. Customer by depositing the machine(s) with Lenovo thereby authorizes Lenovo Service Center to service such machine(s).
- g. Lenovo is not responsible for any legal obligations or restrictions that hinder servicing.

**4 Charges**

- a. S\$30.00 for original machine standard software preload, only and no recovery CD will be provided.
- b. S\$50.00 for technical evaluation/assessment on NON-WARRANTY machines.
- c. S\$75.00 for labour charge (excluding parts) for service performed on machine repair not under warranty coverage.

All payments are subjected to GST charges.

**5 Collection & Payments**

- a. Customer will be notified within 3 working days.
  - b. For security reasons, kindly contact Lenovo Service Center IMMEDIATELY to report the loss of the ORIGINAL MACHINE REPAIR CUSTOMER CLAIM FORM.
  - c. THE ORIGINAL MACHINE REPAIR CUSTOMER CLAIM FORM MUST be produced for collection. Lenovo reserves the right to retain the machine in the absence of ORIGINAL MACHINE REPAIR CUSTOMER CLAIM FORM.
  - d. Payment, if any, is to be made upon collection as follows:  
-- Lenovo Service Center -- NETS / VISA / MasterCard / Cheque. Cheques are payable to "OPUS IT Services Pte Ltd"
- All payments are subjected to GST charges.



OPUS Service Centre  
Blk 2 Kaki Bukit Ave 1, #05-02/03  
Singapore 417938

**Machine Repair  
Authorization**

**Job No:** 0262146  
**Date:** 23/01/2014 12:32 PM  
**Type:** Depot

**Machine Type:** 2325 **Sub Model:** 6W5 **Serial No:** R9X2ZWH  
**Covered By:** Warranty **Category:** Thinkpad

**System Configuration:**

Part Description	Qty	Capacity	Remark
HDD	0		NO CVR & NO SCRW
BATTERY	0		
RAM	1	4GB	WITH CVR & SCRW
PCMCIA SLOT	1		WITH CVR

**Problem(s):**

WARRANTY:2016-02-17/2325-6W5 R9X2ZWH/X230/ WIRELESS ADAPTER FAULTY.

**Customer:** MS DONNABELLE EMBODO (MC  
KINSEY & CO ASO IT SERVICES)

**Address:** 3 TEMASEK AVENUE CENTINNIAL  
TOWER

**Postcode:** 039190

**Contact No.:** 65862641

**Email:**

**Authorized by (name):**

**BY SIGNING, YOU ARE AGREEING TO THE Lenovo TERMS AND  
CONDITION STATED ON THE MACHINE REPAIR CUSTOMER  
CLAIM FORM.**

**Signature:** \_\_\_\_\_ **Name:** \_\_\_\_\_

**Remarks:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Engineer:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Service History:**

Job ID	Creation Date	Problem
0262146	23 Jan 2014	WARRANTY:2016-02-17/2325-6W5 R9X2ZWH/X230/ WIRELES...

Job No: 0262146

### Checklist for Depot Service Job

Matched

1st Level (Counter)

2nd Level ( Admin )

☐ COD (Y / N)

☐ Stop\_D (Y / N)

☐ DPL (Y / N)

Sign / Date

Sign / Date

#### General After-Service Inspection

##### External Conditions:

	OK	NA	Irregularities	Actions Required
Screen / LCD Panel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Accessories Covers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System Chassis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Screw Covers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

##### Functional Inspection:

	OK	NA	Irregularities	Actions Required
Memory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Harddisk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Keyboard/Trackpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
COM Port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Printer Port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Infra Red Port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PS/2 Mouse Port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
USB Port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Screen / LCD Adjustment Controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lock / Latches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Modem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PCMCIA Slot(s) / Card(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Speakers / Microphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Battery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floppy Drive / CDROM / DVD Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other Options (Specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Customer Engineer Name : \_\_\_\_\_

Customer Engineer Signature : \_\_\_\_\_

## 6.3 Quotation Form



OPUS Service Centre  
Blk 2 Kaki Bukit Ave 1, #05-02/03  
Singapore 417938

Date : 23/01/2014 01:50 PM Phone : 97242711  
Customer: RAVI KIRAN SETHI Email: RAVIKIRAN@SIVARK.COM

**Purpose of Fax / Email : Quotation (Carry In)**

### Section A: Service Detail

Job Number: 0262233 Sub Model: Y97  
Machine Type: 2325 Serial No.: PK0HG4B

### Section B: Quotation

FRU No.	Description	Qty	Unit Price	Total
04W6895	LCD rear cover	1	\$162.20	\$162.20
04X4613	Palmrest	1	\$123.10	\$123.10
Parts Total				\$285.30
Labor				\$75.00
Others				\$0.00
GST				\$25.22
TOTAL				<b>\$385.52</b>

#### Terms and Conditions (Carry In)

This quotation is valid for 7 days and is subject to prevailing GST.

Prices are subjected to change without notice.

All prices quoted are in Singapore Dollars.

Please backup your data to an external device or media before sending your product for troubleshooting or service.

OPUS IT Services Pte Ltd is not liable for any data corruption or loss incurred during servicing.

1 There will be a standard charge of S\$50 (excluding G.S.T.) for evaluation and labour on jobs that are classified as 'warranty pending' and 'billable', if your decision is "Do not repair".

2 Payment is to be made upon collection. Payment can be made via NETS, Cash, or Cheques. Cheques are to be made payable to "OPUS IT SERVICES PTE LTD".

3 "Recovery of software" means Repartitioning and Reformatting of Hard Disk before recovery of original machine software. All existing data on Hard Disk will be ERASED!

4 Parts quoted are subjected to availability and on a first come first serve basis.

5 The lead-time will be within 2-4 working weeks upon proceeding of quotation, otherwise will be notified on delay of part(s) arrival.

6 For emergency part(s), the lead-time is up to ninety (90) days from the date of customer confirmation.

7 If the original part is not available, a sub part will be loaded and this will take some time.

8 Part(s) sold by OPUS Service Centre may be new or certified used parts which are equal to new in performance and carry the same warranty as a new part.

9 Parts replacement under Warranty Service will be the PROPERTY OF Lenovo.

10 All billable part(s) have 3 months warranty from the date that the machine was collected back.

11 The standard Lenovo Warranty and Service Centre Terms and conditions apply.

12 Machine(s) not claimed after 30 days from the last correspondence date will be disposed by the service Centre. Kindly produce your original claim form upon collection of machine.

13 Please note that servicing of equipment will not commence until a confirmation is received.

14 By signing below I certify that,

- I have read the above and fully understand and accept the terms and conditions.

- I authorise OPUS Service Centre to dispose the machine if it is not claimed after 30 days from the last correspondence date.

Acknowledgement: ☐ Proceed. ☐ Do not Proceed. ☐ Do not repair and Dispose. \*

\_\_\_\_\_  
Signature Name Date

\* If you would like Service Centre to dispose the machine on your behalf.

Quotation prepared by: \_\_\_\_\_ Contact number: \_\_\_\_\_

## 6.4 Service Report

**lenovo. Service Center**  
Powered by OPUS

OPUS Service Centre  
Blk 2 Kaki Bukit Ave 1, #05-02/03  
Singapore 417938

**Personal System Service Center**  
Machine Repair  
Service Report

**Job No:** 0262148  
**Date:** 23/01/2014 01:14 PM  
**Type:** Depot

**Machine Type:** 3323      **Sub Model:** DLA      **Serial No:** R99GEWN  
**Covered By:** Billable      **Category:** Thinkpad

### System Configuration:

Part Description	Qty	Capacity	Remark
HDD	1	500GB	WITH CVR & SCRW
RAM	2	2GB EACH	WITH CVR & SCRWS
BATTERY	1		
PCMCIA SLOT	1		

### Problem(s):

BILLABLE: 2013-12-07/ 3323-DLA R99GEWN/ X201I/ UNABLE TO POWER ON.

**Customer:** MS LOON WAI PING      **Contact No.:** 64886365  
**Address:** 21 HOLLAND DRIVE #19-413      **Authorized by (name):**  
**Postcode:** 271021      **Authorized by (dept):**

NO PARTS NEEDED

### ALL REPLACED PARTS ARE PROPERTIES OF LENOVO

Customer Acknowledge (To be fill by customer)	
Machine collected by customer in good order:	
Name:	Signature:
Date:	Remarks:

Tax Invoice Number: