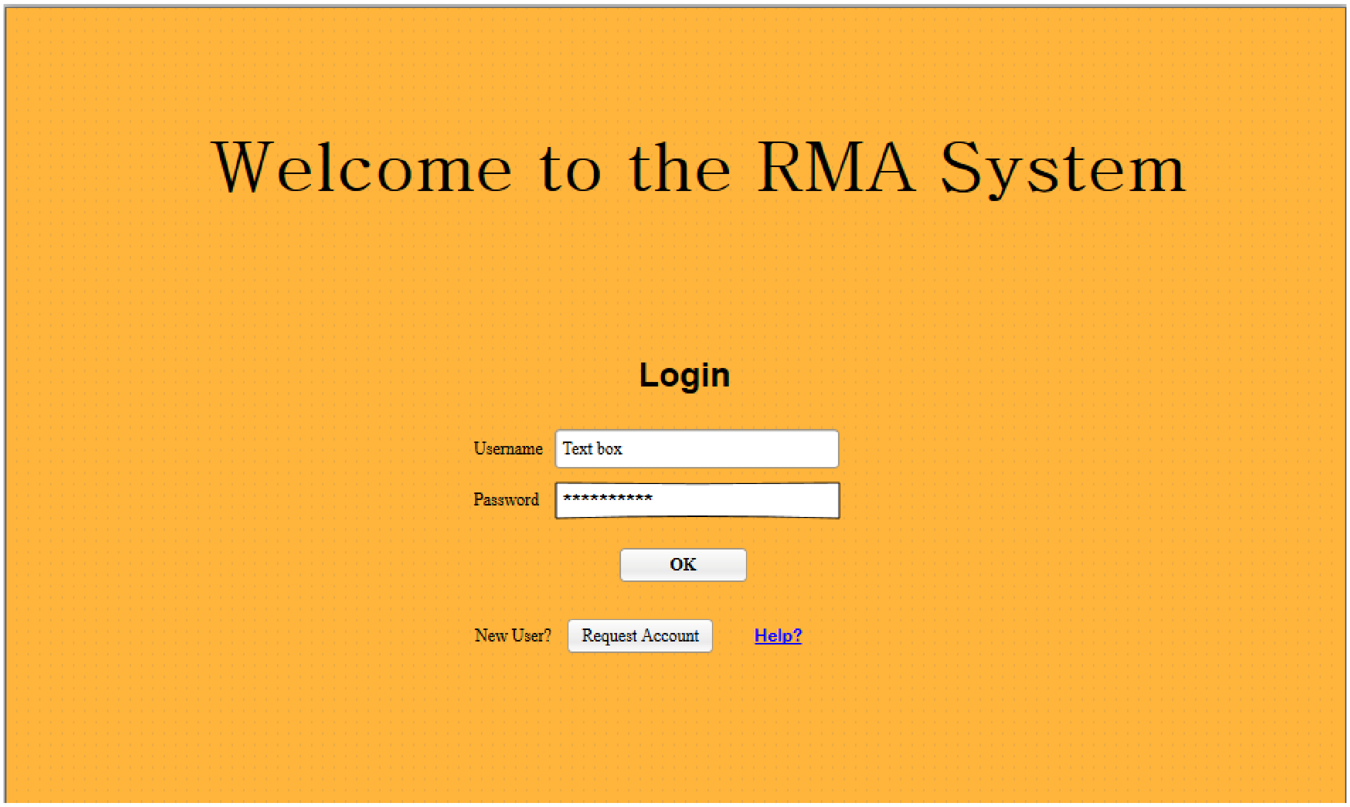
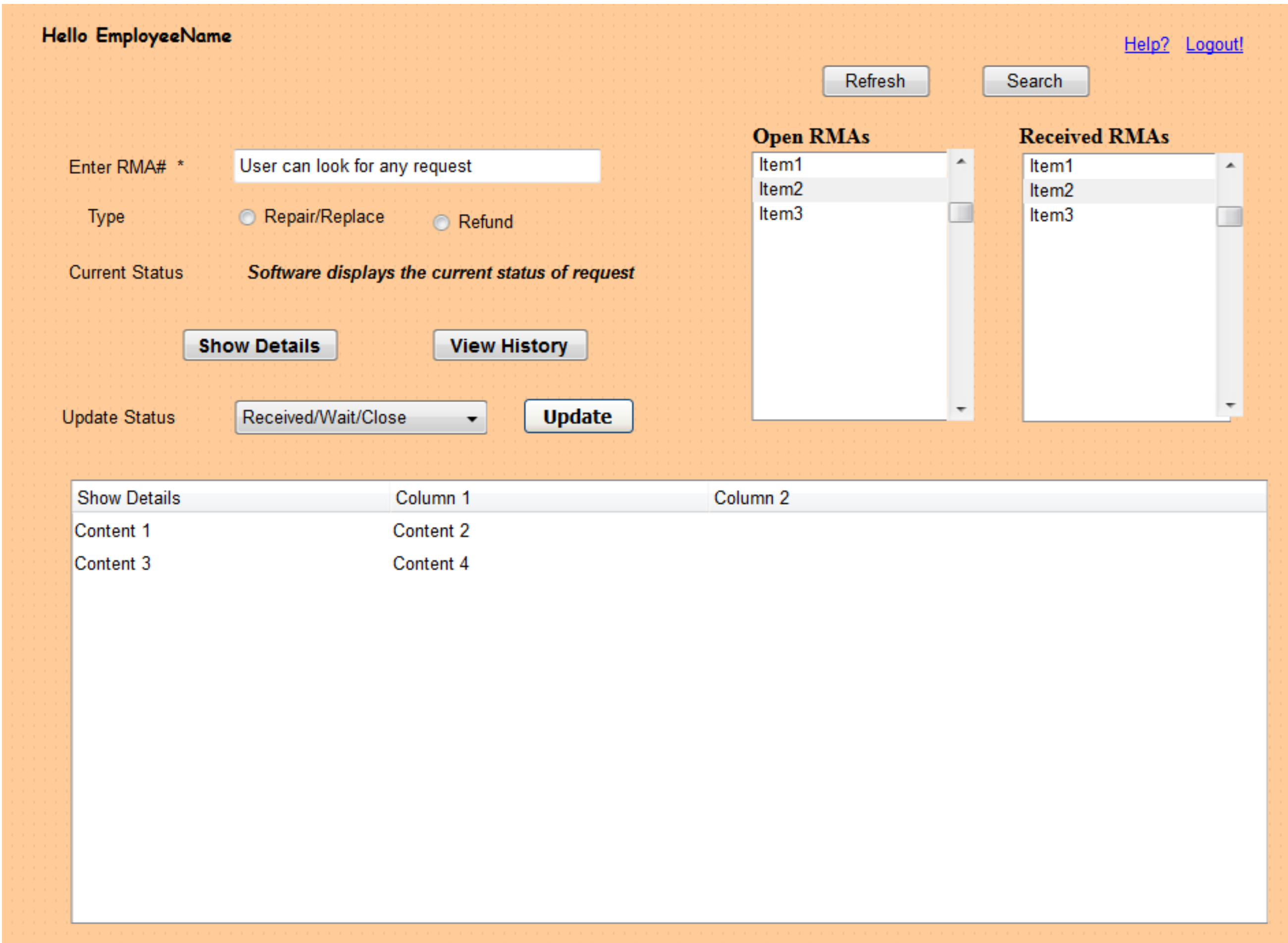
The Login Screen



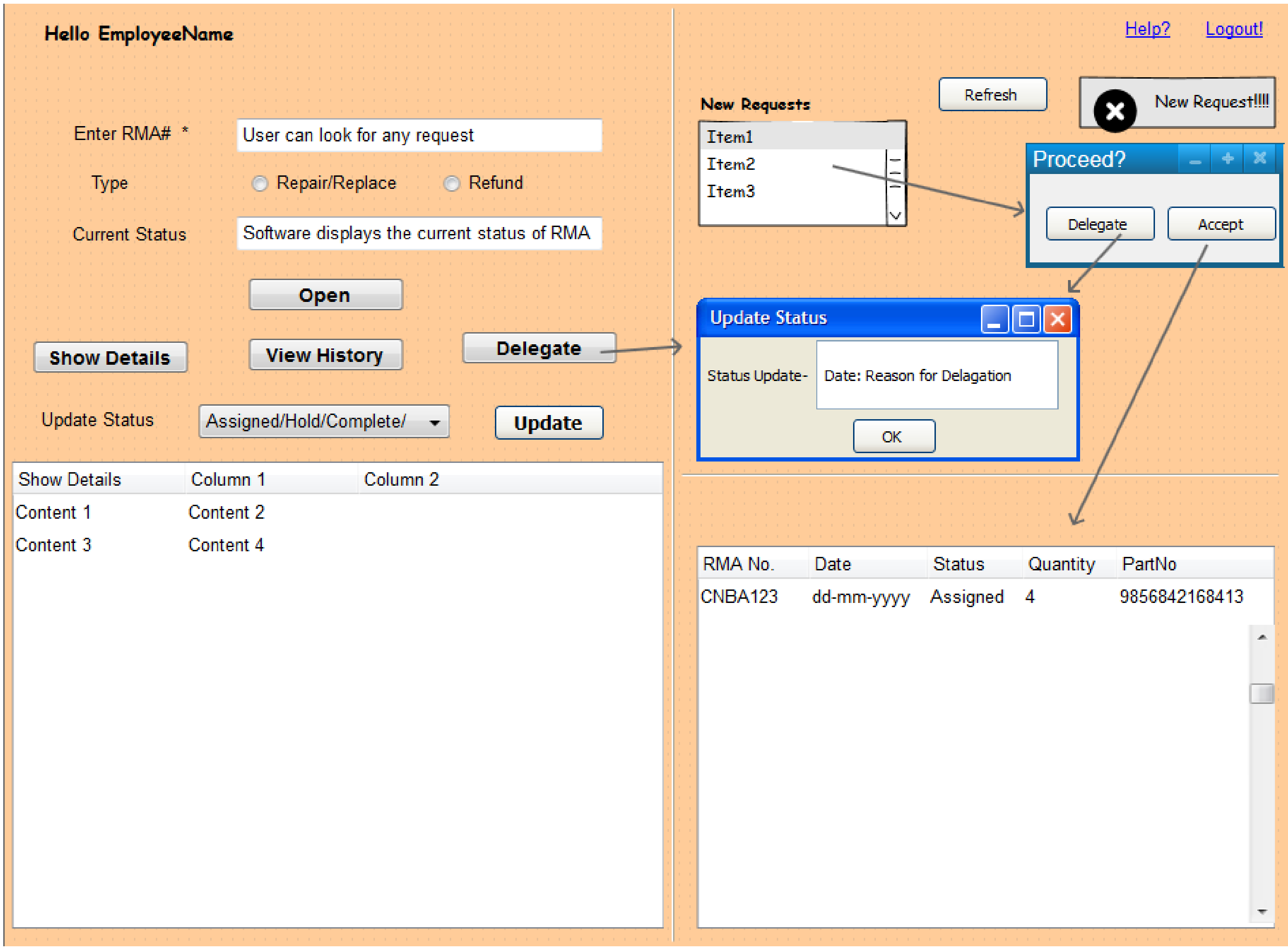
- Existing users can login by putting in the credentials.
- New users could request for an account by contacting the IT Department/Supervisor , via button 'Request Account'.
- For assistance, the user can go to 'Help' which would him/her to the user guide.

Receiving Screen



- This is the main page for the staff receiving the shipped products from client and is responsible for product verification.
- All the RMA#s generated by the CSM system are fetched into the software's DB and can be viewed in 'Open RMAs' list. This list shows all the active requests (with status 'Open') for which the products are yet to be received.
- 'Received RMAs' shows all the requests for which the products have been received and waiting in the queue for its verification.
- The user can select any RMA request from either of these lists. The available information pertaining to that request auto-fills the RMA details on the left. Alternatively, user can input RMA# (and its details) manually.
- To view the details of particular RMA, user must press 'Show Details' button after selecting/ entering the desired request #. The request details will appear in the table at the bottom of the page.
- 'View History' button is activated, if the number entered is a 'closed' request. All the relevant information can be seen by pressing this button.
- User can change the status to Received/Wait/Close and update the DB.

Technician Screen

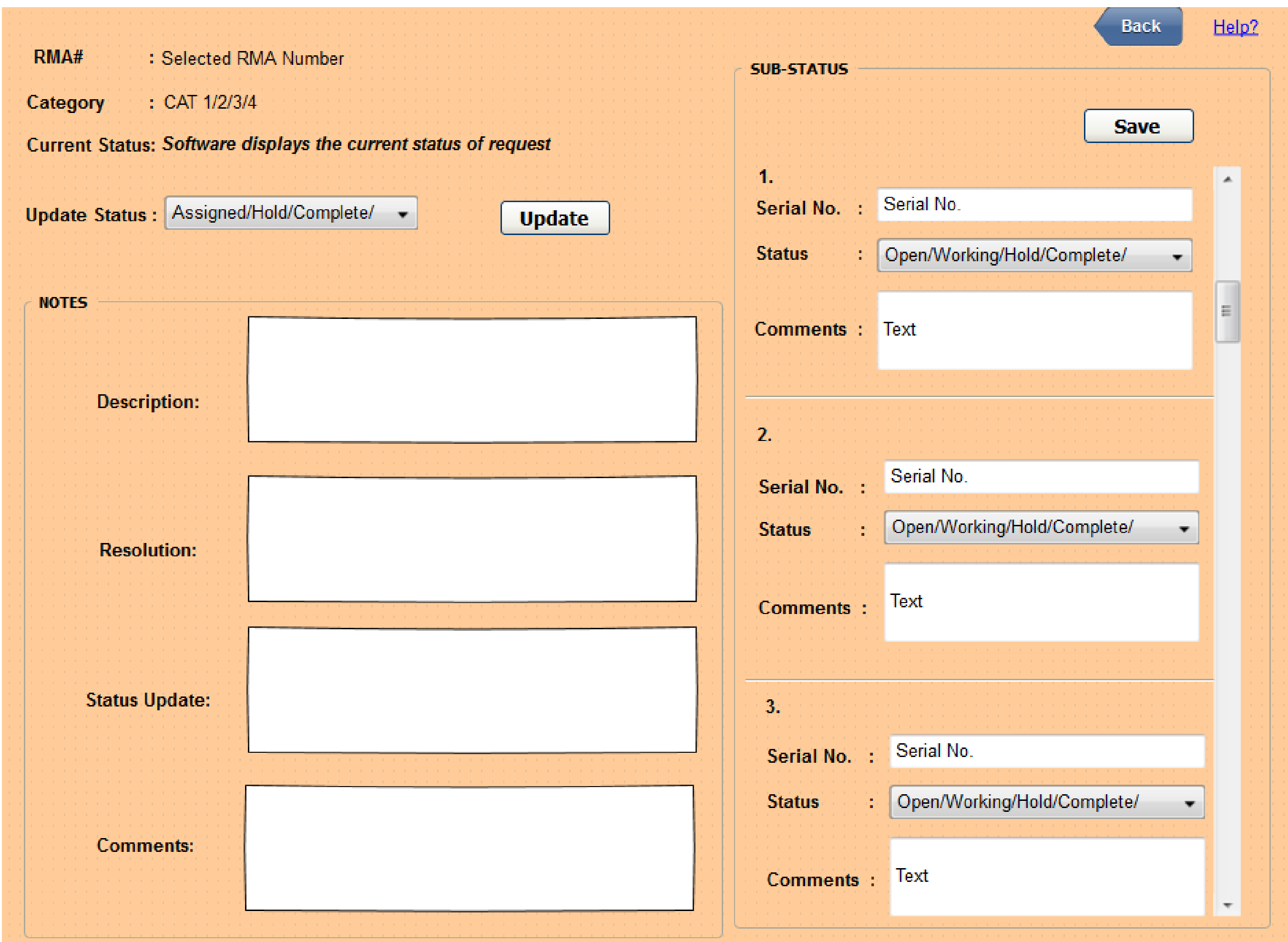


- This is the main page for the Technicians fixing/working on the defected products.
- The screen is broadly divided into 3 sections holding following information:
  -Notifications
  -Technician WO queue
  -View/Update request details
- <u>Notifications</u>
  -The technician receives notification every time system assigns him a request, which can be viewed in the message box.
  -All the new requests can be seen under the 'new requests' menu.
  -User can select any of these items and can proceed by accepting or delegating the request.
  -The accepted items are added to 'Active WOs' list.
  -For the delegated items, a window is prompted and requires user to update the 'status update' section with the appropriate details for delegation.
- <u>Technician WO queue</u>
  -Table 'Active WOs' specifies all the active work order assigned to a Technician, which allows the user to keep track of the assigned work.

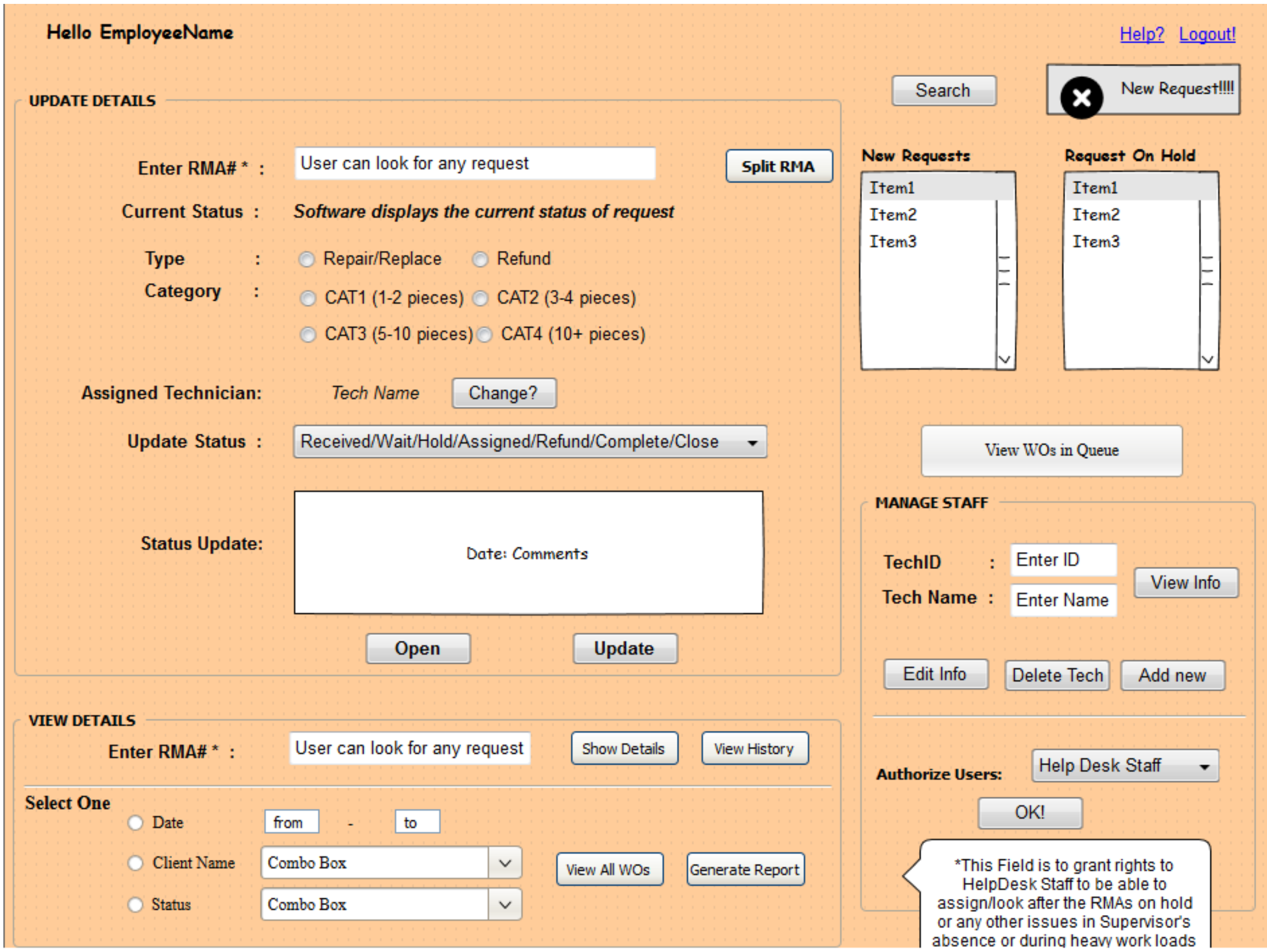
-Depending on the assigned work bandwidth, user can request for new WOs by pressing ' Request for new RMA' button.

- <u>View/Update request details</u>

  - User can select any RMA# from the active WOs, this will auto-fill the RMA field in the update section for viewing or updating details. Alternatively, user can input RMA# (and its details) manually.
  - To view the details of particular RMA, user must press 'Show Details' button after selecting/ entering the desired request #. The request details will appear in the table at the bottom of the page.
  -'View History' button is activated, if the number entered is a closed request. All the relevant information can be seen by pressing this button.
  - User can change the status to Assigned/Hold/Complete and update the DB.
  - At any time, user can delegate the WO, by pressing 'Delegate' button.
- The following window opens up on pressing the 'Open' button.
- 'Open' button is used to input further details pertaining to the request in 'Notes' section.
- This window allows maintaining and saving the sub-statuses of the request (wherever applicable).



Supervisor Screen



- This is the main screen for the Supervisor. The screen is divided into following 4 sections:
- <u>Notification</u>

  - Every time a new request comes or put on hold the supervisor is notified. Notifications appear on the message box.

  -All the active requests coming from CSM can be viewed in the 'New Requests 'list.

  -All the requests on Hold can be viewed in the 'Request on Hold' list.

  -User can view the WOs queue and has the authority for further prioritize based on the assigned priority value, whenever required.
- <u>Update Details</u>

  - User can select any RMA# from the 2 lists mentioned above, this will auto-fill the RMA field in the update section for viewing or updating details. Alternatively, user can input RMA# (and its details) manually.

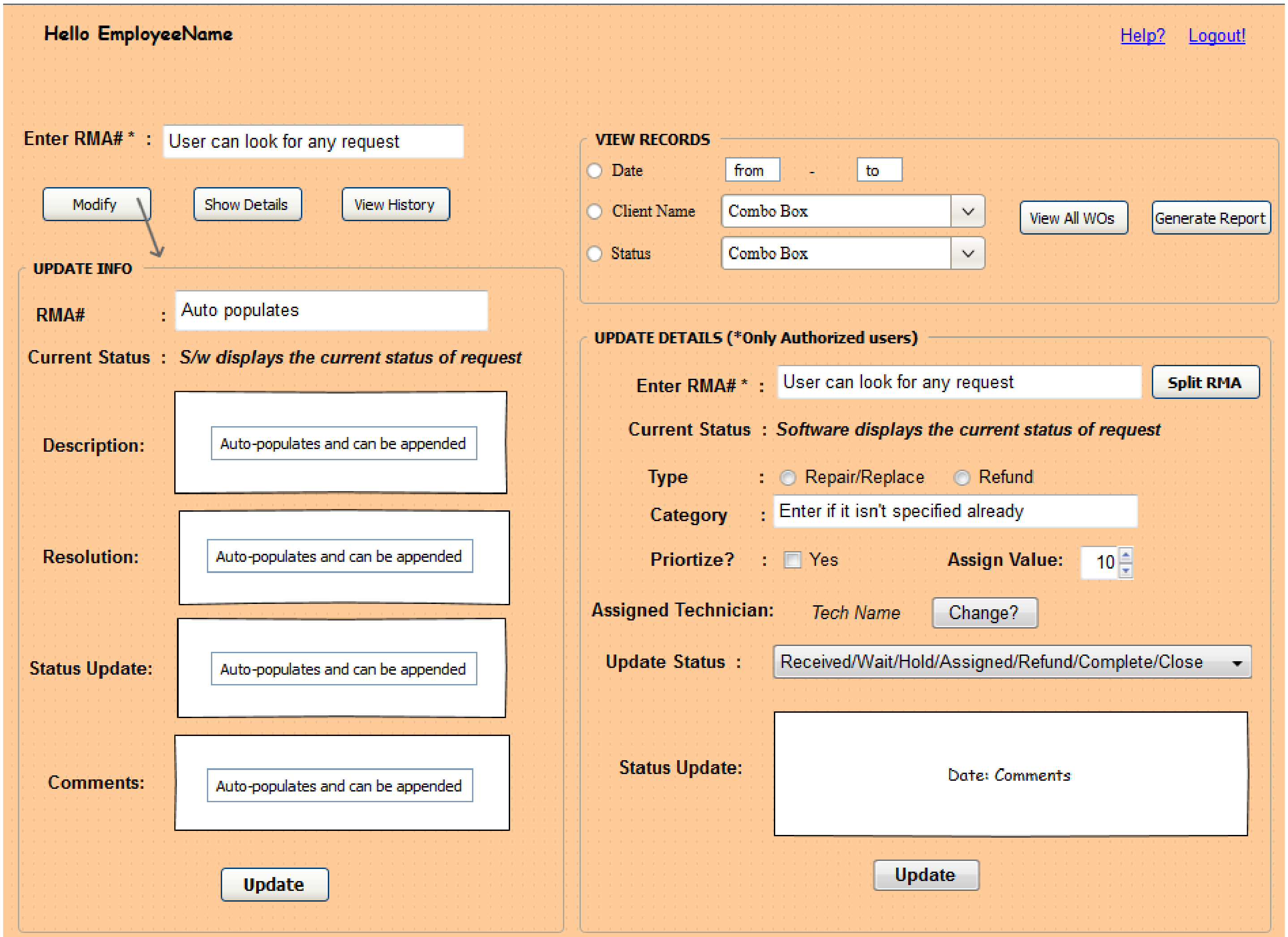
  - The section allows to update/add the category, to prioritize the request, change technician or update the status to Received/Wait/Hold/Assign/Refund/Complete/Close.

  - User can further split the RMA and create corresponding RMAs, by pressing' Split RMA' button, which will further direct to another window.
- <u>View Details</u>

- To view the details of particular RMA, user must press 'Show Details' button after selecting/ entering the desired request #. The request details will appear in a new window.
-'View History' button is activated, if the number entered is a 'closed' request. All the relevant information can be seen by pressing this button.
- User has the facility to view and generate reports of all the WOs based on certain criteria- Date, Clients or statuses.

- Manage Staff
  -Supervisor is responsible to assign create and maintain technicians profile.
  -Existing technician's details can be viewed/updated under this section.
  -New users and their profile can be added too.
  - During heavy workloads or in Supervisor's absence, user can authorize Help Desk staff to perform selected operations. Authorized task can be viewed by the Help Desk staff, in their own window.

Help Desk Staff Screen



- Help Desk Staff users are able to update the details as the request goes, wherever required.
- Users can enter the RMA# and can view the details and history of the requests.
- By pressing 'Modify' button, the update section is activated and auto-fills the field as stored in the database. User can update the details in the Update section and save it to the DB.
- User has the facility to view and generate reports of all the WOs based on certain criteria- Date, Clients or statuses.
- For the authorized users 'Update Details' is activated (else it stays deactivated) and they can perform tasks: to update/add the category, to prioritize the request, split RMA,change technician or update the status to Received/Wait/Hold/Assign/Refund/Complete/Close.