

Service Product

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Introduction

Introduction

Overview:

Service will be done for part replacement in with warranty condition & without warranty condition for sales product.

Business case:

1)In manufacturing industry example lift is sold to customer & it is working for one year,if some parts are damaged in the machine then it needs to replaced.

2)Customer will raise service call, based on that complaint service person will take action whether there will be service visit or phone communication to solve the complaint.

3)If it is service visit service person will check whether the parts are under warranty or without warranty condition.

4)Then parts will be replaced by service visit to the customer place & procedures are mentioned below for service call.

- a) Service followup
- b) Service Jobcard
- c) Service Feedback

Tab

Tab

Service Product

The screenshot shows the 'Service Product' form in the KONECT ANALYTICS system. The form is titled 'Service Product: 1000 KG Ma...' and is displayed in a browser window. The form fields are as follows:

Client	Konnect Demo	Organization	Manufacturing Discrete
Business Partner	Name 1	Invoice	
Name	1000 KG Manual door Lift - Warranty	Project Phase	
Project		Project Task	
Product	1000 KG Manual door Lift_1000 KG Manual door Lift		
Attribute Set Instance	#SSL16		

At the bottom of the form, there is a button labeled 'Create lines from'.

Critical fields:

- 1) Business Partner - Used to Mention the Service product business partner name.A Business Partner is anyone with whom you transact. This can include Vendor, Customer, Employee or Salesperson.
- 2) Project - A Project allows you to track and control internal or external activities.(Refer Project Master)
- 3) **Product** - Used to select the product,Identifies an item which is either purchased or sold in this organization.(Refer Product Master)
- 4) Attribute Set Instance - The values of the actual Product Attribute Instances. The product level attributes are defined on Product level.
- 5) Project Phase - Used to select the Phase of a Project
- 6) Invoice - Used to select the invoice number.
- 7) Project Task - A Project Task in a Project Phase represents the actual work.(Refer Project Task

Master)

8) Price list - It is used to select the price list names. Price Lists are used to determine the pricing, margin and cost of items purchased or sold. (Refer Price List Master)

9) Currency - Indicates the Currency to be used when processing or reporting on this record (Refer Currency Master)

Critical & one-time setup fields:

Organization Field - This Field is used to select the organization which you are going to process the document.

Non-critical fields:

1) Name - Used to mention the Name. The name of an entity (record) is used as a default search option in addition to the search key. The name is up to 60 characters in length.

2) Start No - The Start Number indicates the starting position in the line or field number in the line

Zoom conditions:

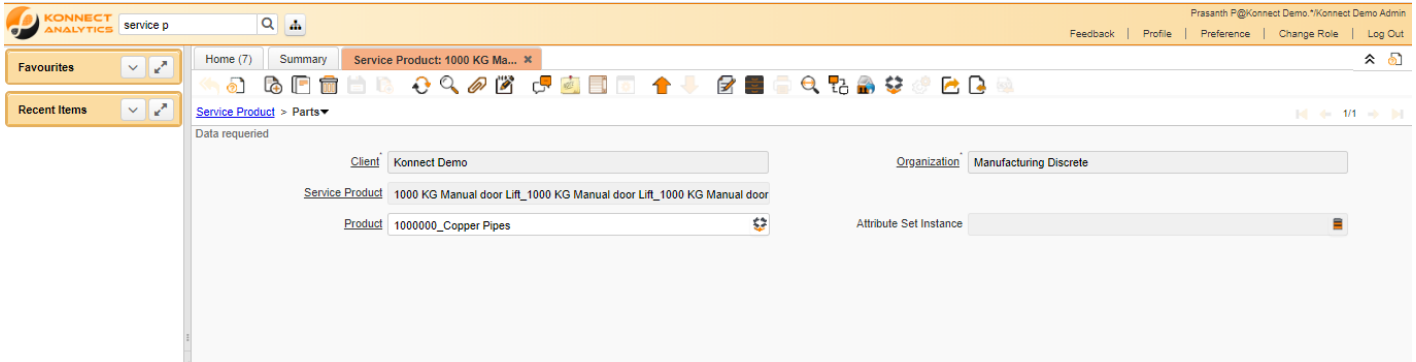
1) Service Request

2) Area service Request

Customization:

Tab

Parts



Critical fields:

1. Service Product - Service product details will be generated from header
2. Product - Used to select the spare part product name. (Refer Product Master)

Critical & onetime setup fields:

1. Organization Field - This Field is used to select the organization which you are going to process the document.

Non-Critical Fields:

Attribute Set Instance - The values of the actual Product Attribute Instances. The product level attributes are defined on Product level.

Zoom conditions:

Customization:

Tab

Warranty

The screenshot shows the 'Warranty' form in the Konnect Analytics application. The form is titled 'Service Product: 1000 KG Ma...' and contains various fields for warranty details. The fields are organized into two columns. The left column includes Client (Konnect Demo), Service Product (1000 KG Manual door Lift_1000 KG Manual door Lift_1000 KG Manual doc), Name (1000 KG Manual door Lift - Warranty), Business Partner (Name 1), Warranty Terms (Elevator warranty 1 Year), From Date (06/05/2019), Warranty Cost (0.00), and Price List (Purchase INR). The right column includes Organization (Manufacturing Discrete), Product (1000 KG Manual door Lift_1000 KG Manual door Lift), Attribute Set Instance (#SSL16_1001177), Warranty Type (Standard Warranty), Invoice, Warranty To Date (06/05/2020), and Currency (INR). There are also buttons for 'CopyWarrantyParts' and 'GenerateWarrantyInvoice', and a 'Warranty History' section at the bottom.

Critical fields:

- 1) **Product** - Service product details will be displayed
- 2) Business partner - Customer name to be mentioned
- 3) Warranty type - It is used to select the warranty type from the list.(Ex : Extended Warranty,Standard Warranty)
- 4) Warranty Terms : Used to select the warranty terms from the list.
- 5) Invoice - Invoice customer document number to be mentioned
- 6) From Date : It is used to mention the warranty starting date
- 7) Warranty To Date : It is used to mention the warranty ending date.
- 8) Warranty Cost : Used to mention the warranty cost.

9)1:1 Replacement : If we select this check box , The product is replaced by the another same product.

10) Warranty History : It is used to mention the warranty history details.

Critical & onetime setup fields:

1) Organization Field- This Field is used to select the organization which you are going to process the document.

Non-Critical Fields:

1) Name : It is used to mention the warranty name. The name of an entity (record) is used as an default search option in addition to the search key. The name is up to 60 characters in length.

2) **Price List** : It is used to select the price list names.Price Lists are used to determine the pricing, margin and cost of items purchased or sold.(Refer Price List Master)

3) Currency : Indicates the Currency to be used when processing or reporting on this record(Refer Currency Master)

4) Number of visits in period : Used to mention the number of visits.

Zoom conditions:

Customization:

Tab

Warranty Parts/Labor

KONECT ANALYTICS service p

Prasanth P@Kconnect Demo.*Kconnect Demo Admin
Feedback | Profile | Preference | Change Role | Log Out

Home (7) Summary Service Product: 1000 KG Ma... x

Favourites Recent Items

Service Product > Warranty > Warranty Parts/Labor

Data requested

Client: Kconnect Demo Organization: Manufacturing Discrete

Warranty Details: 1000 KG Manual door Lift - Warranty_1000 KG Manual door Lift_1000 KG I Parts/Labor Type: Not Covered

Product: Pipe 20 MM_Pipe 20 MM

Critical Fields:

- 1) Product : It is used to select the part product name.(Refer Product Master)
- 2) Parts/Labor Type : It is used to select the type from the list.(a)Charged At Discount b)FOC c)Not Covered
- 3) Warranty Details - Service product warranty details will be displayed

Critical & onetime setup fields:

Non-Critical Fields:

Zoom conditions:

NA

Customization:

Document Action

Validations

Save:

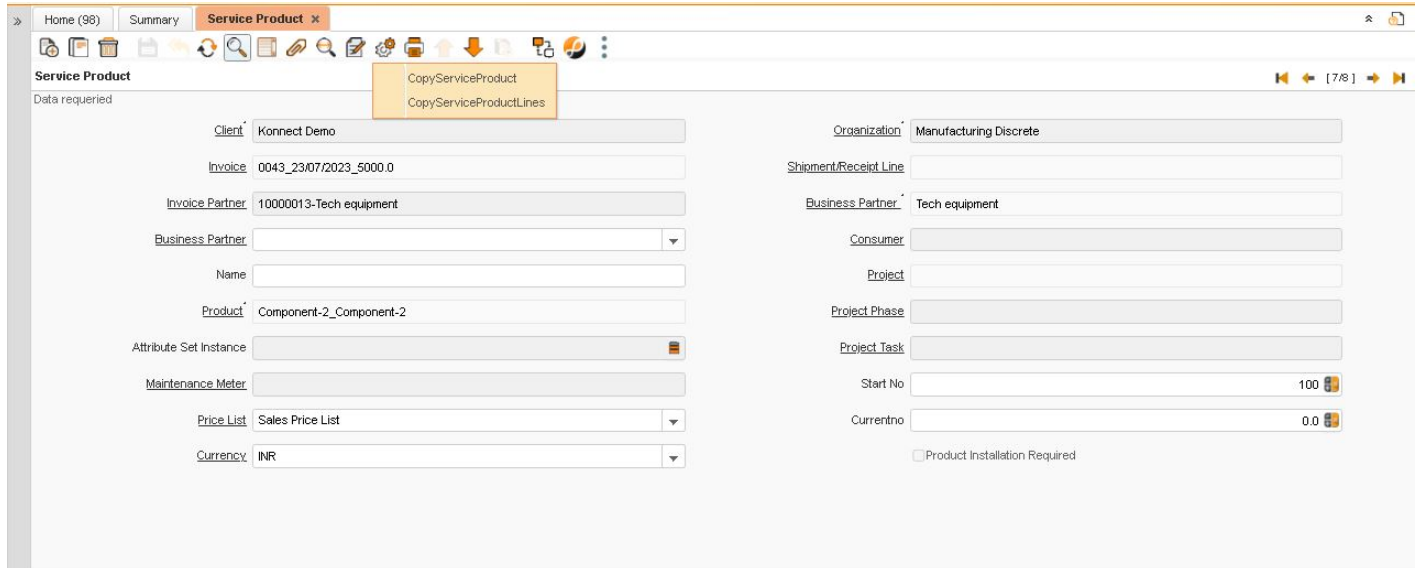
1. It is used to save the records after the mandatory fields are filled.

Delete:

1. It is used delete the records before the transactions are done.

Process

Header Process



1) Copy service product - It helps to copy service product header

2) Copy service product Lines - It helps to copy details from service product lines

Warranty Process

The screenshot shows the 'Warranty' form in the KONECT ERP system. The form is titled 'Service Product' and contains various input fields for warranty details. Two buttons, 'CopyWarrantyParts' and 'GenerateWarrantyInvoice', are highlighted with orange boxes. The form includes fields for Client, Service Product, Name, Business Partner, Warranty Terms, From Date, Warranty Cost, Price List, Organization, Product, Attribute Set Instance, Warranty Type, Invoice, Warranty To Date, Currency, and Number of Visits in Period.

Field	Value
Client	Konnect Demo
Service Product	-1_Component-2_Component-2_-1
Name	Component-2 - Warranty
Business Partner	Tech equipment
Warranty Terms	Warranty Available_Component-2_Component-2
From Date	01/01/2022
Warranty Cost	2,500.00
Price List	Sales Price List
Organization	Manufacturing Discrete
Product	Component-2_Component-2
Attribute Set Instance	
Warranty Type	Standard Warranty
Invoice	0044_23/07/2023_2950.00
Warranty To Date	01/01/2024
Currency	INR
Number of Visits in Period	0

1) Copy Warranty Parts - It helps to populate warranty part details which is already created as master

2) Generate Warranty Invoice - It helps to generate invoice for service product

Video

Video

Service product