

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 be 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 application. The form is titled 'Service Product: 1000 KG Ma...' and is located under the 'Summary' tab. The form contains several fields for data entry, including Client, Business Partner, Name, Project, Product, Attribute Set Instance, Organization, Invoice, Project Phase, and Project Task. A 'Create lines from' button is visible at the bottom of the form.

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

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

The screenshot shows the KONECT ANALYTICS web application. The top navigation bar includes the KONECT ANALYTICS logo, a search bar, and user information (Prasanth P@Kconnect Demo, Kconnect Demo Admin). Below the navigation bar is a sidebar with 'Favourites' and 'Recent Items' sections. The main content area displays the 'Service Product: 1000 KG Ma...' header and a 'Data requested' section with fields for Client, Organization, Service Product, Product, and Attribute Set Instance.

Field	Value
Client	Kconnect Demo
Organization	Manufacturing Discrete
Service Product	1000 KG Manual door Lift_1000 KG Manual door Lift_1000 KG Manual door
Product	1000000_Copper Pipes
Attribute Set Instance	

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

KONECT ANALYTICS service p

Prasanth P@Konnect Demo*/Konnect Demo Admin

Feedback | Profile | Preference | Change Role | Log Out

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

Service Product > Warranty

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

Price List: Purchase INR

☐ 1:1 Replacement

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

Currency: INR

Number of Visits in Period: 0

Buttons: CopyWarrantyParts, GenerateWarrantyInvoice

Warranty History:

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

The screenshot shows the Konekt Analytics interface for the 'Warranty Parts/Labor' section. The top navigation bar includes the Konekt Analytics logo, a search bar, and user information (Prasanth P@Konekt Demo, Konekt Demo Admin). Below the navigation bar, there are tabs for 'Home (7)', 'Summary', and 'Service Product: 1000 KG Ma...'. The main content area displays 'Data requested' with filters for 'Client' (Konekt Demo), 'Organization' (Manufacturing Discrete), 'Warranty Details' (1000 KG Manual door Lift - Warranty_1000 KG Manual door Lift_1000 KG I), and 'Product' (Pipe 20 MM_Pipe 20 MM). The 'Parts/Labor Type' is set to 'Not Covered'.

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

The screenshot shows the SAP Service Product header form. The 'Service Product' tab is active. Two buttons are highlighted in orange: 'CopyServiceProduct' and 'CopyServiceProductLines'. The form contains various fields for client, organization, invoice, and product details.

Field	Value
Client	Konnect Demo
Organization	Manufacturing Discrete
Invoice	0043_23/07/2023_5000.0
Invoice Partner	10000013-Tech equipment
Business Partner	
Name	
Product	Component-2_Component-2
Attribute Set Instance	
Maintenance Meter	
Price List	Sales Price List
Currency	INR
Shipment/Receipt Line	
Business Partner	Tech equipment
Consumer	
Project	
Project Phase	
Project Task	
Start No	100
Currentno	0.0
Product Installation Required	<input type="checkbox"/>

- 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 Konnect ERP system. The form is divided into two main sections: 'Data requested' and 'Warranty Details'. The 'Data requested' section includes fields for Client, Service Product, Name, Business Partner, Warranty Terms, From Date, Warranty Cost, Price List, and a checkbox for '1:1 Replacement'. The 'Warranty Details' section includes fields for Organization, Product, Attribute Set Instance, Warranty Type, Invoice, Warranty To Date, Currency, and Number of Visits in Period. There are two buttons at the bottom: 'CopyWarrantyParts' and 'GenerateWarrantyInvoice'.

service prod

Logesh D@Konnect Demo/Manufacturing Discrete/Konnect Demo Instance Admin

Feedback | Profile | Preference | Change Role | Log Out

Home (98) | Summary | Service Product x

Service Product > Warranty

Data requested

CopyWarrantyParts
GenerateWarrantyInvoice

Client: Konnect Demo

Organization: Manufacturing Discrete

Service Product: -1_Component-2_Component-2_-1

Product: Component-2_Component-2

Name: Component-2 - Warranty

Attribute Set Instance:

Business Partner: Tech equipment

Warranty Type: Standard Warranty

Warranty Terms: Warranty Available_Component-2_Component-2

Invoice: 0044_23/07/2023_2950.00

From Date: 01/01/2022

Warranty To Date: 01/01/2024

Warranty Cost: 2,500.00

Currency: INR

Price List: Sales Price List

Number of Visits in Period: 0

☒ 1:1 Replacement

CopyWarrantyParts

GenerateWarrantyInvoice

Warranty History

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