

# 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)

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## **Critical & one-time setup fields:**

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

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## **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

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## **Zoom conditions:**

1) Service Request

2) Area service Request

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## **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:

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**Customization:**



Tab

# Warranty

**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

Service Product > Warranty

**Client**: Kconnect 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

**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.

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## **Critical & onetime setup fields:**

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

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## **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.

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## **Zoom conditions:**

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## **Customization:**

Tab

# Warranty Parts/Labor

The screenshot shows the KONECT ANALYTICS web application interface. The top navigation bar includes the logo, a search bar with 'service p', and user information: 'Prasanth P@Kconnect Demo\*/Kconnect Demo Admin' with links for Feedback, Profile, Preference, Change Role, and Log Out. The left sidebar has 'Favourites' and 'Recent Items' sections. The main content area has a breadcrumb trail: 'Service Product > Warranty > Warranty Parts/Labor'. Below this, a 'Data requested' section contains several input fields: 'Client' (Kconnect Demo), 'Organization' (Manufacturing Discrete), 'Warranty Details' (1000 KG Manual door Lift - Warranty\_1000 KG Manual door Lift\_1000 KG f), and 'Product' (Pipe 20 MM\_Pipe 20 MM). A 'Parts/Labor Type' dropdown menu 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:

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## **Zoom conditions:**

NA

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## **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 top navigation bar includes 'Home (98)', 'Summary', and 'Service Product'. A toolbar with various icons is located below the navigation bar. The main form area is titled 'Service Product' and contains two columns of fields. The left column includes fields for Client (Konnect Demo), 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), and Currency (INR). The right column includes fields for Organization (Manufacturing Discrete), Shipment/Receipt Line, Business Partner (Tech equipment), Consumer, Project, Project Phase, Project Task, Start No (100), and Current No (0.0). A checkbox for 'Product Installation Required' is at the bottom right. Two buttons, 'CopyServiceProduct' and 'CopyServiceProductLines', are highlighted in orange above the form fields.

Field	Value
Client	Konnect Demo
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
Organization	Manufacturing Discrete
Shipment/Receipt Line	
Business Partner	Tech equipment
Consumer	
Project	
Project Phase	
Project Task	
Start No	100
Current No	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 titled 'Service Product' and is part of a 'Warranty' process. It contains various fields for warranty details, organized into two main columns. The left column 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 right column includes fields for Organization, Product, Attribute Set Instance, Warranty Type, Invoice, Warranty To Date, Currency, and Number of Visits in Period. At the bottom, there are two buttons: 'CopyWarrantyParts' and 'GenerateWarrantyInvoice'. The form also has a 'Warranty History' section at the bottom.

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
1:1 Replacement	<input checked="" type="checkbox"/>
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

Buttons: 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