

Warranty Service Request

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Process introduction

Introduction

The warranty service request can be raise from this screen based on the document type and due days

Business case

The service providing company will raise service request to their customer as per the schedule date mentioned in their product/warranty card.

Process Execution

Process execution

The screenshot shows the 'Warranty Service Request Process' form in the Konnect ERP system. The form includes the following fields and controls:

- Days due:** A text input field with a calendar icon on the right.
- Document Type:** A dropdown menu currently showing 'Konnect Service Management'.
- Run as Job:** A checkbox that is currently unchecked.
- Buttons:** 'Start' (green checkmark) and 'Cancel' (red X) buttons are located at the bottom right.
- Footer:** A 'Saved Parameters' section with a dropdown menu and save/delete icons.

Selection Field

- 1) Document Type: User have to select the document type in this field.
- 2) Days Due: User can mention the no of due days in this field.

Action

- 1) while user execute the "ok" button system will raise the warranty service request.