



DOA User Guide

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Overview

The purpose of this document is to provide step-by step instructions on how and when to submit a DOA Work Order.

When you should create a DOA Work Order?

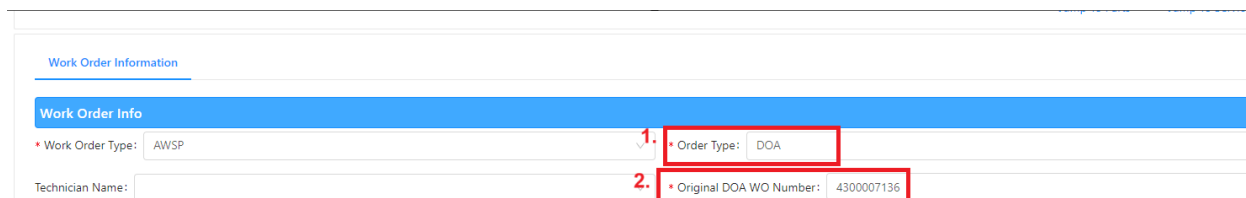
DOA Work Orders should be created when you received a defective or damaged parts as a replacement request through the NGSP Portal. Bear in mind that you have 30 days since the damaged/defective part is received, to create a DOA Work Order.

How you should create a DOA Work Order

Log in to the NGSP Portal with your credentials. You will be able to submit the new DOA Work Order using the original NGSP case, if this is still open. If the case has already been closed, you will need to create a new one (please refer to the Work Order User Guide).

** Note: DOAs Work Orders can only be created for parts already listed as delivered status on NGSP. If you have received the part and remains stalled in shipped status on the Portal, please contact the SMSC at smc@lenovo.com so they can proceed accordingly.*

Once you are in the work order creation page, select "DOA" from the "Order Type" drop down menu (1.)



****IMPORTANT***: DO NOT select "Machine DOA" as this is not an Order Type valid for NA and will impact your labor reimbursement.*

Enter the original Work Order number under "Original DOA WO number" (2.). Please select "Part DOA" from the "Repeat Repair Reason" drop-down menu.

Make sure to select the same Actual Service Type used under the original Work Order.

As the Actual Perform Date we advise to select the day in which you have received the part.

Make sure to complete the Actual Perform Date along with the Repair Notes and Diagnostic Notes field, in order to have the Work Order created with labor already in fix status and avoid extra steps in the future.

Once all fields are completed, click on #Submit" in order to be able to select the needed parts.

The screenshot shows the 'Initial Diagnostics' form with the following sections:

- KEY DATES:** Actual Performed Date (2024-08-01)
- PRODUCT INITIAL CONDITION:** Diagnostic Notes: DOA part received - defective MB
- PD Code:** View Knowledge Base, View PD Guide, Enter PD code and press...
- IRIS Code:** Add IRIS Code
- Service Level Information:** Actual Service Type: BRING IN, Actual Service Level: Next Business Day
- Parts List:** Table with columns: Item Line#, Requested Part/FRU, Status, Warranty, Part Tier, Part Tier Description, Return Part to Lenovo, Disposition, Not in SBOM, Other Reason. A 'No Data' message is displayed.
- Services Provided:** Repair Notes: brief description of the repair taking place
- Service:** Table with columns: Line Order, SAP Service, Product Item Type, Accounting Indicator, Description, Work Order Service Status, Closing Code, Gross Price(Total), Discount(Total), Tax, Net Price(Total), Action.

A red arrow points to the 'Submit' button at the bottom right of the form.

Once done, go to edit mode by clicking on the "Edit WO" option at the bottom of the page:

The screenshot shows the 'Service' table in edit mode. The table has the following data:

Line Order	SAP Service	Product Item Type	Accounting Indicator	Description	Work Order Service Status	Closing Code	Gross Price(Total)	Discount(Total)	Tax	Net Price(Total)	Action
10	CIWVSP2	FS Labor	Upgrade Warranty	AVSP Labor	Pending						

At the bottom left, there is a red box around the 'Edit WO' button. At the bottom right, there is a 'Dispatch' button.

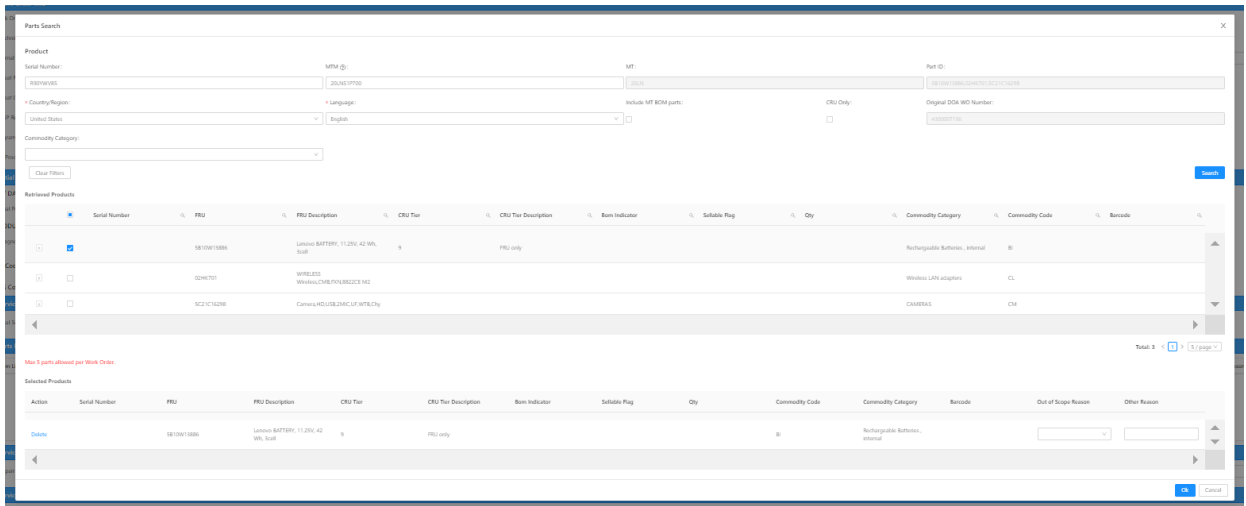
Once on edit mode, click on the "Add part" option.

The screenshot shows the 'Parts List' table with the following columns: Item Line#, Requested Part/FRU, Status, Warranty, Part Tier, Part Tier Description, Return Part to Lenovo, Disposition, Not in SBOM, Other Reason. A red box highlights the 'Add Part' button at the top right of the table.

A pop-up window will appear for you to select the corresponding part.

The system will only allow you to select from the list of parts delivered under the original Work Order.

Click on the check box next to the part that you need to DOA. Once done click on "OK".



***Please Note: If the part ordered under the original Work Order number was substituted for a non-BOM part, the system will not action after you click on "Ok". You will need to scroll right to "Out of Scope Reason".**

Commodity Code	Commodity Category	Barcode	Out of Scope Reason
PL	SYSTEM BOARDS		<div style="border: 1px solid red; padding: 5px;"> Part is not in the SBOM & As-Built ,if continue to use, please select a reason </div>

If the system requests for you to complete this field, please select "Other (need to fill in the reason" from the drop-down menu and add "DOA" under "Other Reason".

Commodity Code	Commodity Category	Barcode	Out of Scope Reason	Other Reason
SYSTEM BOARDS			Other(need to fill in the reason)▼	DOA

If you encounter any inconvenience, contact the SMSC at smc@lenovo.com.



Once you have selected the needed part/s, click on "Dispatch".

For further information on the Work Order process flow, please see the "Work Order User guide".

Service Management Support Center

The SMSC is available from 9 A.M. to 5 P.M. Eastern Standard Time. Monday through Friday. You may find below the SMSC contact channels:

- E-mail: smsc@lenovo.com
- Phone: 800-426-3391