

## VM3COP20.68 - VST - Warranty Replacements

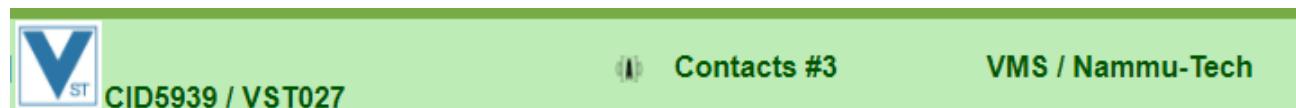
During order processing, see VM3COP20.63, there may be memos on accounts which detail warranty replacements sensors that need adding to the next order free of charge.

Unless stated differently in the customers account memo please add the following memos to "Add Order Screen memo". Please make sure that when memos have been rectified that they are removed.

From IntraStats, using the dropdown menu at the top right of any screen, click the arrow and select 'Contacts', in the Search box type the name of the Company you wish to add a memo to.



Click the company name you are processing the order for. Any line highlighted in green is an account which has been used recently within the new system.



This will open up a page similar to this:

Click the "Account Memos" button and locate "Add Order Screen".

Add any memos regarding warranty replacements or notes to order processor here.



Please make sure that once warranty replacements are added to the next order that you remove the memo on the account.

## Examples of Memos

Before processing the next order, discuss with SN about including warranty replacements. - Catrin Hird 22 Mar 2022

### Current Order Items

Please add a replacement sensor:  
P/N xxxxxxx to next order FOC  
from SRSxxxxx SRNxxxxxx SN: xxxxxxxxx - Catrin Hird 22 Mar 2022

## Warranty Replacements Included with Ordered Amount

If the customer is owed any warranty replacement sensors, the standard production batch is utilised.

E.g. if the customer orders 100 sensors and we owe them two warranty replacements, add the first line as 98 sensors; amend the, 'Unit Price' field to reflect the 100 off price.

Then add a second line of the same part number with a quantity of two; the, 'Unit Price' field should be edited to, "0.00".

When entered, click, "Add to Order"

In the stock line memo, detail the serial number, SRS and SRN numbers in the format shown below. If the details of the warranty replacements are not stated in the Account memo, speak with the VST director to clarify.

Stock Reference	Description
8010004	<p><b>Oxygen Sensor - R17JJ-CCR</b></p> <p><b>Memo:</b></p> <p>Warranty Replacements for: S/N: S01107046 SRS65689 SRN27776 S/N: S01107457 SRS65747 SRN27935</p>

Once the order has been processed, checked and scanned into IntraStats, the memo detailing the warranty replacements **must be deleted**.