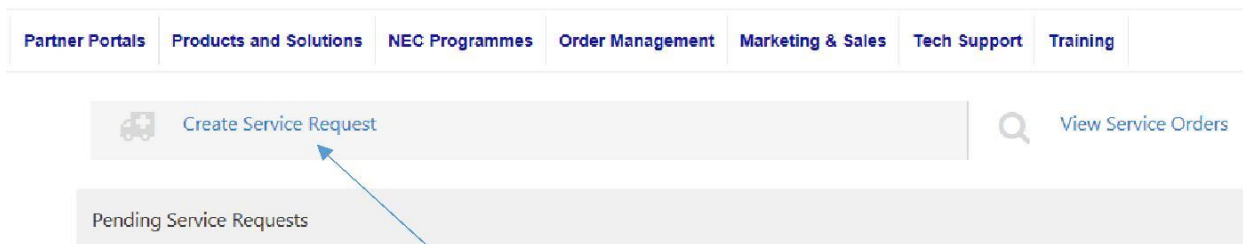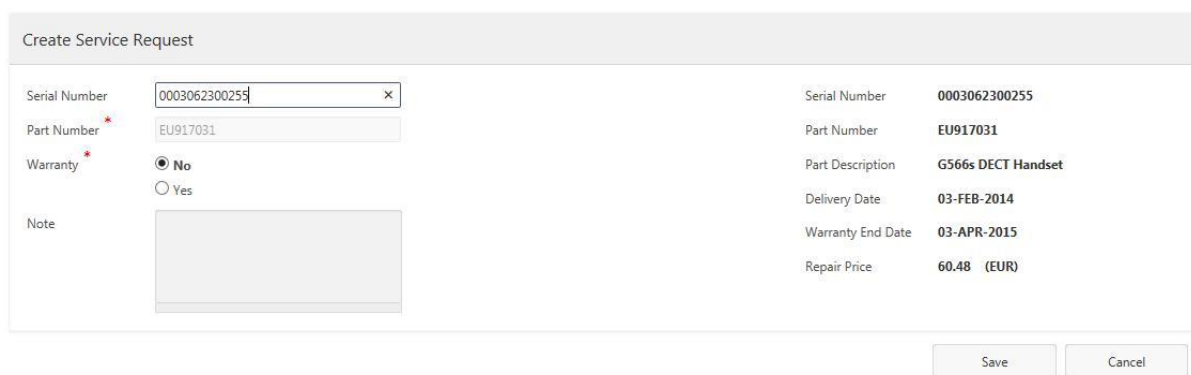February 20th, 2019

This document describes how to create a service request.
A service request can consist of 1 or more orderliness.

| Partner Portals | Products and Solutions | NEC Programmes | Order Management | Marketing & Sales | Tech Support | Training |

Create Service Request   Q   View Service Orders

Pending Service Requests

1. Click on the button "Create Service Request"

Create Service Request

Serial Number	0003062300255 ×	Serial Number	0003062300255
Part Number *	EU917031	Part Number	EU917031
Warranty *	⦿ No ◯ Yes	Part Description	G566s DECT Handset
		Delivery Date	03-FEB-2014
Note		Warranty End Date	03-APR-2015
		Repair Price	60.48 (EUR)

Save   Cancel

2. Fill in the serial number.
   If the tool fills in "no warranty", price will be shown.

   If you want to overwrite "no warranty", you must fill in the reason in "note".
   If serial number is unknown, please fill in "Part number".

   3. Click on "Save"

4. If you want to continue with a following service request, click and continue with step 1.

   5. If the total service request is complete, click.

Create Service Request   Create Service Order

Pending Service Requests

| Part Number | Part Description | Serial Number | Created By | Creation Date |

February 20th, 2019

	EU917031	G566s DECT Handset	0003062300255	04-MAY-2017 12:05

Create Order

Customer Reference *	Ref 1
Delivery Address *	Telephone company, Street 1, Londc New Delivery Address
Note	

☑ Accept terms & conditions   Save   Cancel

Fill in at least all fields marked with a *

When you click "save", the service request will be sent towards NEC.

February 20ᵗʰ, 2019

When your request is accepted you will receive this mail latest a working day.

Dear Partner,

Please send the defect items back within 30 calendar days.

Please print this document and attach the document to the box you return.

>>===<<

Service Order Status	Accepted
Reference	Ref 1
Service Number	SRN171158
Return Address	
	NEC Nederland Service center

Part Number	Part Description	Serial Number	Warranty
EU917031	G566s DECT Handset	0003062300255	No

>>===<<

This is an automatically generated email from the Service Portal, please do not reply.

The correct return address will be printed in the e-mail

If you have any questions, please send a mail towards orderentry1.ipsc@EMEA.NEC.COM