



UMD

On-Line Service System

Handbook

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Introduction

The Unique Micro Design (*UMD*) On-Line Service System (*OLSS*) is designed to allow the end user, or their agent, to generate a new Service Request on *UMD*'s Service Department. This Service Request (*SR*) can be entered immediately, from the customer's premises and the device then enters the repair queue before it is even dispatched to *UMD*. This process allows *UMD* to monitor repair jobs not yet received, allowing for a significant reduction in the mean repair time of products sent in for repair. The *OLSS* also allows a customer to view the status of a current *SR* at any time. An email notification is provided when the product has been received by *UMD*, indicating it's safe arrival for repair. The *OLSS* will also retain information on completed repairs, showing all relevant information about the product and what service was performed. This manual describes the process of creating an identity in the service system, how to maintain your details, how to generate a new *SR* and how to review the status of previously entered *SR*'s.

Signing Up To Use UMD's On-Line Service System

Before entering a Service Request for the first time a customer is required to generate a Service ID within the OLSS. This process provides the UMD Service Department with information about who the customer is, where they are and how we can get into contact with them. This ID is required for the customer to review a current repair, view details of a previous repair, or to enter a new Service Request.

To create a new service ID:

- Go to the UMD Service page: (<http://www.umd.com.au/service>)
- Select the "On-Line Service System" link in the top right yellow Service Submenu
- Select the link "[Apply for a Customer Service ID](#)"
- Once you have read and understood the Terms and Conditions Displayed press the "I Agree" button
- Enter the Company Name and Contact Person Details. Press "Continue"
- Enter the mailing details for where the Invoice is to be sent to, including the UMD Customer Account Code, if you know this and press "Continue"
- Enter a password for access to this account (twice) and press "Continue"
- Your new Service ID and Password will have been emailed to the address entered. Please record the information provided in a safe place.
- Press the "Here" link to proceed

Company Details	
Company Name:	<input type="text"/>
Contact Details	
Contact Name:	<input type="text"/>
Phone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
E-Mail Address:	<input type="text"/>
<input type="button" value="Back"/>	<input type="button" value="Continue"/>

Choose a Password	
Enter Password	<input type="text"/>
Re-enter Password	<input type="text"/>
<input type="button" value="Back"/>	<input type="button" value="Continue"/>

Your Invoicing Address will be used as your default Delivery Address. You can change this, and add further Delivery Addresses in the Preferences section once you are signed-up and logged in.

Invoicing Address	
Street	<input type="text"/>
	<input type="text"/>
Suburb	<input type="text"/>
State	<input type="text"/>
Post Code	<input type="text"/>
Country	<input type="text"/>
If you have an existing UMD Account Code, please enter it below	
UMD Acct Code	<input type="text"/>
<input type="button" value="Back"/>	<input type="button" value="Continue"/>

Entering A New Service Request

To enter a new service request, or to review a current repair, you will need to be logged in, so, if not logged in already, goto <http://www.umd.com.au/smd/olss/>, enter the Service ID number and password you were emailed when you registered, then press the “Log In” button.

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Welcome to the OnLine Service System.

The UMD On Line Service System involves you in the repair process. Before you ship your repair to us, you can enter your repair details and receive a Service Request number automatically. Logging on at any time enables you to see the status of your repairs. Automatic E-mails will also be used to keep you up to date.

For **first time users**, simply [apply for a Customer Service ID](#). By entering your contact and address details you will automatically receive a Service ID number. Keep your number and password for future access.

Your Service ID:
Password:

Log In

Lost your password? Enter your Service ID above, and press the button below to have it e-mailed to you.

Lost Password?

For any further assistance, please don't hesitate to phone us on (03) 9582 7060

Entering A New Service Request

Once you are logged in, select the “New Return” link from the OLSS’s Main Page. You are now able to enter the details of the product to be repaired. Please provide as much information as possible:

- The Manufacturer is the original manufacturer of the product, eg Epson
- The Model is the specific name the Manufacturer gave to the product, eg TM-U220D
- The Serial Number is the unique number of the product assigned by the Manufacturer. This number is a very important identifier of the product and allows UMD to track the history of the product and to ensure warranty applies. If a serial number is not able to be identified for a product sent into service a UMD serial number will be generated and affixed to the product for future tracking.
- In the Fault Description field please be as clear and descriptive as possible to enable the UMD service staff to correctly identify and repair the fault.
- To have an item repaired under warranty it must still be within the specified manufacturers warranty period, as shown by the date of the invoice to the final customer. While UMD is able to look up the date of sale of a product UMD has provided, this is a less accurate indication of the warranty period and the onus of proof lies with the customer to provide the correct invoice showing the Date of purchase, the Product and its’ Serial Number. An incorrectly claimed Warranty will be charged a half hour labour fee, along with any relevant costs to ship the unit back to you, if you choose not to proceed with a normal repair.
- An item under an existing Maintenance Agreement or Extended Warranty Contract will essentially be treated as under warranty, with appropriate differences as agreed in the contract.
- If the product is not under warranty UMD can provide a Quotation for the repair for your consideration. If you choose not to proceed with the repair once you have

received the Quotation, a half hour labour fee will apply, along with any relevant costs to ship the unit back to you. If you choose not to be provided a quotation you are agreeing to pay all relevant repair costs by sending the unit to UMD for repair.

- Payment for all service repairs are required before the product is shipped back to the customer, unless the customer has a pre-arranged Credit Account with UMD.
- The Your Reference entry can be any reference that is relevant you, for example a customer number or name, or any other internal reference number you may have generated.

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Product Details	
Manufacturer (Optional)	Epson
Model	TM-U220D
Serial Number	FMGBG151888
Fault Description	Intermittently starts printing in the wrong position and a banging noise is heard. Also the dockets are printed with in streaking across the paper.
Do you wish to claim this repair under warranty?	<input checked="" type="radio"/> No <input type="radio"/> Yes
Would you like a quotation?	<input type="radio"/> No <input checked="" type="radio"/> Yes
How will payment be made?	<input checked="" type="radio"/> C.O.D. <input type="radio"/> UMD Account
Your Reference	<input type="text"/>
Use this field if you have a Purchase Order or some other reference that is meaningful to you.	
<input type="button" value="Back"/>	<input type="button" value="Next"/>

Once these items have been entered press the “Next” button to proceed. You are now able to select the return address the product should be shipped to. If this is your first Service Request you will only have the default or invoicing address saved. If this is the correct return address press next, otherwise change the shipping details and enter a meaningful name in the “Site Name” field. When you press Next these shipping details will be saved and available to select for any future Service Request entered.

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Delivery Address	
Load a stored address:	<input type="text"/> <input type="button" value="Load"/>
Company Name	Unique Micro Design 1/200 Wellington Rd
Town / Suburb	Clayton
State	Vic
Post Code	3168
Country	<input type="text"/>
If this is not your default delivery address, and you would like to save this address enter a Site Name below.	
Site Name	Clayton
<input type="button" value="Back"/>	<input type="button" value="Next"/>

You can now choose to generate a shipping docket page to be printed out. This will generate a page in a separate browser window. This will enable you to print 2 copies of the delivery docket onto a single A4 page. UMD recommends 1 copy is firmly attached to the outside of the box and the second copy is sealed inside the box with the product. This will ensure there is always an ownership reference with the product if the outer copy is damaged.

DELIVER TO:

Unique Micro Design
1/200 Wellington Road
Clayton, Victoria 3168
Ph: (03) 9582 7060



FROM:

Phoney Solutions
1/200 Wellington Rd

Clayton
Vic
3168

Return Authorisation Number: 18855
Model Number: TM-U220D
Serial Number FMG8G151888

Once printed you can save the page for your reference, or just close it.
Press "Continue" to return to the Main Menu.

Reviewing A Current Service Request

You can review the status of a current repair by selecting the link “Check Return” from the Main Menu. The 10 most recent Service Requests will be listed. Repairs entered earlier can be seen by pressing the “Previous 10” button. The SR# Number, Model Serial Number, Reference and status will be displayed.

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Existing Returns

SR#	Model	Serial No.	Your Reference	Status	Date Shipped
18855	TM-U220D	FMG8G151888		Not Yet Received	
18804	M316	104694	171109	Awaiting Customer Response	

[Previous 10](#) [Cancel](#)

If the repair status is “Not Yet Received” you can choose to Cancel the Service Request, choosing not to send it in for repair. Otherwise pressing the button with the Service Repair number will take you to the fully detailed page on the product. This page will show you the invoicing and delivery addresses, UMD’s contact details for you, including the email address updates are sent to, the Current Status, including the date on which the status was changed, the product details, including the work done so far and the initials of the service technician responsible, as well as the costs entered against the repair. The “back” link at the bottom will return you to the check returns page.

Service Report		(2018) Phoney Solutions	SR#18855
Invoice Address		Delivery Details	
Address	PO Box 4297	Company Name	Phoney Solutions
Suburb	Mulgrave	Address	1/200 Wellington Rd
State	Vic	Suburb	Clayton
Post Code	3170	State	Vic
UMD Acct Code		Post Code	3168
Contact Details	Current Status:	Product Details	
Name Paul Otto	Not Yet Received	Manufacturer	Epson
Phone 03 9582 7050	Created 18 Nov 2009	Model	TM-U220D
Fax 03 9582 7001	Received	Serial No.	FMG8G151888
E- potto@umd.com.au	Started	Fault	Intermittently starts printing in the wrong position and a banging noise is heard. Also the docketts are printed with in streaking across the paper.
Mail	Waiting on Client	Warranty Claim?	No
Courier Details	Awaiting mfg. reply	Quote Required?	Yes
Outwards Courier	Awaiting parts	Payment Method	C.O.D.
Outwards ConNote	Completed	Client Reference	
	Shipped	Work done:	
	Cancelled	Repaired by:	
Part Number	Description	Qty	Price Total
8-9000-200-8	Labour @ \$25 per 1/4 hour (Minimum 1/2 hour)	0	25.00 0.00
Freight		0	12.00 0.00

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Editing your details

The Preferences link on the Main menu will allow you to go in and adjust the details UMD Service has for Contacts, the Invoicing address and to adjust any of the current, or add a new, shipping address.

When adjusting the Contact or Invoicing Address Details be sure to press the “Change” button to save the changes. This will return you to the Preferences Menu.

To adjust shipping addresses the default will be displayed first. To change which address you are looking at select the name you have given the address from the dropdown list and click “Load.” To change the details displayed make the adjustments in the address fields and click the “Save” button. To add a new address click the “Add” button, enter the details, with a unique “Site Name” and click the “Save” button.

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Shipping Addresses

Please Select an Address to edit:

Or press here to create a new entry:

Address details

Site Name	<input type="text" value="Default"/>
Company Name	<input type="text" value="UMD"/>
Address	<input type="text" value="PO Box 4297"/> <input type="text"/>
Town / Suburb	<input type="text" value="Mulgrave"/>
State	<input type="text" value="Vic"/>
Post Code	<input type="text" value="3170"/>
Country	<input type="text"/>
<input type="button" value="Save"/>	<input type="button" value="Delete"/>