

Eclaim

**USER
TECHNICAL
MANUAL**

Lenovo - Latin America

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ECLAIM SERVICE FOR LA

1. INTRODUCTION

Welcome!

Congratulations! You have chosen to use the software package which provides the fastest and most efficient way to submit claims and order parts; **ECLAIM**. This Electronic Data Systems (EDS) software package enhances your warranty repair service by allowing the electronic submission of parts ordering and warranty claims. **ECLAIM** provides timely claim and part order status as well as a complete part and model database from the manufacturer. All communications with the manufacturer can now be done through **ECLAIM**.

Overview

The Lenovo Electronic Warranty Claim Submission (EWCS) is made possible by **ECLAIM**, a registered trademark of Electronic Data Systems (EDS). The **ECLAIM** module provides a number of valuable features to simplify the processing of warranty related activities between Lenovo and the Lenovo Business Partners. Some of the Lenovo **ECLAIM** Electronic Services include:

- Electronic Warranty Claims Submission
- Centralized Claim Processing
- Claim Payment Status
- Parts and Models database lookup
- Customer Database
- Custom report generator

ECLAIM enables Lenovo Business Partners to process, submit, and track in-warranty service related activities with a high degree of accuracy. This ensures faster submission, speedier processing, and fewer rejections, all of which lowers the cost of doing business for the business partners.

Computer Requirements

The minimum hardware and software requirements your computer needs to install and run **ECLAIM** are:

- A Pentium II 300Mhz computer or higher
- 32 MB of available RAM memory.
- 200 MB of hard disk space.
- Mouse
- A modem 28.8 bps or network card
- Windows 95, 98, NT 4.0, 2000 or XP Pro (without SP2)
- Internet Connection via Modem, DSL etc.

* We have experienced some problems with Business Partners that access Internet via LAN. Eclaim does not have Socks/Proxy configuration, therefore you will only be able to download and upload via Eclaim on a LAN environment if you can FTP a Internet Site without socks/proxy configuration.

In addition, **ECLAIM** may be run in a network environment. See also item 5 Installation and Networking in this Help Manual.

If you are a new user to Eclaim, please take a look at our **GETTING STARTED** section.

2. GETTING STARTED

This first section is intended to give the user an overview of how Eclaim works, define some technical terms that are used throughout this document, and prepare the user for the first-time use of Eclaim.

2.1. From Start to Finish

Eclaim is a database and communication software package. In its basic form, Eclaim allows the user to key in claim and part order data which is then transmitted over Internet Connection to Electronic Data Systems (EDS), where the data is passed on for processing. Eclaim is a sophisticated database program which helps the user enter correct information by validating against resident databases. It is also an automatic communications package which, with the click of a button, sends claim and part order data, retrieves acknowledgments to previous submissions, updates and synchronizes the local databases, and disconnects, without requiring any intervention on the part of the user.

Eclaim also provides a warranty entitlement lookup feature. The user enters the model and serial number into the entitlement lookup screen, which creates a request to lookup the specified machine in the remote entitlement database. Eclaim submits the request via FTP, waits for a response and displays the entitlement lookup response. This entire process will usually take less than five minutes, and an unlimited number of machines can be looked up in a single session.

Eclaim is designed around a seven steps process that the service provider follows to service a machine:

1. Verify the machine is under warranty. (Use the Entitlement Lookup feature!)
2. Verify the part being ordered is the correct part for the machine being serviced.(Fill out the claim!)
3. Order the part and submit the claim. (**Upload the claim!**)
4. Verify previous part orders for the same machine
5. Verify if the bad part has been returned
6. Provide you the Customer Satisfaction Survey
7. Inform you when the claim is completed and Lenovo is ready to pay the labor

Although the part and model are validated for compatibility in the claim, the user can also review machine bill of materials without opening the claim screen. The database menu allows the user to review models and bill of materials, as well as part descriptions. The parts and models databases are updated every day by Lenovo. **You will receive these updates automatically, when you connect to the Internet and upload a new claim or manually if you click the Download Button.** For a detailed explanation of each Eclaim feature, be sure to review the on-line Help module which is opened by clicking on the yellow question mark in Eclaim, or on the program item Eclaim Help for Lenovo.

2.2 Technical Terms and Definitions

Some computer and technical terms used in Eclaim and the supporting documentation may be unfamiliar to the user. The following terms are defined for user reference:

Memory - This refers to the amount of RAM in your computer. You must have a minimum of 32 Megabytes to run Eclaim.

Upload - This is the process of transferring data. Up refers to a direction, usually from a smaller system to a larger system. With Eclaim, the user will send data to the Eclaim server using the Upload feature.

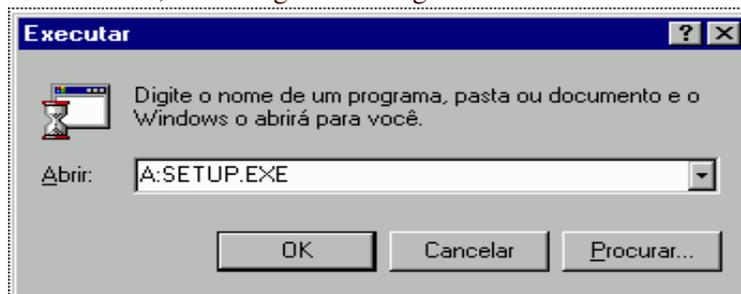
Download - This is the process of transferring data. Down refers to a direction, usually from a larger system to a smaller system. With Eclaim, the Eclaim server will automatically download the new files or manually when you click the Download Button.

Baud Rate - This is the speed of communication between two modems. Speed will be limited by the hardware, such as the modem speed and the Com port speed. The user needs to know the speed in bits-per-second of the local modem and Com port. Common modem speeds are 9600, 14,400, and 28,800. Because modems will also compress data as it is transmitted, the baud rate will seem faster than the modem speed. 14,400 modems will use a baud rate of 19,200. 28,800 modems will use a baud rate of 38,400.

Network - A network is two or more computers connected together to share and exchange information. Two major configurations are standard for networks. The first is a Client/Server relationship where a central computer is a storage place for common files. Client workstations store and retrieve files from the server. The second configuration is a peer-to-peer. This type of network has each work station storing and retrieving files from other workstations on the network.

2.3. Installing Eclaim3 and what you need to do the first time

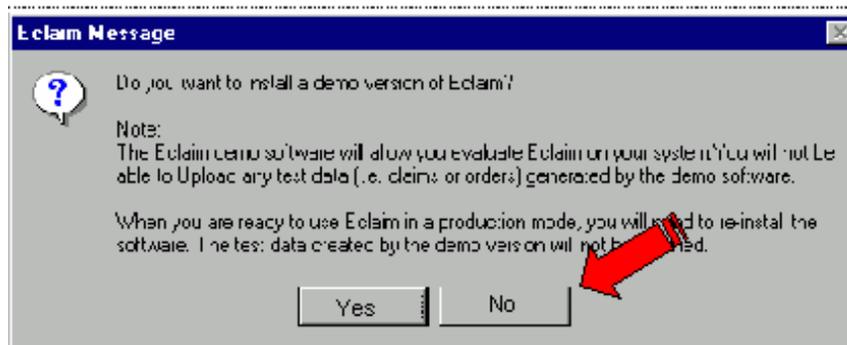
1. Insert Disk 1 into your floppy disk. On Win95, click on Start and Run.
2. Type "A:SETUP.EXE", according to the image bellow:



3. Click on Continue, Ok and Ok again.
4. Select the Drive and Directory where you will install Eclaim3. You can not change the directory (Eclaim3) name and also you can not install on drive D:\.
5. Click at “Electronic Claim Processing will be installed.”



6. Click “OK” again and the installation will begin. Change the disks when the application prompt to next disk.
7. After installed, a group will be created on you Win95 called Eclaim3.
8. Select group Eclaim3 and click on Eclaim3.
9. A window will open with the list of Manufactures that use Eclaim3. Select Eclaim LA.
10. Just after that, Eclaim will prompt another window asking if you want to install the Demo. **CLICK “NO” at this time.**



11. Insert disk1 into the Floppy Disk (take a note at the Serial Number on the first disk)

12. Select ok and another window will ask you to type your serial number. Type only the five last digits. IE. ILA012345, you need to type only 12345.



13. After this step, the Login Window will prompt. On the first time, there is no password assigned for the Administrator. Just click on OK. Leave the Password field blank.



14. After that you will be on Eclaim3 Application. On the first time you will see a message saying that you have 3 new messages to read. To read the message just go to menu database and click on FYI.
15. The first thing you need to do is the first download. Go to the Transfer Menu, click on Upload/Download and click on Internet. At this time you must be connected to your Internet Service Provider.
16. When After the download is completed please take some minutes to make a backup (ZIP or ARJ) from the complete C:\ECLAIM3 directory or just copy the Eclaim3 directory to a network drive. Keep this backup in a safe place. If you have any kind of problems with your PC, you will not be able to reinstall through the diskettes. If for any reason you need to use this backup, you need to get in contact to the Lenovo Business Partner Support in your Country to notify Electronic Data Systems (EDS). This way you will not lose your claims.

Now you are ready to begin using Eclaim. Remember, the parts and models databases are updated every day by Lenovo.

First Time Quick Reference after you install the Diskettes:

- Click on the Eclaim Icon to execute Eclaim
- On the First Screen click on the IBM LA Box
- Click on NO on the Install Demo Question
- On the Serial Number Box, type the Serial Number (5 digits) that is on label of the first diskette.
- On Administrator Login Screen do not put a password. Just click the Ok Button
- Connect to the Internet
- Go to the Transfer Menu and choose the Download option and click on INTERNET (First Time take some minutes)
- Make a backup of C:\ECLAIM3 and keep on a safe place
- You are ready to go.

3. WHAT YOU NEED TO KNOW

Eclaim3 is a 32-bit application designed to run in Windows 95, and will also run in Windows NT, 2000 and XP (without SP2). Eclaim databases are updated through the download process within Eclaim. No new or subsequent diskettes will be shipped. It is important that Eclaim databases not be allowed to go out of date. It is recommended that the Eclaim user download once a day.

Lenovo - Business Partner Technical Support from your Country will provide the First Level Support for Eclaim Software. If a 2nd level is needed Lenovo will contact the manufacturer EDS.

3.1. Stand alone systems vs Network systems

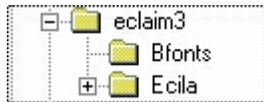
Eclaim3 can be run on either a single PC or on the server of a Network. Use the installation disks to install the first workstation by specifying the server drive letter during the installation. You may then create icons on other workstations which point to the ECLAIM3 installation on the server. Eclaim will create a folder called Eclaim3. You can not change the name of the master directory.

Examples:

What you can do:

x:\eclaim3*. * and share (full access) the X drive

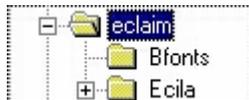
x:\Eclaim\eclaim3*. * and share (full access) the Lenovo Folder



What you can not do:

x:\eclaim3*. * and rename it to x:\eclaim*. *

x:\Eclaim3*. * and share only the Eclaim3 Folder



- a) What you need to know to run Eclaim on a single system.

Eclaim3 can run on Windows 95, NT, 2000 or XP as a stand alone system. Eclaim3 will create a subdirectory called ECLAIM3 on you C:\drive. Please be sure that your system meets the minimum requirements as specified in the installation instructions.

b) What you need to know to run Eclaim on a Network.

Eclaim3 can run on Windows 95, NT, 2000 or XP. Eclaim3 will create a subdirectory called ECLAIM3 on your server. Check with your network administrator for rights information as you will need full rights in ECLAIM3 and all subdirectories. Please be sure that your system meets the minimum requirements as specified in the installation instructions. Once the installation disks are installed to the server, you may then create icons on other workstations, which point to the ECLAIM3 installation on the server.

c) What you need to know to move Eclaim onto a Network from a single system.

If you install Eclaim3 on a stand-alone system and you want to move it to a network server, do not reinstall the diskettes. Instead, simply do an XCOPY process to copy Eclaim3 and all the subdirectories to the server. You can also move the entire Directory via Windows Explore. Once the files are on the server, change the icons or shortcuts to target the new path. When you are sure Eclaim will run off the server, you may delete the local installation of Eclaim. You may then create icons on other workstations, which point to the ECLAIM3 installation on the server.

d) What you need to know to install additional workstations.

After Eclaim is installed on your network server, you may then create icons on other workstations, which point to the ECLAIM3 installation on the server.

e) The hazards of reinstalling.

Once you have installed the software and successfully completed your first download, please discard the diskettes. They should not be reinstalled. Reinstalling can cause synchronization problems resulting in claims and part orders not being processed, and loss of application updates.

Make backups at least once a week. If you loose the original one, you **MUST** replace with the Backup, stop using Eclaim3 and call the Lenovo B.P. Support to fix your data. Do not create new claims with the Backup version. You will receive instruction in details on how to use your backup.

3.2. How to check for machine warranty.

Lenovo encourages dealers to validate the machine warranty entitlement before performing service on it. Eclaim provides this option by allowing the dealer to enter Type-Model number(s) and serial number(s) into the Entitlement Lookup screen which creates a request file to send via Internet to the Eclaim server. You don't need to be connected while you are entering the Machine(s) information. While on-line, the request file is processed and a response file is created which is then downloaded, all in the same session. The screen will display entitlement information after disconnecting from the Eclaim Server.

a) Bringing up the Entitlement Lookup screen.

The Entitlement Lookup screen may be accessed by either clicking on the Entitlement Lookup icon or by clicking on Entitlement Lookup listed on the Process menu. The Entitlement Screen has a Internet Button to upload the file.

b) Entering the model and serial number.

A field exists for the machine type/model and a separate field exists for the serial number. If an invalid model is entered into the model field, a pick list will appear with all valid models. Choose one and close the screen. The serial number must be seven digits. When the two fields have an entry, click the ADD button. The model and serial number will appear in the request table. You may enter as many models as you wish. Once you have entered all the desired models and serial numbers, click on the Internet button. (Make sure you are already connected to the Internet through your Internet Service Provider)

c) Viewing the Lookup response.

After you receive the response from the Eclaim Server you can disconnect the Internet. Lenovo will inform if the Serial Number was found at Lenovo's Database, the Warranty expiration date and the some Warranty Characteristics. If the Serial Number was not found, you need to check if the Machine Type and Serial Number was typed correct or keep a copy of the Customer Invoice to fax to Lenovo after you submit this claim and Lenovo ask you to fax the Proof of Purchase (POP).

3.3. How to send in a claim

Eclaim strives to be a paperless solution to claims processing. You will not need to print out your claims and send them in to Lenovo. Instead, the claims are **uploaded** electronically. This speeds processing and payment of the claim. Please keep in mind that Lenovo requires the Business Partner to keep all records pertaining to warranty service for three years. In some Countries Lenovo might ask you to mail the Customer Survey Form with the Customer Signature.

a) Bringing up the Claim Screen.

After launching Eclaim and clicking on the Lenovo WW button, the login screen will appear. If this is the first time using Eclaim, there will be no password on the administrator login. Click OK while leaving the password field blank. If users have been setup, click the down arrow next to the User Name field to bring up the list of users, select the user, and then type the password. You are now in the Lenovo WW Eclaim module. Your first time in Eclaim will require you to make the first download. If you have done your initial download, click on the W icon or click on Process and select Warranty Claims.

b) Entering the Claim Information.

Click on the Warranty Claim icon to bring up the warranty claim screen. Eclaim always brings up the last claim in the system. Since you have no claims, the claim screen will look blank and grayed out. Click on **ADD**. The claim will fill in with color and prompt you at the first available field. Fill in the blanks as you would a paper claim. If you do not remember your B.P. I.D., Location I.D. or Technician I.D., just press F4 and a window will pop up with the options available for the field. Most of the data required, such as Model, Serial Number, and part needed, should be supplied by the servicing technician,. Many of the fields such as the transaction code fields (Service Site and Type of Service) have a pull-down menu, which pops up when the down arrow is clicked. Other fields, such as the parts and models, will pop up a pick list (F4) to choose from if the model or part entered is not in the database. When you save the claim, Eclaim will validate the claim and list any items that may be missing or wrong. Click on the **View and Correction** to make the changes, then save again. If Eclaim finds nothing wrong with the claim, it will display Accepted and the status will open, ready for uploading.

c) Saving the Claim - Claim Status.

When you click the save button, you are telling Eclaim to save the claim information in the warranty claim master database. If the claim is missing information, it will list those items that may be not correct. If the information required is not available, you may **Save as is**. This will save the claim data as it is but will assign the status **Not Submitted**. Claims with this status cannot be uploaded. Eclaim excludes them from the upload process. If you save a claim and everything is acceptable on the claim, or if you edit a **Not Submitted** claim and save it successfully, the claim status will be **Open**. Only **Open** claims are eligible for uploading. This means the claim is ready to be submitted for processing. The different status conditions are defined below:

Not Submitted: This status indicates that the claim has been saved with missing or incorrect data. This claim cannot be uploaded. Click on Save and View and Correct to view the reason(s) it is not ready to upload.

Open: This status indicates that the claim is correct and ready to be uploaded. You should Upload immediately.

Transferred: This status indicates a claim has been uploaded, but an acknowledgment has not been downloaded. If you have a claim with this status for more than 48hs, you need to get in contact with the Lenovo B.P. Support to report this situation.

Acknowledged: This status indicates the claim has received an acknowledgment. Part Shipping information can be reviewed as well as messages from Lenovo. Click on the ACK button for more information.

Reject: This status show that the claim has been received and rejected by AC Server. To verify the reason, you need to click on the **Reject** Button. The most common reasons for a Reject Claim are:

- Warranty not found or expired - need Proof or Purchase (POP)
 - How to fix?
 - Fax the POP to Lenovo (see item 8.3) and after 1 hour save the claim again and make a new upload.
- Duplicate claim in less than X days.
 - How to fix?
 - Call Lenovo B.P. Support to get an Authorization Code. Insert this code on the Warranty Screen (Authorization field), save the claim again and make a new upload.

Closed: This status indicates that the Business Partner fixed the Customer Machine, complete the Customer Survey, imputed the Date and Hours and closed the claim.

Paid: This status indicates the claim has completed the Lenovo process. Payment amounts display by clicking the **Paid** button at the bottom of the Warranty Claim screen.

Cancel: This status indicates that Lenovo canceled the claim because the bad part was not returned or the part was not Bad. Remember that if you fix the machine with out change the part you will need to call Lenovo for an Authorization Code and change the type of service to Labor only Claim. In this case if you have ordered a part from Lenovo you will need to return the good part to receive the labor.

d) Uploading.

When you have one or more claims to upload, select the Transfer **Upload/Download** option on the Transfer menu. Make sure you are already connected to the Internet. Eclaim will check **Open** claims, compresses them into a single file, connects to the Eclaim server, transfers the file, looks for files to download, and if it finds some, downloads them. Eclaim then disconnects and decompresses any acknowledgment files it may have downloaded. At this time you can disconnect from the Internet.

The claims that were uploaded will now have the status of **Transferred**. They will stay in that status until your next upload or download when acknowledgments to the claims can be retrieved. You will also receive a preliminary status on the parts availability. While the quantity and frequency of Eclaim uploads will depend largely upon the amount of warranty service the Business Partner performs, **it is important to Download frequently to stay current with the messages from Lenovo. If you stay more than one day without uploading new claims, we should connect to Internet and make a download from Eclaim to keep the current Data.**

3.4. How to order a part.

Ordering parts is as easy as submitting a claim. In fact, it is built into the claim process. No separate functions are needed to order a part.

a) The Part Order is in the claim form.

As you enter information in the claim, there is a part section in which you can include a part number. If you put a part number in the part section of the claim, you are ordering a part from Lenovo. When the claim is saved and you perform an upload, the part information is extracted and sent to the Lenovo Parts Center. When they receive the part order, they acknowledge it with shipping information or dispensation information if the part is back ordered. Your Lenovo Warranty Country Manager will inform you how many parts (1 to 5) you will be able to order at the same time for the same machine Serial Number. The Application Default is only one Part per Claim. In this case, if you need to order more than one part to fix the Customer Machine or if the Part Lenovo sent you is not the right one or is bad, you will need to call the Lenovo B.P. Technical Support in your Country for an Authorization Code.

b) The right part for the right model.

Eclaim and Lenovo are concerned that the correct part is ordered. Eclaim will check the part number entered in the part section of the claim screen for compatibility with the model entered in the model field. If the part is not compatible with the model, Eclaim assumes first that the part number you entered is not correct. Eclaim will display a list of parts in the model bill of material from which to choose. If you get a message **Part not compatible with the unit repaired**, check with the technician who repaired the machine to make sure you have the correct model number, serial number, and part number. Eclaim does not expect the model number to be wrong as the model and serial number are used for warranty verification. The dealer knows that the model and serial number must be correct for the claim to be paid.

c) Types of Service and Transaction Codes

Eclaim and Lenovo need a Transaction Code which specifies the Service Site and the Type of Service Performed. This is specified in the two fields below the Bus.Partner Information of the warranty claim. Be aware that you cannot specify a part in the part section if you select “Labor only Warranty” or “EasyServ Dealer” as the Service Performed as these codes indicate that no part was used in the repair and you cannot specify On-Site Service if the

Machine has a Carry-In Service unless you have an authorization code from Lenovo. You may click on the down arrows for each field to choose one of the options listed.

Type of Service:

- 01 Default Warranty - when you change the part and receive the labor from Lenovo
- 02 Parts only Warranty - when you change the part in warranty but the Customer pay you the labor
- 03 Labor only Warranty - when you fix the Customer Machine without changing a part (You must have an authorization code from Lenovo to perform this Service)
- 04 ECA - when the Machine you are fixing has an ECA. (It will be filled automatic by Eclaim)
- 05 EasyServ Dealer - Lenovo Latin America only

3.5. How to get a status on a part order or claim.

Eclaim retrieves part and claim status for you. All part and claim acknowledgments will be contained in the claim screen.

Part Order Status:

1 = 24 hours

2 = 72 hours

3 = Back order - the part is not available in your Country and needs to be imported.

4 = error message - wrong part number or Parts System Error.

For Status 3 and 4 you will need to call Lenovo for more details.

a) Bringing up the claim screen.

The warranty claim screen may be accessed from the Warranty Claim icon or by selecting Warranty Claims on the Process menu. When the claim screen appears, it will automatically go to the last claim entered. You may use the arrows along the bottom to scroll backward through the database, or you may click on the **FIND** button and enter the claim number, or click on browse to search by other fields.

b) Determining the status of the claim and part order.

Look for the status field on the claim. Only claims that have a status of **Acknowledged**, **Closed** or **Paid** will have information from Lenovo about the part and claim. If the claim is Acknowledged, look in the part section, under the status column. Click on the **ACK** below to pull up the Acknowledgment Window. Text information is in this window pertaining to the shipment or rejection of the part order.

c) Downloading Acknowledgments / Rejection and Message Folders.

Any time claims are in a Transferred status, acknowledgments/rejections are pending. Acknowledgments/Rejections are picked up during both the upload and download process. If you are awaiting acknowledgments, and have nothing to upload, perform a download by going to the Transfer menu and selecting Download from Eclaim. Your databases will be updated with the latest information and any pending acknowledgment or rejection will be picked up.

d) Viewing the Acknowledgments / Rejections

If you are viewing an Acknowledged claim, you can pull up the acknowledgment window by clicking on the ACK button. Claim and part information will be displayed in a text format. The ACK button is located at the bottom of the Warranty Claim form.

If you are viewing a Rejected claim, you can click on the Rjc Button to verify the reject reason.

4. THE TOP TWENTY ECLAIM QUESTIONS

This section has been compiled from recent phone support questions. Most likely, you will find the question you need answered in this guide. If you would like additional assistance, please call Lenovo Business Partner Technical Support Group in your Country.

1. I need more than one person to use Eclaim. Can I install it in multiple systems?

Eclaim can have multiple users if you install Eclaim to a network server and have each work station attached to the Eclaim on the server. Please refer to the section **Installing to a Network** in the installation guide. **Do not install Eclaim into multiple systems.** Claims and Part Orders will be lost and serious synchronization problems will occur if Eclaim is installed as more than a single database.

2. Eclaim is not working right. Can I just reinstall it?

Reinstalling Eclaim is the prime reason users lose the use of Eclaim. **Eclaim cannot be reinstalled successfully**, except in very limited circumstances. Please make a weekly backup of the Eclaim Directory and if you have a problem replace the actual software with your backup, but first you need to call Lenovo B.P. Support to report that you are using the backup. Do not create new claims on the Backup without authorization from Electronic Data Systems (EDS).

3. Where do I find the serial number for Eclaim?

The Eclaim serial number is located on the first diskette of the installation disks. You will be prompted only once for this number. If you enter the incorrect serial number, you will have to delete out your Eclaim installation and install again. Call Technical Support for help in this situation.

4. Can I install to test it and then install it for production?

To a limited extent, you may install for testing and then again for production. **However, serious consequences will arise if claim data is saved and uploaded from the testing installation.** Complete your testing within a week of receiving Eclaim. While you are testing Eclaim, do not perform an Upload. When the testing is completed, delete Eclaim completely from the testing machine. Alternately, you may choose to move Eclaim from the testing unit into the production environment. See the section **What you need to know to move Eclaim on to a Network from a single system.**

5. Why does Eclaim need so much disk space?

Most of the Eclaim databases will be stored on the drive where Eclaim is installed. These databases include all the parts, models, bills of material, descriptions of each and other miscellaneous data from the manufacturer. Even though Eclaim will not continuously use all the space required, it needs available space to write temporary files and compress data for uploading and downloading.

6. How do I run the Update Structures?

In the directory, under ECLAIM3, there is an executable file called ILAUPDT.EXE. When Eclaim3 is installed, an icon is created labeled **Lenovo UPDATE STRUCTURES**

which, when clicked, will launch the Update Structures process . This program applies the updates that are downloaded during the DOWNLOAD process. No one may have Eclaim open when this process is running. You do not need to run this process except when prompted after a download session. If Eclaim did not create this icon when you installed, you may create it manually. This executable file will have problems if executed from file manager. Use the icon instead.

7. I cannot connect (upload/download). Why ?

There are several reasons why you may not be able to connect to the Eclaim server during your upload or download sessions. Please check the following before calling Lenovo Technical Support.

- a. Your PC is connected to the Internet
- b. On the DOS prompt PING eclaim.com to see if the Eclaim Server is available
- c. Is someone else in your department already on-line with the Eclaim server? Make sure no one is.

Use the above questions as a checklist for trouble shooting communication problems. If you still have problems, call Lenovo Technical Support.

8. How do I tell if I am still uploading or downloading files from Eclaim Server?

While you are connected, Eclaim displays information about the file transfer. When it has completed, the message **Done!** will flash. If you see no activity on your screen, it may be that Eclaim is waiting for the server to check for files. You may check to see if you can activate a different screen in Eclaim. If you can, Eclaim has finished transferring the files and you can disconnect your PC from the Internet.

9. What is a normal download time?

Several factors will determine the download duration. A 28,800 modem will get data approximately twice as fast as a 14,000 modem. However, regardless of the modem, a normal download should not take more than five or six minutes. Occasionally, a new application update will take up to fifteen minutes. If Eclaim3 has not been updated in over a week, retrieving all the database updates can take up to thirty minutes. If any download exceeds thirty minutes, there is a problem and the user should call Tech Support. For shorter download duration, perform daily downloads.

10. How can I tell if the part I ordered is available?

As the Upload process concludes, Eclaim displays a screen which will show the availability of ordered parts. The user may also look at an Acknowledged claim and see part shipping information in the Part section. There is also information about the part and the claim that can be displayed by clicking on the ACK button at the bottom of the claim screen.

11. How often is Eclaim updated?

Eclaim Dealer, model and part databases are updated every day by Eclaim Manufacture Latin America Server. **Lenovo recommends that the user do a download at the end of each day to pick up all database updates and pending acknowledgments.**

12. How do I order an out-of-warranty part?

Lenovo Eclaim allows part orders for machines under warranty. Post-Warranty parts may be ordered by the current process, calling Lenovo.

13. What if I cannot find the part I need in Eclaim?

Eclaim has an up-to-date part database which is kept current by the download process. If you cannot find a certain part in Eclaim, and you know your Eclaim databases are current, we recommend you review the part in the Hardware Maintenance Manual (HMM) or contact Lenovo B.P. Tech. Support in your Country.

14. What is the report builder?

The Report Builder in Eclaim allows you to access the databases in Eclaim to customize reports. The Report Builder module is a basic query utility allowing you to select databases and specify the output format. Although the pre-formatted reports in the report menu will serve most users, some administrators with a database query background enjoy building their own reports. The Report Builder has a simplified help screen built within, and many of the databases have names which suggest the data they contain. This query program cannot alter data, so feel free to experiment with it.

16. What do I need to print and send to Lenovo?

Eclaim is completely Electronic. No paper copies of claims are needed. However, some Countries might ask you to print the Customer Survey, ask the Customer to sign and ship to Lenovo by mail. Please keep in mind that Lenovo requires the Business Partner to keep all records pertaining to warranty service for three years.

17. Do I have to send in a proof of purchase?

The dealer will only need to fax in a proof of purchase when instructed by Eclaim. When a claim is acknowledged, Eclaim will display a message that a proof of purchase needs to be faxed in if the entitlement is in doubt. Immediately, select REPORTS and click on Print Fax POP Cover Sheet. A screen will display with a list of claims requiring a proof of purchase. Print these cover sheets and fax the proof of purchase with the cover sheet to the number indicated on the cover sheet. Eclaim will keep reminding the user to fax in the POP until the cover sheet is printed. Proofs of Purchase requirements are also indicated in the Acknowledgment window of the claim screen as well as listed in the message folder under Review Claims by Messages.

18. My claim says Paid, but I have not been paid for this claim. Why?

A paid status means that the claim has completed the process and is retired. At the end of the period/month you will receive, from Lenovo, a list of all your Claims Closed and the total value for them. Depending on the Country you will need to send an Invoice to Lenovo to receive your check.

19. How do I know if Lenovo received the Claim and what is the status ?

You need to open the Warranty Claims Screen and check the status for each Claim by using one of the three Status Button: Reject, Ack and Paid. Click in the one that is highlighted to see more information.

20. Who do I contact to comment on this program?

Eclaim is constantly being revised and improved. This is why it is so important to do frequent downloads, no less than three times a week. If you wish to comment or make suggestions for improvements, criticize or complement, please send an email to contrer@us.lenovo.com. We will review your comments and send to Electronic Data Systems (EDS).

5. INSTALLATION AND NETWORKING

Eclaim software is delivered on 3.5 in. disks. Once installed, the software is updated and synchronized via modem. Electronic Data Systems (EDS), which acts as a gateway for each of the manufacturers, maintains specific database information for your Eclaim installation. **You cannot install Eclaim into more than one machine.** If you attempt to install into more than one machine and you link up with the **Eclaim** Server in California, it will cause synchronization problems between your original database and the database at Electronic Data Systems (EDS). If you need to have more than one user accessing the information in **Eclaim**, we recommend you install the software on a network server. This is done simply by changing the path at the start of the install program. Once completed, you may then go to each workstation and create icons which point to the ECLAIM3 installation on the server. This process should be done under the supervision of your network administrator as full rights to the Eclaim3 subdirectory will need to be assigned. **For specific instructions by environment, please see Specific Environments**

Moving Eclaim

If you have already installed **Eclaim** on a system and want to move it to a network server to allow additional users access, you can XCOPY ECLAIM3 and all its subdirectories to the server. **Do not reinstall the disks to the network drive if you have already uploaded claims.** Serious synchronization problems may occur if you do not copy the installed databases over. Change the properties of the Eclaim icons so that they point to the new location. To attach a user workstation to Eclaim3, create an icon which points to the Eclaim3 directory on the server. Verify that you can see all the data previously entered and that the system is working. Rename the original ECLAIM3 subdirectory on the original local drive and do not delete it until you are certain the relocated installation is fully functional. **Be sure to review procedures for other manufacturers if they are installed in Eclaim. For specific instructions by environment, please see Specific Environments**

If you have any questions regarding the procedures for installing *Eclaim* on a network, refer to the **Eclaim Technical Support** section in this Help module.

5.1 SPECIFIC ENVIRONMENTS

Installing Eclaim3 into a Windows 95 environment

Installation for a Single-User in Windows 95:

Click the Start button and then click on Run. At the Command prompt, type A:\setup (B:\setup if installing from your B:\drive). Be sure you have disk #1 in the drive. Click on OK. During the installation, you will be prompted for patting information. We recommend you install to the default path. Be sure to read each message as they appear as you will be prompted for each subsequent disk. When the installation is done, the Eclaim program folder will appear with an icon for Eclaim3, update structures and Help. Click on the Help Icon for more information about Eclaim. (The Eclaim package will include a set of four diskettes for setting up a network work station. You will not need these diskettes in a Windows 95 environment).

Installation for Multi-Users in Windows 95:

Click the Start button and then click on Run. At the Command prompt, type A:\setup (B:\setup if installing from your B:\drive). Be sure you have disk #1 in the drive. Click on OK. During the installation, you will be prompted for patting information. You must change the path drive letter to reflect the network drive.. **Eclaim3 requires a drive letter. If you do not use drive letters to designate network drives, you will not be able to install Eclaim.** After entering the correct path information, click on continue. Be sure to read each message as it appears; you will be prompted for each subsequent disk. When the installation is done, the Eclaim program folder will appear with an icon for Eclaim3, update structures and Help. Click on the Help Icon for more information about Eclaim. **After installing, you may create a shortcut on each workstation desktop which points to the Eclaim installation on the server.** (If you are not familiar with creating shortcuts, please refer to the Help Menu in Windows 95). Eclaim is self-contained and does not need to be installed into Windows. You may also launch Eclaim3 from the Run command prompt in your start menu. (Drive Letter:\Eclaim3\Eclaim3.exe). **Do not use the original installation diskettes in each workstation.**

Special Notes for Windows 95 Users

When installing to a Novell Network drive using a Windows 95 workstation, you may encounter the following error:

The specified volume does not support long file names. You must select a drive which supports long file names, or force the use of short file names. To force short file names, exit now and restart setup using the /F command line option.

OK

Windows 95 displays this message when it anticipates writing long file names to a Network Drive which does not support long file names. Even though Eclaim3 does not use long file names, you may still encounter this message. Unfortunately, using the Setup /F command causes additional error messages to display. We have developed a work around for this Windows 95/Novell Network incompatibility. The following instructions are for your use only in the instance where this message displays:

Work-Around For Long File Names Message:

Click OK to satisfy the message. Click on Start and then Click on Run. Type A:\setup. (Do not use the /F switch!) When the installation begins again, specify your local drive (C:\Eclaim3). The installation should proceed normally. When the installation has finished, you may then XCOPY /S (using File Manager or DOS) ECLAIM3 (which will include subdirectories) to the network drive letter. Next, change the Eclaim icons properties target and Start in path to reflect the new drive letter. You can do this by right clicking on the icon, and then clicking the shortcut tab. When the changes have been made, click on OK. Double-Click on the Eclaim icon to launch the program. Make sure you are not showing any errors or problems. When you are satisfied, you may delete the local (C:\Eclaim3) directory. Eclaim will run from your server.

6. THE PROCESS MENU

6.1. ENTITLEMENT LOOKUP

Overview

Entitlement Lookup enables the Lenovo Business Partners to determine warranty entitlement on an immediate basis in most cases. Simply enter a single machine type and model number and serial number combination or a list of machine type and model numbers/serial numbers and send the request via *ECLAIM* for immediate processing. By this time your PC must be connected to the Internet to push the Internet button. The response will indicate whether or not the machines submitted in the query are in warranty or out of warranty as of the current date.

Important Note: Entitlement Look Up provides warranty status using today (the date the lookup is performed) as the date of service. Actual Date of Service and Type of Service entered on the claim may affect Entitlement. Monitor Eclaim for Proof of Purchase (POP) messages.

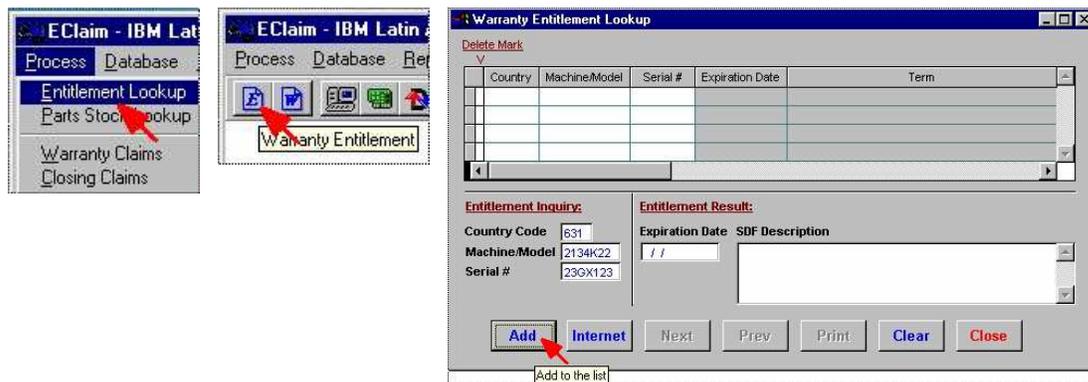
Submitting a New Entitlement Query

The Screen

After clicking on Entitlement Lookup under the process menu, the Entitlement Lookup screen appears. Note that the screen displays a large area to view entitlement inquiry results and two small areas to enter Mch/Mdl and Serial number. All three are blank at startup. The cursor appears in the Mch/Mdl box awaiting your input.

Type the Mch/Mdl number here and tab to or click on the serial number box. When you tab to or click on the serial number field, Eclaim immediately validates the model against the model master database. If the entry is invalid or not found in the Eclaim database, the model master database window will pop up prompting you to select a machine.

Once you have a valid machine in the Mch/Mdl field, you can tab to or click on the serial number field. Note that after you input the last digit of the seven-digit serial number, the ADD button is highlighted. Press <Enter> or click on the ADD button to add the entries to the Entitlement Inquiry list.



Repeat the process for each machine for which you wish to do an inquiry. If you need to remove a machine from the list simply double click on that entry.

To Submit an Entitlement Lookup Query

Once you are satisfied with the list, click on the INTERNET button. You will see progress messages indicating the various stages of your request as it is processed including; sending, performing query, receiving, and a message when is finished.

Your request will be satisfied in less than two minutes and the result downloaded back to your local system for review on an immediate basis. This result will automatically be displayed in a Browse window. When you are done reviewing the results, close the window by double-clicking the Control-menu box in the upper left-hand corner of the Browse window.

Once the Browse window is closed a pop-up window is displayed asking whether or not you want to print the results. Click **Yes** to initiate a print request which will automatically be sent to your default Windows printer.

Country	Machine/Model	Serial #	Expiration Date
631	2134K22	23GX123	///

Entitlement Inquiry:
Country Code: 631
Machine/Model:
Serial #:

Entitlement Result:
Expiration Date: SDF De:

Buttons: Add, Internet, Next, Prev

Send inquiry to EClaim Internet

Viewing the Result

The result of an Entitlement Query has a single line item for each machine submitted which displays:

- ◆ Machine type and model Number
- ◆ Serial Number
- ◆ Expiration (Date of warranty expiration)
- ◆ Warranty Description

Note: You are not required to fax a proof of purchase based on the result of an entitlement lookup. If you submit a claim and the entitlement lookup indicated a proof of purchase is

required, Lenovo will send a request for a proof of purchase when they return the Claim with the Status Rejected and the reason is “Warranty Expired”.

If you do not get a result from your entitlement lookup, or you get a response for a machine different than the one you requested, see the **Technical Support** section in this help utility.

Country	Machine/Model	Serial #	Expiration Date	Term
631	2134K22	82AA7FG	08/22/1999	Entitled.

Entitlement Inquiry:		Entitlement Result:	
Country Code	631	Expiration Date	Entitled.
Machine/Model	2134K22	08/22/1999	Phase 1: CUSTOMER CARRY IN
Serial #	82AA7FG		

6.3 WARRANTY CLAIM ENTRY SCREEN

Electronic Warranty Claim submission is one of the great features of Eclaim. Warranty claims can be entered and verified for accuracy and completion before actual submission so claims are processed and paid more quickly. Parts and model databases are automatically referenced in the Warranty Claim screen to eliminate the need for looking up a part in the catalog. For specific information on warranty claim processing, read the important considerations below and then select a Topic of interest:

Important considerations:

- The *ECLAIM* is available 7 days a week, 24 hours a day for claims submission via the *ECLAIM* Upload process.
- A rejected claim can be corrected and re-transmitted.
- All the Process Details and Rules from Lenovo in your Country, will be in a separate paper manual (Business Partner Operational Manual) that you are receiving with the Eclaim Package.

6.3.1. Warranty Claims Process Flow

Claims are entered into Eclaim, validated for correct and complete information, compressed into a transfer packet, transferred (uploaded) to Eclaim Server, processed by Lenovo, rejections and pay notifications are returned to the Eclaim board, transferred (downloaded) to Eclaim at the remote (servicer) site, and applied to the claims.

Claims are entered into the system in one of two ways:

- Claims may be entered via the data entry input screen, which is activated by selecting the **Warranty Claims** option found under the Process pull-down. Alternatively, claims may be imported directly into the system using the Import Warranty Claims option found under the Transfer Menu.

- Each claim that is entered and saved will receive either an Open or Not Submitted status:

Not Submitted claims must be edited and corrected before they are eligible for submission via the Upload process.

Open claims are eligible to be transferred via the Upload process. Submit claims via the Upload process which is found under the **Transfer** pull-down Menu. The upload process will disconnect automatically upon completion. The claims will be processed on an immediate basis and any acknowledgments will be available to download to your local system the next time you connect to Eclaim Server via Internet (Transfer Menu)

Open claims are packed together and compressed in preparation for uploading. This occurs during the upload process. Click on Internet in the Upload screen to begin the Upload transfer.

During subsequent uploads and downloads, you will pick up acknowledgments or rejections to claims. **You must perform a Download frequently to stay current with the messages from Lenovo. It is recommended that you download once per day or, at a minimum, once per week.** These responses are applied automatically. When you pull up the claim screen, note the status of the claim. If the claim is **Transferred**, acknowledgments or rejections are pending and a download should be performed. If the claim is **Acknowledged, Rejected or Paid**, an acknowledgment, rejection or paid memo may be viewed by clicking the **ACK, RJC or Paid** button at the bottom of the Warranty Claim screen. There is also a ship status field in the part section of the claim screen to indicate how the part is shipping.

6.3.2. Warranty Claim Components

A warranty claim is comprised of three key elements: Claim status, Service transaction information, and Parts used information. Each element is described below:

Claim Status

A warranty claim can be in one of several different states. A claim is either Not Submitted, Open, Transferred, Accepted, Rejected, Closed, Close/Pay, Cancel or Paid. This reflects the status of the overall claim.

Not Submitted: This status indicates that the claim has been saved with missing or incorrect data. This claim cannot be uploaded. Click on Save and View and Correct to view the reason(s) it is not ready to upload.

Open: This status indicates that the claim is correct and ready to be uploaded. You should Upload immediately.

Transferred: This status indicates a claim has been uploaded, but an acknowledgment has not been downloaded. If you have a claim with this status for more than 48hs, you need to get in contact with the Lenovo B.P. Support to report this situation.

Acknowledged: This status indicates the claim has received an acknowledgment. Part Shipping information can be reviewed as well as messages from Lenovo. Click on the ACK button for more information.

Reject: This status show that the claim has been received and rejected by AC Server. To verify the reason, you need to click on the **Reject** Button. The most common reasons for a Reject Claim are:

- Warranty not found or expired - need Proof or Purchase (POP)
How to fix?
 - Fax the POP to Lenovo (see item 8.3) and after 1 hour save the claim again and make a new upload.
- Duplicate claim in less than X days.
How to fix?
 - Call Lenovo B.P. Support to get an Authorization Code. Insert this code on the Warranty Screen (Authorization field), save the claim again and make a new upload.

Closed: This status indicates that the Business Partner fixed the Customer Machine, complete the Customer Survey, imputed the Date and Hours and closed the claim on the Closing Claim Screen.

Paid: This status indicates the claim has completed the Lenovo process. Payment amounts display by clicking the **Paid** button at the bottom of the Warranty Claim screen.

Cancel: This status indicates that the claim was canceled by Lenovo because the bad part was not returned or the part was not Bad. Remember that if you fix the machine with out change the part you will need to call Lenovo for an Authorization Code and change the type of service to Labor only Claim. In this case if you have ordered a part from Lenovo you will need to return the good part to receive the labor.

The Parts Section

Part ordering has been incorporated into the Warranty Claim screen. When you submit a Warranty Claim for Lenovo, you are also creating a part order. This part order will be processed at the same time the claim is processed. Simply enter in the parts you are replacing in the warranted machine and Eclaim will do the rest. It is important to note that a part order can be rejected while the claim is accepted. Watch for responses to your part orders in the part order status area to be sure they are being processed. A part order status of Accepted is indicated by a 1, 2 or 3 in the Status field of the parts screen. A part order status of Rejected is indicated by an 4 in the Status field of the parts screen. Part order status is available only after a claim is Acknowledged. Lenovo has a objective to spend only one part per claim. The default

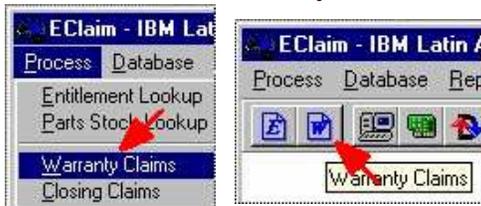
configuration for Eclaim is to allow you to order only one part per claim. If, for any reason, you need to order the second part you will need to call Lenovo B.P. Tech. Support. This feature can be changed only by the Lenovo Country Warranty Manager.

Labor Only Claims

If you can fix the Customer Machine without changing a part you can make a Labor Only Claim. To do so, you need to call Lenovo B.P. Tech. Support for an authorization code. To obtain the Authorization Code for a Labor Only claim, you need to create the Claim with the Type of Service = 03 and save the claim as Not Submitted. When you call Lenovo you need to give this Claim Number.

6.3.3 Entering Warranty Claims

The procedures to view, input, or edit a warranty claim are very similar, and are all available from a single screen. To input warranty claim information, pull-down **Process** on the Main Menu and select **Warranty Claims**.



Click on the Add button in the bottom row of the warranty claim screen. A unique claim number is automatically generated and assigned to the new claim when the claim is saved. All other fields will become blank or fill with the default information. You are ready to begin entering data:

Claim #(Provided) Eclaim generates this number and uses it as the claim number. After clicking ADD, the claim number will read NEW. When the claim is saved, a claim number will

be generated. The Claim number has 8 digits. The first four digits are your License number and the last four are the alpha-numeric sequential claim number.

Created (Provided): This is the date the claim was originally started.

Edited (Provided): This is the date the claim was last edited. Both the created and edited dates are taken from the system. **Be sure your system date is current.**

Status (Provided): This field indicates the status of the claim. For a definition of each of the different status conditions, please see **Warranty Claim Components (Item 6.3.2)**

BP I.D. (Required): This is the identification code for the Business Partner.

Location I.D. (Required): This is the identification for each location of the Business Partner where Lenovo will ship the part.

Location (Provided): The Location name will appear once the Location I.D. is filled in. This information comes from the Business Partner table (2nd Tab) which can be viewed in the Database menu.

Technician (Required): Enter the technician I.D. that performed the service. If a wrong Technician I.D. is entered, a table of Technician names and I.D. will pop up for you to choose from. **Technicians performing warranty service are required to have completed specific training on Lenovo products.**

Technician Name (Provided): The Technician name is referenced from the Technician database by Tech ID.

Location phone (Provided): The telephone number of the location where the warranty work is performed.

Mach/Mdl (Required): Enter the model number. You may browse a list of valid Model numbers by pressing “F4” or typing a partial or wrong Mach/Model number. You must enter the machine type (4 digits) and the model (3 digits) without space or any symbol, as the example bellow:

ThinkCentre – Type 8183, Model 31U

Correct – 818331U

Wrong – 8183 31U or 8183-31U

S/N (Required): The serial number of the unit is required for all warranty work. The Mach/Mdl and serial number are combined to identify the machine in the Entitlement database. Please make sure the serial number is accurately entered (7 digits).

Type of Service: (Required): Pull down the menu to choose the type of warranty service performed.

01 Default Warranty - when you change the part and receive the labor from Lenovo

- 02 Parts only Warranty - when you change the part in warranty but the Customer pay you the labor
- 03 Labor only Warranty - when you fix the Customer Machine without changing a part (You must have an authorization code from Lenovo to perform this Service)
- 04 ECA - when the Machine you are fixing has an ECA. (It will be filled automatic by Eclaim)
- 05 EasyServ Dealer - Lenovo Latin America only

Service Site: (Required): Pull down the menu to choose Carry-in or On-site

POP Date (Required): Enter the POP (Proof of Purchase) date of the unit (mm/dd/yyyy)

WO # (Optional): This field is available for those dealers who use a Work Order tracking system in conjunction with Eclaim.

ECA#(Optional): This field should be left blank unless you have performed an ECA service. If so, enter the three-digit ECA number in this field. The ECA specification and the model specified in the claim are checked for validity. If an incorrect ECA number is specified, a list of the valid ECA codes will appear from which you may select the correct one. ECA information for each machine can be found in the Machine Type/Model database under the database menu or under the ECA Table.

Customer Call/Carry-in(Required): This records the date and time the customer first reported the problem.

Part number (optional):

Click on this field and press “F4” to view a list of parts you can order to this machine or enter the part number you are replacing. If the part specified is found in the Bill of Materials for the Machine Type/Model specified, the description will fill-in in the gray window on the right while your cursor will tab to next field.

If you can order more than one part per claim, just go to the next line and type the next P/N. If you can order only one part per claim, but in this case you have an authorization code to order more parts, type in the authorization code on the authorization field and double click on the part header to open the second line.

The screenshot shows a software interface for a 'Parts Exchange Warranty Reimbursement Claim Form'. The form includes several input fields: Claim # (NEW), Created (01/24/1999), Edited (01/24/1999), Country (631), BP ID, PIMS ID, Location, Tech ID, Password, Tech Name, Mach/Mdl, S/N, POP/Fatura/MF Date, WO #, Customer call/Carry-In, and Service. Below these fields is a table with columns: Part #, Description, Sub. Part, Ship Type, and Emerg. A red arrow points to the 'Part #' header of the table. A tooltip message says 'Double Click on the Part # Header to add new Part'.

Error Codes (Required): Error codes (System+Modifier+Condition+Action) need to be entered into this field. A listing of error codes and definitions will appear if an invalid one is entered.

Fail-Code: Operating System		Fail-Code: Modifier		Fail-Code: Condition		Fail-Code: Action	
A	NOT APPLICABLE	A	NOT APPLICABLE	101	GOOD PART	A	RETURN
B	DOS	B	CONTINUOUS	102	NO POWER/POWER LIGHT	B	ADJUST
C	WINDOWS	C	INTERMITTENT	103	WILL NOT BOOT FROM HDD	C	RESEAT
D	WINDOWS NT	D	FAILS AFTER WARM-UP	104	MECHANICAL	D	NO ACTION
E	OS2	E	ENVIRONMENTAL	105	DAMAGED	E	RELOAD
F	UNIX	F	CONFIGURATION - PERIPHERAL	106	SYSTEM HANGS UP	F	CONFIGURE
G	APPLE II	G	DAMAGED	107	INTERMITTENT		
H	MACINTOSH			108	COSMETIC		

Order # (Provided): this is the Order Number from the Lenovo Parts System

Branch (Provided): this is the Lenovo Stock I.D. where the part will be shipped to you.

Ship Status (Provided): 1=24hs 2=72hs 3=Back Order 4=Rejected

Return Flag (Provided): G, if the part was returned GOOD, B if the part was returned BAD and blank if the part has not been returned yet.

Return Date (Provided): the date Lenovo received the part back.

Comments (Optional): Technician notes and comments concerning the repair may be entered here.

Enter all Customer information (Required):

The customer name, company, address, city, state, zip code and telephone number are required. Accurate information is very important to ensure customer survey data can be retrieved.

Attention to: The default for Business Partners is D.

Ship to: The default for Business Partners is D.

Authorization (Optional): If a claim and part order would normally be rejected by Eclaim, a special authorization code may be entered in this field to over-ride the validations and allow the order and claim to be processed. To obtain an authorization code you need to call Lenovo Business Partner Support in your Country.

Examples of situations where you might need an authorization code:

- 2nd part for the same machine
- order a restrict part
- receive a special Labor payment for this claim

Saving the Claim

Click on Save. The **Warranty Claims Rejection** window appears and shows whether the claim is in an accepted or a rejected state.

If Accepted, select Save As Is to save the claim.

If Rejected, select View & Correct to see the errors and close make corrections, or select Save As Is to save the claim with a Not Submitted status and correct it at a later time. Claims that are in a Not Submitted state cannot be Uploaded. The Upload to Eclaim option in the Transfer menu only selects Open claims to be transferred.

The image shows two screenshots from a software application. The left screenshot is a 'Saving Message' dialog box. It has a title bar 'Saving Message' and a close button. Inside, there is a section 'Warranty Claim Status' with two radio buttons: 'Accepted' (unselected) and 'Rejected' (selected). Below this are two buttons: 'Save As Is' (in red text) and 'View & Correct' (in blue text).

The right screenshot is a 'Warranty Claim Rejected Reasons' dialog box. It has a title bar 'Warranty Claim Rejected Reasons' and a close button. It contains several fields: 'Claim #' with value 'NEW', 'Status' with value 'Rejected', 'Date Rejected' with value '01/24/1999', 'BP ID' (empty), and 'BP Name' (empty). Below these are two sections of checkboxes. The first section is titled 'All Warranty Claims must have the following information' and includes: Country Code, BP ID, Location ID, Ship To Flag, Attention To Flag, Model #, Serial #, Type of Service, Customer Info, Attention To Name, POP Date, Call Date, Call Time, Service Site, Part(s), Service Date, and Service Time. The second section is titled 'The following information is incorrect' and includes: Country Code, BP ID, Location ID, Attention To Flag, Ship To Flag, Model #, Serial #, Type of Service, Service Site, Invalid Part #, POP Date, Call Date, Call Time, Service Date, and Service Time. Below these is a section titled 'Other Reasons' with checkboxes for: Tech Required for Depot, Invalid Tech, Password Required, Invalid Password, IBM Client Code Required, Invalid ECA #, Part incompatible with Model, Unauthorized Brand, Emergency Required, Invalid Emer., Error Code Required, Invalid Error Code, Justification Required, Invalid Just., Warranty expired, Ship-To Address, Claim Not Submitted within 30 days, Exceed 5 Parts per Claim, and Duplicated Claim within 30 days. At the bottom are two buttons: 'Other Explanation(s)' and 'Close'.

Click on Close to exit the process or, select Add to enter another Warranty Claim.

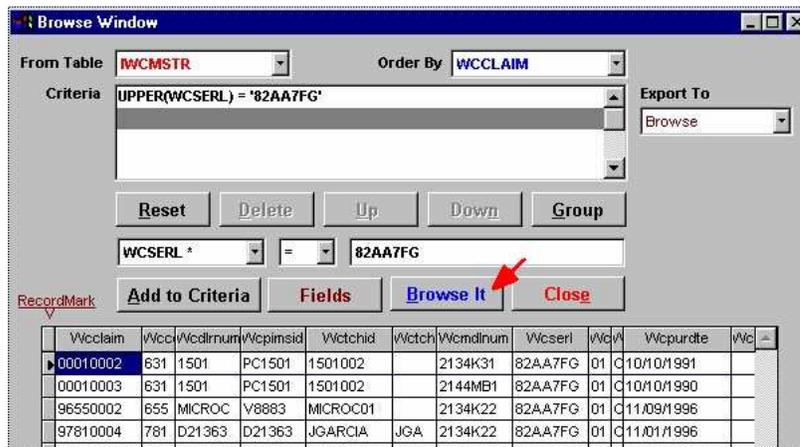
6.3.4 Editing Warranty Claims

You may add or correct information on claims in your database using the edit function as long as they have either an *Open*, *Not Submitted* or *Rejected* status. Certain fields are available for editing regardless of the status of the claims. These fields are **W.O.#**, **Failure Description** and **Comment**. You may edit a particular field by tabbing to the desired field or selecting the individual field using the mouse. **Note: Edits made after the claim has been uploaded are not seen or recorded by Lenovo, only if the claim were rejected.**

Pull down Process on the Main Menu and select Warranty Claims.

Click on Find to activate the search window. A list of claims in sequence order will appear. You can scroll through your claims using the scroll bar on the right and click twice on the claim you want to edit. As an alternative, you can also enter the claim number in the search field and Eclaim will search for the claim for you. This will prove a faster method as the number of claims on your system grows.

If you do not have the claim #, you can use the Browse function to find the claim via any other field included on the Warranty Claim Database.



You are in Edit mode by default. To edit a part line item, simply click twice on the part line that you want to edit. To edit any other field, click on the field and you will see the cursor for text editing appear.

When all edits have been completed, click the Save button. If there are no problems with the claim, the claim will be saved and the status will be changed to Open. If Eclaim sees a problem with the claim, a Warranty Claim Rejections screen will appear describing the error(s). You have the option of correcting the error immediately, or Saving as is. If the claim is saved as is with errors, the status will remain Not Submitted and will not be allowed to upload.

6.3.5 Warranty Claims Inquiry

You can view the status of a Warranty Claim just by finding the claim using the Find or Browse features. (See 6.3.4 Editing Warranty Claims). Once the claim data is in on the screen, you may edit (if the claim has an *Open*, or *Not Submitted* status), view Reject reasons or view pay information if the claim has a Paid status.

You can also verify the status of all your claim using the Warranty Claims Report on the Report Menu.

Important Note: You must perform a Download frequently to stay current with the messages from Lenovo. It is recommended that you download once per day or, at a minimum, once per week.

6.3.6 Voiding Warranty Claims

If a claim *has already been transferred* to the ECLAIM Server you must call Lenovo and they will process the void request. If a claim *has not been transferred* then it may be voided using the procedure described below.

To void a warranty claim:

Pull down Process on the Main Menu and select Warranty Claim. The Warranty Claim screen displays.

Click on Find to activate the search window. Scroll through the claims and double-click on the one you are seeking. Alternatively, enter the claim number into the search field and press Enter. If a match is found, the data for that claim will be displayed.

Click on the Delete button to remove the claim from the system. A pop-up window will appear asking **Delete selected record ?**. Click on **Yes** to void the claim. Click on **No** to keep it.

Note: You can only delete claims with the Status “Not submitted”.

6.4. CLOSING CLAIMS

This screen allows survey information and dates concerning the repair to be entered and posted against the claim.

You must close the claim after you fix the Customer Machine and return the bad part to Lenovo. **Claims not closed will not be able to be paid by Lenovo.**

To close a claim, go to the Process Menu and click on *Closing Claims*



On this screen you will need to input:

- 1) The date and hour you receive the part from Lenovo (Not valid for Labor Only claims)
- 2) The date and hour you called the Customer to pick-up the machine or when your technician finished the On-Site Service
- 3) The date and hour Lenovo Carrier pickup the BAD part; (Used in some Countries only)
- 4) The five answers from the Customer.

A screenshot of the 'Closing Claim' form. The form is divided into two tabs: 'Customer Survey' and 'Claim Information'. The 'Claim Information' tab is active, showing fields for 'Claim #', 'WO #', 'Customer Call', 'QSR Status' (set to 'Transfer'), 'Parts Received', 'Solution', and 'Carrier'. Below these fields is a 'Survey Date' field with the value '01/24/1999'. The 'Customer Survey' tab contains five questions (a-e) with radio button options for 'Very Satisfied', 'Satisfied', 'Indifferent', 'Unsatisfied', and 'Very Unsatisfied'. A 'Language' dropdown menu is set to 'English'. At the bottom of the form are several buttons: 'Find', 'Browse', 'Add', 'Save', 'Cancel', 'Delete', 'Print', and 'Close'. A red arrow points to the 'Save' button.

Lenovo recommends that you close the claim in two steps:

1st Step:

- open the closing claim screen
- click on ADD and type the claim number on the first field
- fill in the Parts Received Date and Time (you can change this information later)
- save the closing claim as "Not submitted" and PRINT the Form
- take the form to your Customer and ask him to fill in the Survey Information and sign the Closing Claim paper form. (you might leave a copy of this form with your Customer)

2nd Step:

- with the paper form filled in, you open the Closing Claim screen again
- click on find and type in the claim number
- select the claim you will finish closing
- fill in all the missing information: solution time and date and the 5 answers.
- Save the claim again and at this time the status will be “Open”
- Close the Closing Claim screen, go to the Transfer menu and make an upload to Eclaim Server

Saving as Not Submitted (1st Step)

The screenshot shows the 'Closing Claim' window with the 'Customer Survey' tab selected. The 'Claim Information' section displays: Claim # 10030041, WO # DOWNJL00002, Customer Call: 01/08/1999, 17:29, OSR Status: Not Submitted. Below this, there are five survey questions (a-e) with radio button options for 'Very Satisfied', 'Satisfied', 'Not Satisfied', and 'Very Unsatisfied'. The 'OSR Status' is set to 'Open'. A red arrow points to the 'Save As Is' button.

Saving as Open (2nd Step)

This screenshot is identical to the previous one, but the 'OSR Status' is now set to 'Open'. A red arrow points to the 'Save As Is' button.

The 'Print Closing Claim' dialog box shows 'How many Copy?' set to 1. The 'Language' dropdown is set to 'English'. At the bottom, the 'Print' button is highlighted with a red arrow.

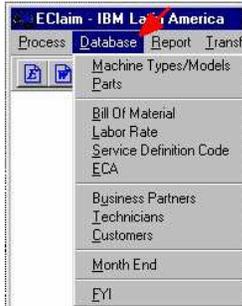
The Customer Survey is a very important Management Tool for your Business and for Lenovo. Lenovo will keep the current process to call some Customers and ask the same questions. This tool will give you the Customer Satisfaction Number for 100% of your claims.

For some Countries, the Lenovo Channels Department will ask you to print this form after is filled and ask the Customer to sign. In this case you must keep the paper form for future audit from the Channel's Supervisors. Refer to the Eclaim Warranty Process Manual for more details.

7. THE DATABASE MENU

The Database menu on Eclaim3 provides database query and display capabilities for the databases listed in the database menu.

All databases are generated and maintained by Lenovo. Updates to these databases are done periodically, and are available for downloading from the *ECLAIM Server*. The only database that is updated by you is the Customer database.



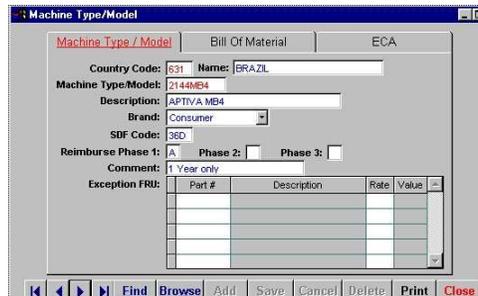
7.1. MACHINE TYPES/MODELS

The Model Master database provides display only access to product information on current Lenovo models. Use the keys at the bottom of the screen to review individually or click on browse to see a list of machines.

The Model Master screen is comprised of three screens, each of which is accessible, by clicking on the appropriate tab.

The first screen is the warranty screen, which provides important warranty information as:

- 1) Machine Type and Model
- 2) Machine Description
- 3) Machine type of Brand
- 4) SDF Code - Warranty period and conditions (See also SDF)
- 5) Reimburse - 1st, 2nd and 3rd Phase (See also Labor Rate)
- 6) Exception Parts - the parts listed on this field have a different warranty condition. They are usually parts that have only one year warranty as: Monitor, Keyboard and Mouse.
- 7) Labor Rate for these particular parts (See also Labor Rate)



The second is the Bill of Material provides a list of all the parts that are either in or compatible with that model. The third is the ECA information with that model.
(See also 7.3 BILL OF MATERIALS)

7.2. PARTS

The Parts database provides a complete listing of all current part numbers, descriptions and substitute part numbers.

To look-up parts, pull down **Database** on the Main Menu. Select **Parts**. Use the **Find** button to locate the desired part. The following information is displayed for each part:

Recuperated/Reutilize Part – Lenovo Internal use

Part Number – This is the Lenovo designated part number.

Substitute Part: The new part number if applicable

Part Description – This is a brief description of the part.

Part Return Flag – This indicates the part as scrap or returnable.

The second page on this screen can be accessed by clicking on the Where Used tag. (See also 7.4 PARTS WHERE USED)



The screenshot shows the 'Part Master' application window. It has two tabs: 'Part Information' (selected) and 'Where Used'. The 'Part Information' tab contains the following fields:

- Country Code: 631
- Name: BRAZIL
- Recuperated Part: 0
- Part #: 01K1140
- Substitute Part #: (empty)
- Part Description: Memory 64MB ECC DIMM
- Part Return Flag: Y Yes N No

Below these fields is a 'Part Usage:' section with a grid of 12 columns representing months from Jan to Dec. Each cell contains the number '0'.

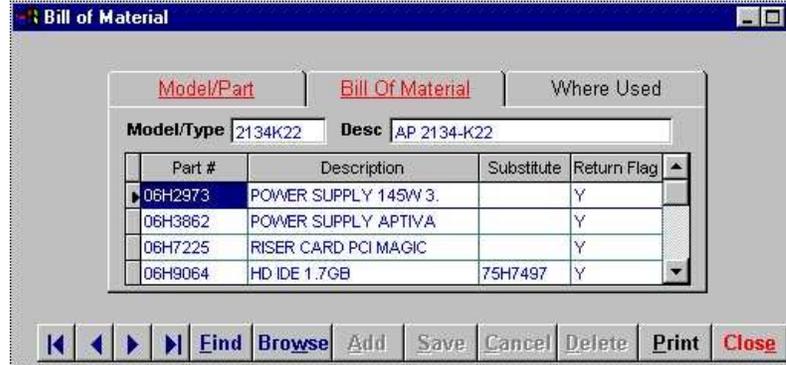
At the bottom of the window is a toolbar with buttons: Find, Browse, Add, Save, Cancel, Delete, Print, and Close.

7.3. BILL OF MATERIALS

The Bill of Materials is a specialized lookup function for Lenovo parts. By entering in the Model number, you can view every part, which goes in to or is compatible with that machine.

BOM for a specific model

Pull down **Model** on the Database Menu. Click on the **Bill of Materials** tab. A listing of all parts within the selected model displays. Using the scroll bar on the right side of the screen, find the part desired.



7.4. PARTS WHERE USED

Where Used lists an individual part number and the corresponding model(s) that use that part.

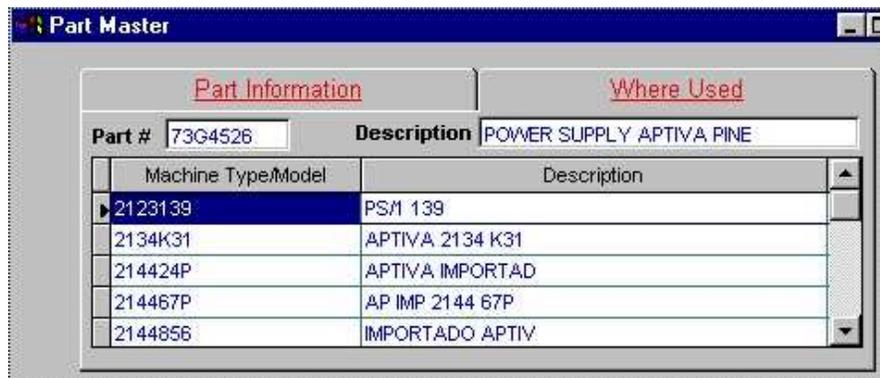
Parts where used for matching machines and models

Pull down **Database** on the Main Menu, and select **Parts**. Click on the **Where Used** tab to display the **Parts Where Used** screen.

Type in the part number that you would like to look up and press <ENTER>. The compatible models that use that part are listed below with a description of each.

Use the **Up** or **Down** arrows to individually scroll up or down the Model listing.

To exit, click on **Close**.



7.5. LABOR RATE

The Labor Rate Database has the information about how much Lenovo will pay for the service. You will see a Labor Letter and in the right side the Value for that letter. On the Machine Table you will find the letter that correspond to each phase for the machine.

Examples:

- 1) A machine that has 3 years warranty for parts and only 1 year for labor. The first phase will be filled with an On-site labor and the 2nd phase will be blank or filled with a labor rate that is equal to zero.

Labor Rate

Country Code: 114 Name: CARIB DISTRICT NORTH

Labor Code: A

Labor Value: 60.00 Tax: 0.00 Total: 60.00

Description: COMM THINKCENTRE - CARRY IN

Find Browse Add Save Cancel Delete Close

Search

Search for

Click on header to choose criteria

Rate	Description	Value	Tax	Total
A	COMM THINKCENTRE - CARRY IN	60.00	0.00	60.00
B	COMM THINKCENTRE - ON SITE	110.00	0.00	110.00
C	THINKPAD - ON SITE	110.00	0.00	110.00
D	CONS THINKCENTRE - CARRY IN	50.00	0.00	50.00
G	THINKPAD - CARRY IN	60.00	0.00	60.00
I	THINKPAD - CARRY IN	35.00	0.00	35.00
L	THINKVISION - CARRY IN	35.00	0.00	35.00
Y	PARTS ONLY	0.00	0.00	0.00

Select Cancel

7.6 SDF

The SDF table describes the various warranties.

Lenovo has many different conditions of warranty and each one has an specific three digits code, like:

Code	Phases	Description
12B	= 1 Phase	= one year on-site
12C	= 1 Phase	= one year carry-in
12G	= 1 Phase	= one year EasyServ
24C	= 1 Phase	= two years carry-in
24V	= 1 Phase	= two years on-site
36D	= 1 Phase	= three years carry-in
36Y	= 1 Phase	= three years on-site
36Q	= 2 Phases	= three years - first on-site and second and third carry-in
36M	= 1 Phase	= three years for parts and one year for labor
36Z	= 1 Phase	= three years EasyServ
LIF	= 1 Phase	= Lifetime Warranty (Network Card - OBI)

There are many others conditions but these are the most common.

The screenshot shows a 'Service Definition Code' dialog box with the following fields and values:

- Country Code: 631
- Name: BRAZIL
- SDF Code: 36Y
- SDF Phase: 1
- Total Months: 036
- Phase Duration: 036
- Description: IBM ON-SITE M-F 8-5 NEXT BUS DAY

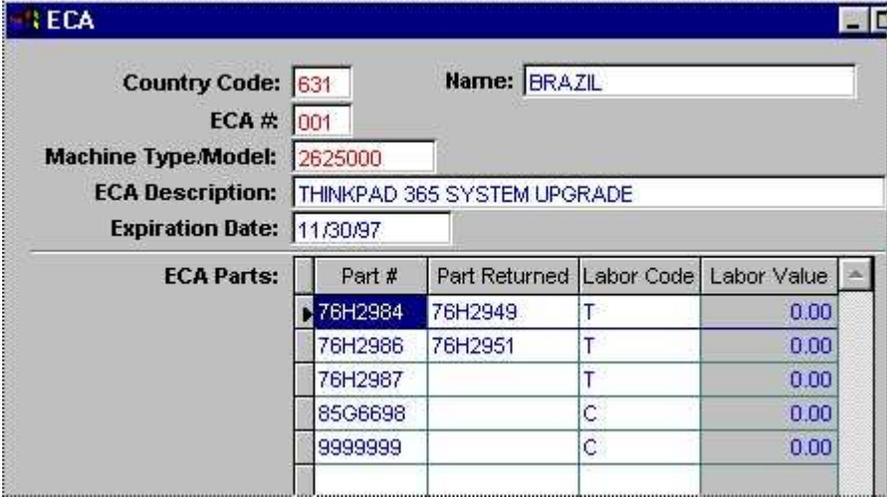
At the bottom of the dialog box, there are several buttons: Find, Browse, Add, Save, Cancel, Delete, and Close.

7.7 ECA

Engineering Change Authorization codes are created and maintained in the ECA database. These codes and their details can be viewed in this screen.

When you add a new claim, Eclaim will check if there is an ECA for that machine type and model you impute. If Eclaim find an ECA a message will popup asking you to verify the ECA details. Even the part you are ordering is not on the ECA Parts List you must verify the details because it could be a mandatory ECA. If your ECA Screen does not have the details you must look on the ECA Official Documents that Lenovo Channels Department send you frequently.

In some Countries Lenovo may pay you a different labor to service the ECA. The labor code will be displayed in the same ECA Screen.



ECA				
Country Code:	631	Name:	BRAZIL	
ECA #:	001	Machine Type/Model:	2625000	
ECA Description:	THINKPAD 365 SYSTEM UPGRADE			
Expiration Date:	11/30/97			
ECA Parts:				
	Part #	Part Returned	Labor Code	Labor Value
	76H2984	76H2949	T	0.00
	76H2986	76H2951	T	0.00
	76H2987		T	0.00
	85G6698		C	0.00
	9999999		C	0.00

7.8 BUSINESS PARTNERS

The Business Partner screen details pertinent information about the Partner such as addressing information, contact name, account status, Lenovo Channels Supervisor name and email and machines for which service is authorized. This screen allows only for viewing of this information.

On the second TAB you will find all the information about the Location and the address where Lenovo will ship the parts. (Some Countries might require the Business Partner to pickup the part at Lenovo). Some Business Partners has more than one location. Click on the Browse Button to see the others locations.

If you have more than one location, each one will have a different Location I.D.. You must use the correct I.D. when you are adding a new claim. Otherwise the part will be shipped to the wrong place.

Business Partner

BP Information | Location Information

Country Code: 631 | Country Name: BRAZIL
 BP ID: 1501 | EClaim Serial #: ILA00001
 BP Type: BP
 BP Name: RONALDO C. PEREIRA
 BP Director: KELLY VICENTE
 BP EMail:
 QTY Parts Allowed: 1 (1 - 5)
 Order Type: Cross-Ship
 IBM Supervisor:
 Supervisor EMail:

Machine Brand Authorized:

Consumer Network Printer
 CDT Lexmark Printer
 Thinkpad P.O.S/Sureone
 PC Server Relogio de Ponto
 OBI Others

BP Easy Serv: Y Eligible N No

Find Browse Add Save Cancel Delete Print Close

Business Partner

BP Information | **Location Information**

BP ID: 1501 | EClaim Serial #: ILA00001
 PIMS ID: PC1501
 User Field: MASTER
 WTAAS - Dealer - IBM Client: 392637
 Branch Office ID: POA
 Location BP Name: ACAO INFORMATICA LTDA
 Location Address: RUA EUDORO BERLINK 667
 City: PORTO ALEGRE | State: RS | Zip Code: 90450030
 Phone #: (051)333-0000 | Fax #: (051)333-8888
 Contact Name:
 Location EMail:

7.9. TECHNICIAN MASTER

This database tracks the technicians currently repairing Lenovo units. It is important to keep this database up to date. In the event a claim is reviewed, the technician may be contacted to discuss work performed and the particulars of the repair. Technician information may be added, edited or deleted from the Technician Master and only by Lenovo Employees. Units repaired by month are totaled at the bottom of the screen. This data is collected from the warranty claim master.

It is very important that you use the correct Tech I.D. when adding a new claim, otherwise you will be losing a very important information that will help you to improve your Business and Technicians performance.

Technician Master

Country Code: 631 | Country Name: BRAZIL
 BP ID: 1501 | BP Name: RONALDO C. PEREIRA
 Tech ID: 1501002
 Tech Password: Show Password
 Tech Name: ALEX ANDRADE

Technician Usage:

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
0	0	0	0	0	0	0	0	0	0	0	0

Find Browse Add Save Cancel Delete Close

7.10. CUSTOMERS

Customer information can be accessed through Customer Master under Database on the menu bar. The warranty claim processing screen includes a section to input customer name and address. The Customer Master database is provided to allow you to manage and update information about each customer in your system.

This Database is automatically updated when you create a new claim. As soon as you save the claim, Eclaim3 will add a new record on your Customer Database, including the Customer Machine and Serial Number.

To access the Customer Master screen:

Pull down **Database** on the Main Menu and click on Customers. The Customer Master Screen displays. You may browse the existing entries in the database using the Top, Prev, Next, End, Find, or Browse buttons. Click on any of the fields currently displayed to edit and then **Save** to save the changes. Also, click the **Save** button to save a new entry. **Cancel** will clear any changes made to a record prior to clicking the **Save** button.



Country Code:	631	Country Name:	BRAZIL
Customer Name:	CARLOS JUNIOR		
Company:	FORD	Machine Type/Model:	86592SY
Address:	123, FORD ROAD	Serial #:	23ZVIBM
City:	SAO PAULO	Last Claim #:	00010005
State:	SP		
ZipCode:	04009500		
Phone #:	011-262-0090		

Navigation buttons: Find, Browse, Add, Save, Cancel, Delete, Close

7.11. MONTH END

The Month End file maintenance zeros out (initializes) usage amounts in the Parts Usage and Models Usage databases. This operation should be performed at the end of each month for the next month, or at the beginning of each month for the current month.

For example, on the last working day in November, print the Parts Usage and Models Usage Reports for the month of November. Then perform a Month End operation for the month of December to clear data from last year data in the December file.

Or, in December, print usage reports for the month of December. All data entered in the month of December of the previous year is zeroed out, and all data entered since the beginning of the current month of December is automatically entered into the parts and models database files.

Before a Month End operation is performed, the Parts Usage and Models Usage Reports should be printed.

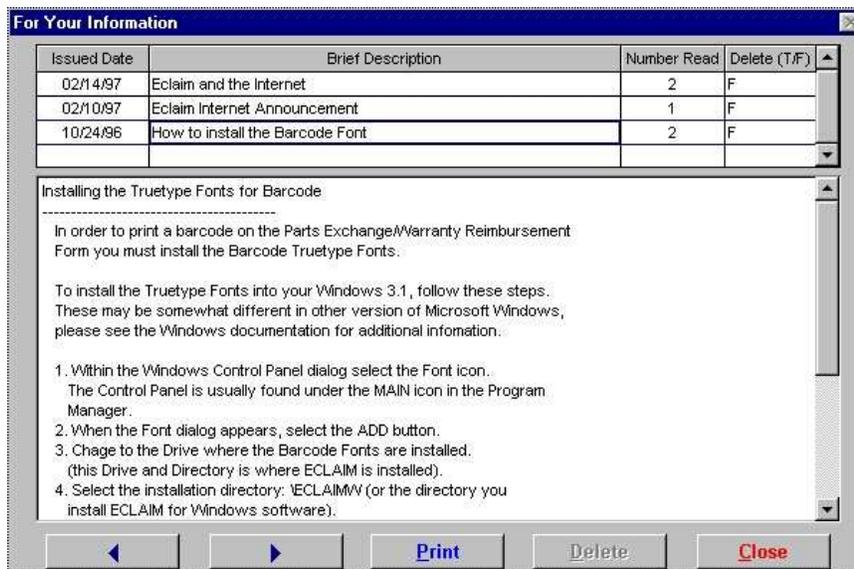
1. To perform a Month End Operation, pull down **Database** from the Main Menu and select **Month End** The Zero Usages screen appears.
2. Select the month to zero out and click on **Okay**. The screen displays a **DO IT** button. The system initializes the PRTMSTR and MDLMSTR database files for the selected month. When completed, a **Done!** message displays.
3. Click on **Quit** to return to the Main Menu.



7.12 FYI - Messages from Lenovo and Adv. Computing

Technical information and advisory notes are periodically downloaded into this area. When new messages are downloaded, a message will appear that there is a new FYI that hasn't been read. Click on this option to view the messages.

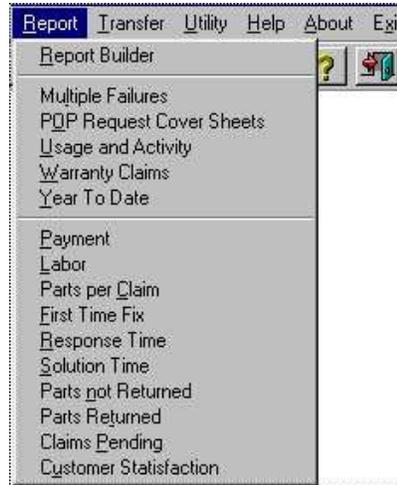
Lenovo Channels Department will use this feature to send you all the Warranty Service



Information

8. REPORTS

The Report menu allows you access to the standard reports Lenovo Eclaim provides in addition to the Report Builder. New additional reports are being designed and will be automatically added to Eclaim during a future download. If you would like to compile Eclaim data into a report format, which is not one of the standard reports, you may create your own reports using the Report Builder



8.1. REPORT BUILDER

ECLAIM incorporates a third party database query/report generator tool called FS:Query. This is a full-featured database query tool that was designed for persons who are already familiar with relational database concepts. FS:Query includes On-Line context sensitive help which you can access as you go. It is recommended that you take some time to familiarize yourself with the tool before you attempt to build your first query. You can do this by selecting the **Report Builder** option from the **Report** menu, and then clicking the **Help** button in the lower right hand corner of the main FS:Query form. This will display the main Help screen where clicking on the **Contents** button will display a listing of key terms. We encourage you to read through each of the topics to familiarize yourself with the tool before you begin using it.

See also 8.17 - *Database names and contents*

8.2. MULTIPLE FAILURES

The Multiple Failures report collects and displays information relating to the failure frequency of specific machine types. This information is compiled from the data entered into the warranty

claim screen. Many dealers may need to know how many units of a certain machine type they repaired within a certain time frame. This report is a useful tool for tracking that information.

IMPORTANT NOTE: This report does NOT show the number of times a specific unit has been in for repair. This report shows how frequently certain types of machines have come in for repair.

The Multiple Failures report compiles data from the Warranty Claim database and summarizes each machine type found, regardless of the status of the claim or the payment amount. A single occurrence or the first occurrence will not be included in the report. **This report lists those machine types which the dealer has repaired more than once.** For example, if you noticed that you repaired three Aptivas yesterday and two the day before, and you would like to know how many Aptivas were repaired in the last month, this report will show that. **Claims listed in this report do not have a direct correlation to payments being denied for a repair.** This report is designed to show trends and give the Business Partner a history of the types of machines that were repaired.

Multiple claims against the same unit may occur on occasion. Multiple claims against the same unit can be controlled by the Business Partner if complete and accurate information is recorded in the Failure Description area, the Case Number when applicable, and adherence to the WARNING messages that Eclaim may present regarding the claim.

Eclaim also provides you with pre-viewing options. If you would like to see the data Eclaim is compiling before actually printing it, you may click on View. The data appears in a report format and you may change the percent ration to see more of the page with smaller print or less of the page with larger print. **Changing the percentage in this view screen does not change the font size or the look of the report when you print it.** To exit the view screen, click on the open door icon.

We recommend that you do not modify the form. Eclaim will allow you to make changes to the format of the report. If you click on Mod Form, the form parameters appear in a graphical interface. **If you change the form, unpredictable results may occur.** The data may no longer print in a consistent format rendering the report useless. If you change the form and are unable to change it back, contact [Technical Support](#) and they may be able to help you restore the form to its original format. **Changes you make to a standard report may be overwritten in a future download.** As your Eclaim is updated, additional fields may be added to your standard reports. This will cause the form to be overwritten with new information and you will lose any format changes you have made. If you wish to have your report print in a different format, please review the [Report Builder](#). Once you are in the Mod Form section, the only way to exit without exiting Eclaim is to press your escape key.

8.3 POP REQUEST COVER SHEET

In the event that Lenovo needs to see a copy of the Proof of Purchase for a unit being repaired, a message will appear in Eclaim instructing the user to fax the POP and the POP Request Cover Sheet to Lenovo. Also, your claim status will be Reject and the reason will be “Warranty Expired”.

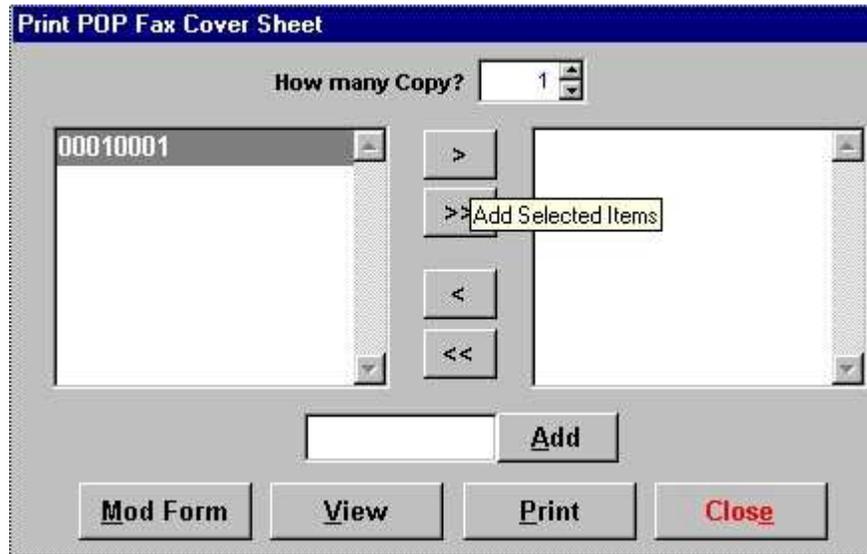
After you print the POP and fax to Lenovo, you need to find the Reject Claim on the Warranty screen, save it again and make a new upload to Lenovo, via Transfer Menu.

The POP Request Cover Sheet can be printed by clicking on this option in the report menu. The message will continue to display until the cover sheet is printed. If a fax of the POP is not received by Lenovo, the claim will not be honored and the parts will not be shipped.

Note that the window has **Available Claims** (on the left side) and **Selected Claims** (on the right side). The claims listed under **Selected Claims** are ones, which Lenovo needs to have faxed. Once these are printed, the claims are moved over to the **Available Claims side**. If the copy or the POP cover sheet is lost or destroyed before it is faxed to Lenovo, find the claim number under **Available Claims** and double-click it to move it to the **Selected Claims** side and click the print button.

You will not be able to display this feature until you have had at least one request to fax in a POP. Until then, you will see a message, which reads “You have no POPs to fax”.

Eclaim also provides you with pre-viewing options. If you would like to see the data Eclaim is compiling before actually printing it, you may click on View. The data appears in a report format and you may change the percent ration to see more of the page with smaller print or less of the page with larger print. **Changing the percentage in this view screen does not change the font size or the look of the report when you print it.** To exit the view screen, click on the open door icon.



8.4 USAGE AND ACTIVITY

This report displays information relating to machines, the usage of parts, and activity of technicians. The information contained within this report is collected from the data entered into the warranty claims. The report can be previewed by clicking on the VIEW button. The information displayed can be restricted by date range.

Before data can be seen for a given month, the month must be closed out by running the month-end option in the Database menu.

Eclaim also provides you with pre-viewing options. If you would like to see the data Eclaim is compiling before actually printing it, you may click on View. The data appears in a report format and you may change the percent ration to see more of the page with smaller print or less of the page with larger print. **Changing the percentage in this view screen does not change the font size or the look of the report when you print it.** To exit the view screen, click on the open door icon.

We recommend that you do not modify the form. Eclaim will allow you to make changes to the format of the report. If you click on Mod Form, the form parameters appear in a graphical interface. **If you change the form, unpredictable results may occur.** The data may no longer print in a consistent format rendering the report useless. If you change the form and are unable to change it back, contact Technical Support and they may be able to help you restore the form to its original format. **Changes you make to a standard report may be overwritten in a future download.** As your Eclaim is updated, additional fields may be added to your standard reports. This will cause the form to be overwritten with new information and you will lose any format changes you have made. If you wish to have your report print in a different format,

please review the **Report Builder**. Once you are in the Mod Form section, the only way to exit without exiting Eclaim is to press your escape key.

8.5 WARRANTY CLAIMS REPORT

IMPORTANT NOTE: You must run this report every day. In the end or beginning of the day. This report shows you all your claims and the current status.

The Warranty Claims Report is a summary of claim information within a certain period. When you click on this option, a window pops up prompting you for a date range. The report will include all claim data, listed by claim number, within and including the dates you specify in this window. You may also specify the number of copies you would like to print.

This report will **list all claims**, regardless of status, within the date specified. Claims which have a status “N” or “O” are claims that need to be reviewed and uploaded. Lenovo has not seen these claims yet. Claims with a status “T” are Transferred to Lenovo, but no acknowledgments have yet been received. Claims with a status “A”, “R”, “C” or “P” have messages from Lenovo regarding the claim and/or part order. **Be very concerned about claims with a status “N”, “O” and “T” as Lenovo has not acknowledged them. See WARRANTY CLAIMS** for more information regarding claims and their status. Claims that have a status “A” are acknowledged and are awaiting completion of the processing cycle. Completion is indicated by a “P”. Messages relating to this can be viewed by opening the warranty claim screen, finding the claim, and clicking on the ACK button. Claims that have a status “R” are Reject and are awaiting POP or Authorization code to be saved again and upload to Eclaim Server.

IMPORTANT NOTE: Always do a Download prior to running the Warranty Claims report. This will ensure you have the most recent information.

Eclaim also provides you with pre-viewing options. If you would like to see the data Eclaim is compiling before actually printing it, you may click on View. The data appears in a report format and you may change the percent ration to see more of the page with smaller print or less of the page with larger print. **Changing the percentage in this view screen does not change the font size or the look of the report when you print it.** To exit the view screen, click on the open door icon.

We recommend that you do not modify the form. Eclaim will allow you to make changes to the format of the report. If you click on Mod Form, the form parameters appear in a graphical interface. **If you change the form, unpredictable results may occur.** The data may no longer print in a consistent format rendering the report useless. If you change the form and are unable to change it back, contact Technical Support and they may be able to help you restore the form to its original format. **Changes you make to a standard report may be overwritten in a future download.** As your Eclaim is updated, additional fields may be added to your standard reports. This will cause the form to be overwritten with new information and you will lose any format changes you have made. If you wish to have your report print in a different format, please review the Report Builder. Once you are in the Mod Form section, the only way to exit without exiting Eclaim is to press your escape key.

8.6 YEAR TO DATE

This report displays summary payment information in a year-to-date format. This information is collected from the payment acknowledgments downloaded into Eclaim during the communication process. No information will display if the dealer has not filed any claims or has not received any payment on any claims.

Eclaim also provides you with pre-viewing options. If you would like to see the data Eclaim is compiling before actually printing it, you may click on View. The data appears in a report format and you may change the percent ration to see more of the page with smaller print or less of the page with larger print. **Changing the percentage in this view screen does not change the font size or the look of the report when you print it.** To exit the view screen, click on the open door icon.

We recommend that you do not modify the form. Eclaim will allow you to make changes to the format of the report. If you click on Mod Form, the form parameters appear in a graphical interface. **If you change the form, unpredictable results may occur.** The data may no longer print in a consistent format rendering the report useless. If you change the form and are unable to change it back, contact [Technical Support](#) and they may be able to help you restore the form to its original format. **Changes you make to a standard report may be overwritten in a future download.** As your Eclaim is updated, additional fields may be added to your standard reports. This will cause the form to be overwritten with new information and you will lose any format changes you have made. If you wish to have your report print in a different format, please review the [Report Builder](#). Once you are in the Mod Form section, the only way to exit without exiting Eclaim is to press your escape key.

8.9 PARTS PER CLAIM

This report reflects information pertaining to the performance of the Business Partner. This report will inform the average of how many parts you've used per claim. It is very important that your average stay very close to 1.0. That means you've spend only one part per claim as average.

This is a very useful tool for your Business Control and Performance.

8.10 FIRST TIME FIX

This report track how many times you've fixed the same serial number from the last 30 days. This is a very important report that you can measure the quality of yours Technicians. It is very important that your average stays close to 100% what means that you did not fix any machine more than one time on the last 60 days.

This is a very useful tool for your Business Control and Performance.

8.11 RESPONSE TIME

This report displays information relating to the response time of your claims. The Response Time is the period (in hours) between the time the Customer called you for service and the time you start to service the machine. If the type of service is Carry-in, it will demonstrate the period between the time the Customer left the machine with you and the time you start to service de machine.

This is a very useful tool for your Business Control and Performance.

8.12 SOLUTION TIME

This report displays information relating to the solution time of your claims. The Solution Time is the period (in hours) between the time the Customer called you for service and the time you finished the service. If the type of service is Carry-in, it will demonstrate the period between the time the Customer left the machine with you and the time you finished the service.

This is a very useful tool for your Business Control and Performance.

8.13 PARTS NOT RETURNED

Defective parts not received back by Lenovo will be displayed in this report. In some Countries this report will not be available on the First Release. Please contact your Channels Department for more details.

8.14 PARTS RETURNED

Defective parts received back by Lenovo will be displayed in this report. In some Countries this report will not be available on the First Release. Please contact your Channels Department for more details.

8.15 CLAIMS PENDING

This report will show all the Claims that are Pending, POP that needs to be printed, Parts that needs to be returned.

The claims will be displayed in different Action Tabs according to the reason of pending.

8.16 CUSTOMER SATISFACTION

This report displays information relating to the Customer Satisfaction Survey of your claims. It displays the average for the period and brand you choose for the 5 questions of the Customer Survey.

This is a very useful tool for your Business Control and Performance.

8.17 Database Names and Contents

Many of the database names will indicate the type of data they contain. For example, MDLMSTR.DBF is the model master database. All database files that the user will want to query are located in the DATA directory. Warranty Claim information is stored in the IWCMASTER.DBF database and in the IWPARTS.DBF database. All databases are inside DATA directory.

Follows are the list of the most important Eclaim3 Database Names and Contents:

Process Menu

1) Warranty Claim Screen Database - IWCMASTER.dbf

Field Name	Data Type	Size	Description
wclaim	Text	8	Claim number
wccountry	Text	3	Country Code
wcdlnum	Text	6	Business Partner ID
wcpimside	Text	6	Location or PIMS ID
wctchid	Text	8	Technician ID
wctchpsw	Text	4	Technician Password - Optional
wcmdlnum	Text	7	Machine Type and Model
wcserl	Text	7	Machine Serial Number
wctypesrvc	Text	2	Type of Service (01 to 07)
wcsrvsite	Text	1	Service Site (on-site or carry-in)
wcpurdate	Date	Fixed	Machine Purchase Date (Date the customer bought the Machine)
wcwonum	Text	12	B.P. Work Order Number (Optional)
wcibmcli	Text	6	Lenovo Customer Number (For PSS C.E.'s Only)
wceca	Text	3	ECA Number
wccalldate	Date	Fixed	Customer Call Date
wccalltime	Text	5	Customer Call Hour
wcperfdte	Date	Fixed	Date when the B.P. started to service the Machine
wcperftime	Text	5	Hour when the B.P. started to service the

			Machine
wcsoludte	Date	Fixed	Solution Time (Display Only)
wcsolutime	Text	5	Solution Time Hour (Display Only)
wccardte	Date	Fixed	Carrier-Transportation Date (Display Only)
wccardtime	Text	5	Carrier-Transportation Hour (Display Only)
wcrecvdte	Date	Fixed	Parts Receive Date (Display Only)
wcrecvtime	Text	5	Parts Receive Hour (Display Only)
wccomment	Memo	Fixed	Comment- open field
wcshptyp	Text	1	Alternative Address (PSS C.E.'s Only)
wcattnto	Text	32	Alternative ATTN to (PSS C.E.'s Only)
wcdropship	Text	1	Not in use
wcaucode	Text	4	Authorization Code
wcstatus	Text	1	Claim Status N=Not submitted, O=open, A=ack, R=Reject, C=Closed, P=Paid, T=Transfer
wcpdte	Date	Fixed	Date the claim was created
wctdte	Date	Fixed	Date the claim was edited
wctransfer	Date	Fixed	Date the claim was transferred
wcupdated	Date	Fixed	Date the claim was updated
wcbpserial	Text	8	B.P. Serial Number
wctype	Text	1	Type of claim (Not in use)
wcamount	Numeric	9,2	Labor Paid
wcenddate	Date	Fixed	Warranty end Date
wcphase	Text	1	Phase of the Machine (1 or 2)

2) Customer Database - ICSTMSTR.dbf

Field Name	Data Type	Size	Description
Cstcountry	Text	3	Country Code
Cstname	Text	32	Customer Name
Cstcompany	Text	32	Customer Company Name
Cstaddress	Text	32	Customer Address
Cstcity	Text	15	Customer City
Cststate	Text	2	Customer State
Cstzip	Text	8	Customer Zip code
Cstphone	Text	14	Customer Phone
Cstmdlum	Text	7	Customer Machine Type and Model

Cstserial	Text	7	Customer Machine Serial Number
Cstclaimno	Text	8	Claim Number
Cststatus	Text	1	Application Use

3) Parts used on the Warranty Claim Screen - IWPARTS.dbf

Field Name	Data Type	Size	Description
wcclaim	Text	8	Claim Number
wclinum	Text	1	Parts Line Number
wcprtnum	Text	7	Part Number (FRU)
wcsubpart	Text	7	Substitute Part Number
wccrossch	Text	1	Type of Shipment (Display Only)
wcemergenc	Text	1	Emergency Code (Default = A)
wcfailcode	Text	6	Failure Code
wcjustcode	Text	3	Justification Code (From the country table)
wcorder1	Text	6	PIMS order number
wcbranch	Text	4	PIMS Branch office
wcpstatus	Text	1	PIMS Parts status
wcorddate	Date	Fixed	PIMS Order date
wcordhour	Text	5	PIMS Order hour
wcscrapret	Text	1	Parts Return Flag
wcretudate	Date	Fixed	Parts Return Date
wctype	Text	1	System use

4) Closing Claim Database - IQSRMSTR.dbf

Field Name	Data Type	Size	Description
wccountry	Text	3	Country Code
wcclaim	Text	8	Claim Number
qsrdate	Date	Fixed	Closing Date
q1	Numeric	1	Answer for Question 1 (1 to5)
q2	Numeric	1	Answer for Question 2 (1 to5)
q3	Numeric	1	Answer for Question 3 (1 to5)
q4	Numeric	1	Answer for Question 4 (1 to5)
q5	Numeric	1	Answer for Question 5 (1 to5)
language	Text	10	Language (English, Spanish, or Portuguese)
qsrstatus	Text	1	Closing First Status

laststatus	Text	1	Closing Second Status
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Database Menu

1) Machine Table - MDLMSTR.dbf

Field Name	Data Type	Size	Description
Mdlcountry	Text	3	Country Code
Mdl_model	Text	7	Machine Type and Model
Mdl_desc	Text	30	Machine Description
Mdl_brand	Text	2	Machine Brand
Mdl_sdf	Text	3	Machine SDF Code
Mdl_reim1	Text	1	Machine Labor Rate 1st phase
Mdl_reim2	Text	1	Machine Labor Rate 2nd phase
Mdl_reim3	Text	1	Machine Labor Rate 3rd phase
Mdl_except	Text	20	User field
Mdl_active	Text	1	Application Use

2) Parts Database - IPRTMSTR.dbf

Field Name	Data Type	Size	Description
Prtcountry	Text	3	Country Code
Preprtnum5	Text	1	Reutilize Parts Flag
Prtnum	Text	7	Part Number (FRU)
Prtsubtopn	Text	7	Substitute Part Number
Prtdesc	Text	25	Part Number Description
Prtfru	Text	1	Part Number Return Flag (Y or N)
Prtstatus	Text	1	Application Use

3) Bill of Material Database – iMDLPRT.dbf

Field Name	Data Type	Size	Description
mdlcountry	Text	3	Country Code
mdl_model	Text	7	Machine Type and Model
mdl_prtnum	Text	7	Part Number
mdlprflag	Text	1	Application Use

4) Labor Rate Table - iRATECOD.dbf

Field Name	Data Type	Size	Description
ratecountr	Text	3	Country Code
ratecode	Text	1	Labor Rate Letter

ratevalue	Numeric	9,2	Labor Rate Value
ratedesc	Text	30	Labor Rate Description
ratestatus	Text	1	Application Use

5) Business Partner Table - Location(s) Information – iBPLOC.dbf

Field Name	Data Type	Size	Description
locountry	Text	3	Country Code
lobpid	Text	6	B.P. I.D.
lopimsid	Text	6	PIMS I.D. / LOCATION ID
louserfi	Text	10	User field
loibmcli	Text	6	Lenovo Client Code (Brazil Only)
lobranch	Text	4	PIMS Branch Office Code
lobpname	Text	32	Location Name
loaddress	Text	60	Location Address
locity	Text	15	Location City
lostate	Text	2	Location State
lozipcode	Text	8	Location Zip Code
lophone	Text	14	Location Phone
lofax	Text	14	Location Fax
locontact	Text	32	Location Contact Name
loemail	Text	32	Location Email
lostatus	Text	1	Application Use

6) Technician Table – iTCHMSTR.dbf

Field Name	Data Type	Size	Description
tchcountry	Text	3	Country Code
tchbpid	Text	6	B.P. I.D.
tchid	Text	8	Technician I.D.
tchpsw	Text	4	Technician Password
tchname	Text	32	Technician Name
tchstatus	Text	1	Application Use
tchusg1	Numeric	4	Number of claims for this tech. in Jan
tchusg2	Numeric	4	Number of claims for this tech. in Feb
tchusg3	Numeric	4	Number of claims for this tech. in Mar
tchusg4	Numeric	4	Number of claims for this tech. in Apr

tchusg5	Numeric	4	Number of claims for this tech. in May
tchusg6	Numeric	4	Number of claims for this tech. in Jun
tchusg7	Numeric	4	Number of claims for this tech. in Jul
tchusg8	Numeric	4	Number of claims for this tech. in Aug
tchusg9	Numeric	4	Number of claims for this tech. in Sep
tchusg10	Numeric	4	Number of claims for this tech. in Oct
tchusg11	Numeric	4	Number of claims for this tech. in Nov
tchusg12	Numeric	4	Number of claims for this tech. in Dec

7) SDF Table – iSDT.dbf

Field Name	Data Type	Size	Description
sdfcountry	Text	3	Country Code
sdfcode	Text	3	SDF Code
sdfphone	Text	1	SDF phase (1 or 2)
sdfittmon	Text	3	SDF Total of month
sdfphmon	Text	3	SDF Phase total of month
sdfdesc	Text	50	SDF Description
sdfstatus	Text	1	Application Use

9. TRANSFER MENU

The Transfer Module provides all the facilities necessary to communicate electronically with the Eclaim communication server. There is also a facility provided to import and export warranty claims from a 3rd party application (other than *ECLAIM*). Pull down the Transfer menu from the Electronic Services Menu to select the desired option as shown below:



9.1 Upload/Download From Eclaim

The Download module performs the following IMPORTANT functions:

- Automatically updates the Model Master with new products released by Lenovo.
- Automatically updates the Servicer Master.
- Automatically updates the Parts Master when new parts are added by Lenovo.
- Automatically updates the Bill Of Materials Master when new models are added by Lenovo.
- Automatically updates the Parts Where Used Master when new models are added by Lenovo.
- Automatically updates the status of all **Transferred** claims once they have been reviewed by Lenovo and applies reject and accept messages.

Important Note: You must perform a Download frequently to stay current with the messages from Lenovo. It is recommended that you download once per day or, at a minimum, once per week.

All of these actions are performed automatically when you initiate the dial out (identical to the process performed during the Getting Started session). No additional user intervention is required. However, at the completion of a download session, you may be prompted to run **the Update Structures (See also 9. 5 Update Structure)**

Upload/Download Procedure

Before anything, you need to connect to the Internet via your Internet Service Provider

1. Pull down the menu from Transfer and select Upload/Download from *ECLAIM* .

2. **Click on the INTERNET button.** Eclaim and Windows 95 work together to use your service provider and access the Internet. Once you are on the web, Eclaim specifies the Internet address of the Eclaim server and passes information to it, and retrieves information from it. When all the information has passed, Eclaim decompresses retrieved files just as before. Since many service providers maintain a connection to their service provider throughout the day, **Eclaim will not disconnect from your service provider. If you wish to disconnect, you must do so manually.**
3. Occasionally you will see a message window indicating that you just downloaded new Data Structure Files. When you see this message there are some additional steps required (9.5).
4. You may also see a message window indicating that you just downloaded new *ECLAIM* modules. This is our method of delivering updates to your *ECLAIM* software application. If you do see this message, simply exit *ECLAIM* and then restart the program so the new changes will take effect.
5. When Eclaim finish the Download process, the Download Screen will close automatically.
6. Eclaim will also send any claims that were in Open status

The final step of the upload/download process will be to switch the status of all of the **Open** claims to **Transferred**. They will remain in that state until a subsequent connection is made and acknowledgments are downloaded.

9.3 EXPORT

Claim data may be exported in an ASCII format. If you wish to use your Eclaim data in another database or application environment, we recommend you export your claim data to ASCII using this utility. **Do not use or open Eclaim Databases for any reason using an application other than the ones provided by Electronic Data Systems (EDS).** These files can be easily corrupted and disordered when not using Eclaim. Export your data and use the Exported files for browsing and manipulation.

Export Procedure.

1. Click on Transfer, Export
2. On the Export Screen, click on PICK TABLE
3. Choose the Table you want to export. Example: Warranty Master – iWcMstr
4. On Expression, you can choose a field for a search criteria
5. On Fields, you can choose which fields you want to export
6. On Export Type, you can choose the file format or Browse to display on the screen.
7. On Export, you run the query.



9.5 Updating Data Structure

When new files are downloaded, sometimes you will find that new data structure files are downloaded as well. To allow *ECLAIM* to operate properly, these data structure files must be updated.

If new data structures were downloaded, you will not be able to use Eclaim3 again until you run the Update Structures. This is the warning message you will receive from Eclaim3:



Once you have followed the procedures for downloading database files, *ECLAIM* will display a dialog box that asks you to exit the program and run the **Update Structures** program. This program is found in the ECLAIMW Program Group or where you designated your *ECLAIM* program to be.

Before running the update structures program, ensure that you are the only current user of *ECLAIM* (i.e. no network users).

Procedure.

1. Exit *ECLAIM*.

2. Double-Click on the **Update Structures** icon on your Eclaim3 Win95 Folder or on your Win95 Explorer, click on Eclaim3 folder and ilaupdt.exe. The program will automatically update all the data structures files.
3. After the update, you may get a dialog box that asks you to repeat the download procedure. The program bases this requirement on the current status of your *ECLAIM* program. If you get this message, exit the **Update Structures** program, restart *ECLAIM*, and repeat the download procedure. *If you were prompted to run the update structures, then you should do another download.*
4. When all downloading is complete, you may be prompted to exit and restart *ECLAIM* so that all new changes will take effect.

10. THE UTILITY MENU

The Utility Menu allows access to various functions, which will need to be performed or reviewed periodically. Some of the options within the Utility menu can change the way Eclaim collates, compiles and updates databases. We recommend that access be restricted to the administrator and/or senior level users.

Important Note: Maintenance

Eclaim requires regular maintenance to ensure stable operation. On a weekly basis, we recommend doing the following prior to using the “Fix Damaged Tables” or “Pack and Reindex” options on the Utility menu.

- 1) Close all sessions of Eclaim (local and network).
- 2) Perform a complete backup of directory c:\eclaim3
- 3) Look for temp files that have accumulated on your hard drive and remove them. Here are some of the examples:

Directory

C:\acsubmfg\acsubmfg\submfg\data

C:\acsubmfg\acsubmfg\submfg\data

C:\temp

C:\windows\temp

C:\windows\temporary internet files

File types

Files with extensions .adx, .tmp, .txt, wk1 y .xls

.dbf and .cdx files whose filename is all numbers (ex. 00346588.dbf o 02865345.cdx)

Delete all contents

Delete all contents

Delete all contents

After this maintenance is completed, 10.1 and 10.2 can be performed



10.1 FIX DAMAGE TABLES

This utility will restructure damaged files. If you receive the message **Unable to open...** or **Table not ordered** or any message, which indicates that Eclaim, is unable to access the data in a table, index or database file, you may click on this option and all Eclaim files will be reviewed and repaired as necessary.

Only the Business Partner Eclaim Administrator should be able to run this utility.

10.2 PACK AND REINDEX

Database applications, such as Eclaim, create index files for the databases used in the application. Periodically, these indexes become disordered, log duplicate records, or become inaccessible. Eclaim includes a utility to reorder tables and reindex databases whenever this occurs. Selecting Pack and Reindex will never harm your databases or your computer. You may choose to Pack and Reindex whenever you are prompted to do so by Eclaim, or whenever you see duplicate records in your databases. Pack and Reindex may not rectify all indexing problems. If a problem persists after you have tried to Pack and Reindex, contact **Technical Support**

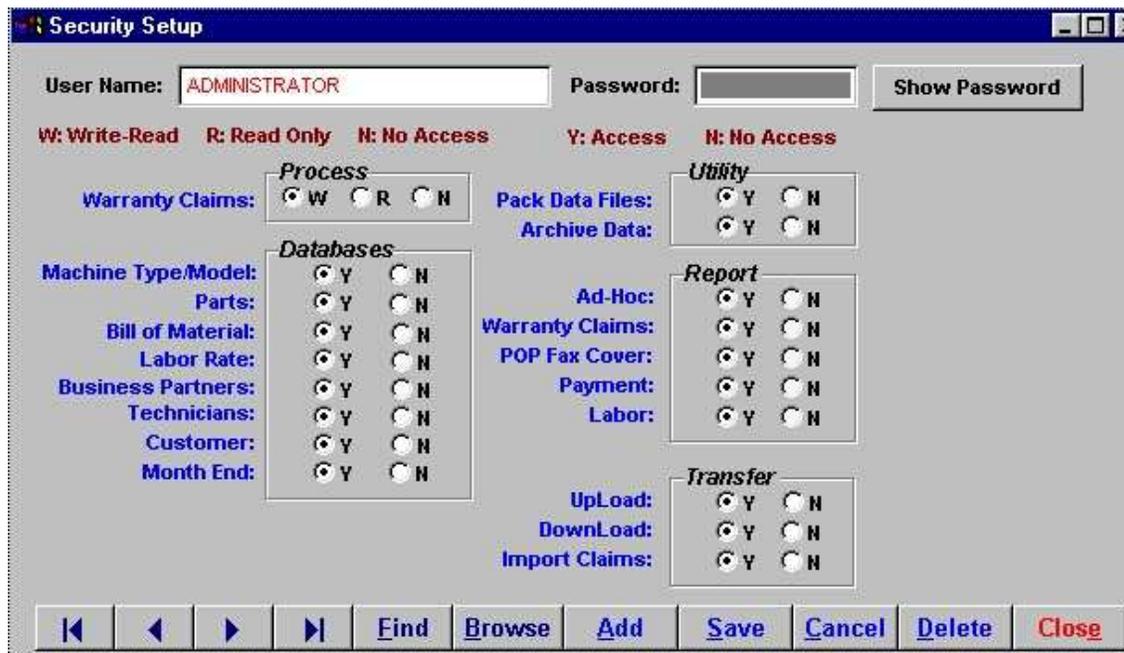
Only the Eclaim Administrator in your company should be able to run this utility.

10.3 SECURITY SETUP

This feature allows the administrator to create users login names and passwords. Only the Eclaim administrator **logged in as Administrator** will have access to this feature.

To add a user to the Eclaim system, click the add button. Click on the User Name Box and type in the user name. Tab to or click on the Password box and type the password. Be sure to check each section for which the user will need access. Click on save and close to exit the screen.

Periodically, Eclaim is updated with new features. When these features are released, they will be downloaded to your Eclaim without access rights. To access these new features, you will need to go into the security setup screen and give each user rights to that option.



10.4 VERSION CONTROL

This feature displays the version name and control number for each of the Eclaim databases. **These numbers should never be changed by the user unless the user is under the direction of Technical Support.** These numbers control the synchronization of the Eclaim at the local level and Eclaim at the manufacturer. Modifying these numbers can have unpredictable and potentially disastrous results.

10.5 HELPFUL HINTS

During the installation and use of Eclaim, you may experience some conflicts between the software and various components of your system.

Another service Technical Support provides is rebuilding damaged or corrupted databases. If your *Eclaim* databases become damaged due to a power loss, server crash or other reason, there is a good chance we can help you recover them. Eclaim now contains routines, which may repair damage data files. In the instance where these routines to correct the problem, Eclaim also has automated the compression and upload of damaged files to Electronic Data Systems (EDS) for analysis. In this instance, call **Technical Support** and advise them of your situation.

Eclaim is a dynamic database and communications software package. Databases and application files are being constantly updated through the download utility. **You should be doing a download at least once a week to keep your databases and application files current.** We do not send out updates by mail. The system is updated automatically during the download process. As a result, you will not want to attempt using the diskettes again for subsequent installations or re-installing *Eclaim* once you have successfully completed a download.

As the data collected by *Eclaim* will be very valuable to you, and Lenovo requires you to keep these records for three years, we recommend that you back up the Eclaim3 subdirectory and all the subdirectories below it on a regular basis. The rule of thumb for frequency would be to do a back up after each upload if you upload less often than once a day, or, back up daily if you upload at least once a day. In any event, if you have to restore from a backup, call **Technical Support** and we will verify that your databases are in sync with ours. Unpredictable results can occur if databases become out of sync. You will not be able to get all your *Eclaim* on a single diskette as there will be anywhere from 8 to 10 megabytes of uncompressed data in the files. You will probably want to use a tape back-up system to insure reliability.

11. TECHNICAL SUPPORT

The First Level Support for Eclaim Software is the Lenovo Business Partner Technical Support from your Country. If they need assistance the Second Level Support will be contacted.

Please refer to your Lenovo Process Manual for more details.

See also item 4 The Top Twenty Questions About Eclaim