



Warranty & Services

User Manual

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1 WARRANTY

1.1 Credential Login

To access the warranty and service modules, users must log in using the LesoSCM system. Eligibility accounts cannot be shared with others. Each user must have their own username and password. The purpose is to ensure that we are able to detect any problems that may occur and the integrity of the data in the future.



Supply Chain Management

LESO - Supply Chain Management System

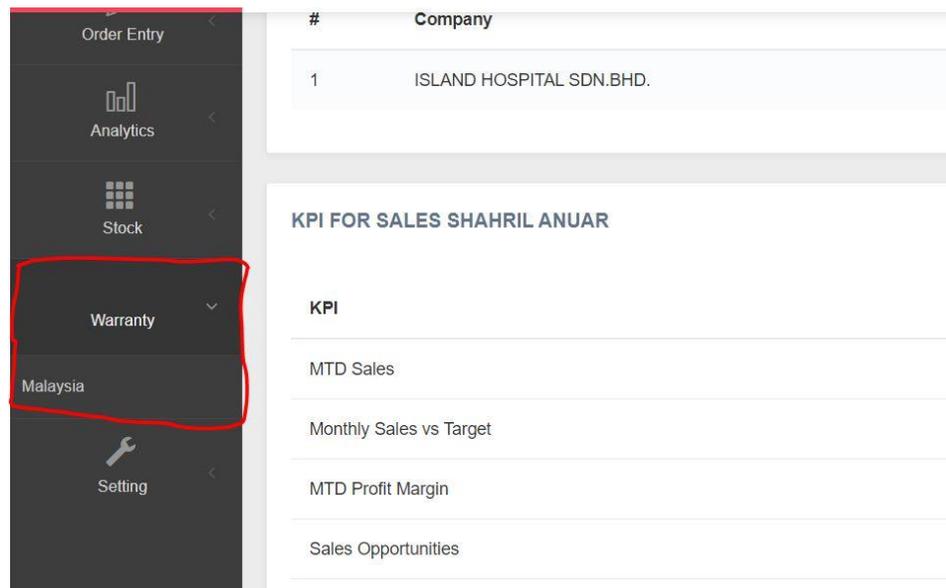
Username

Password

SIGN IN

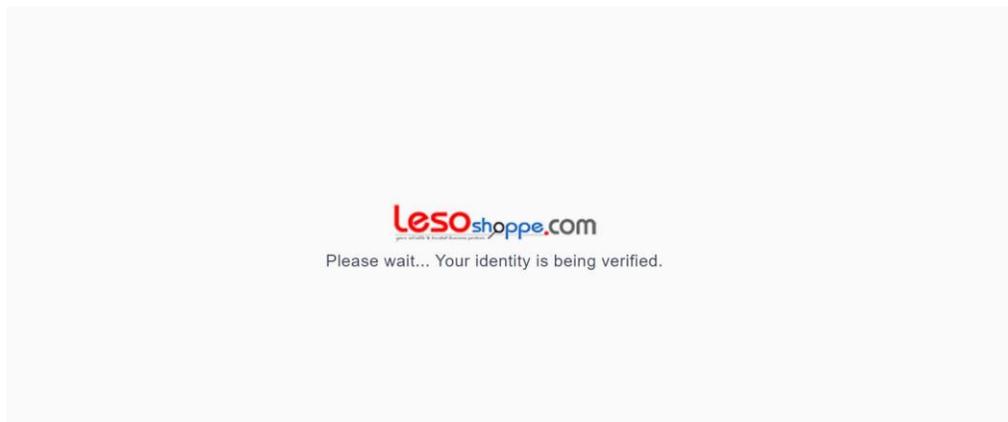
A) Visit LesoSCM url <https://www.lesoscm.com/> . Enter username and password. If forgot your username and password, please contact administrator.

1.2 Warranty Menu



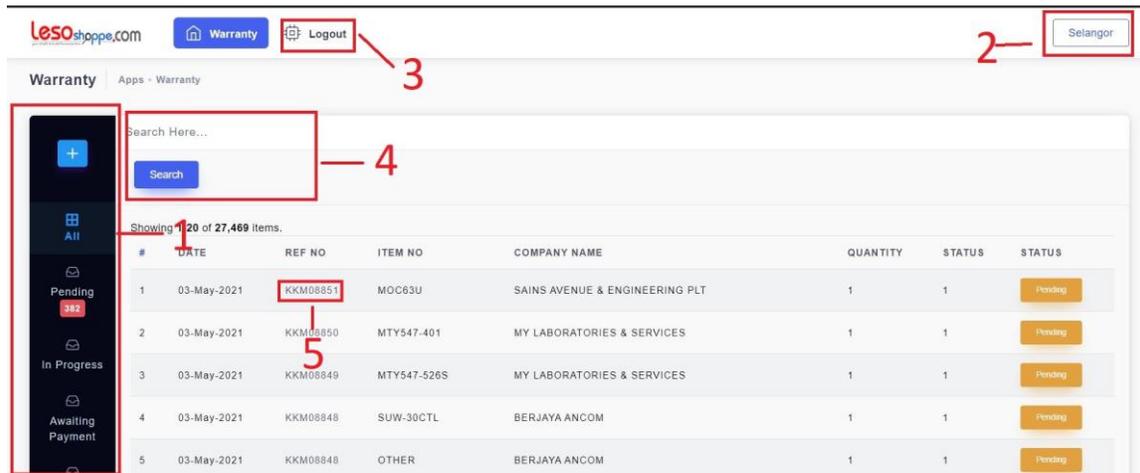
A) Find warranty menu at the left sidebar and click **“Malaysia”**. If not found or face any type of errors, please contact administrator.

1.3 Authentication



The system will show a new page and perform some identity verification. If this process fail, go back to LesoSCM system and update your email at profile section. After update your profile, repeat as in point 1.2. Else, contact administrator.

1.4 Warranty Panel



If verification process is successful, system will redirect to the warranty panel like picture above.

1. Status Warranty
2. Switch Leso branch. Now only Malaysia branch available. Only specific user can use this feature. For instance, user from Leso KL / Selangor want to view invoice and warranty information at Leso JB, just click the button and choose Leso JB. If error message "**Access Denied!**" shown on the screen, this means that user is not allowed to access Leso JB section. If the user has a need to access other branches at this warranty module, it is necessary to contact the administrator to activate it.
3. Logout. Click logout if the user wants to end the login session. To login back at this module, user need to login using LesoSCM system as in point 1.1.

4. Search. User may find specific information by using search bar. Just enter invoice number or company name or etc and click search button. The system will show the data if it is found at the database.
5. View. Click invoice number if want to view the information. The system will trigger this invoice is already updated the warranty or not. If not, the system will show a form to update the serial number and warranty period. If yes, the system will show invoice information and warranty details.

1.5 Forms

The screenshot shows the 'Add Warranty' form in the LesoShoppe system. The form is titled '# Delivery Information' and includes several fields and buttons. A red box highlights the 'Consignment Number **' field with a red arrow and the number '1'. Another red box highlights the 'Click Here' link under the 'Customer PIC **' field with a red arrow and the number '2'. The form also shows a 'Brand SHIMADZU' field under '# Warranty & Serial Number'.

1. Enter delivery information. A symbol asterisk (**) is compulsory.
2. Create new person in charge (PIC) if PIC name not available in the list. Please see at point 1.7 for more details.

1.6 Serial Number

Warranty & Serial Number

Brand SHIMADZU
Item code MOC63U
Quantity 1

Have serial number? **

Yes

#1

Serial Number ** Warranty Period ** Product Type **

Enter Serial Number -Please select warranty period- -Please select product type-

Status **

Enter serial number, warranty period and product type. These parameters is based on total quantity of the item code. For instance, if the quantity for the item code MOC63U is 5, user needs to fill in 5 serial numbers. All parameters is compulsory. If the item does not have serial number, user must choose **“NO”** at the **“Have serial number?”** field and only fill in warranty period and product type.

Warranty & Serial Number

Brand SHIMADZU
Item code MOC63U
Quantity 1

Have serial number? **

No

Warranty Period **

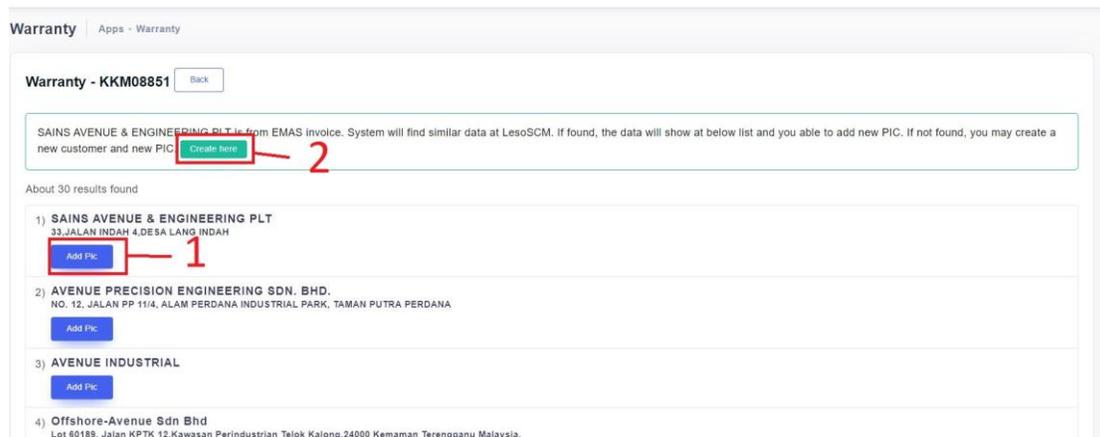
-Please select warranty period-

Product Type **

-Please select product type-

Status **

1.7 Company Name List



If PIC name not available in the PIC list (point 1.5), user may click “Click here” button to add new PIC name. The system will redirect to new page like figure above. The company name at warranty form is from EMAS invoice and at this page, the system will list all the similar text (company names) from LesoSCM. Because, some company name from EMAS software not tally or not match with the data from LesoSCM. For instance, in EMAS invoice the company name is TOP GLOVE INTERNATIONAL SDN BHD (HQ), but the data from LesoSCM is TOP GLOVE INTERNATIONAL SDN BHD. This is the reason why the PIC name not appear at the warranty form. Therefore, user need to choose which company name or address is same with the physical invoice by clicking “Add PIC” button.

1. Add PIC. Click add PIC to add a new person in charge.
2. Create new customer / company name and new PIC.

1.8 Create New or Choose Existing Data

Warranty | Apps - Warranty

Warranty - KKI11051 - TOP GLOVE INTERNATIONAL SDN BHD

#Add new PIC

Name ** Email **

Mobile No.

Tel No.

List PIC

#	Name	Email	Mobile No.	Tel No.
1	Jess Tan	sxtan@topglove.com.my		
2	Jenny Goh Yuen Nee	YNGoh@topglove.com.my		
3	Ms Lye Suet Fui	sfiye@topglove.com.my		
4	Kenzie	xileo@topglove.com.my		
5	Nor Syamimi	nor_syamimi@topglove.com.my		

You may click PIC name to update at warranty form or create a new one.

1. Click PIC name to update at warranty form
2. Create a new PIC name if PIC not exist at the table list.

1.9 View Invoice and Warranty Details

Warranty | Apps - Warranty - KKI11016 - ERC-30RIBBON

KKI11016
ERC-30RIBBON

View Warranty

Search Here...

Invoice information

Date	04/17/21
Invoice No.	KKI11016
Item No.	ERC-30RIBBON
Company Name	TECHNOMEJI RUBBER SDN BHD
Quantity	10
Selling Price	24.50
Total Amount	245.00
Agent	JORDAN
Payment Number	MY40371894659

Search Here...

Consignment Number MY40371894659

Delivery Date 2021-04-19

Delivery Mode / Courier Type GDEX

Status Invoice

Warranty Details

SERIAL NUMBER	WARRANTY PERIOD	PRODUCT TYPE
	No Warranty	Consumable