
MAX Warranty Processing

Purpose: the purpose of this application is to automate the processing of Warranty related tasks.

Installation: Run Setup from the InstallProdWar.Zip and follow the prompts.

Copy the following MAXUpdate files into the INSTALLED TO folder or make them available from a search path:

MAX DLL

MAXEXEC2 DLL

MAXBTRV2 DLL

MAXORDR2 DLL

MAXTRAN2.DLL

These files will be installed by the MAX Client Setup routine in \MAX\MFW2 and will reside on the server in \EXACT\MAX\NET\UPDATES\MFW2. As MAX is updated it is important to also update the files that are used by this application.
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Setup: The application will use current MAX Data Source that is in the registry. The data source can be changed temporarily from the settings form.

Settings:

This form is used to identify the ODBC Data Source for MAX and to enter defaults for the RMA Stock ID and a GL Ref for Receipts to stock.

Main Form:

MAX Warranty Processing

Maintain Product Codes:

PartID	PCode	PmDEST_01
11000	04	Computer
11050	04	Computer, Military (SN)
11100	04	Configurable Server
11150	04	Ruggedized Case (LOT/SE
12210	04	Front Panel (Nested)
13010	04	Cable, Ethernet
13020	04	Connector, Ethernet
13050	04	Keyboard, Natural
13110	04	Monitor, 21" High Res
13120	04	Monitor, 21" Flat Panel
13200	04	Hard Drive, 2 GB
13220	04	Hard Drive, 8 GB
13230	04	Hard Drive, 1 TB

Part ID: 11050 Code: 04 Description: Computer, Military (SN)

Maintain Defect Codes:

Code	Description
0101	TESTER
0133	TESTER
0233	VERY BAD
0344	0344
0510	PROBLEM
0511	POWER OUT
0520	BAD PROBLEM
COS	COS
EGD	Engineering Design
MEC	Mechanical Defect
MEC1	TESTER
OPE	Operator Error
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Code: 0233 Description: VERY BAD

Warranty Days (Extended):

Type	Days
DLR	060
OEM	055
WHS	044

Type: DLR Days: 060

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Scan Ship History:

If the item is within the BOM but not on the RMA it can be added on the fly.

Warranty date will be calculated from standard warranty days plus extended days if any for the based on customer type.

RMA Receipts:

RMA Repair:

MAX Warranty Processing

RMA Completion:

Production / Warranty

Data Sources | Maintain Product Codes | Maintain Defect Codes | Scan Ship History | RMA Receipt | RMA Repair | RMA Completion

Create Sales Order | Warranty Acceptance

RMA Completion

Beginning RMA: 800005 Line: 02 Customer: 100 Intel Corporation
PO: 2200 Tasman Boulevard
Suite 100
San Jose, CA 94404
USA

Ending RMA: 800005 Line: 02

New Sales Order: 200021

Repair Replacement Credit Complete RMA? Save

4:55 PM Tim MAX Data Source: MAX75AM

Add Sales Order:

Production / Warranty

Data Sources | Maintain Product Codes | Maintain Defect Codes | Scan Ship History | RMA Receipt | RMA Repair | RMA Completion

Create Sales Order | Warranty Acceptance

Create Sales Order

Scan Component: 04400001 Quantity: 1 Customer: 100 Intel Corporation
Suite 100
San Jose, CA 94404
USA

Part: V1 New

Line Items:

01	-	v1	1
02	-	v2	1

Save

8:36 AM Tim MAX Data Source: MAX75AM

Warranty Acceptance:

Production / Warranty v1.0.8

Data Sources | Maintain Product Codes | Maintain Defect Codes | Warranty Days | Scan Ship History | RMA Receipt

RMA Repair | RMA Completion | Create Sales Order | Warranty Acceptance

Warranty Acceptance

Beginning Order: 200005 Line: 01 Del: 01 Seq: 0000 Start Warranty Date: 8/17/2004

Ending Order: 200005 Line: 99 Del: 99 Seq: 9999 End Warranty Date: 11/18/2004

Ship History

200005-01-01-0000	-	11000	12/19/2003
200005-01-01-0001	-	11000	12/19/2003
200005-01-01-0002	-	11000	4/16/2004
200005-03-01-0001	-	L1	12/19/2003
200005-03-01-0002	-	L1	12/19/2003
200005-03-01-0003	-	L1	1/23/2004
200005-03-01-0004	-	L1	1/23/2004
200005-01-01-0003	-	12100	12/19/2003

Save

9:25 AM TIM MAX Data Source: MAX75AM

End Warranty date will be calculated from the start date by adding the standard warranty days plus the extended warranty days based on the customer type from the Warranty Days table.