NeXT Service Installs New Information System!

We're pleased to announce the implementation of a new information system within NeXT Service Operations. The new system provides improved tools to track service orders, warranty status, extended warranty contracts, and failure data. The system will enable us to expedite your service inquiries and parts orders.

The system was developed by NeXT. It is based on a NeXTstep® interface and Oracle® database software.

The installation of this new system requires a few changes in how you process service orders. Specifically, we have a new Service Order packing slip. The new packing slip will be used for both ªSROº and ªRMAº type service orders. The new packing slip will be included with all service part shipments to NeXT Authorized Service Providers and to customers who receive their hardware service directly from NeXT.

Please take a moment to review the new packing slip. A sample is shown on the next page.

We require that a problem description accompany each part returned to us. When you send a defective part(s) back to NeXT, you must complete and

include the bottom third of the form: Problem Description. If you do not have a form on hand, you may attach to each part a tag that describes the failure.

We also need your assistance in securing the customer's acknowledgments of warranty repairs. The Repair Acknowledgment section of the form includes a parts and labor cost estimate for repair situations not covered by a warranty contract. Please complete this section each time you perform nonwarranty service. Both the technician and the customer must sign where indicated under the Repair Acknowledgment section each time any service is providedÐwarranty or nonwarranty. This indicates the customer's acceptance of the work performed and acknowledgment of the amount due (when applicable). Please be sure to obtain your customer's signature.

We hope that this new form is helpful to your own servicing procedures. We would like to hear your comments and suggestions on the new form.