

A Guide to the NeXT Service Order Form

Section 1: Ship To Address Information

This section contains your Ship-To address and phone number, as well as important shipment tracking numbers.

Service Order Number Our order number.

ASP Reference No. A number some of our Authorized Service Providers assign to orders for internal tracking.

Ship Via Method of shipment, such as:

Fed1 Federal Express Overnight

Fed2 Federal Express 2nd Day

UPS United Parcel Service

DHL DHL International Express

W/C Will Call

ServiceOrderForm_2.eps → **ServiceOrderForm.eps** →

Section 2: Return Mailing Information

This section contains your PO number and customer number, as well as instructions on how to send defective parts back to NeXT.

Customer PO Your purchase order number. (Required for all orders not covered by a warranty contract.)

Customer No. An ID number we use to keep track of you.

Ship Date The date the package shipped.

Return Date The date by which defective parts associated with this Service Order are to be returned to NeXT Service Operations.

Notes Notes about this shipment may appear here.

Section 3: Parts Information

This section contains information about the parts.

Part No. Our catalog number of the part.

Description Our description of the part.

Serial No. The serial number of the part shipped.

Ref No. A number some of our Authorized Service Providers assign to each defective part for internal tracking.

W/S Warranty Status. One-letter codes denoting Limited, Extended, Out of warranty, or Special.

E/W Number If applicable, the extended warranty contract number associated with the part.

E/PDA code representing Exchange, Purchase, or Depot.

Section 4: International Customs Information

This section contains information required for international shipments. It is not filled out for domestic shipments.

Value The value of the part for customs purposes. All international shipments must have fair market value declared regardless of the warranty status of the part. It is not necessarily an amount you will be billed.

Harmonize No. The international harmonized tariff number for the part.

C/O Country of Origin. The country of manufacturer for the product.

ECCN Export Control Commodity Number.

License The export license.

Section 5: Defective Part Information

This section contains space for you to tell us what is wrong with the defective parts you are returning. We need to have a description of the problem or failure for each part. Error codes or messages should also be detailed if

applicable. You may optionally attach your in-house failure tag containing this information to the part.

Note: Sections 6 and 7 are for use only by Motorola, NeXT's service provider for direct sale customers.

Section 6: Repair Estimate

This section contains a dollar estimate for the parts and labor charges required for the repair.

Section 7: Repair Acknowledgment

This section contains space for a technician signature and a customer signature. The signature of the Authorized Service Provider Technician in this section indicates that the repair is complete and the information on the form is accurate.

The signature of the customer indicates acceptance of the work performed and acknowledgment of the amount shown due NeXT.