

Temporary Service Process for DS66 units under warranty

We have a temporary parts shortage on DS66 gauges. Units will not be available until mid-May, 2019.

This process **does not** apply to pending orders for new DS66 sphygmomanometers, only warranty replacements.

1. Create RMA and ZWRO warranty order for replacement DS66 gauge per standard process
2. Notify customer of long lead time for warranty replacement due to a part shortage (Mid May)
3. Send DS44-11 at no charge only to customers who indicate they cannot wait till May for warranty replacement (don't offer in advance, everyone will take it).
4. Once DS66 is in stock, open warranty order will ship automatically
5. Customer can keep the DS44-11

SAP order process for No Charge DS44-11:

1. Create **FD** order type
2. Use account 3100 as Sold to (this will tie order to the appropriate cost center)
3. Enter Customer account as Ship to - be sure to add CO/Attn line

Create Deliv.Free of Charge: Overview

Deliv.Free of Char... Net value 0.00 USD

Sold-To Party 3100 Thermometry Marketing / 4341 State Street Rd / Skaneatele... Find

Ship-To Party 10320412 Arnold Palmer Hospital / 92 W Miller St / Orlando FL 32806-2...

PO Number John Smith PO date

4. Ground Shipping, Shipping Condition 70
5. Reference ZZ Notification number in Header Internal Text note
6. Make a note in ZZ Long text of the FD order number

If Arden Technical Service receives a call from a customer waiting for a warranty replacement DS66, they will refer customer to SKN Customer Service to create the FD order for the customer.