TITLE: SERVICE PLANNING GUIDE FOR THE SERIES9000 SCANNER AND SCALE COMBINATION

PRODUCTS: SERIES9000 SCANNERS AND WEIGH SCALE

SYNOPSIS:

This document is intended to supply sufficient information to country level service planners to enable them to plan for the introduction of the above product(s).

This is the generic version, released by the product authority POSBU development. It is intended that each country releasing the product will use the information contained as the basis for their logistics and CS planning activities, with a view to producing another localized version of the document detailing the precise strategies they elect to adopt.

This document details only the corporate philosophies, and does not seek cover such subjects as additional services offered at country level, low level repairs, which country service centers may be able to effect, or the local sourcing of components
and consumable items.

The service descriptions in this document are guidelines, detailing the recommendations of the product authority.

CROSS REF: N/A KEY WORDS: SERIES9000, SCANNER

ENQUIRIES TO:
B.A. Whitmer
POSBU Product Support
USA04.
1-619-458-5589
or
Via OfficePower, POSBU-USA02
POSBU USA02 Channel Support
Mailbox and ICDB bug Monitor

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0.0 DOCUMENT CONTROL

0.1 This issue

This is the third draft of this document, introducing the Series9000 scanner and scale system into the ICL product line.

0.2 Change history

This replaces Version 1.

0.3 Change forecasts

It is anticipated that there may be changes made after this document has been circulated, new information, comments and suggestions may be incorporated.

0.4 Associated documents

Title	Source	Ref
Retail Systems Service Strategy	(RPO)	CSD-35-0004
Strategy on Retail Value Added Services	(RPO)	CSD-35-0020
Worldwide Spares and Repair Strategy	(WSD)	XX/XX/XXXX
Marketing Information Document (MID)	(POSBU)	MID-IRB-0097
Retail Specification Document for the Series9000 scanning system	(POSBU)	RSD 3614
Retail Spcification Document for the Series9000 scale	(POSBU)	RSD 3615
Series9000 Programming Labels Manual	(POSBU)	46263/001
Series9000 User Reference Manual	(PUBS)	45022/001
Series9000 Site Preparation and Installation Guide	(PUBS)	45651/001
Series9000 Service Reference Manual	(PUBS)	46172/001
Series9000 Product Support Guide	(PUBS)	46801/001
Quick Reference Card	(PUBS)	41769/001
C128 Programming Labels Manual	(PUBS)	45368/001

0.5 Terms and abbreviations

EAN European Article Number - a European barcode specification for retail products.
JAN Japanese Article Number - a Japanese barcode specification for retail products.
POS Point of Sale - for retail systems this is the point

which the transaction takes place.
UPC Universal Product Code - an American barcode specification for retail products.

1.0 OVERVIEW

1.1 The market place

The Series9000 scanning system modules are intended as the long term replacements for the MK3 and Orion scanner/scale. With release of the Series9000 high end performance vertical and horizontal scanning units, ICL will be able to satisfy the clients requirement for either method of scanner and scale combination.

In Marketing terminology, the Series9000 scanner scale systems is positioned to be in the high end performance range for fixed scanners of this type. The main competitive products are Spectra Physics 950LX, and 960LS scanner scales, the NCR 7870/100 and 7870/200 scanner scales, and the IBM 4696/4697 scanner scales.

1.2 The scanning systems supported

The Series9000 product will be released in three separate phases. This is being done to facilitate timely release of the product into the market place. The initial phase will begin with limited support with additional systems supported as subsequent phases are completed.

Phase 1: A release comprising the horizontal scanner, verticalscanner, controller, and scale. This combination supports two interfaces, RS232 and MDL. This release is limited to North America only. The release date for this phase is May 27, 1994.

Phase 2: A full worldwide release comprising all of the elements of Phase 1. In addition, Phase 2 will support the IBM interface and improved damaged label reconstruction firmware. The release date for this phase is July 31, 1994.

Phase 3: This release will incorporate the elements of Phase 1 and Phase 2, and will add three additional interface options; OCIA, OCR, and an interface to a handheld scanning unit. The release date for the phase is TBD.

1.3 The Product itself

The Series9000 controller is a unit which supports multiple configurations of scanners; vertical, horizontal and handheld, in any combination of two simultaneously. It has various interfaces available, enabling it to be connected to a variety of systems which support RS232C, OCIA, MDL, OCR, and IBM 46xx connections. This means that on a physical level it may be connected to a range of terminals such as 9518/200, 9520/150 & 60, TeamPos, and the 9520A Atrium. And of course the competition's kit.

NOTE: Each terminal supported will require the use of a separate/special cable. New terminal S/W may also be required to support the scanner as the control messages may be different. Details can be found in the Service Reference manual (PIN 46172/001).

The scale, while offering the option to become part of the bottom scanner via a mounting kit, is electrically independent of the rest of the system, and connects to the terminal via another cable. There are also options to fit various interfaces into the scale unit. These options are RS232, OCIA, Character serial, MDL, and IBM 46xx interfacing.

This product offering comprises leading edge designs, offering the benefits of the following highlighted features:

- Competitive pricing
- High Reliability
- Low cost of ownership
- Extended warranty
- High performance / throughput
- Designed with both ergonomics and aesthetics in mind
- Easy migration path from a single scanner module to multiple scanner modules with or without scale

1.4 Performance targets

1.4.1 Reliability

Overall reliability figures are .86 fails per year, based on a dual optics system consisting of the following units running a typical store operation (laser at 40% duty cycle, motor at 50% duty cycle). AC power is applied at all times. Scale

figures are rated at 24 hours per day seven days per week (8760 hours per year):

o	Scale	30K hours or .29 fails per year
o	Series9000 system 1 X Controller unit 1 X Side scanner 1 X Bottom scanner	15.4K hours or .57 fails per year
o	Single scanner and scale configuration	13.6K hours or .64 fails per year
o	Complete scale and dual scanner configuration	10.18K hours or .86 fails per year

Please refer to section 2.1 for the specifics on each unit/sub-unit.

1.4.2 Life expectancy

The design life for the Series9000 is greater than 5 years.

Notes: There are also other factors which may reduce reliability, such as power on surges, shock, temperature changes, humidity, irregular cleaning, or other general less obvious abuses.

1.5 Physical and electrical environmental considerations and specs

Input voltages. . . . . 90-260VAC, 50/60hz +5/-6%
(separate power supply for scale)

Power consumption 15W

Input current . . . . . 0.22A @115V
0.11A @220V

Inrush current. . . . . 30A or less

ESD . . . . . 15 KV

EMI . . . . . FCC class A
Meets VDE 0871/6.78 Class A

Host interfaces . . . . . RS232C, MDL, OCIA, IBM 46xx,
Character serial (OCR)

Light source. . . . . (Bottom) VLD, (Side) VLD

Ambient light (white light)
Side scanner . . . . . 400 foot candles (4,300 lux)
Bottom scanner . . . . . 470 foot candles (5,000 lux)

Scan speed. . . . . 1500 lines per second

Scan patterns . . . . . Bottom - 3 dir x 5 lines
Side - 4 dir x 6 lines

1.5.1 Decode capability . . . . . EAN-8 / JAN-8
EAN-13/ JAN-13
UPC-A
UPC-E
UPC D1-D5
CODE 128 (up to 40 characters
from Series9000)
(up to 64 characters
from a handheld)
Double Bar Code (Japanese
requirement only)

NOTE: Additional codes received through an optional Handheld device are allowed to pass through the Series9000 controller.

1.5.2 Dimensions

. . . Bottom scanner . . .	
Height	56.0 mm (2.20 inches)
Width	205.0 mm (8.07 inches)
Depth	250.0 mm (9.84 inches)
Weight	2.1 kg (4.60 lbs)

```
. . . Side scanner . . . .
Height                    227.0 mm  ( 8.94 inches)
                                    (including feet)
Width                279.0 mm  (10.98 inches)
Depth                195.0 mm  ( 7.68 inches)
Height above counter 100.0 mm  ( 3.94 inches)
Height below counter 127.0 mm  ( 5.00 inches)
Weight                 3.8 kg  ( 8.40 lbs)

. . . Controller  . . . .
Height                  95.0 mm  ( 3.74 inches)
Width                175.0 mm  ( 6.87 inches)
Depth                239.0 mm  ( 9.41 inches)
Weight                 1.5 kg  ( 3.3  lbs)

. . . Scale . . . . . .
Height, w platter       55.0 mm  ( 2.17 inches)
Height, w scan kit     127.0 mm  ( 5.00 inches)
Width                274.0 mm  (10.82 inches)
Length               325.7 mm  (12.82 inches)
Weight, no platter     2.1 kg  ( 4.85 lbs)

. . . Stainless Steel Platter . .
Weight, solid          0.8 kg  ( 1.80 lbs)
Weight, w window       1.7 kg  ( 3.82 lbs)

. . . Plastic Platter (Solid) . .
Weight                 0.5 kg  ( 1.00 lbs)

. . . Bottom Scan Kit . .
Weight                 1.0 kg  ( 2.10 lbs)

. . . Remote Display. . .
Height, w pole       272.0 mm  (10.70 inches)
Display head:
     Width            38.1 mm  ( 1.50 inches)
     Length          136.7 mm  ( 5.38 inches)
Display base:
     Width            41.4 mm  ( 1.63 inches)
     Length          114.3 mm  ( 4.50 inches)
Weight, w cable       0.3 kg  ( 0.76 lbs)
Cable length          3.0 m   (10.00 ft)
```

1.5.3 Label Orientation

. . . Bottom Scanner. . .

```
     Roll                      0 to  360°
     Yaw                    -45 to  +45°
     Pitch               0 to  +90°

     . . . Side scanner  . . .
     Roll                      0 to  360°
     Yaw                    -88 to  +88°
     Pitch              +20 to +150°
```

1.5.4 Temperature range

- Scanners:
  - Operating 10 to 40°C (50 to 104°F)
    - Max rate of change 10% per hour
  - Power-on 0 to 50°C (32 to 104°F)
    - Max rate of change 10% per hour
  - Storage -30 to 60°C (-22 to 140°F)
    - Max rate of change 15°C (27°F) per hour
- Scale:
  - Operating -10 to 40°C
  - Storage/shipping -20 to 60°C

1.5.5 Humidity

- Scanners:
  - Operating 20 to 80% RH, non-condensing
    - Max rate of change 10% per hour
  - Power-on 10 to 90% RH, non-condensing
    - Max rate of change 10% per hour
  - Storage 10 to 95% RH, non-condensing
    - Max rate of change 20% per hour
- Scale:
  - Operating 0 to 90% RH, non-condensing
  - Storage/shipping 0 to 95% RH, non-condensing

2.0 SOURCES

The following are available from WWSD division STE04, or from WWSD via your local CS/logistics department.

2.1 Spare parts

Description	Repair code	FPY	Part no	PIN
Checkstand Insert, R-L	C	N/A	80303381	53961/001
Locating Plate	C	N/A	80303383	56918/001
Scale Support Box	C	N/A	80303384	56687/001

Side scanner

Description	Repair code	FPY	Part no	PIN
Whole unit side scanner	R	0.22	80212590	58033/001
Polygon motor/assy	C	0.06	80212591	n/a
Preamp/A-D converter PWA	C	0.06	80212592	"
Analog I/F board PWA	C	0.06	80212593	"
PWA cable	C	n/a	80212594	"
I/F cable	C	"	80212595	"
Speaker assy	C	"	80212596	"
VLD assembly	C	"	80212597	"
Glass	C	"	80212598	"
HoloWindow	C	"	80212599	"
Leveling foot	C	"	80212600	"

Bottom scanner

Description	Repair code	FPY	Part no	PIN
Whole unit bottom scanner	R	0.22	80212601	51716/001
Top cover	C	n/a	80212612	n/a
Glass window	C	"	80212613	"

Series9000 controller unit

Description	Repair code	FPY	Part no	PIN
Whole unit controller (with P/S & Controller PWA)	R	0.13	80212602	54788/001
Power supply	R	0.06	80212603	n/a
Power Supply (dual configuration)	R	0.10	80212603	"
Controller PWA	R	0.06	80212605	"
RS232 I/F	R	0.06	80212604	55900/001
OCIA I/F	R	0.06	80212606	59393/001
OCR I/F	R	0.06	80212607	50016/001
IBM I/F	R	0.06	80212608	52438/001
MDL I/F	R	0.06	80212609	51109/001
2nd scanner I/F PWA	R	0.06	80212610	52322/001
H/H scanner I/F PWA	R	0.06	80212611	58223/001

Scale unit

Description	Repair code	FPY	Part no	PIN
Scale w/RS232 I/F	R	0.29	reference only	
Scale w/OCIA I/F	R	0.29	reference only	
Scale w/Char serial I/F	R	0.29	reference only	
Scale w/IBM I/F	R	0.29	reference only	
Scale without interface	R	0.24	80212160	56785/001
Load cell	C	0.05	n/a	n/a
Main logic PWA	R	0.05	"	"
OCIA I/F	R	0.05	80212344	58726/001
Char serial I/F	R	0.05	80212346	50872/001
IBM I/F	R	0.05	80212346	55282/001
RS232 I/F	R	0.01	80212342	59841/001
RS422/MDL I/F	R	0.05	80212343	53444/001
Power supply, NAD 110V	C	0.05	80212347	59525/001
Power supply, UK 240V	C	0.05	80212348	59525/002
Power supply, EUR 220V	C	0.05	80212349	59525/003
Power supply, AUST 240V	C	0.05	80213215	59525/004
Display, lb, pole, ROW	R	0.05	80212340	52412/001
Display, kg, pole, ROW	R	0.05	80212341	52412/002
Display, lb, pole, EC	R	0.05	80213216	52412/003
Display, kg, pole, EC	R	0.05	80213217	52412/004

Scale unit - Cont.

Description	Repair code	FPY	Part no	PIN
S/Steel platter (solid)	C	"	80212339	55721/001
S/Steel platter w/saph window	C	"	80212352	57906/001
Plastic platter (solid)	C	"	80303382	52196/001
Bottom scanner kit	C	"	80212350	58266/001

Available Cables

Description	Repair code	FPY	Part no	PIN
RS232 Scanner, DB25, generic	C	n/a	TBD	TBD
RS232 Scanner, DB09, generic	C	"	"	"
RS232 DC, 9518/21/61/71 scale	C	"	80303042	58146/001
RS232 DC, 9518/01 scale	C	"	TBD	TBD
RS232 DC, 9518/200 scanner	C	"	80303020	56487/001
RS232 DC, 9518/200 scale	C	"	80303043	51382/001

RS232 DC, 9520/150, 9530 scanner	C	"	80203983	52413/001
RS232 DC, 9520/150, 9530 scale	C	"	80303044	51765/001
RS232 DC, 9520/50 scale	C	"	TBD	TBD
RS232 DC, 9520/100 scanner	C	"	80303035	52251/001
RS232 DC, 9520/100 scale	C	"	80303046	52964/001
RS232 DC, 9520A scanner, DB09	C	"	80303033	51443/001
RS232 DC, 9520A scanner, IDC28	C	"	80303034	56729/001
RS232 DC, 9520A scale	C	"	80303045	58826/001
OCIA DC, Scanner, Casio 2100	C	"	TBD	TBD
OCIA DC, Scale generic	C	"	"	"
OCIA DC, NCR 1255 scanner	C	"	"	"
OCIA DC, NCR 1255 scale	C	"	"	"
OCIA DC, NCR 2126 scanner	C	"	80203990	53273/001
OCIA DC, NCR 2126 scale	C	"	80203989	57252/001
OCIA DC, NCR 2127 scanner	C	"	80203987	57048/001
OCIA DC, NCR 2127 scale	C	"	80203988	55226/001
OCIA DC, NCR 7050/51 scanner	C	"	80203986	56428/001
OCIA DC, NCR 7050/51 scale	C	"	80203985	55487/001
OCIA DC, NCR 7052/53 scanner	C	"	80203981	55848/001
OCIA DC, NCR 7052/53 scale	C	"	80203982	57641/001
OCIA DC, TEC 2300 scanner	C	"	TBD	TBD
OCIA DC, 545/m6000 scanner	C	"	"	"
OCIA DC, 9505/07 scanner	C	"	"	"
OCIA DC, 9518/XX scanner	C	"	80203991	56119/001
OCIA DC, 9520/50 scanner	C	"	TBD	TBD
IBM Port 17	C	"	80303038	58483/001
IBM Port 9B	C	"	80303036	52240/001
IBM Port 5B	C	"	TBD	TBD
IBM 4692, Scanner (Japan)	C	"	"	"

Available Cables - Cont.

Description	**Repair code**	**FPY**	**Part no**	**PIN**
MDL 9520/150 Rel 3 SDL, .5M	C	"	80203214	54597/001
MDL 9520/150 Rel 3 SDL, 3M	C	"	80203215	54597/002
MDL 9520/150 Rel 3 SDL, 5M	C	"	80203216	54597/003
MDL SDL/SDL 2001/2200/546,m6000	C	"	003-022924	TBD
MDL/SDL	C	"	003-022932	N/A
SDL TEE	C	"	003-019417	47058/001
OCR scanner generic	C	"	TBD	TBD
Chr serial scale, generic - Casio 2100	C	"	TBD	TBD
OCR DC, Sweda 6755 scanner	C	"	"	"
Chr serial DC, Sweda 6755 scale	C	"	"	"

Chr serial DC, TEC 2300 scale	C	"	"	"
Chr serial DC, 545/m6000 scale	C	"	"	"
OCR DC, 9520A scanner	C	"	80303037	51787/001
LoopBack connector - RS232	C	"	80212630	n/a
LoopBack connector - OCIA	C	"	80212631	"
LoopBack connector - MDL	C	"	80212632	"
LoopBack connector - OCR	C	"	80212633	"
LoopBack connector - HandHeld	C	"	80212634	"

Documents and Miscellaneous

Description	**Repair code**	**FPY**	**Part no**	**PIN**
Site Preparation and Installation Guide			80203931	45651/001
Service Reference			80203932	46172/001
Users Reference			80203933	45022/001
Product Support Guide			80203935	46801/001
Quick Reference Card			80203936	47169/001
Programming Manual			80303230	46263/001
C128 Programming Manual			80203934	45368/001

2.2 Spares packaging

Spares will be provided in the vendors original packaging.

2.3 User consumable items

Given the nature of the product, there are some user consumable items in this case. These are as follows:

Description	Part number
Bottom scanner top cover	80212612
Bottom scanner window - Standard	80212613

2.4 Repairs

Worldwide Spares Division in STE04 offer repair service for the items they consider to be repairable (see 2.1), repairable items may be returned to WWSD for repairs or exchange.

Logistics and CS organizations at country level should utilize their own repair centers, or services, to provide a test of units being returned from the field before shipment to WWDS, as history has proven that not all units being returned from the field will actually be faulty.

If faulty, country level logistics departments may elect to have a lower level of service performed by their service centers or technicians if parts and resources permit. However, this would be a local decision. **The recommendation from the product authority is local test, and return to WWS for defective units.** (See the repair codes in section 2.1)

2.5 Diagnostic tests

The Series9000 system provides many diagnostic tests, both on power up, and user initiated. Full details of these test can be found in the Service Reference Manual PIN: 46172/001.

2.6 Reference test systems

Logistics departments at country level should ensure that their service centers/departments, and/or support groups have available a host system with a software application capable of supporting the Series9000 scanner/scale system and/or use the appropriate Loopback test connector.

This system should be used to test units being returned from the field before shipment to WWS, or local repairs are initiated.

NOTE: Most countries require compliance with local weight and measures standards. Scales, in most cases, will be tested by an official government agency. After testing is completed, the unit may require sealing. ICL provides a wire and lead seal (no part number) for that purpose.

2.7 Training

Fujitsu Japan (FJ) will warranty both the side scanner, bottom scanner, and controller for a period of 1 year. Mettler-Toledo will warranty the scale for a period of 18 months. Therefore, the initial training requirements should be limited to installation and replacements of faulty units. A video training format has been selected to present this initial material.

The video will be available after September 15, 1994 from the Fujitsu_ICL, Customer Service, Technical Support and Education group in Dallas, Texas. Please contact Dawn Pulliam (USA24) for ordering details. The numbers to call are:

ITN # 7882-8390
PH # USA (214) 716-8390

NOTE: Maintenance will be initially limited to scanner and/or scale replacement, and controller PCB and optional interface board replacement.

This period of warranty also provides time to allow feedback from the various repair centers throughout the world. If the needs of the repair centers require in-depth training (training required for adjustment and alignment requiring sophisticated facilities and equipment), there are two available resources. One is Fujitsu who, in the past, provided detailed technical videos for both the Slimscan 1000 and 2000. The other is the scanner technical staff in Santa Clara, California. Preliminary meetings with this staff suggest a class of approximately three days, including hands-on lab exercises.

3.0 SERVICE INTER-RELATIONSHIPS

In general value added service should be offered for retail systems products by the country or territory, these will be agreed between the marketing authority and customer services divisions at country level, when offered they comprise a better service to the clients, and represent an additional, and significant source of revenue.

Simply for information the table below shows the type of services which are offered for retail systems generally, in the case of a scanner product it may be that this item is included in the value added services offered/provided for the host product.

SERVICE TITLE	SUB SERVICES	THE OUTPUT	REFERENCES
Planning services	Business consultancy	The system is defined	RSS/003
Installation svce	S/W Install	Configured/ installed	RSS/021
	H/W Install	Configured/	

		installed	RSS/021
	Environmental	Location work prepared	RSS/016
Supporting services	Visiting svce	Onsite rep	RSS/015
	Return for rep	Depot rep	RSS/015
	Software supp	Onsite or remote	RSS/007
Operational reviews	Audit services	Redefined product	N/A
Upgrade services	Enhancement service	Custom/enhancement to the product	N/A

4.0 SERVICE PROFILES

This section details the services which Marketing, CS, and Support at country level (in agreement) should offer for this product, once again may I stress that these are only guidelines, and decisions regarding services and methods are local.

4.1 Services which should be offered for this product

Installation and commissioning

If not part of the installation of the host system, a charge should be made for install and set up.

If not part of a new installation then changes may be necessary in the host software to interpret the messages
sent from this device since they may differ from the previous device. This needs to be considered.

Details of these message formats can be found in the Service Reference Manual, mentioned in section 0.4. If this consideration does not present a problem then the units may be customer installable.

Visiting repair service

Either a visiting repair service under the contract covering the host system, or an individual visiting service should be offered.

In general the visiting services should be offered in levels, the following are the normal levels of service offering.

Option A1,6 days per week, visiting service (Business hours)

Option A2,7 days per week, visiting service (Business hours)
Option A3,6 days per week, visiting service (12 hrs response)
Option A4,7 days per week, 12 hrs response (12 hrs response)

Option B,05 days per week, visiting service (Business hours)
Option C,02 days per week, visiting service (Business hours)
Option C*, Where accumulated faults reach a
predefined level (Business case)

Note:
We appreciate that market forces at country level will also probably make it necessary for CS organisations to enter into support agreements involving much more complex elements than the above models.

Such agreements may well involve shorter response times, extended hours of coverage, and limitations on the type of failure which warrants an immediate on-site response.

Decisions whether to provide extended offerings are of course local decisions, based on business case and local resources.

Return For Repairs

Given the relatively easy removal of scanner products, it may also be possible to offer a Return for Repair service, whereby your client mails a defective unit back to a predefined location and obtains a replacement by mail.

The local service center would then test the unit using the reference test equipment, good units being returned to local field stores, and defective units either being repaired locally, or returned to WWSD for repairs.

We recommend return to WWSD for repairs since local repair centers may possibly encounter skills, documentation, or spares related issues.

4.2 Responsibilities

This section is intended to point out considerations which also need to be taken into account, when preparing any project or order.

It should be noted that unless specifically contracted out to either an ICL division, or other contractor, the following are the clients responsibilities:

- Installation and commissioning of the unit(s), including site preparation, wiring, and environmental considerations
- Identification and resolution of operational and/or procedural problems which result in an apparent malfunction of the terminal
- Establishing in-store procedures, and enforcing their use to assist ICL CS/support in remotely identifying any malfunction
- Preparation of procedure for consistently and coherently reporting errors to ICL CS/Support units, this may involve running S/W test on the unit
- Removing and shipping faulty units to an agreed service point for repair if the RFR option was selected
- Removing the unit to a place suitable for the CS engineer to work if the original location of the unit makes it impossible for the unit to be serviced on-site
- Provision and fitting of any consumable items

4.3 Methods of servicing

Preventative maintenance

Above and beyond general cleaning of the unit(s), there is no scheduled preventative maintenance for the unit(s). If failure to clean the unit(s) should ever result in a failure, this work/call would of course be billable.

Corrective maintenance

In the event of a failure the client should be expected to confirm the malfunction by carrying out their own internal problem escalation procedures. If their own procedures are unable to resolve the problem they should contact the local CS/support division.

Country level CS/support organizations should provide a support desk facility whereby clients can telephone for advice before

logging a service request. If telephone assistance is unable to provide a solution then the local CS/support organization should send a representative to assist. Unless the RFR option/maintenance agreement was selected.

CS/Support should effect onsite repairs to the ORU level recommended by their CS management, for this particular product the recommendation from the product authority is that a philosophy of whole unit replacement be used.

Escalation procedure

The escalation of product error reports, or requests for assistance should take place in this order.

Clients internal services. . . . First line support services

Country level CS organization. . First line support services

Country level Support Group. . . Second/third line support services

POSBU, USA02 . . . . . Third and fourth line support services

Note:
Product reports raised on POSBU products or general inquiries, should be sent via Officepower to the channel support mailbox called POSBU-USA02.

4.4 Facilities required to provide support at each level

This section seeks to clarify and explain what will be required in terms of training and materials by each line of support.

Support level	Requires	PIN
Clients internal services (First/ second line support)	User training by arrangement with the account and sales teams	N/A
	User reference manual	45022/001
	Site preparation and installation guide	45651/001

	Quick reference card	41769/001
	Programming labels manual	46263/001
	C128 programming labels manual	45368/001
Country level CS organization (First/ second line support)	Product training from the retail training unit recommended	N/A
	And/or experience with laser scanners and weigh scales	N/A
	Site preparation and installation guide	45651/001
	User reference manual	45022/001
	Service reference manual	46172/001
	Programming labels manual	46263/001
	C128 programming labels manual	45368/001

4.4 Facilities cont.

Country level Support Group (Second/ third line support)	Product training from the retail training unit recommended	N/A
	And/or experience with laser scanners and weigh scales	N/A
	Site preparation and installation guide	45651/001
	User reference manual	45022/001
	Service reference manual	46172/001
	Product support guide	46801/001
	Programming labels manual	46263/001
	C128 programming labels manual	45368/001