



Batch Work Order User Guide

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Overview

Batch uploads are useful when you have a large amount of cases/work orders that you need to create. The Batch Work Order file upload allows you to create up to 50 cases and/or Work Orders at once.

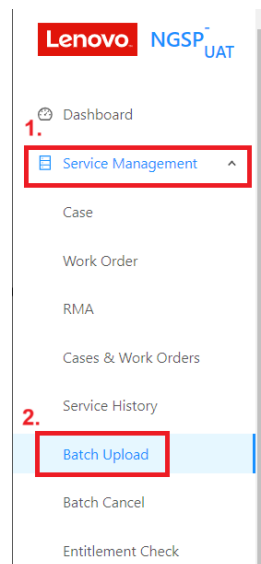
How to upload a batch file

Log in to the NGSP Portal (ngsp.lenovo.com) using your NGSP portal credentials. Navigate to the “Service Management” section in the left-hand menu and select the “Batch Upload” option.

On the “Batch Upload” page, choose “AWSP” from the “Click to Download Template” drop-down menu. A pop-up window will appear, allowing you to select the location on your PC where the batch template will be downloaded.

Batch simulation

Before uploading your batch file, it is recommended to perform a batch upload simulation. This step helps identify any potential error warnings, allowing you to address them before creating the Work Orders (refer to page 7 for simulation instructions).



Home / Service Management / Batch Upload

Batch Upload

Click to Download Template: Blank Template ▾ Import

My Batch Uploads ▾ Search by File Name Sort by: Created On ▾

i The batch file template is used by different geographies. To simplify the process for NA locations, a MACRO has been enabled in the file. By selecting “NA” (1.), the unnecessary columns will be hidden, leaving only the fields required for NA locations.

AD478

1 Please don't delete line 1-4 and fill from line 5
 2 line 1: notes; line 2: fields group; line 3: fields; line 4: help text;
 color indication:
 green: definitely to be present; blue: conditional; yellow: optional; orange: result fields
 AWSP repeat repair calculation may be delayed and occur after initial creation.

1) Enable Macro Content when opening this file to ensure, that macro to hide not necessary fields works.
 2) Hit one of the GEO buttons below to hide unnecessary fields for your GEO
 3) Fill in all necessary fields
 4) Hit "Save "ready to import" template" button and choose folder where you want to save it, hit "OK"
 5) Locate your saved template and import to WGSP

EMEA	NA	BRAZIL	Save "ready to import" template	
AP	LAS	UNHIDE ALL		

Field Group Line	Order General				Product & Warranty				
3 No.	Labor Vendor	Case Number	Work Order Number	BFP	Options	Serial Number	MTM	Case Title	Problem

i You should not delete or modify rows 1 to 4, as they serve as a guide to assist you in completing the file.

Pay close attention to the color indicators (2.), as they will help you distinguish between mandatory, conditional, and optional fields.

Color Indications for Batch Work Order Submission:

- **Green** (Mandatory Fields): These fields must be completed. If any of these fields are left empty, the system will not process the batch work order submission.
- **Blue** (Conditional Fields): These fields may become mandatory or optional depending on the information selected in other fields.
- **Yellow** (Optional Fields): These fields are not required but can be filled in if deemed relevant.
- **Orange** (Result Fields): These fields should be completed only if you are using the batch work order process to edit an existing case or work order.

Batch File Template Variations Based on User Role

The version of the batch file template you download will vary depending on your role.

ASP Admins and ASP Admins Level 2 Roles roles will have an additional column, labeled “Labor Vendor” (Column B). This column allows users to input the specific Location ID and Name under which the case or work order should be created.

This feature enables ASP Admins and ASP Admins Level 2 to create or edit cases/work orders for multiple locations within a single batch file.

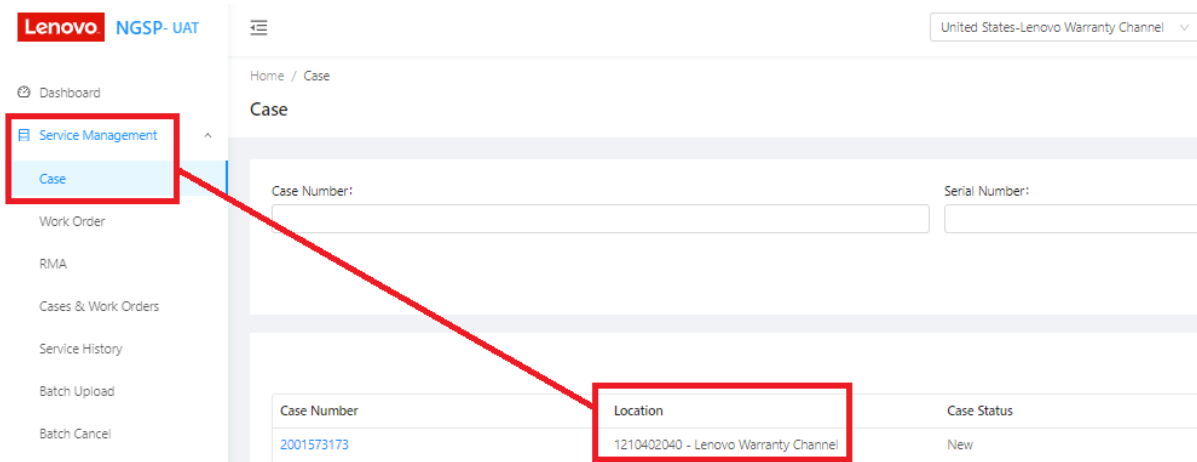
	A	B
1	Please don't delete line 1-4 and fill for line 1: notes; line 2: fields group; line color indication: green: definitely to be present; blue: fields AWSP repeat repair calculation may	
2	Field Group Line	
3	No.	Labor Vendor
	Fill sequenced number for sorting, E.g: 1	“SAP ID-Team Name” for Labor Vendor. ID and Name must be EXACTLY the same as shown in System.

Technician roles are limited to submitting batch files for a single location at a time. Their batch file template does not include the “Labor Vendor” column.

If you are not sure of how the name of your location is displayed, you can find it in the **Case** or **Work Order** view under the **Location** column. Please make sure that you enter the name following this format, with no spaces: **“SAPID-team name”**

For example:

If the location’s name is displayed as 123456789 - Lenovo testing, you must enter it as **123456789-Lenovo testing**.

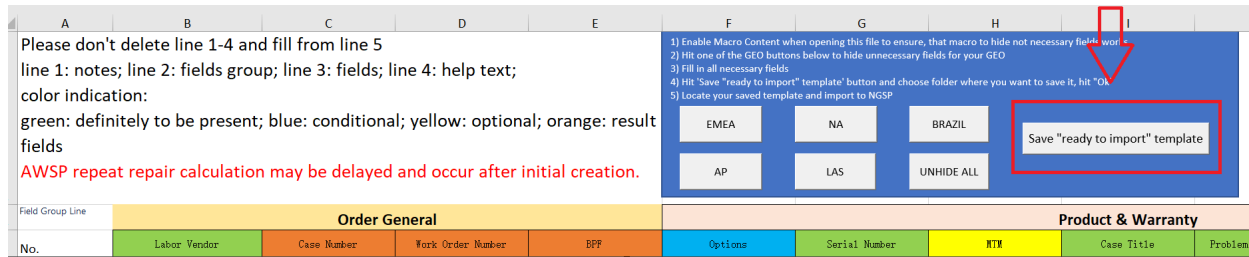


Importing the File to NGSP

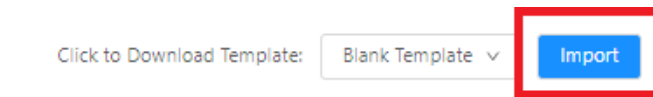
Complete all the required columns in the template. Ensure that the data is accurate and follows the specified format.

Once all columns are filled, click the “Save “ready to import” template” button.

Choose the desired location on your PC where you want to save the file.



After completing the necessary steps and saving the file on your PC, navigate to the NGSP Batch Upload section. Click on “Import” and then select “Click to upload”. Locate the saved file on your PC and select it for upload.

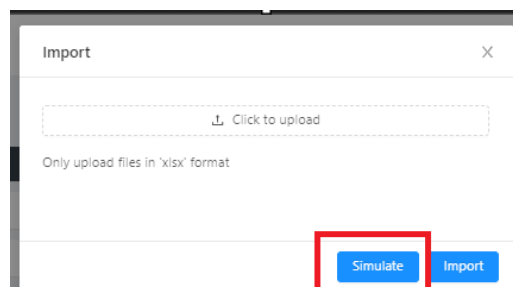


Using the “Simulate” Option During File Upload

When uploading a file to NGSP, it is recommended to select the “Simulate” option.

This allows you to review the file beforehand and identify any potential errors that need to be addressed.

By simulating the upload, you can ensure that the data is accurate and complies with the required format, reducing the risk of issues during the actual upload process.



After submitting a file via the Batch Upload feature in NGSP, the system will display the following details:

Total Lines Submitted: The total number of lines in the uploaded file.

Total Successful Lines: The number of lines processed successfully.

Total Failed Lines: The number of lines that failed due to errors.

To review the details of any specific line, click on the line in the results table. This will allow you to examine the details and identify any issues.

ⓘ Soft warnings, such as “**Warning: This work order requires Proof of Purchase; please attach it to your case.**”, are not considered errors by the system. These lines will be counted under the “Warning” column. For this reason, it is advisable to carefully review the batch details, even if the system shows 0 failed results, to ensure all data is accurate and meets the required standards.

Home / Service Management / Batch Upload

Batch Upload

My Batch Uploads					
Search by					
Id	File Name	Status	Total	Success	Failed
1892	Batch_Upload_Tem...	Completed	2	1	1

After making the batch simulation, you can review the details of the upload by clicking on the **Batch ID number**. This action will redirect you to the **Batch Upload Detail** page, where you can see a detailed description of each line in the batch. To investigate specific issues, click on the “**ERROR**” link associated with a line. This will open a pop-up window with a detailed description of the issue.

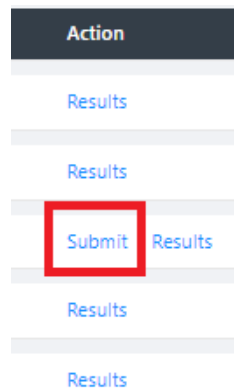
Index	Status
10	ERROR
9	WARNING
8	WARNING
7	WARNING
6	ERROR

Details Errors X

Type	Message
Errors	Error: Data Missing. The following fields cannot be empty(Problem Description): Warning: WO duplicated. There has open WO in system for the same Serial Number MJ0DXZQ9, pls check

Based on the error descriptions, make the necessary corrections directly in the file template. Once the corrections are made, re-upload the revised file and simulate it again to verify that all errors and warnings have been resolved.

After confirming that there are no further errors or warnings, click on the “Submit” option to create the cases or work orders.



The system will take a few minutes to process and generate the results. Once the results are available, click on the batch line to view the details. You will then see the generated Case and Work Order numbers.

i If there are any unresolved hard stop errors, the Work Order may either not be created or may be created with the status “Awaiting Order Release.” In such cases, you will need to resolve the issue and complete the process. Refer to the **Batch Update Process** for information on how to edit multiple Work Orders at once.

Index	Status	Labor Vendor	Case Number	Serial Number	Work Order Number	Work Order Type	Work Order Status	Order Type	Case Title	First Name	Last Name
5	ERROR	1210193450-UAT BBY Depot	2001572075	PF2CLFCQ	4300006351	AWSP	Awaiting Order Release	Customer Limited Warranty	test 1		
4	ERROR	1210193450-UAT BBY Depot	2001572072	PF2CKYNG	4300006356	AWSP	Awaiting Order Release	Customer Limited Warranty	test 1		
3	ERROR	1210193450-UAT BBY Depot	2001572076	PC1FTST3	4300006355	AWSP	Awaiting Order Release	Customer Limited Warranty	test 1		
2	ERROR	1210193450-UAT BBY Depot	2001572071	PC1A4CM8	4300006357	AWSP	Awaiting Order Release	Customer Limited Warranty	test 1		
1	WARNING	1210193450-UAT BBY Depot	2001572077	R90Y1WV2T	4300006345	AWSP	Order Accepted	Customer Limited Warranty	test 1		

Batch Update Process

With the Batch File you can also quickly update multiple existing Work Orders at once. This includes modifying general information as well as updating the Work Order status to "Finish Repair." To ensure the update is processed correctly, please follow the steps below:

In the Batch File, go to the **Order General** section and enter the Work Order (WO) number for each Work Order you want to update.

Order General			
Labor Vendor	Case Number	Work Order Number	BPF
"SAP ID-Team Name" for Labor Vendor. ID and Name must be EXACTLY the same as shown in System.		4000XXXXXX	

In the other sections of the file, populate only the fields you wish to modify. Fields left blank will remain unchanged in the system.

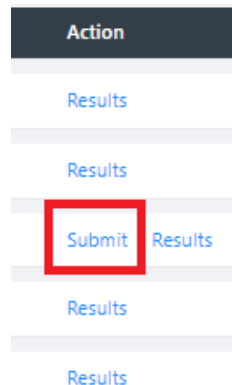
To change the Work Order's status to Finish Repair, please select "Finish Repair" in the drop down menu of the BPF column.

Order General			
Labor Vendor	Case Number	Work Order Number	BPF
"SAP ID-Team Name" for Labor Vendor. ID and Name must be EXACTLY the same as shown in System.			Finish Repair

ⓘ For the Finish Repair to be processed, please make sure the Work Order contains both **Repair Notes** and **Diagnostic Notes**.

Repair Notes	Actual Performed Date	Used Lenovo Diagnostic Code	Diagnostic Notes
Description of what was done to repair the product	The date the the product was repaired Format:yyyy-mm-dd eg: 2022-02-09		

Once all required updates have been made, save the file and upload it. After confirming that there are no errors or warnings, click on the “Submit” option to update the Work Orders.





Service Management Support Center

The SMSC operates Monday through Friday, from 9:00 A.M. to 5:00 P.M. Eastern Standard Time. Below are the available SMSC contact channels:

- E-mail: smsc@lenovo.com
- Phone: 800-426-3391