



Reports User Guide

Date: March 2024



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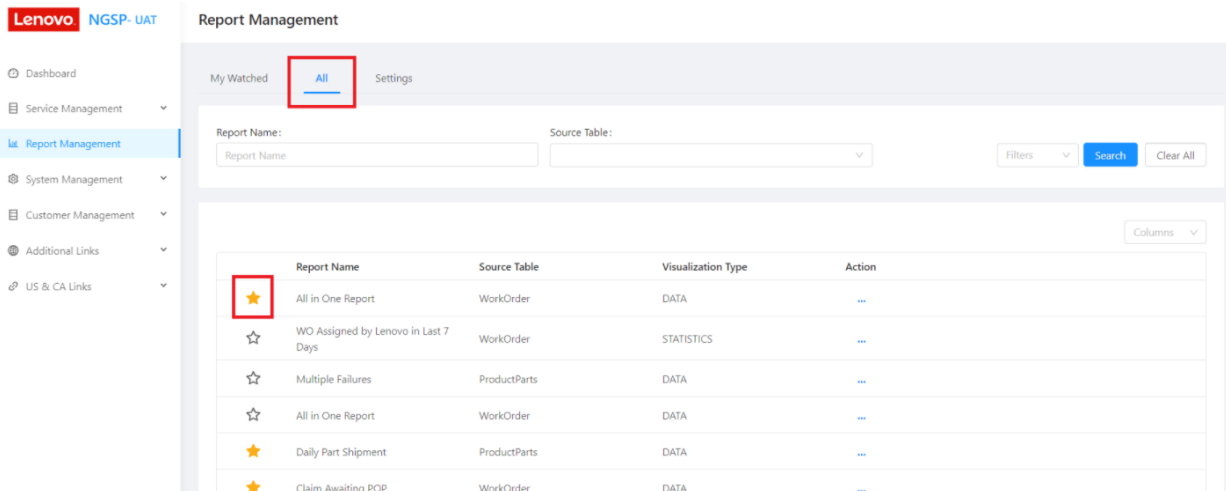
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Report Management

The purpose of this document is to provide an overview on the Reports available in the Lenovo Service Portal (Next Generation Service Portal).

My Watch

Pick your favorites from the "All" tab and have them readily available on the My Watched tab. You will be able to select from the "All" tab, the reports that you wish to have listed here for an easy access. To do so, you will need to click over the star next to each report and they will be automatically listed under "My Watch".



"All" tab

This tab contains most of the Reports. You will be able to navigate through the tab and search for all the Reports that you wish to have listed under "My Watch" or directly view them.

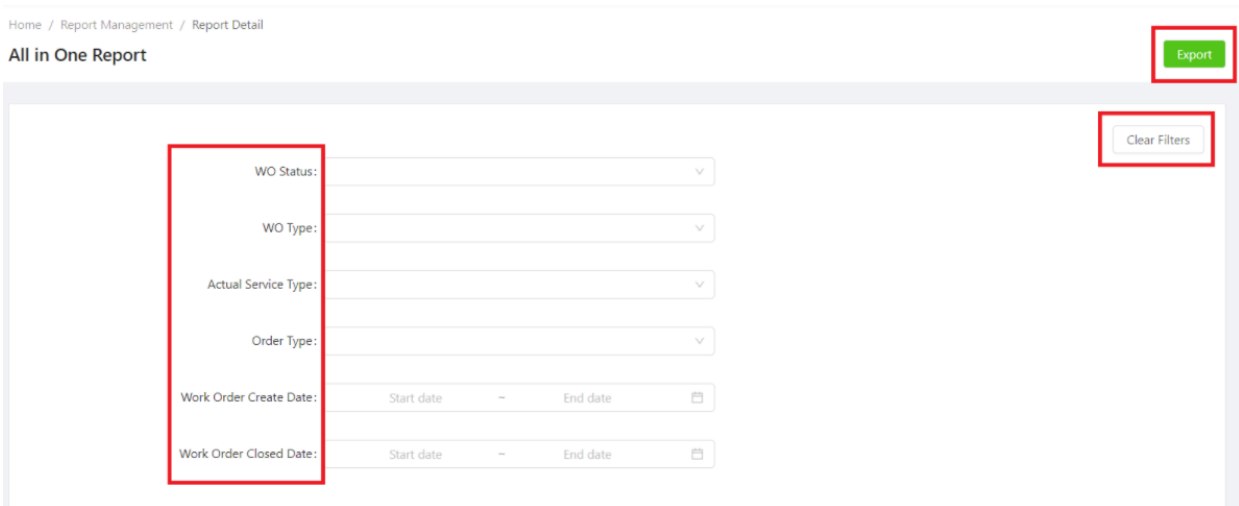
All in One Report

The "All in One Report" contains all Work Orders submitted by your Location. By clicking over the ellipsis icon, you will be directed to a new window from which you will be able narrow down your search.

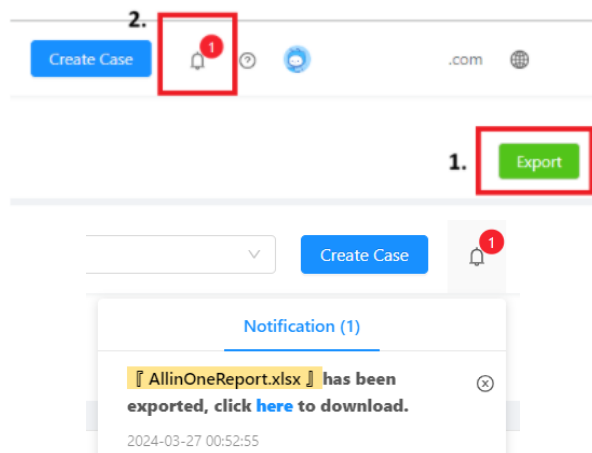
Report Name	Source Table	Visualization Type	Action
★ All in One Report	WorkOrder	DATA	...

You will be able to search and download reports using the following filters:

- WO status
- WO Type
- Actual Service Type
- Order Type
- Work Order create date
- Work Order Closed Date

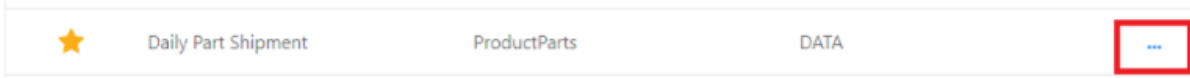


You can also leave the filters empty to export all records. Once done, simply click over "Export" (1.) and click over the bell once a red icon appear indicating that the report is ready for download (2.)



Daily Part Shipment

The Daily Part Shipment Report may be use to replace the Daily Report that was sent via email. You can use it to view Work Orders and Work Orders line items. Click over the ellipsis icon and select "View Report" you will be prompted to a new window showing Work Orders information.



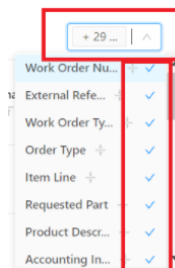
You can use the magnifying glass to filter and narrow down your search.

Home / Report Management / Report Detail

Daily Part Shipment Export

Work Order Nu...	External Refe...	Work Order Ty...	Order Type	Item Line	Requested Part	Product Descr...	Accounting In...	Qty	Work Order St...	Part Model	Returnable In...	Committed Del...
4005170451	2	AWSP	Customer Limited Warranty	20	5B20X875Z7	Lenovo BDPLANAR IUHDG605 N5030 4G YG NvP WIN YT	Base Warranty	1	Awaiting Order Release	Normal	No	2022-11-18 09:34:36
4005170451	2	AWSP	Customer Limited Warranty	30	01LW707	Touch 11,6HD 13,3 BOE+Mutto	Base Warranty	1	Awaiting Order Release	Normal	No	2022-11-18 10:26:24
4005170451	2	AWSP	Customer Limited Warranty	40	01LW704	Touch 11,6HD 13,3 INX+Laibao	Base Warranty	1	Awaiting Order Release	Normal	No	2022-11-18 10:26:30
4005170451	2	AWSP	Customer Limited Warranty	50	5B10W13885	Lenovo BATTERY 3cell 42Wh 11.4V	Base Warranty	1	Awaiting Order Release	Normal	No	2022-11-18 11:06:05

On the upper right side you will see a drop down menu from where you will be able to customize the columns of the report by simply unselecting the options available.



Once done, simply click on "Export" and wait until the report is ready for download.

Claim Awaiting POP

This Report shows a list of all Work Orders with a POP status "POP Required"; "POP Submitted" or "POP Rejected". This will allow you to keep track on the Work Orders that show out of warranty.

Report Name	Source Table	Visualization Type	Action
Claim Awaiting POP	WorkOrder	DATA	

Home / Report Management / Report Detail

Claim Awaiting POP

External Refe... +	Work Order Cr... +	Work Order Nu... +	Pop Upgrade S... +	WO Location Id +	WO Location N... +	Actual Perfor... +	Completion Da... +	Technician ID +	Technician Na... +	Pop Status +	POP Rejected ... +	Work Order St... +
	2024-03-25 18:00:00	4009696966		1210204781-Hamburg Area School District	Hamburg Area School District			8029489286	123 11	POP Required		Parts On Hold
	2022-11-24 17:00:00	4005172224		1210204781-Hamburg Area School District	Hamburg Area School District			1622702264	Jamie Oliver	POP Required		Awaiting Order Release

If there is a "POP Rejected" status, under the "POP Rejected Reason" you will be able to check Lenovo Comments on why the POP was not approved and address it before resubmitting a new POP.

Financial Reports

Payment Report

This report will only show closed Work Orders, regardless of the fact if they've been paid or they will be paid in the next payment cycle.

Labor reimbursement will be listed once the Work Order has already been approved for payment. You can use this report as an alternative to the old Monthly Report sent via email.

★ Payment Report WorkOrder DATA ...

For Canada Locations, taxes will show up under the Tax columns once the Work Order is approved for payment. The final amount will be listed under the Gross Total column.

For US Locations, the final amount will appear under the Gross Total column.

To see the Paid Date and Bank Confirmation Number columns, scroll all the way to the right. This information will be visible the following week after payment.

Home / Report Management / Report Detail

Payment Report Export

WO#: WO Creation Date Range: Start date ~ End date External Reference Number:

Paid Date: Start date ~ End date

Business Partner Number	External Reference Number	Case#	WO#	WO Create Date	Service Complete Date	Closed Date	Submitter Email	Submitter Name	Or
1210402040		2001446761	4005133164	2022-10-24 23:28:30	2023-04-18 05:51:07	2023-04-21 14:16:27	chaiguangzhende@163.com	chai guangzhen	Cu
1210402040		2001449028	4005135386	2022-10-25 04:08:53	2023-04-18 21:52:54	2023-04-22 06:32:08	chaiguangzhende@163.com	chai guangzhen	Cu

A	B	C	D	E	F	G	H	
Business Partner Number	External Reference Number	Case	WO	WO Create Date	Service Complete Date	Closed Date	Submitter email	Su
1210xxxxxx		2013xxxxxx	4008xxxxxx	2023-07-18 21:54:36		2023-08-07 17:27:53	email	
1210xxxxxx		2013xxxxxx	4008xxxxxx	2023-07-26 15:23:06		2023-08-15 22:38:25	email	
1210xxxxxx		2013xxxxxx	4008xxxxxx	2023-07-31 18:30:47		2023-09-28 07:54:26	email	

I	J	K	L	M	N	O	P
Submitter Name	Order Type	Actual Service Type	MTM	Model	Serial	Technician Name	Claim Tier-Calculated
name	Customer Limited Warranty	BRING IN	20WE0018US	0018US	MP28JT8E	name	9
name	Customer Limited Warranty	PARTS ONLY	82J9000DUS	000DUS	MP2EJPC5	name	1

R	S	T	U	V	W	X	Y
Parent Work Order	AWSP Repeat Repair	Technician Qualified	POP Status	Actual Labor amount	Total Net	Tax:HST(Local)	Tax:PST(Local)
	No	Yes		40	40	0	0
	No	Yes					
	No	Yes					

Projected Payment Report

The Projected Payment Report shows payment information for Work Orders that have not been paid yet.

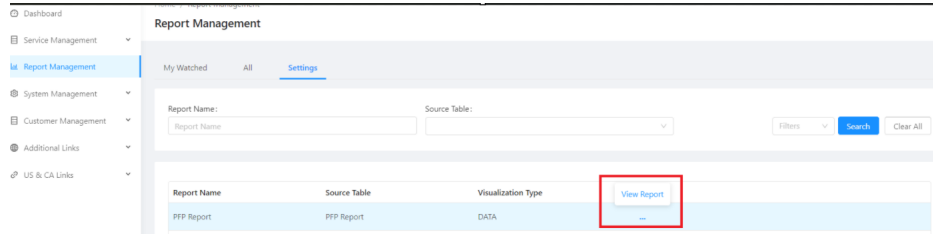
☆	Payment Report	WorkOrder	DATA	...
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A	B	C	D	E	F	G	H
WO Number	Order Type	WO Creator	Technician	WO Create Date	Labor Projected (Local)	Travel Projected (Local)	Net Value Projected (Local)
40051xxxx	Labor Only	CreatorName	TechName	2022-11-07 16:19:07			
40051xxxx	Labor Only	CreatorName	TechName	2022-11-07 16:23:07			
40051xxxx	Labor Only	CreatorName	TechName	2022-11-08 16:24:04			
40051xxxx	DOA	CreatorName	TechName	2022-10-19 13:54:25			

I	J	K	L	M	N
AWSP Repeat Repair	AWSP Repeat Repair Exception	Technician Qualified	POP Status	WO Status	Work Order Service Status
No				Review for Billing	Fixed
No		No		Review for Billing	Fixed
No				Review for Billing	Fixed
No		Yes		Order Accepted	Accepted

PFP Report

The PFP Report will show your Location's Monthly and Quarterly Scorecard. Go to the "Settings" tab under "Report Management" and click "View Report".



PFP Report
 Location ID: 1210402040-United States-Lenovo War... [View Scorecard](#) [Print report](#) [Download](#)
 Country/Region: United States
 Vendor Name: Lenovo Warranty Chrome
 Address: 710 Derolph Blvd-3A NEWPORT NEWS Virginia 23608-4427

Monthly Scorecard

Month	February-2024	January-2024	December-2023	November-2023	October-2023
All Completed Claims			41610	699	
Std. Why Claims			5372	651	
Projected PFP %			0	0	
FTF %			99.2%	92.10202000000001%	
FTF % Std. Why Unique Serial #s			5350	607	
FTF % Std. Why MCLM Serials			44	48	
PPM			1,126	1,321	
PPM Std Why Parts Used			6010	777	
PPM Std Why Unique Serial #s			5337	588	
Std Why Labor Reimb					
Std Why Travel Reimb					
Projected PFP Bonus Reimb					
Non Std Why Labor Reimb					
Non Std Why Travel Reimb					
Total Reimb w/o PFP					
Total Reimb with PFP					
ADP Claims			35649	7	
Labor Only Claims			14	21	
Option Claims			0	0	
DOA Claims			574	20	
ECA Claims			0	0	
Pre-Cust Claims			1	0	
Parts not Returned with 30 days			0	0	
PCT not Returned with 30 days			0	0	

Quarterly Scorecard

Quarterly Scorecard	Q4-2023	Q3-2023	Q2-2023	Q1-2023	Q4-2022
All Completed Claims	41610	699	289	15709	614
Std. Why Claims	5372	651	211	2077	647
Projected PFP %	0	0	0	0	
FTF %	97.2%	87.1%	94.74%	99.20%	94.80%
FTF % Std. Why Unique Serial #s	5350	607	209	1575	726
FTF % Std. Why MCLM Serials	44	48	11	8	66
PPM	1,126	1,321	1,019	1	2
PPM Std Why Parts Used	6010	777	213	1802	967
PPM Std Why Unique Serial #s	5337	588	209	1562	662
Std Why Labor Reimb					
Std Why Travel Reimb					
Projected PFP Bonus Reimb					
Non Std Why Labor Reimb					
Non Std Why Travel Reimb					
Total Reimb w/o PFP					
Total Reimb with PFP					
ADP Claims	35649	7	55	13400	37
Labor Only Claims	14	21	0	1	79
Option Claims	0	0	0	0	32
DOA Claims	574	20	3	230	5
ECA Claims	0	0	0	0	84
Pre-Cust Claims	1	0	0	1	24
Parts not Returned with 30 days	0	0	0	0	
PCT not Returned with 30 days	0	0	0	0	

ECA Determination Report

The ECA Determination Report will allow you to search all the ECA numbers in system. Go to "Setting" under "Report Management", click over the ellipsis icon and select "View Report"

Home / Report Management

Report Management

My Watched All Settings

Report Name: Source Table: Filters

Report Name	Source Table	Visualization Type	Action
PFP Report	PFP Report	DATA	...
ECA Determination	ECA Determination	DATA	...

You can use the filters (1.) to narrow down your search, or add new filters from the drop-down menu (2.).

Home / Report Management / Report Detail

ECA Determination

1.

ECA Number: MT: MTM:

Effective Date: ~ Filters

ECA Number	MT	MTM	Effective Start	Effective End	Labor Only	Part Number	Replacement Part	Country/Region Code
500		20L3000KBM	2021-12-25	9999-12-30	Y			
700		1057CT01WW	2021-12-25	9999-12-30	Y			

2.

MTM:

Filters

- Labor Only
- Part Number
- Replacement Part
- Country/Region Code

If you wish to view further details on the ECA, simply copy the ECA number and go to <https://seservice.lenovo.com/ToolSet/home/>.

***Note:** Credentials for the Service support site should be provided by your Service Manager.



Service Management Support Center

The SMSC is available from 9 A.M. to 5 P.M. Eastern Standard Time. Monday through Friday. You may find below the SMSC contact channels:

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