



WARRANTY SERVICE & SUPPORT GUIDE

Lenovo Authorized Warranty Servicer Use Only
US & Canada

06/26/2024 V5.1

LenovoTM

This document is only for use by Lenovo authorized service providers. It is not to be distributed beyond that audience, or used for any other purpose.

The latest version is available on the SMSC website at smc.lenovo.com (Credentials should be provided by your Service Manager).

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SERVICE & SUPPORT GUIDE

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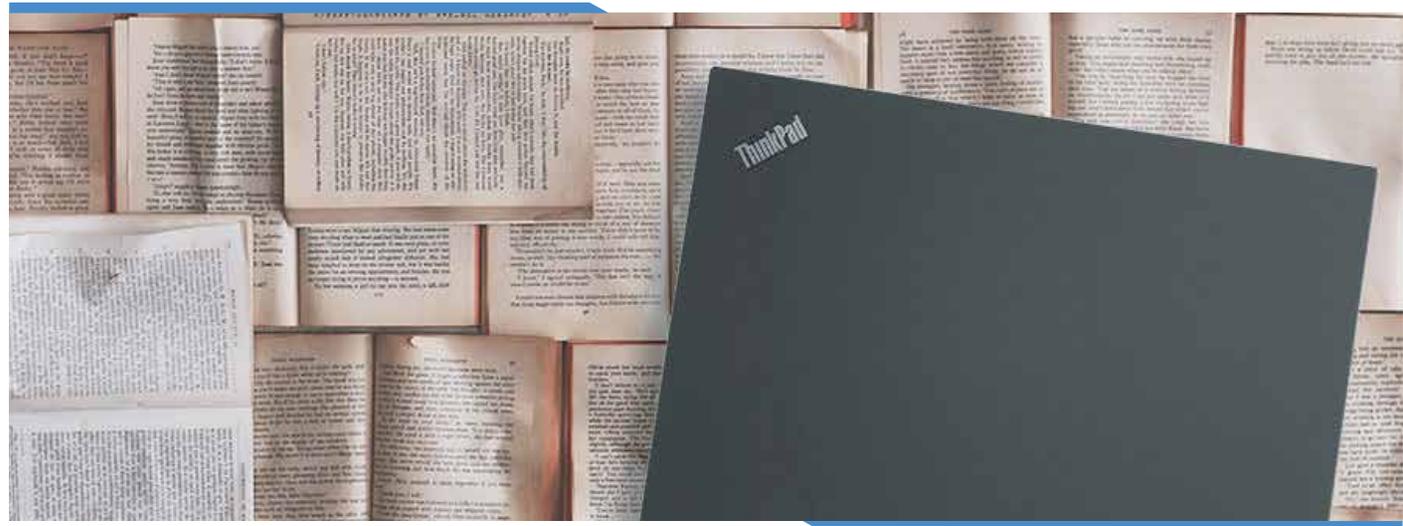


INTRODUCTION

- AWSP Requirements.
- Work Order Processing
- Entitlement
- Work Order Service Types

Introduction

Welcome to the **Lenovo Service & Support Guide (SSG)**. It is intended for use by Lenovo Authorized Service Providers from North America, including Business Partners and Self Maintainers. This version of the SSG contains information to assist in providing warranty service and processing warranty claims for Commercial Brand (Think) products and Consumer Brand (Lenovo) products. This document is intended for online use. Only the online version should be considered up to date.



smc@lenovo.com

800-426-3391



INTRODUCTION

Authorized Warranty Service Providers (AWSP)

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The AWSP Program authorizes to perform Warranty Service o Lenovo Branded hardware products during the applicable Warranty Period under the Lenovo Limited Warranty.

	ASP (Authorized Service Provider)	WSM (Warranty Self-Maintainer)	TPM (Third Party Maitainer)
Program Overview	For Resellers only.	Designed for Customer who have "Certified Technical Staff" to make in-house hardware repairs for the Lenovo system they own during the warranty period.	Allows an outside Servicer company to support a specific and single Lenovo customer per contract.
	Supports the Channel Sales allowing Business Partners to repair Lenovo System during the warranty period.	Only service technicians who are direct employees of the Self-Maintainer are authorized to perform warranty service. This authorization is not extended to students, nor should it be used as an educational tool to teach people how to repair machines.	The Lenovo Service authorization is not linked with the end-user's contract expiration. The Warranty service support can be assigned to an ASP if the Servicer does not meet the performance requirements.
	Any Location that meets the reported Sales requirements and provides the highest quality service is eligible to earn Pay for Performance	Three (3) different levels based on their minimum install base. - Level 0: 500 - Level 1: 1000 - Level 2: 2000	Do not sell Lenovo products or Services. Two levels: - Parts Only - Parts & Labor
Labor reimbursement	Yes	Levels 0 & 1: None Level 2: Yes	Only for TPM Parts & Labor level.

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	ASP (Authorized Service Provider)	WSM (Warranty Self-Maintainer)	TPM (Third Party Maitainer Program)
	Must be expensored by Sales Executive through the application process		
	Meet the minimum performance targets to stay in the program.		
	Report Lenovo products and/or services sales of \$250K or greater per year, or \$60K in the last quarter, qualify to provide warranty service.	Minimum install base depending on the WSM level: Level 0: 500 in-warranty machines. Level 1: 1,000 in-warranty machines. Level 2: 2,000 in-warranty machines.	Minimum install base: Parts Only level :1,000 in-warranty machines Parts & Labor level: 2,000 in-warranty machines Authorization to repair machines is granted due to the end-user requirement under a specific signed contract.
Requirements	Startup fee of \$250.00 is required	Startup fee of \$1,000 is required	Startup fee depends on the TPM Level: Parts Only: \$1,000 Parts & Labor: \$ 5,000 This fee is charged against each contract/customer requested to perform warranty service for.
	Annual renewal fee of \$250.00 required after the first year.	Annual renewal fee which depends on the WSM Level is required after the first year. Required after the first year: Level 0 - \$500.00 Level 1 - none Level 2 - \$250.00	Annual renewal fee depending on the TPM level, required after the first year. Parts Only: \$1,000 Parts &Labor: \$ 5,000
	All users & role contacts involved with the program must complete the mandatory training provided by Lenovo free of charge.		
	All Technicians are recommended to be "CompTIA A+ certified". (Industry standard certification program)		





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Service Products	ASP (Authorized Service Provider)	WSM (Warranty Self-Maintainer)	TPM (Third Party Maitainer Program)
Lenovo Service supported by AWSP Programs	Base warranty and Warranty service upgrades of 1) Keep Your Drive (KYD); 2) Accidental Damage Protection (ADP); 3) Onsite (base warranty), and the base warranty extensions.		
Lenovo Service not supported by AWSP Programs	1) Premier Support; 2) Premium Care; 3) Legion Ultimate Support 4) Tech installs CRU; 5) Advance Exchange (AI); or 6) Sealed Battery Extensions. For claims related to these service products, customer shall contact Lenovo directly to request repair of the entitled device in accordance with the applicable service terms and conditions.		
Hardware Products	Commercial Products	Consumer products	
Lenovo devices supported by AWSP Programs	Thinkpad notebooks; Thinkcenter; Docking sations; Thinkpad Tablets; Thinkstation; Monitors; Desktops	Thinkbook; Chromebooks; Ideapad; Notebook; Desktop	
Lenovo Devices not supported by AWSP programs	ThinkServers; System X products; Smart Hubs	Monitors; Tablets Idea (Android); Smart devices	



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ASP Program Requirement

Lenovo Business Partners may become authorized to provide warranty service on the products they sell. For those resellers that elect to provide warranty service and complete the necessary training, Lenovo will provide replacement parts and labor reimbursement. Lenovo ASPs must:

- Validate that the End User is entitled to Lenovo Warranty Service
- Maintain Lenovo Warranty Service approval status and capability
- Ensure service is performed by personnel trained to Lenovo standards, consistent with our service requirements
- Provide warranty service even for Lenovo machines the End User did not acquire from you
- Not assign, delegate or subcontract Lenovo Warranty Service responsibility unless approved by Lenovo in writing
- Service machines only at Lenovo authorized service locations or at your End User location
- Submit only valid warranty reimbursement claims
- Retain records (supporting documentation, e.g. work orders, service tickets, etc.) for three years, by location, of each warranty work order you submit
- Maintain adequate tools, test equipment and current technical information to provide warranty service
- Use only Lenovo parts when performing warranty service unless otherwise agreed to by Lenovo in writing
- Provide Lenovo Warranty Service only on Lenovo products the Lenovo Business Partner is approved to sell



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Work Order Processing

Warranty Work Orders are submitted using the NGSP Portal, which provides key entry audits, entitlement lookup, initiates the warranty parts order and labor reimbursement through an Internet connection.

- Lenovo pays for shipping (inbound/outbound) for warranted replacement parts
- Same day ship objective of available parts for claims submitted by:

**4PM
EST**

for Consumer
Products

**5PM
EST**

for Commercial
Products for US
Territories

**6PM
EST**

for Commercial
Products for US
and Canada

- Warranty Work Orders must be submitted within 15 days of the service date
- Parts will be cross-shipped. If the defective part is to be returned, the work order will proceed with the part shipment at the time the work order is submitted, not when the defective part is returned
- If proof of purchase (POP) is required as a system message, use the POP Field under the case section so the SMSC can later review and proceed accordingly. If the system does not generate a message DO NOT INPUT POP DATE. In batch submission it is imperative to run the simulation to determine what might require POP
- Defective parts must be received within 30 days of Lenovo's shipment date of replacement parts
- Parts not received within 30 days will be billed at the current billing price

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All warranty work orders are electronically checked for entitlement. The Entitlement database has warranty end dates derived from ship dates, an approximation of business partner shelf life, and the appropriate warranty period. If the customer's proof of purchase indicates a warranty expiration date different than Lenovo records indicate, the proof of purchase documentation is always the final authority, and will need to be submitted to Lenovo under the case created. In addition, each warranty work order is checked for entitlement as it is processed. If Lenovo's database indicates the system is out of warranty or no entitlement record is found, the work order administrator will receive a message that proof of purchase is required. Part shipments will proceed at the time the work order is submitted, it is your responsibility to follow through with the proof of purchase to avoid a part invoice. The proof of purchase **MUST** be attached to the case.

Warranty discrepancy problems or warranty update requests will be managed by the Service Sales Registration Team, which is in charge of all warranty registrations, if no **work order** has been submitted yet. You can submit a valid proof of purchase by contacting the registration team at www.lenovo.com/registrationsupport. If a **work order** has already been created while there was a warranty discrepancy, you must attach the POP to the case. If the proof of purchase is not attached within 30 days of the work order creation date, a part invoice will occur.

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Proof of Purchase

A valid proof of purchase may be an invoice, sales or cash register receipt for products sold to end-users showing:

- The Lenovo Business Partner name and address
- The end user product purchase/delivery date as this date is the start date of the warranty period
- Invoice/transaction number. A unique control number that you use for each sales transaction
- Machine serial numbers and product description. If your invoicing system does not automatically print serial numbers, the servicer must hand-write the serial number on the original receipt, sign and date it
- Name and address of your customer (not required for cash register or credit card receipts)

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Work Order Service Types

To properly submit warranty work order through the LNGSP Portal, it is required to choose the proper service type related to the service provided by the Authorized Service Provider.

Customer Limited Warranty

These work orders are selected for regular warranty repair. Work Orders may be entitled electronically or by proof of purchase. Work order labor paid is based on warranty service (on-site or bring-in), entitlement and delivery

Pre-Customer Limited Warranty (no longer valid)

Similar to the Customer Limited Warranty service type. The difference between them is that this service type must be selected if the product is not yet sold or delivered to the customer. Intended for use at a configuration center. Not to be used for on-site service.

DOA Work Order

Authorized Service Providers (ASPs) may select this service type once they need to file a work order for a replacement part requested on a previous work order which is dead on arrival or damaged in transit (see page 19). If DOA Work Order is selected you must order the same FRU number as ordered on the original work order.

The second work order must be submitted against the same serial number within 30 days since part delivery. The original work order number must be included in the "Original DOA WO Number" field. No additional parts will be allowed to be ordered on the second claim

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Engineering Change Announcements (**ECA**) are special service programs that provide coverage beyond standard warranty. ECA claims must include the ECA number in the adjacent field

Labor Only Work Order

Users will be prompted to describe the labor performed as you complete the warranty work order. Labor only claims are subject to a manual audit, therefore, full documentation of the service performed and Lenovo Service Tip # in the description field within the Work Order is mandatory. You can also use the "Diagnostics Information" section on the case, and select a tip from the "PD Code: View knowledge Base". Lenovo will reimburse Authorized Service Providers (ASPs) for labor only repairs that meet the mandatory requirements. If there is a symptom that is not covered by a published Lenovo Service Tip, please contact the SMSC or your Service Consultant to escalate the situation prior to submitting any labor only work order. Valid labor only claims are related to a hardware warranty functional issue: reseating loose circuit boards or cables, mechanical or electrical adjustments. Items **NOT** eligible for warranty reimbursement are:

- Adjustment of customer level controls, such as front panel monitor controls
- Software problems & updates including the operating system, application programs, firmware and BIOS Installation, configuration and setup
- Telephone assistance and customer training

Option Claim

Covers options or upgrades not entitled by system warranty. It should be used to submit a work orders against an option number instead of machine type/model. A proof of purchase (POP) is required for this service

Accidental Damage Work Order

This work order covers accidental damage (drops/spills) on systems that are covered by accidental damage upgrades

**Service Delivery Types**

Valid types are **On-site** and **Bring-in**. On-site should only be selected when travel is required. The 'Parts Only' service delivery will block labor payment and should not be used **unless specifically indicated by a Lenovo representative**.

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**REIMBURSEMENT****Labor & Travel
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Commercial Authorized
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Labor & Travel Reimbursement

Labor

Authorized Warranty Service Providers may be reimbursed for labor associated with warranty repairs. All parts have a designated reimbursement rate. When multiple parts are reported on the same work order, the part with the highest reimbursement rate is used to calculate the payment. Multiple repairs to the same serial number during a 30-day period are considered a single repair incident and only the first work order is paid. This means Lenovo will only provide parts for the second and subsequent work orders for 30 days after the initial repair

Travel

Some repairs may be eligible for travel reimbursement based on whether the product has onsite coverage and the part being replaced. The additional reimbursement will be automatically calculated on work order submission when “On-site” is selected. When submitting work orders for multiple machines at the same location on the same day only one should be coded “On-site” to indicate travel was required. Note some customer replaceable units (CRUs) are not eligible for travel reimbursement.

DOA FRU

One exception to 30-day reimbursement policy is DOA (Defective on Arrival) service parts. If an ASP receives a defective FRU and reorders it within 30 days they will be paid for the second repair. The original work order number must be included in the “Original DOA WO Number” field while submitting the DOA work order.



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Payment Cycle

Work Orders will automatically move to Closed after 20 days from Work Order being in Completed status.

Payments for Closed work orders will be paid on a monthly basis by the 3rd Friday of each month.

Detailed payment reporting will be available after each payment cycle.



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Commercial ASP Rates

THINKPAD	TIER	US ASP/TPM	CA ASP/TPM	WSM	TRAVEL
System board, Processor, LCD, Inverter Cards	T9	\$65	\$70	\$42	Yes*
Memory and Internal Components (Wireless, Networking, Modems), Keyboard, PC Cards, and Ultra-Bay Options, CD/ROM Drives	T2	\$32	\$35	\$42	Yes*
External Options, Mouse, AC Adapters, Batteries and Devices	T1	\$15	\$20	\$0	No
Technical Support (End User)	T0	\$0	\$0	\$0	No
Technical Support (DCG)		\$50	\$70	\$25	

 Warranty labor reimbursement rates listed below are for reference only; actual payments are calculated by part number when work orders are submitted. * On-site upgrades may include additional travel reimbursements when travel occurs. Small Footprint desktop systems may vary from standard reimbursement rates. Some Lenovo desktops are not eligible for travel payment for memory and internal options.

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THINKCENTER, THINKSTATION & DESKTOPS	TIER	US ASP/TPM	CA ASP/TPM	WSM	TRAVEL
System board, Processor, Power Supply, Heat Sinks	T9	\$50	\$55	\$42	Yes*
Internal Components, Bezels, Covers	T2	\$32	\$35	\$42	Yes*
Keyboard, HDD, FDD, Memory, Optical Drives, PC Cards, Mouse, Devices, Power cords, External Options	T1	\$15	\$20	\$0	No
Miscellaneous Kits, some plastics, Recovery CDs	T0	\$0	\$0	\$0	No
Travel (If applicable)		\$50	\$70	\$25	
MONITORS					
Monitors and Displays	T2	\$25	\$30	\$25	

Refer to the Warranty Portal for specific rates by product and/or part number. Locations that do not meet minimum performance requirement will be paid at a 70% rate. The 70% rate also applies to new WSM L2's until they meet performance requirements.



Warranty labor reimbursement rates listed below are for reference only; actual payments are calculated by part number when work orders are submitted. * On-site upgrades may include additional travel reimbursements when travel occurs. Small Footprint desktop systems may vary from standard reimbursement rates. Some Lenovo desktops are not eligible for travel payment for memory and internal options.

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Consumer ASP Rates

LENOVO CONSUMER NOTEBOOKS	TIER	US ASP/TPM	CA ASP/TPM	WSM	TRAVEL
All components, unless otherwise noted in product warranty*	T9/2/1	\$40	\$40	\$40	Yes
Miscellaneous Kits, some plastics, Recovery CDs	T0	\$0	\$0	\$0	No
LENOVO CONSUMER DESKTOPS					
All components, unless otherwise noted in product warranty*	T9/2/1	\$40	\$40	\$40	Yes
Miscellaneous Kits, some plastics, Recovery CDs	T0	\$0	\$0	\$0	No
TRAVEL (IF APPLICABLE)					
		\$45	\$65	\$25	

* 90-day limited warranty on some products for power adapters, keyboards, plastics and hinges.



Refer to the New Warranty Portal for specific rates by product and/or part number. Warranty labor reimbursement rates listed below are for reference only; actual payments are calculated by part number when work orders are submitted.

* On-site upgrades may include additional travel reimbursements when travel occurs. Small Footprint desktop systems may vary from standard reimbursement rates. Some Lenovo desktops are not eligible for travel payment for memory and internal options.

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Supporting Documentation & Record Retention

The Lenovo electronic warranty work orders system maintains warranty work orders information for a minimum of three years. Your internal records related to service repairs must also be maintained for a minimum of three years. Warranty work orders and cases must include:

- Date the warranty service was performed
- Name and address of the end user (including company name)
- List of the warranted part(s) replaced
- Serial Number and machine type/model of the repaired product
- Technician who performed the work
- A problem description and appropriate comments to support the actions taken, including any parts used. The comments should allow a person reading them to determine why a specific action was taken
- When repairing multiple failures, such as a system board and a keyboard, comments should be listed describing why each part was replaced. See example #3 below
- For Accidental Damage Protection work orders, **additional details supporting how the accidental damage occurred are required**. Example: "System dropped off desk and the LCD was cracked"





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Example #1

The Technician replaced the system board under warranty.

Complete and supporting documentation would provide any error codes or symptoms used to determine a system board was needed. **"Three long beeps and no display or lights coming on. Replaced System Board."** "Replaced system board" is inadequate supporting documentation because it does not tell why or what the failure was.

Example #2

The Technician replaced the Hard Drive under warranty.

Complete and supporting documentation would again provide any error codes or symptoms used to determine the hard drive needed replacing. **"At time of boot the system does not recognize the HDD and the HDD light stays on continuously. HDD Error code XXXXX when running diagnostics. Replaced HDD."**

Example #3

Replacing both System Board and Keyboard.

When repairing multiple failures such as a System Board and keyboard, comments should be listed describing why each part was replaced. **"No power indicators coming on. Replaced System Board; Sticking "Y" on keyboard so the keyboard was replaced as well."**



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Parts Handling & Return

Returns are tracked by the return label provided for use with a specific part. To ensure acknowledgement for the return of defective parts, it is important to use only labels provided with the new replacement. If multiple parts are bulk shipped in the same box to you, you must identify the correct label associated with each specific part and use only the return label associated with the assigned work order.

- Call the carrier for package pickup when the part is ready for shipping
- Use prepaid label supplied with the replacement part
- Use the original or equivalent protective packaging, including a static shield bag
- Parts received without the protective packaging may be returned if damage is evident
- Return one part per box. For tracking purposes, please do not return multiple parts in a single box
- If proof of purchase (POP) is required, attache it to the Case.
- Defective parts must be received within 30 days of Lenovo's shipment date of replacement parts
- Whenever defective parts are returned with Customer Induced Damage (CID), parts will be rejected by our Parts Vendor and sent back to the Business Partner, provided unit in question does not have accidental damage upgrade. Therefore, claims will be closed and Business Partners may be invoiced
- Non-compliance with any of the above-mentioned conditions may lead to the invoicing of the replacement part at the current billing price
- If a replacement return label is needed, email a request to the SMSC including the **work order number** and the **part number**
- All **parts identified as scrap should be scrapped locally** in an environmentally friendly way that comply with all local (State or Provincial) laws and regulations

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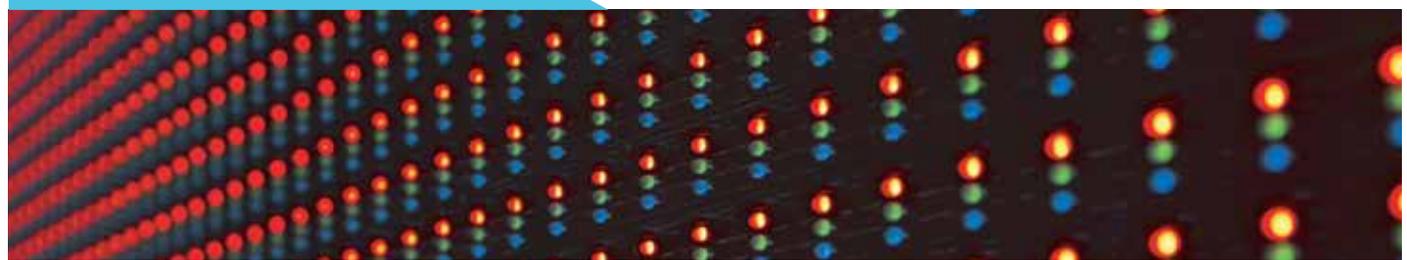


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Should a replacement part be physically damaged during transit, attempt to refuse the package at delivery and contact the SMSC to make the necessary adjustments to the work order.

If attempt to refuse is rejected by the carrier, please place a DOA Warranty Work Order for the required part, and return the damaged part - if returnable - using the pre-assigned return label and make sure to mark the DOA box on the label. Failure to mark this part as DOA may lead to invoicing.

If the part is Scrap, please dispose of it locally in an environmentally friendly way.



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Ordering Recovery Media

Lenovo warranties do not cover software issues. Recovery media orders are only authorized if the hard drive has been replaced and the recovery media is needed to complete the repair. For other situations, the recovery media may be purchased (see section below).

How to Order Recovery Media

Recovery media cannot be ordered through the NGSP portal, the request has to be done through the esupport site (<http://pcsupport.lenovo.com/us/en/lenovorecovery/> / User and PW should be provided by your Service Manager).

To do so, you will require to have the following information:

- Unit serial number
- Language

If the unit is not valid for the recovery media, the system will inform you and a "contact us" option will be provided for further assistance.

Bear in mind that this is a one-time only request, as such, multiple requests for the same serial number will not be allowed by the system.

Finding FRU Number for Recovery Media — Commercial

To search for a FRU number for Recovery media, the first step is to do a warranty lookup in the portal. There you can find the FRU number needed and the original operating system that was installed in the machine. If the FRU number is not listed, you may find it at the [Parts Lookup](#).



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Finding FRU Number for Recovery Media – Consumer

To search for a FRU number for Recovery media, perform a [Parts Lookup](#). If the FRU number is not listed, click on “Internal Resources” on the top menu, select the Matrix to download for your supported operating system.

How to Purchase Recovery Media – Consumer

Send an email to lenovopfsleads@sutherlandglobal.com and include:

- Company
- Name of contact person
- Shipping address (PO Box not accepted)
- Email address so we can send order details
- Serial Number of machine
- Machine Type model
- Quantity of Recovery Media needed



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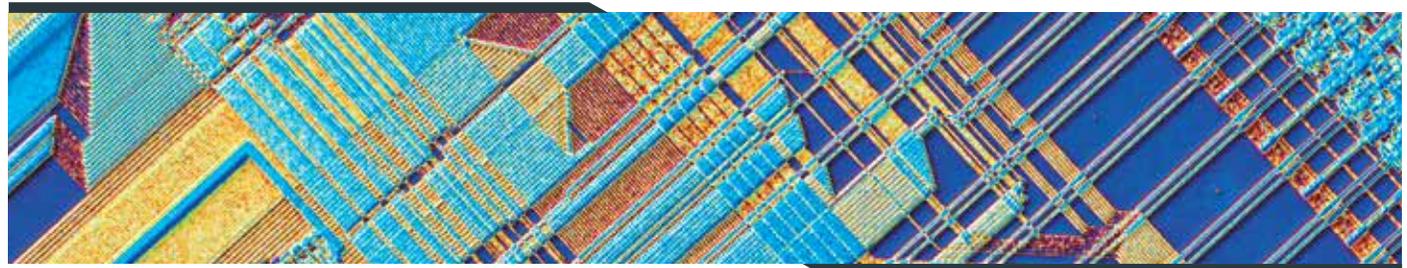
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- Warranty entitlement is based on the ship date from Lenovo plus a window for delivery to the customer. No registration is required. Proof of purchase (POP) will be required for any exceptions
- Internal Lenovo options, such as memory modules, assume the warranty terms of the product they are installed in. Some parts may carry a different warranty than the system, please see warranty information for a specific model in question
- Laptop batteries and Tablet pens have a one-year warranty unless specifically stated otherwise
- When warranty service involves the replacement of a product or part, the replaced product or part becomes Lenovo's property and the replacement product or part becomes your property



**POLICIES &
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Accidental Damage Protection



Accidental Damage Protection (ADP) is an optional service offering that covers accidental drops and spills. Lenovo will repair or, if in our sole discretion we decide it is necessary, replace the product if it experiences operational or structural failures resulting under normal operating conditions and handling due to liquid spills on the keyboard, unintentional drops and bumps of the product, an electrical surge that damages the product's circuitry, or the failure of the integrated LCD screen.

Coverage is provided for components installed in the system at time of purchase only. The coverage period terminates immediately if your product is replaced under this Agreement.

Items **excluded** from ADP coverage:

- AC adapter, batteries, stylus pens, port replicators, docking stations
- External peripherals and accessories, including monitor, external mouse or other input/output devices
- Cosmetic damage, including wear and tear, scratches, scuffs or cracks. Only damage impacting the system operation or structural integrity is within scope

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- Intentional misuse, modification, an unsuitable physical or operating environment
- Authorized Warranty Service Providers may provide this service under the following conditions:
 - No claims should be submitted for cosmetic repairs, such as those at end of lease. Parts needed for reconditioning may be purchased from **Lenovo Part Sales** at www.lenovo.com/parts or lenovo.encompass.com
 - ADP work orders includes end-user description of the incident and loss of function that requires coverage.(Damaged, cracked, and missing parts alone are not a valid description of the incident.) Incomplete failure description may generate compliance reviews



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Lenovo Care (Lenovo)

LenovoCare Protection Services is a portfolio of warranty upgrades and maintenance options for Lenovo branded systems sold by Lenovo.

- Covers accidental drops, liquid spills and electrical surges
- Provides unlimited number of repairs up to cost of system, replacement provided if required (as determined by Lenovo)
- Coverage expires after replacement
- Items **excluded** from Lenovo Care Protection coverage:
 - AC adapter, batteries, stylus pens, port replicators, docking stations
 - External peripherals and accessories including monitor, external mouse or other input /output devices
 - Cosmetic damage, including wear and tear. Only damage impacting the system operation or structural integrity are within scope
 - Intentional misuse, modification, and unsuitable physical or operating environment

Warranty Extensions

- 1 year to 2 year
- 1 year to 3

Service Delivery Upgrades

- Mail-in service to depot service
- Depot service to On-site service

For more information on Lenovo Care Protection Services, please visit www.lenovo.com/services

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Invalid Warranty Work Orders: Refurbish & Cosmetic Repairs

Repairs performed to prepare a unit for resale or return at the end of a lease are not valid warranty work orders. Businesses that purchase Lenovo products for resale are not entitled to warranty services. The following provision is from the **Lenovo Statement of Limited Warranty, Part 1 - General Terms**:

"The warranties provided by Lenovo Group Limited or one of its subsidiaries (called "Lenovo") in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale".

Warranty authorized service providers should contact Lenovo if they are requested to provide warranty repairs on multiple units for repairs that appear to be cosmetic in nature or due to normal wear and tear. Authorized Service Providers should consult their Service Support Guide for a listing of "Items not eligible for warranty replacement".



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[Compliance Review](#)

The **Lenovo Compliance Team** will likely select for review locations that have a higher than average percentage of "scrap" parts (non-returnable parts) used. Focus will be on plastic part replacements that are not associated with a functional problem. Items found to be outside policies will be reimbursed to Lenovo (parts, labor, premium and applicable travel).



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Option | Feature Warranty Work Orders

Lenovo internal options, such as memory, purchased on or after the purchase date of the system assume the warranty period of the Lenovo system or the warranty period for the added feature option, whichever is greater.

Option cases and work order Submission

Option work korders fall into one of three categories. Those that assume host warranty terms, those that can be electronically entitled using the option product and serial number and those that require Proof of Purchase documentation.

1. Internal options such as memory, network adapters, DVD and HDDs assume warranty terms of the host system in which they are installed. Enter the case using the host system product/machine type and serial, and the work orders as Customer Limited Warranty.
2. External options such as Commercial monitors have their own warranty terms. Enter the case using product/machine type and serial, and ubmit the work order as Customer Limited Warranty. Note: Monitors require full 7 or 10 digit product number.
3. Options not covered by host product warranty and not entitled product and serial number require Proof of Purchase (POP). These options include docking stations, external USB devices and laptop external keyboards. Using Service Portal:
 - Select "Yes" under "Options" when creating the case, and complete the MTM.
 - Attached the POP under the "Select Entitlement section" on the case.
 - Create the Work Order selection "Option Claim"
 - Select desired FRU from listed parts.
 - Complete remainder of work order as usual

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Warranty service for **Lenovo Optional Features** installed in Lenovo systems no longer under warranty or installed in non-Lenovo systems receive warranty service specified for that feature option.

Lenovo Monitors & Smart Devices

For warranty support on Lenovo (Consumer) Monitors and Smart Devices (AR/VR Headsets, Lenovo Smart Clock, etc.), contact Technical Support (Consumer) at 877-453-6686; select option 4, press “#” (unannounced IVR option); this will place you into the Fast Access Flow. Within the Fast Access menu select option 2 (field service or depot partner), and enter 410 as the fast access PIN.

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Extended Battery Warranties (Commercial)

The purchase of a **Battery Warranty Extension** entitles the customer to one Battery replacement during the entire term of the Service Agreement (3, 4, or 5 years). The term begins after the one-year Battery base warranty period and ends after the initial and only replacement request is received.

If the Battery Extension is on a product with a **“Sealed Battery”**, replacements are to be handled by the **Technical Support Center**.

**1-800-426-7378****1-800-565-3344**

For Products that contain a battery that is **Customer Replaceable (CRU)**, replacement requests are made by contacting 1-866-426-1703 and providing the system machine type, serial number, and barcode number from the failing battery. Request received prior to 3pm CST will be processed the same day. Request received after 3pm CST will be processed the next business day. Note: Warranty reimbursement does not apply.

The standard warranty on batteries is one year, regardless of system warranty.

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Security of Customer Data on HDD

As a **Lenovo Authorized Service Provider**, it is your responsibility to ensure the confidentiality of customer data on hard drives you replace.

Defective hard disk drives (HDDs) are handled through a controlled process that begins at the time of replacement, either by you, the customer, or a Lenovo Authorized service representative. The data on returned defective drives are either deleted during the repair process or the drive is scrapped.

Because no erasure or destruction process can be guaranteed to be completely effective, Lenovo recommends that whenever possible, you attempt to delete any data that might remain on the HDD before returning the drive. Lenovo further recommends that if any data is subject to protections by federal, state, or local laws, you take appropriate measures to ensure the affected data is stored sufficiently unintelligible through commercially available encryption technologies that require a security key, known only to you, to access the protected data.

Lenovo follows two methods for the processing of defective HDDs that include data removal or destruction.

1. HDDs that are designated to be repaired are retained by the Authorized Service Representative at the time the defective drive is replaced. These drives are then returned to a parts consolidation center using a controlled Used Parts Return process and subsequently sent through the parts repair process at a repair center. The repair process includes the electronic resurfacing and a complete format of the drive. Once the re-utilization process has been completed; quality seals are installed on each HDD. If the test process fails then the HDD is scrapped.



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2. HDDs designated for scrap are retained by the Lenovo Service Representative at the time the defective drive is replaced. These drives are then returned to a parts consolidation center using a controlled Used Parts Return process where they are scrapped. The scrap process includes total destruction and disposal of the HDD according to established environmental standards.

In cases where returned HDD's are handled by a third party, Lenovo requires such third parties to follow specific guidelines for handling and protecting information.

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Engineering Change Announcements

Engineering Change Announcements (ECAs) provide information about known problems and their resolution. These announcements include information on safety, data integrity and reliability changes. They may include special warranty reimbursement rates and coverage beyond the normal product warranty period. All warranty authorized service technicians and claims administrators should be familiar with these changes.

ECAs can be found on the Lenovo Support Site, <http://support.lenovo.com/>. You must be signed in as an Authorized Servicer as ECAs are generally classified as **“Authorized Servicer Only”**. Please, sign in by selecting My Account in the upper right corner of the home page (Credentials should be provided by your Service Manager).

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Warranty Work Order Reviews

Lenovo uses a number of reviews to ensure warranty work orders are properly completed and with stated requirements. The Warranty Portal automatically checks to ensure required fields are completed. In addition:

- The returned part is inspected. It must match the part described on the Warranty Portal, and must be free of damage caused by abuse
- It must be complete, not cannibalized, or previously reworked by a 3rd party vendor
- If required, proof of purchase document was originated by Lenovo or a Lenovo Business Partner, and it contains all of the required information

The **Lenovo Agreement Compliance Team** performs a database analysis to identify:

- Work Orders submitted with multiple parts for the same repair situation
- More than one work order submitted for the same repair situation
- Excessive claims for the same machine type and serial number
- Work Orders submitted with multiple travel payments for the same technician, same date, and the same customer location
- Improper use of Warranty Service Type
- Commodity entitlement. Lenovo records serial numbers for all major components installed in systems at time of manufacture, and audits for mismatches in filed warranty work orders. If the part returned is from an Out of Warranty unit or if the part returned is from another serial number with a claim within 30 days, Lenovo may recover the applicable part cost, labor, and other applicable fees. See the section below **“Work Orders Reversed during Reviews”**
- High percentage of scrap parts compared to return parts

If analysis identifies areas for additional review, it will be performed by

Lenovo Compliance Personnel.

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Work Orders Reversed During Reviews

Authorized Servicers are responsible for warranty work orders (including Accidental Damage) found to be invalid during a review. Lenovo will recover labor and/or parts, and/or travel, based upon the following:

ADMINISTRATIVE ERRORS	RECOVERY
Multiple travel payments, same location, same tech, same day	Travel (labor if applicable)
Wrong Service Type Used (Customer Limited vs ECA)	Labor difference
Invalid Labor Only (Software/BIOS/etc)	Labor
DOCUMENTATION ISSUES	
Inadequate Supporting Documentation	Labor
Problem description conflict with service performed	Labor
TECHNICAL TRAINING & CERTIFICATION	
Technician not authorized to perform warranty service (not trained)	Labor/Travel
End-User performed warranty repair (Not CRU)	Labor/Travel



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INVALID WORK ORDERS

Repair not covered by warranty (i.e. damage/end-user abuse)

Work performed by a third party servicer

Work performed outside the scope of the Lenovo Agreement or Service
Support Guide policies

Part(s) returned was from an out of warranty system

MISREPRESENTATION (MAY RESULT IN LOSS OF ASP STATUS)

Submission of warranty work orders with false information (intent & knowledge)

Submission of work orders with false customer or other data that leads to unearned
Quality Service Premium (PFP)Submission of work orders where the part(s) returned were from another serial
number which also had a work order(s) filed within a 30 day period; which resulted in
an additional Labor and / or Premium (PFP) paymentSubmitting the name of a technician on warranty work order who did not
perform the diagnostic/repair**RECOVERY**

Labor/Parts/Travel

Labor/Parts/Travel

Labor/Parts/Travel

Labor/Parts/Travel

Labor/Parts/Travel

Labor/Parts/Travel &
PFPLabor/Parts/Travel &
PFP

Labor/Travel

**Note**

In addition to the recovery types listed above, Lenovo will assess the impact of invalid claims on prior PFP payments and may recover a portion or all of a prior PFP payment where necessary.

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How to read a Warranty Invoice

When a warranty work order does not comply with the Terms & Conditions of the AWSP Program, it may be invoiced. In such event, the AWSP's financial contact should receive the invoice copy via e-mail. It contains the following information: work order number involved, part number, billing information, invoice number, invoice amount and invoice reason



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Product	Description	Qty	Unit Price Discount Amt	Debit Amount Discted Amt
04W7513	5B20Z45846 BDPLANAR I5-10310U Serial # Contract #	1	962.05	962.05
Summary				
Total of Products/Services				Invoice amount 962.05
State Tax				67.34
Total of Sales Tax				Taxes amount 67.34
Total Amount Due				Total amount 1,029.39USD
This Debit is issued as a result of the Lenovo CUSTOMER AGREEMENT or the equivalent agreement between us.				
Comment: This is a penalty due to non-compliance to the Warranty Services ReturnsPolicy (No Return) / SSG.				
Payment Terms :30 days from date of invoice ———— Payment timeframe				

Lenovo (United States) Inc.

Ship To Lenovo ThinkPlace Morrisville, NC, 27560

Debit To Lenovo ThinkPlace Morrisville, NC, 27560

Debit No 6460000000 ———— Invoice number

Debit Date 5/24/2022

Customer # 1213000000 ———— Partner's billing number

Send Payment to: Lenovo (United States) Inc. P.O. Box 643055 Pittsburgh, PA 15264-3068

For questions about your Debit call: Lenovo Accounts Receivable 1-800-426-9735

Ref Invoice Date :

PO # or Reference : WC#7040000000/BPRefID

Warranty Claim number + Location's internal reference ID (if any)

Partner's billing information

smc@lenovo.com



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Warranty Work Order Self-Assessment

During cases and warranty work order submission the NGSP Portal validates warranty entitlement, technician training and many other fields. Although system edits help ensure compliance with Lenovo's warranty terms and conditions, overall responsibility rests with the work order submitter. Periodically the location's claim administrator should randomly select 5% to 10% of the work orders (number of work orders should be a valid sample) and objectively review the following elements:

- Is the work order for a valid warranty repair? Valid warranty work orders include the replacement of defective parts, reseating loose connectors and non-customer adjustments.
- The following are **NOT** considered valid warranty repairs.
 - Physical damage as the result of abuse (i.e cracks due to mishandling, damaged LCD's, and spills)
 - Cosmetic repairs; including those associated with end of lease (i.e. normal wear & tear, scratches, missing parts)
 - Repairs associated with non-Lenovo options, adapters and memory
 - Software problems & updates including the operating system, application programs, firmware & BIOS
 - Running diagnostics if no hardware problem is found
 - Was the correct Service Type selected? Customer Limited Warranty should be selected for normal warranty issues.
- Does the work order include a detailed Problem Description? "Broke", "Failed" and "Replaced" are not acceptable. If multiple parts are replaced, the problem description should support them. Refer to the Service Support Guide for examples
- Labor only work orders must include a detailed description of the work performed.



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- If the warranty could not be automatically entitled or the customer's proof of purchase differs from Lenovo records, was a valid Proof of Purchase attached to the case?
- For Accidental Damage claims, did the work order include a description of the incident that caused the product / functionality failure? Is the description of the incident valid under Accidental Damage criteria?
- Was the technician identified on the work order the person that did problem determination and the actual repair?
- If multiple systems were serviced at a single location, was only one identified as on-site to indicate travel should be paid?

Work orders stalled in "In Repair" status for over 5 business days, will be closed by Lenovo. These work orders will be closed with a "insufficient information, WO eligible for audit" statement and, if applicable, labor reimbursement can also be impacted due to an insufficient information provided about the diagnostic and repair status.



Note

Although system edits help ensure compliance with Lenovo's warranty terms and conditions, overall responsibility rests with the claims submitter.

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User Management

As an Authorized Warranty Service Provider, you must ensure that business processes for user management are adhered to when accessing the NGSP Portal.

NGSP - Business Role Hierarchy and Contacts:

NGSP Portal Access	Create ASP Admin User	Create ASP Admin L2 User	Create ASP Technician User	Create Contacts	Create Cases & Work Orders	Maintain User Access & Status	Report Access
ASP Admin	SMSC/NASPS Team	Yes	Yes	Yes	Yes	Yes	Yes
ASP Admin L2	ASP Admin	No	Yes	Yes	Yes	Yes	Yes
ASP Technician	No	No	No	No	Yes	No	Yes

Creation of ASP Admins is handled by the Service Management Support Center and the NA Operations Team.

Service Technicians are created as Contacts. It's not a Business role. They do not have access to NGSP.



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The latest **News and Announcements** can be found on the SMSC Website at smc.lenovo.com (Credentials should be requested to your Location's Service Manager, you may contact the SMSC for guidance).

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Maintenance Utilities

Maintenance utility is used to update Model Type and Serial Number in BIOS after a system board replacement for laptops and tablets. These tools are “Servicer Only”, you must log in to eSupport at <http://support.lenovo.com/> before you can use the links below. Please, sign in by selecting My Account in the upper right hand of the home page (Credentials should be requested to your Location’s Service Manager, you may contact the SMSC for guidance).

For **Commercial Products**, identify the unit’s product, scroll down to the “Drivers & Software” section and search for the utility.

For **Consumer Products**, access the “BIOS Tool Download” section located at the “Internal Resources” menu under the “Hot Topics for Lenovo products”.

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Maintenance Utilities

**Software Diagnostics &
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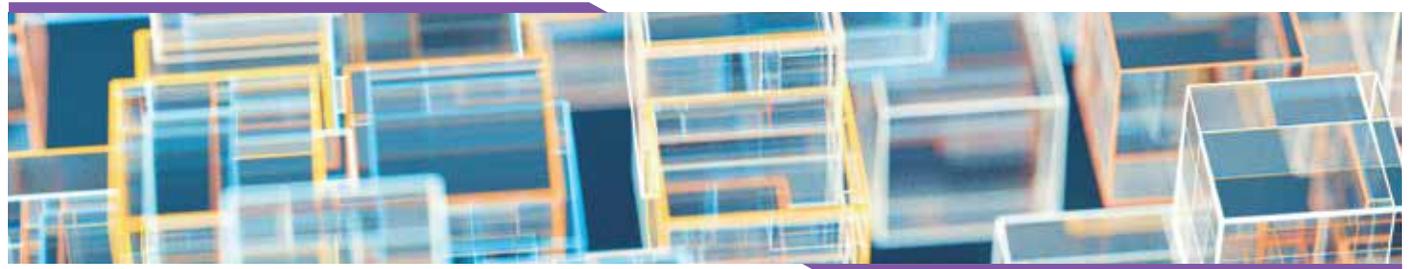
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Software Diagnostics & Tools (Commercial)

The **Lenovo Solution Center (LSC)** is a new software application created by Lenovo, which helps users get the most out of their PC experience. The new software allows users to quickly identify the status for system health, network connections and overall system security. This dashboard view gives users the ability to quickly monitor the health and security of their PCs, optimize performance, and take action to reduce – or even prevent – downtime. In addition to LSC there are numerous bootable tests and tools.



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Technical Issues

Authorized Servicers should initiate any requests for technical assistance through the **Support Center**:

- Commercial Products - US (800-426-7763), CA (800-505-1855)
- Lenovo Products - (877-453-6686)

In addition to remote support, the **Support Center** product specialists will determine if on-site or engineering assistance is needed. In the case of ThinkPads, the servicer may be directed to send the unit into our EZServ repair depot. There is no charge for technical assistance on warranty issues.

Part Availability Issues

There are occasions when replacement parts are not available for next day delivery due to supply constraints. If a customer situation arises at your location that requires priority filling of the order when part stock becomes available, you may request your order be upgraded. Each request is reviewed individually. Escalations are through the SMSC.

Service Management Issues

Lenovo Authorized Servicers have a toll-free number of **(800) 426-3391** to call, for answers to questions on service programs, warranty policies, and practices. The **Service Management Support Center** is available to all Lenovo Authorized Servicers with assistance on resolution of service issues. Please note that the SMSC does not provide support to end users. Refrain from providing their contact information to end users.

smc@lenovo.com

800-426-3391



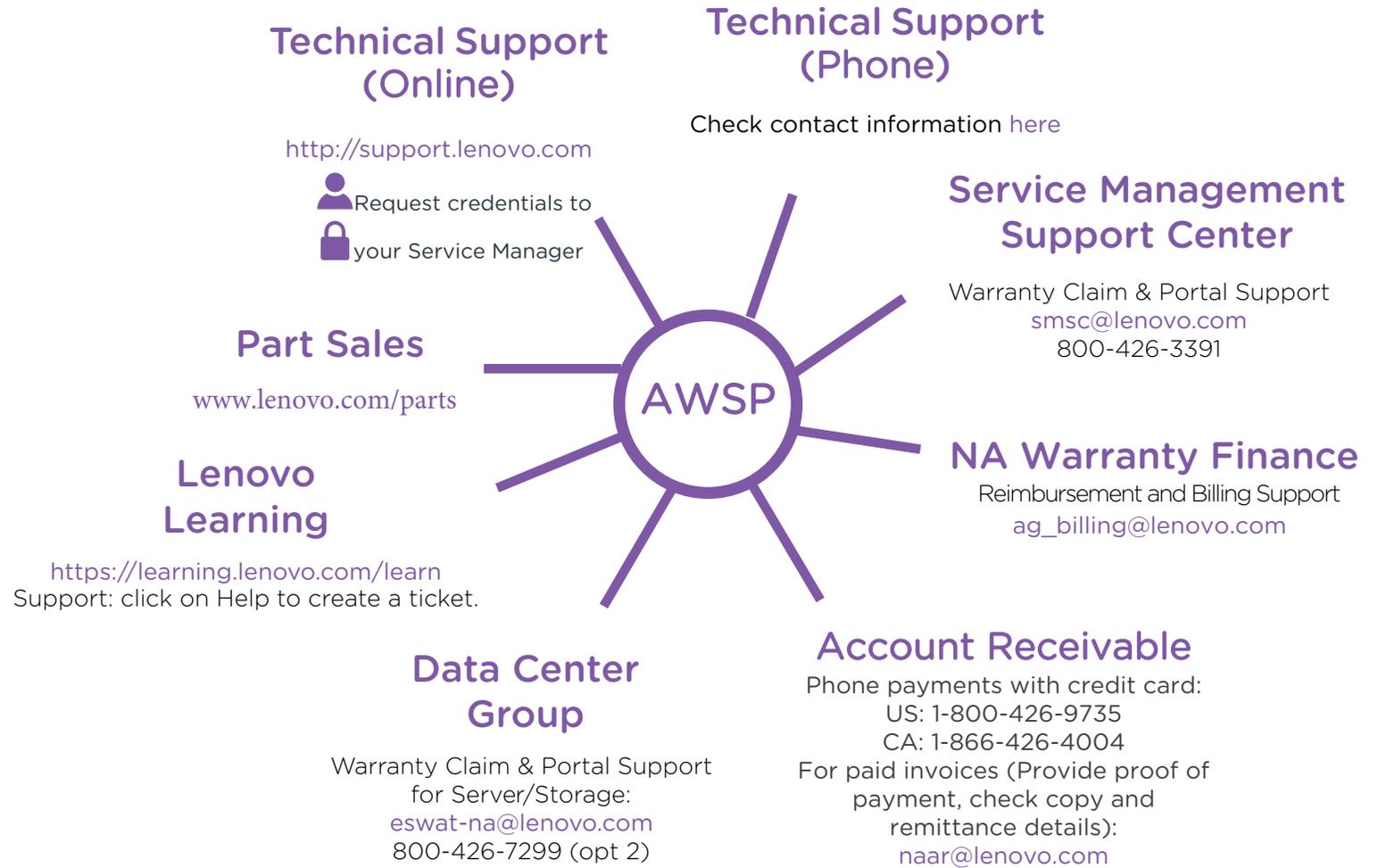
TOOLS & RESOURCES

- Maintenance Utilities
- Software Diagnostics & Tools (Commercial)
- Escalation Procedure

Support Structure

- Purchasing Lenovo Service Parts

Support Structure



smsc@lenovo.com

800-426-3391 **48**

**TOOLS & RESOURCES**

Maintenance Utilities

Software Diagnostics &
Tools (Commercial)

Escalation Procedure

Support StructurePurchasing Lenovo
Service Parts

Lenovo eSupport

Lenovo's support website at <http://support.lenovo.com> now includes servicer specific information. Each Location has a **single ID** to access the Lenovo eSupport website with visibility to servicer confidential support content. Please distribute to all Lenovo Authorized Service Technicians at your location.

1. Go to <http://support.lenovo.com>.
2. You will now be on the site as an End User. To access as a servicer, please, sign in by selecting My Account in the upper right hand of the home page.
3. Enter your credentials, then click the Login button.

Technical Support Center

Technical, marketing and service support assistance is available from the **Support Center**. This includes hardware and software support on products for which you are required to provide warranty service. The **Support Center** hours of operation are from **9:00 A.M. to 9:00 P.M. Eastern Standard Time**. Services provided include troubleshooting assistance and solutions to hardware/software failures from the most common to more complex issues.

smc@lenovo.com 

800-426-3391



**TOOLS & RESOURCES**

Maintenance Utilities

Software Diagnostics &
Tools (Commercial)

Escalation Procedure

Support StructurePurchasing Lenovo
Service Parts**Commercial**

- **US:** Call **800-426-7763** to obtain assistance from the **Support Center**.
 - Have maintenance manuals and diagnostic material available.
 - The following specialty codes should be used for call routing:

325	Desktop Support
405	Laptop Support (includes EasyServ)
670	Server
300	Default (everything else)

- **CA:** Call **877-453-6686** to obtain assistance from the **Support Center**.
 - Have maintenance manuals and diagnostic material available.
 - Be prepared to provide your Lenovo authorization number and pin number, proper machine identification (machine type/model & serial number), and a clear description of your problem.

ConsumerCall **877-453-6686** and select **option 4**.

- You will then hear the following options: (don't select any of these): For status on a previously reported issue or an in process repair, please press 1, for technical support, press 2, to extend your warranty coverage or to purchase a replacement part, please press 3, for all other inquiries, press 4.
- At this point press “#” (unannounced IVR option); this will place you into the Fast Access Flow.
- Within the Fast Access menu select option 2 (field service or depot partner).
- Enter 410 as the fast access PIN.

smc@lenovo.com

800-426-3391

**50**

**TOOLS & RESOURCES**

Maintenance Utilities

Software Diagnostics &
Tools (Commercial)

Escalation Procedure

Support StructurePurchasing Lenovo
Service Parts

Service Management Support Center

The SMSC is a team dedicated to providing Service Program support to Lenovo Authorized Service Providers (ASP) located in the United States and Canada.

The SMSC can provide immediate, qualified assistance in a wide range of areas, including:

- Users & profiles administration for Lenovo Service Portal
- Warranty information
- Investigation and resolution of warranty and post-warranty issues such as part returns and back orders.
- ASP service training assistance
- Non-technical issues concerning service.

SMSC is available **9 A.M. to 5 P.M. Eastern Standard Time, Monday through Friday**. Contact SMSC by:

- Phone at 800-426-3391, option 1
- E-mail: smc@lenovo.com

NA Warranty Finance

The NA Warranty Finance is a team dedicated to providing qualified assistance on labor reimbursement, part rejection and billing inquiries.

NA Warranty Finance is available **9 A.M. to 5 P.M. Eastern Standard Time, Monday through Friday**.

Contact them by:

- E-mail: ag_billing@lenovo.com

smc@lenovo.com

800-426-3391



**TOOLS & RESOURCES**

Maintenance Utilities

Software Diagnostics &
Tools (Commercial)

Escalation Procedure

Support Structure

**Purchasing Lenovo
Service Parts**

Purchasing Lenovo Service Parts

Lenovo replacement parts are critical to maintaining the high performance of Lenovo devices. From batteries to system boards, single parts to bulk orders, Lenovo is your source for genuine replacement parts for non-warranty repairs.

**For Purchasing Single or low volume parts (<50)
go to www.lenovo.com/parts or lenovo.encompass.com**

To purchase 50 or less parts per part number, please go to <http://lenovo.encompass.com>.

For support from ENCOMPASS, please contact their support team by calling 1-866-779-0021, live chat on their website, or via email at lenovosupport@encompass.com.

For **unresolved situations** requiring an escalation, please contact ENCOMPASS on the above-mentioned options and request an escalation to **SPOC**. Should your inquiry remain unresolved, you can also reach out to Lenovo by contacting **Keith Gedrose** (gedrose@lenovo.com).

**For Purchasing Bulk Parts (50+)
Send request to lenovoparts@lenovo.com**

To purchase 50 or more parts per part number, please contact lenovoparts@lenovo.com, Matt Martucci (mmartucci@lenovo.com) or Keith Gedrose (gedrose@lenovo.com). To get a quote, make sure to include part number and quantities when emailing them.

For **unresolved situations** requiring an escalation, please contact lenovoparts@lenovo.com. Should your inquiry remain unresolved, please reach out to **Keith Gedrose** (gedrose@lenovo.com).

smc@lenovo.com 

800-426-3391



**PERFORMANCE****Performance
Requirements**

What Are Performance
Metrics?

Reseller Only Programs

**Customer Satisfaction
Program**

Performance Requirements

Service locations must achieve the following requirements in order **to remain an Authorized Servicer location**. Locations not meeting performance requirements will be **subject to Lenovo management review** to determine if they will continue to be a Lenovo Authorized Service location. Authorized Servicers must meet the following warranty performance criteria:

- 1.3 PPM (Parts per Machine) or better
- 90% First Time Fix or better
- Continue to sell Lenovo products and services or have the minimum installed base under warranty (ASP only)

**PERFORMANCE**Performance
Requirements**What Are Performance
Metrics?**

Reseller Only Programs

**Customer Satisfaction
Program**

What Are Performance Metrics?

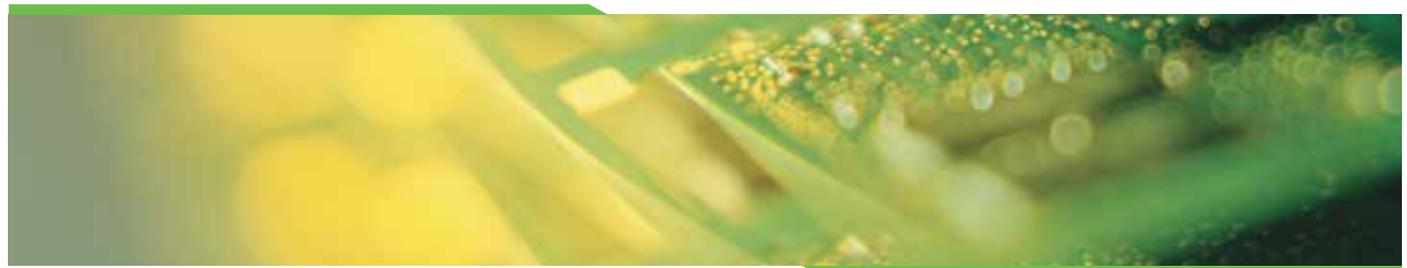
Lenovo warranty authorized service locations are continually monitored to ensure customer satisfaction and cost effective operation. The two primary measurements are **First Time Fix** and **Parts per Machine**.

FTF

First Time Fix - means no additional repairs on a specific serial within 30 days of the original repair, measured as a percentage. Multiple parts on a single work order or multiple work orders on the same day are considered a single repair action.

PPM

Parts Per Machine - is a measurement of the average number of parts used to repair a machine within a 30-day period. Some parts, such as miscellaneous parts kits are excluded from this measurement.



**PERFORMANCE**

Performance
Requirements

**What Are Performance
Metrics?**

Reseller Only Programs

Customer Satisfaction
Program

How Metrics Affect Reimbursements

These metrics are used to ensure service locations meet minimum program requirements, receive correct warranty labor reimbursement and performance bonus payments (if applicable) for resellers that are Authorized Service Providers.

Minimum Performance Criteria for service authorization is:

- 90% First Time Fix
- 1.30 or less Parts per Machine (PPM)

All Lenovo authorized service locations must meet these minimum performance requirements to maintain their warranty authorization and receive the full warranty labor reimbursement rate. The Performance Metrics were designed to assist you in providing the best customer support in the industry. With this in mind, partners should not aim to just achieve the minimum service requirements. **In order for Lenovo to be Best of Breed, Service Locations must strive to achieve a higher level of performance** than just the minimum requirements to remain active.

Lenovo recommends partners strive for target Performance Metrics of:

- 92% First Time Fix
- 1.25 or less Parts per Machine (PPM)

**PERFORMANCE**Performance
Requirements**What Are Performance
Metrics?**

Reseller Only Programs

**Customer Satisfaction
Program**

Performance Scorecard

Your location's "Performance Scorecard" is available on the Services Portal under the Reports Tab. This report is updated quarterly and compares your location's metrics to the national average. Please see the following example:

Quarterly Scorecards	All Completed Claims	Std. Wty Claims	Projected PFP	FTF%	FTF Std. Wty. Unique Serial#	FTF Std. Wty. MCLM Serial#	PPM
NA Averages				91.7%			1.18
Q42015	36	22	30%	95.2%	21	1	1.10
Q32015	24	20	30%	94.7%	19	1	1.05

Measurements include:

- All Completed Claims, total number of claims submitted
- Standard Warranty Claims, used to calculate metrics
- Projected PFP, bonus or penalty
- First Time Fix percentage
- Parts Per Machine, average number of parts used
- Labor Payment History
- Many other details



**PERFORMANCE**Performance
Requirements**What Are Performance
Metrics?**

Reseller Only Programs

**Customer Satisfaction
Program****Quarterly Review - Standard | Under-Standard Status**

The quarterly review results determine your **Standard** or **Under-Standard** status, which defines the labor rate percentage for the entire quarter. Service Providers that do not meet minimum performance requirements for a quarter **will be paid at a 70% rate** for the following quarter. The 70% rate also applies to new Warranty Self Maintainers (L2) until they meet performance requirements. Service Providers that miss performance targets for two consecutive quarters **may have a total suppression of labor reimbursement** for the 3rd quarter.

Service Providers consistently not meeting the **minimum performance** requirements for consecutive quarters will be evaluated to determine a corrective action plan:

- Account restriction
- Three consecutive quarters failing to meet the **minimum performance** requirements will result in the removal from the servicer program

Requirements	100% Labor Rate	70% Labor Rate
Active Locations with claims activity	Standard (STD)	Under-Standard (USTD)
Parts Per Machine (PPM)	<=1.30	>1.30
First Time Fix (FTF)	AND >=90%	OR <90%

**PERFORMANCE**Performance
Requirements**What Are Performance
Metrics?**

Reseller Only Programs

**Customer Satisfaction
Program**

Annual Review

All service accounts will be reviewed each year based on their Performance Metrics, Sales, Customer Satisfaction (CSAT) and Consultant's recommendations.

Performance Metrics will be reviewed each quarter; Locations consistently failing to meet the minimum requirements may face disciplinary action up to, and including, removal from the servicer program.

Authorized Service Providers should consistently reach quarterly sales of 40K of all machines and services (excluding Warranty Self Maintainers & Third Party Maintainers).

Your consultant will review with you any Customer Satisfaction issues or other factors that affect your status as a service provider. You should communicate with your consultant any concerns or recommendations which may affect performance, Customer Satisfaction, Sales, etc. within the Servicer Program.

- Primary Contact Responsibility
- Inactivity Restriction
- Training
- End User Feedback

Locations failing to meet one or all of the program requirements (Performance Metrics, CSAT, Sales & Consultant Recommendations, where applicable) will be evaluated by their warranty Consultant, which may involve actions up to, and including, removal from the Warranty Program.

**PERFORMANCE**Performance
RequirementsWhat Are Performance
Metrics?**Reseller Only Programs****Customer Satisfaction
Program**

Reseller Only Programs

Pay for Performance (PFP)

The **Pay for Performance program** applies only to Resellers. The Lenovo Business Partner “Pay for Performance” Program (PFP) rewards those reseller service locations that provide the highest quality service. Under this program, Approved Service Providers are eligible for a quarterly bonus of up to 65% based on First Time Fix and Parts Efficiency. The opportunity to earn Pay for Performance is available to all Service locations that meet reported Sales requirements.

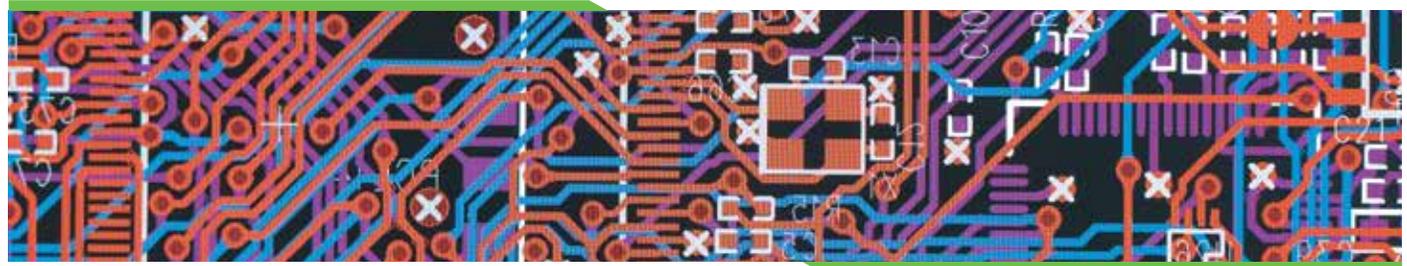
- Revenue can be mixed between Commercial and Consumer products; PPM & FTF will be estimated by joining both brand results
- Monthly/partial results provided are tentative with an intention to show trends only
- The quarterly results are estimated based on running the total claims submitted during the entire quarter on the first business day of the following month

Requirements	Commercial			Consumer
	0% Bonus	25% Bonus	65% Bonus	25% Bonus
\$250,000 prev. year or \$75,000 prev. quarter	Yes	Yes	Yes	Yes
Parts Per Machine (PPM)	>1.20 to <=1.30	>1.05 to <=1.20	<=1.05	>1.2
First Time Fix (FTF)	AND >=90%	AND >=90%	AND >=96%	AND >=90%

**PERFORMANCE****Performance Requirements****What Are Performance Metrics?****Reseller Only Programs****Customer Satisfaction Program****Elite Service Program**

The **"Elite Service Partner"** level represents the top tier of Lenovo's Approved Service Providers. To achieve this level, the service location must meet all the following requirements:

- Achieve all the requirements of the warranty Approved Service Provider Program.
- Maintain an active Sales role for Lenovo products and/or services.
- Achieve an average service performance rating for the full year results placing them in the top 10 percentage range for performance ranking.
- Complete a minimum of 100 warranty claims during the past twelve months. Benefits increase once **"Elite"** status is achieved. The annual warranty support fees are waived and a Lenovo Service Consultant will be assigned to support partner locations.





PERFORMANCE

Performance Requirements

What Are Performance Metrics?

Resellers only Program

Customer Satisfaction Survey

Customer Satisfaction Survey

Lenovo counts on and greatly appreciates your participation in the Lenovo Survey to improve the service support to our mutual customers.

We will monitor your participation to ensure that a customer survey sample is being provided. Otherwise, your Service Consultant may contact you to discuss about how to improve the participation.

*IMPORTANT

These e-mails must be valid customer emails and must not correspond to a mailbox of your own organization, nor contain typos that would prevent the survey from being sent.

In order to provide valid contact information for surveys, you will need to make sure to set up the "Survey Preference" option to "Yes". This way we ensure that the information can be used by Lenovo to survey our mutual customers.

Create Case

Product **Customer**

Customer Search Customer Clear All Address Validation

* First Name: Sam * Last Name: Adams

Company Name: Cerezos School Business Partner Number:

House Number: 1 Customer ID:

* Customer Address1: Lexington 33 Customer Address2:

* Customer City: New York * State/Province: New York

* field.Country/Region: United States * Customer Postal Code: 10001 Look up

* Customer Email: samadams@cerezos.com * Customer Contact Number: +1 91159201987

Notify Customer on Update: Yes

Survey Preference: Yes



**DIRECTORY &
GLOSSARY****Web Links**

Phone Directory

Glossary

Territory Map

Web Links

Description	Address
Lenovo Consumer Recovery Media for Purchase	lenovopfsleads@sutherlandglobal.com
Lenovo e-Support (Parts lookup, HMM, Downloads & tips)	http://support.lenovo.com/
Lenovo Global Product Education	https://learning.lenovo.com/learn
Lenovo Outlet	http://outlet.lenovo.com/
Lenovo Service Portal	https://csp.lenovo.com/
Lenovo Partner Network	http://www.lenovopartnernetwork.com/
Offering/Registration Support	http://www.lenovo.com/registrationsupport
Service Bench	https://www.servicebench.com/
Service Management Support Center (SMSC)	https://smsc.lenovo.com/
Next Generation Service Portal (NGSP)	https://ngsp.lenovo.com/

smsc@lenovo.com



800-426-3391



**DIRECTORY &
GLOSSARY**

Web Links

Phone Directory

Glossary and

Territory Map

Phone Directory

Description	Phone Number
Technical Support (Authorized Servicicers)	800-426-7763
Technical Support (Consumer) Technical Support (CA)	877-453-6686 (opt 4) 877-453-6686
Technical Support (End User)	800-426-SERV
Technical Support (DCG)	800-426-7299 (opt 2)
Lenovo Replacement Parts - Encompass	866-779-0021
Marketing Support — Orders and Returns	800-426-9735
Miscellaneous — General Information	800-426-4YOU
Service Management Support Center NA	800-426-3391 (opt 1)

smc@lenovo.com



800-426-3391



**DIRECTORY &
GLOSSARY**

Web Links

Phone Directory

Glossary

Territory Map

Glossary

Acronym/Name	Description
ASP	Authorized Service Provider
CRU	Customer Replaceable Unit
DOA	Defective on Arrival
ECA	Engineering Change Announcement
FRU	Field Replaceable Unit
IWS	International Warranty Service
KYD	Keep Your Drive
MTM	Machine Type Model
NBD	Next Business Day
POP	Proof of Purchase
SMSC	Service Management Support Center

smsc@lenovo.com



800-426-3391





**DIRECTORY &
GLOSSARY**

Web Links

Phone Directory

Glossary

Territory Map

Glossary

Acronym/Name	Description
SN	Serial Number
SSG	Service & Support Guide
WSM	Warranty Self Maintainer
NGSP	Next Generation Service Portal
WO	Work Order
ADP	Accidental Damage Protection
AWSP	Authorized Warranty Service Provider



DIRECTORY & GLOSSARY

Web Links

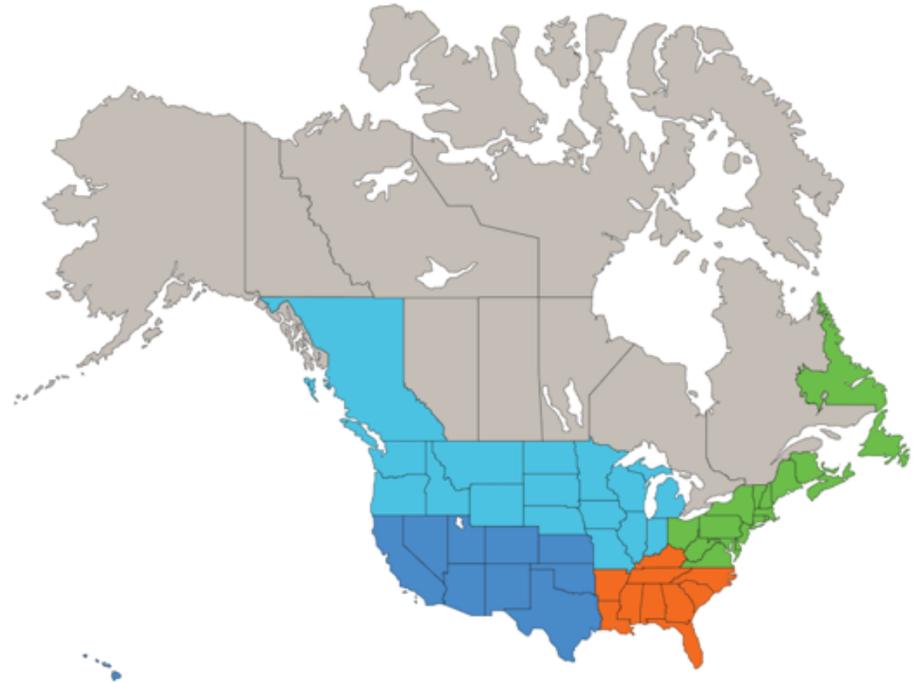
Phone Directory

Glossary

Territory Map

Territories and Consultants

Charles Coryell ASP - WSM – TPM Consultant North central US and BC, CA
Daniela Georgescu ASP - WSM - TPM Consultant CA except BC and Maritimes & AK, US
Eric Webster ASP - WSM - TPM Consultant Southeast Territory
Tim Young ASP - WSM - TPM Consultant Northeast US & Maritimes
Scott Harris ASP - WSM - TPM Consultant Southwest US Territory
Brenda Parker NA WSM EDU Consultant
Ricky Watkins NA WSM EDU Consultant



ASPs, TPMs & No Educational WSMs are assigned by region.

All Educational WSMs are assigned alternatively to Brenda Parker or Ricky Watkins.

smsc@lenovo.com



800-426-3391



**APPENDIX A****Startup Material****Education & Training
Requirements**

Education & Training Requirements

The key to Customer Satisfaction is a well-trained service team. **A+** is an industry standard certification program and is recommended for all technician training. Contact CompTIA at <http://www.comptia.org> for a testing center location near you.

The Lenovo training courses fall into three categories:

- RA Service
- SSG Exams
- NGSP Exams

As the location **ASP Admin** invites new “Users” (**ASP Admin L1**, **ASP Admin L2** and **ASP Technician**) to the **NGSP Portal**, a **training ID** and password is created and sent to the contact based on their email address **within 24 hours**. It is important that all **users** have a unique email address.

SSG Exams

Lenovo Service Support Guide (**RWST106**) is a confirmation that you have reviewed and understand the **Lenovo Service & Support Guide (SSG)** The SSG is intended for use by Lenovo Authorized Service Providers from the US and Canada, including Resellers and Self Maintainers. Completion of the acknowledgement question is required for Location Activation.

**APPENDIX A****Startup Material****Education & Training
Requirements****NGSP Exams**

The **NGSP exams** cover Lenovo policies, training requirements, technical support, and escalation procedures. These courses establish a common knowledge level as a prerequisite for all other training. Service Managers and Administrators are required to pass these exams in order to obtain “Service Portal” access.

Certification Description	Certification ID
NGSP Intro and Cases assesment	CPRW168
NGSP Work Orders and Other Functions Assessment	CPRW169
NGSP Service Portal-Security and Access	CPRW161

Technician Certification

The Warranty Basics and Tech Certification certificates are available online and as a downloadable ISO image. Each course **takes 2 to 4 hours** depending on the experience level of the technician.

Certification Description	Certification ID
Notebook, Tablet, Desktop & Workstation Service Training	RAService





APPENDIX A

Startup Material

Education & Training
Requirements

CompTIA - A+ Certification
(Recommended)



RWST106 - Lenovo Service &
Support Guide

RAService - Notebook, Tablet, Desktop &
Workstation Authorized Technician

CPRW168 - NGSP intro and Cases
Assessment

RWST217
Warranty Service
Authorization Exam

CPRW151 Intro & Navigation
CPRW152 Cases
CPRW153 Pd Features
CPRW155 AWSP Batch Uploads

CPRW169 - NGSP Work Orders and
Other Functions Assessment

CPRW158 AWSP Work Orders
CPRW162 Service Management
Entities
CPRW165 DOA Work Orders

CPRW161 - NGSP Service Portal-
Security and Access

**APPENDIX A****Startup Material****Education & Training
Requirements**

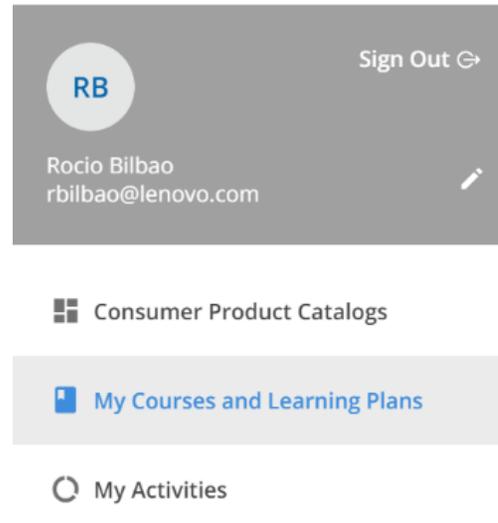
Guide for Technician Certification

This guide is a brief instruction on how to log into the **Lenovo Business Partner Portal**, enroll in the appropriate Warranty Service Certification Path, access the course modules, review the study material, take the assessment, and finally, how to receive your certificate of completion.

Access <https://learning.lenovo.com/learn>

- Log into Lenovo Learning using your **training ID** and password. Your training ID is your email address and it **MUST** be the same as used in the NGSP system; reset your password if needed. If your Training ID (email address) is invalid and you have confirmed it is the same as used in the warranty claim system, use the “Help” icon on the bottom right of the Partner Portal sign-on page to request assistance. Be sure to include your 10-digit Tech/Authorization number.

Once signed in, locate the  icon on the left-hand side of the site. Click it to display the main menu and access **“My courses and Learning Plans”** to find the courses you are enrolled to.





APPENDIX A

Startup Material

Education & Training Requirements

For instance, if you access the **RAService Exam**, which is mandatory for Technicians, the Learning Plan will be described and the courses to prepare for the test are listed on the **NA Warranty Service Authorization Curriculum** education roadmap.

https://download.lenovo.com/lts/Sunrise/RAService-EducationRoadmaps_NA.pdf



NA AWSP Mandatory Learning Plan

2 courses



Learning Plan Progress
0h 0m | 3h 0m

About this Learning Plan

The NA AWSP Mandatory Learning Plan for Existing Technicians is a comprehensive set of courses that are mandatory for all service technicians. This learning plan covers a variety of topics and provides essential knowledge to enhance the performance of service technicians. To retain your Lenovo Technician Status you must pass the Warranty Service Authorization Exam: AWSP (RWST217). If you have already taken and passed a previous version of the Warranty Service Authorization Exam, this is still valid unless Lenovo communicates to your organization otherwise. If you have any questions, please contact the smc@lenovo.com.



Warranty Service Authorization Exam: AWSP (RWST217) NA-AWSP-Ex

This exam is intended for existing Lenovo service technicians (AWSP) who perform warranty service of Lenovo Systems. The exam covers CompTIA A...
E-Learning | Duration: 3h



Confirmation

After successfully completing this learning plan and passing the exam, you will be authorized or re-authorized as a Service Provider.
E-Learning



Once enrolled, the course status will change to **In Progress** until the test has been completed. Once the exam is passed, the system will let you download the certificate of completion for record keeping.



**APPENDIX A****Startup Material****Education & Training
Requirements**

How to create your Location's Lenovo ID

A Lenovo ID is unique for each Location and is used to log in to the SMSC website (<https://smsc.lenovo.com>) and to have access to the Services Tools listed on the support site (<https://support.lenovo.com/us/en>)

This ID should be created by the Location's Service Manager and is advisable create it using a generic email address in order to avoid any inconvenience in the even of the contact leaving the company.

- **Step 1** - Designate an email address under which you will create your Lenovo ID. This email address can be from a specific contact or a generic one, but it will need to have your Location's email domain (As stated before, we advise you to use a generic one to prevent any inconveniences in the event of the contact leaving the company).
- **Step 2** - Once done, please go to <https://passport.lenovo.com/wauthen5/preLogin> and click on "Sign up" to create your Lenovo ID, and follow the steps.
- **Step 3** - Once you have created your Lenovo ID, please send it to the SMSC at smsc@lenovo.com

Should you have any inconvenience or require further assistance, please contact the SMSC.

