

**Portable Power** 

# **Service Letter**

# SL:25001Date:26 June 2013Product:All ProductsSubject:Details About ETR, RMT, D2D, RMA And MRCF Forms

This letter provides more details about the following reports: ETR (Equipment Transfer Report), RMT (Retail Machine Transfer), D2D (Dealer To Dealer Transfer), RMA (Return Machine Authorization) and MRCF (Machine Record Change Form).

These forms are used amongst other reasons to update an outstanding field modification campaign in case a machine transfer is required or removal from your machines to-do listed in the field modification dealer letter. In general, they facilitate to transfer machines to a different end-customer, to transfer machines between dealers and to return machines to Doosan Benelux SA.

For the ETR, please access your 'Doosan Passport' account, then click on the link "Warranty Claims, Delivery Report, Sales Campaigns"

to get access to the 'Warranty Management System' (http://www.diipartnersupport.net).

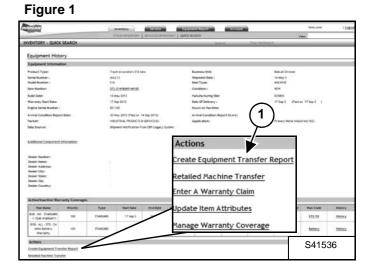
For the RMT and D2D, you have to contact your Warranty Auditor, who will submit the RMT or D2D form for you. This transaction is visible in the transaction field in the 'Equipment History' section of the 'Warranty Management System' (http://www.diipartnersupport.net).

For the RMA, you have to contact your machine Customer Service Team representative, who will submit the RMA form for you to allow that the machine can be returned back to Doosan Benelux SA. This transaction is visible in the transaction field in the 'Equipment History' section of the 'Warranty Management System' (http://www.diipartnersupport.net).

For the MRCF, please see the form provided by DHL together with the 'Field Modification Dealer Letter'.

## **ETR (Equipment Transfer Report)**

An ETR needs to be created when a machine is transferred from an "end-customer" to another "end-customer".



You can create an ETR yourself from the 'Equipment History' page [Figure 1].



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When clicking the link for ETR (Item 1) [Figure 1] the screen [Figure 2] is shown.

- NOTE: Filling out an ETR is equivalent to the process of creating a 'Delivery Report' (DR).
- NOTE: Standard warranty extension plans are not transferable.

#### **RMT (Retail Machine Transfer)**

An RMT needs to be created when a machine is transferred from one "dealer" to another "dealer" (like in a different dealer territory). This last dealer is then called the "servicing dealer". Note that an RMT can only be created, when a machine has **already** been **retailed**.

NOTE: In case of a field modification campaign on a machine where a servicing dealer is listed, the outstanding field modification campaign will always still appear under the original dealer in the monthly field modification status list.

You have to contact your Warranty Auditor, who will submit the RMT form for you.

## D2D (Dealer To Dealer Transfer)

A D2D needs to be created when a machine is transferred from one "dealer" to another "dealer". This transfer happens only when the machine has **never been retailed (located in the dealer stock inventory)**. Note that this transfer can only be done by the dealer itself.

NOTE: It is required that the Arrival Condition Report (ACR) is completed to be able to perform the transfer from Dealer To Dealer (D2D).

You have to contact your Warranty Auditor, who will submit the D2D form for you.

#### **RMA (Return Machine Authorization)**

An RMA needs to be created to allow a machine to be returned back to Doosan Benelux SA. This transaction is visible in the transaction field in the 'Equipment History' section of the 'Warranty Management System' (http://www.diipartnersupport.net).

You have to contact your machine Customer Service Team representative, who will submit the RMA form for you.

#### MRCF (Machine Record Change Form)

Figure 3

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In case of an outstanding field modification campaign which cannot be completed, the "Machine Record Change Form" (MRCF) **[Figure 3]** needs to be created to report the following machine conditions:

- Scrapped
- Stolen
- Exported
- Sold to someone whose name and address are unknown
- NOTE: In case of a field modification campaign on a machine where a servicing dealer is listed, the outstanding field modification campaign will always still appear under the original dealer in the monthly field modification status list.