



**Portable Power**

# Service Letter

**SL: 25001**  
**Date: 26 June 2013**  
**Product: All Products**  
**Subject: 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".

**Figure 1**

Equipment History

Product Type: Track excavators 0-6 tons  
Serial Number: 44113  
Model Number: D16  
Date: 15/05/2013  
Build Date: 10 May 2012  
Warranty Start Date: 17 Sep 2012  
Engine Serial Number: 821100  
Arrival Condition Report Date: 30 May 2012 (Filed on: 14 Sep 2012)  
Market: INDUSTRIAL PRODUCTS & SERVICES  
Data Source: Segment Notification From ERP Legacy System

Business Unit: Sales Division  
Shipment Date: 14 May 2012  
Item Type: MACHINE  
Condition: NEW  
Manufacturer: Doosan  
Date Of Delivery: 17 Sep 2012 (Filed on: 17 Sep 2012)  
Reason for Machine: Primary Rental Industries (R2)

Additional Component Information

Dealer Number:  
Dealer Name:  
Dealer Address:  
Dealer City:  
Dealer State:  
Dealer Zip:  
Dealer Country:

Active/Warranty Coverages

Plan Name	Priority	Type	Start Date	End Date
001 - 1 Year Warranty	100	STANDARD	17 Sep 12	
002 - AL - 17D - 3d 1000 Series	100	STANDARD		

Actions

- Create Equipment Transfer Report
- Retail Machine Transfer
- Enter A Warranty Claim
- Update Item Attributes
- Manage Warranty Coverage

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

**Figure 2**

Equipment Report

Create Equipment Transfer Report

Current Owner Information

Owner Name: Knittel Owner Number: 415136

New Owner Information

Customer Type: --Select--

Company Name: Customer Name:

Mailing Address\*: Contact Reference:

Language: Contact Phone Number:

Contact Email:

Attachment

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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

**DOOSAN**

Doosan Infracore  
Construction Equipment

Doosan Infracore Belgium  
B - 1400 Mellebeke, Belgium  
T : +32 (0)2 371 69 11  
F : +32 (0)2 371 69 00

**MACHINE RECORD CHANGE FORM**

The unit with ID: \_\_\_\_\_ was

Field Modification Campaign Y: \_\_\_\_\_

☐ Scrapped  
☐ Stolen  
☐ Exported  
☐ Sold to someone whose name and address is unknown

Dealer Number: \_\_\_\_\_

Dealer Name: \_\_\_\_\_

Dealer Address: \_\_\_\_\_

Stamp and authorized dealer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please fax this form to following number: + 32 2 371 69 15

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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.**