

# Warranty & Service Contracts Meeting

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**Meeting Stats:** A meeting was held Thursday, July 20, 2006 beginning at 13:30 hrs in the conference room in building 362.

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**SAIC Attendees:** SAIC attendees include: Debra Hogarty, Tammy, "Buck & Leon" Tammy, Kathy Robinson, Courtney Kennedy, John Oyhuis

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**MRO** MRO attendees include: Keith Pittman and Nick Boyko

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**Purpose** The purpose of the meeting was to discuss about the Warranty Contracts application in Maximo

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**SAIC Terms & Definitions** Leon defined how SAIC defines the following terms.

<b>Term</b>	<b>Definition</b>
Warranty	New pieces of equipment from manufacturers have warranties of "X" amount of time.
Service Contracts	After initial manufacturer's warranty expires the customer can purchase additional time. This is can be called : <ul style="list-style-type: none"><li>• Service Contract</li><li>• Extended Warranty</li></ul>

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**Maximo Definition** Maximo defines Warranty Contract as the agreement to maintain one or more assets) with an outside service provider for a fee or scheduled set of payments and tracks warranty information for assets and locations by time or meter.

You also use a warranty contract to create a service contract. A service contract indicates that an outside service provider maintains one or more assets. Payment for service can be made with a single fee or with a scheduled set of payments.

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**SAIC Service Contract Authorization** Leon explained no service contracts are created until authorized by the customer. Once authorized the contract is charged back to the center.

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## Warranty & Service Contracts Meeting, Continued

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**Warranty Extend Date** Debra asked how the current Warranty Extend Date is getting into Maximo Keith said it had not been discussed.

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**Examples** Keith and Nick described an example of how freezers use Maximo's Warranty Application.

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**Reports** Debra asked if there are any reports in Maximo showing the upcoming expiration dates. She explained these reports are typically run 3 months in advance allowing a customer to decide if they want to pursue a service contract and also allowing them time to get the contract in place with the provider.

Nick demonstrated the report in Maximo.

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**Demonstration** Keith explained the Warranty Contracts application while Nick manned the keyboard. Special highlights included associating assets to a contract, expiration dates and center number (GL).

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**Key Highlight** Nick demonstrated creating a Work Order against an asset with a Warranty then demonstrated navigating to the Warranty to view it and returning to the Work Order.

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**Needs** Leon said they currently can create shipping labels when they need to return an asset to the manufacturer for repair. He wanted to know if Maximo would do this. Keith said not out of the box but a customized report could be created.

John Oyhuis asked about MRO's Actuate Report Writing Class.

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**Debra Noted** Debra noted a good point. The more Maximo is customized, how it will impact future revisions of MXES. The team congratulated her insight!

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