

New Global Service Form

Launch date: February 2020

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Project's Context

- Goal: Develop a Global Service form used worldwide in line with the new SAP Codes
- Action: Global alignment on Service form content
Global Training for Marketing Sales representatives
- Time line: December 2019
- Stakeholders: All HCP's worldwide (using SAP or not)
- Launch date: February 2020

Global service form: Rules to follow

Each country is different, that's why we have :

- Mandatory fields:

- Customer request
- Comments
- Reason for return with SAP names (to be slightly modified for better understanding if truncated)

- 64 complaint codes
- 13 CR codes

- 3D picture

- Address where to send the form back/ Release date and version of form

- Optional/Free fields:

- Information: address (patient, customer) / Device information
- Calling before repair / rush order / warranty options / quotations / annual services
- Format: 1 or more form / design

sonova Service & Credit Return Form (18.11.2019)

PHONAK | unitron | HANSON | AudioNova

Customer		Information		Device	
Ship to Account Number:	Date:			Left	Right
Address:		Device model / Serial Number			
City:	State: Zip:	Receiver : (must accompany device)			
		power level / size (0-3) / side (L/R)			
Bill to Account Number:		SlimTube : size/side (0-3, L/R) (if included)			
Address:		Earhook color			
City:	State: Zip:	Custom Ear Piece model / Serial Number			
		Hearing instrument not included in repair			
Patient Name:		Roger Direct™ Installation Information			
3rd Party Patient Number:		Roger Direct installed in the Marvel™ device? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Purchase Order Number:		If yes, please select the install method:			
Contact Name:		<input type="checkbox"/> Roger X (02) - Pediatric			
Phone Number:		<input type="checkbox"/> Roger IN Microphone or Roger X(03) - Adult			

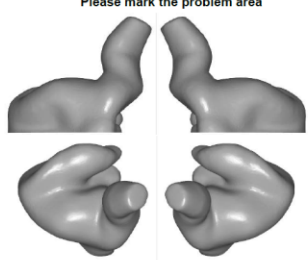
Country dependent

Optional - Country dependant	
<input type="checkbox"/> Please call before repairing	<input type="checkbox"/> Warranty options
<input type="checkbox"/> Rush 24h	<input type="checkbox"/> Quotations
<input type="checkbox"/> Rush 48h	<input type="checkbox"/> Annual Service

Request	Comments
<input type="checkbox"/> L R Customer request (CC13 / CC38 / CC39) <input type="checkbox"/> Add/remove/change option <small>(please specify your request in comments field)</small>	

Reason for return		
L R Residues (CC17) <input type="checkbox"/> Wax problem <input type="checkbox"/> Sweat, moisture, humidity L R Service (CC14) <input type="checkbox"/> Clean & functional check <input type="checkbox"/> Lost / damaged (CC25D) <input type="checkbox"/> Returned to customer unrepaired	L R Broken (CC16) <input type="checkbox"/> Housing <input type="checkbox"/> Battery door <input type="checkbox"/> Wheel <input type="checkbox"/> Switch / Button <input type="checkbox"/> Earhook / Soundtube <input type="checkbox"/> Microphone cover <input type="checkbox"/> Cord or cable cracked / frayed (accessories)	L R Shell fit (CC23) <input type="checkbox"/> Too visible - protruding / cosmetics <input type="checkbox"/> Tip too long <small>(please add a 2nd reason: comfort / dexterity / insertion-removal issue)</small> <input type="checkbox"/> Difficult to insert <input type="checkbox"/> Too loose poor retention <input type="checkbox"/> Too loose moving in the ear <input type="checkbox"/> Sound bore direction
L R Hardware / Components Not Functioning (CC10) <input type="checkbox"/> Toggle switch <input type="checkbox"/> Push button <input type="checkbox"/> Volume control wheel <input type="checkbox"/> Dead <input type="checkbox"/> Display (accessories) Battery: <input type="checkbox"/> Rechargeable <input type="checkbox"/> Not rechargeable <input type="checkbox"/> High drain <input type="checkbox"/> Stuck Connectivity (CC10) <input type="checkbox"/> FM <input type="checkbox"/> Wireless / Bluetooth <input type="checkbox"/> Programming problem (HI ↔ Software) <input type="checkbox"/> Telecoil	L R Acoustic output response (CC11) <input type="checkbox"/> Occlusion <input type="checkbox"/> Feedback: Internal (not poor fit) <input type="checkbox"/> Feedback: Venting diameter too large <input type="checkbox"/> Feedback: Due to shell fit / not airtight <input type="checkbox"/> Feedback: Due to shell fit / not airtight with moving jaw <input type="checkbox"/> Noisy : crackling / popcorn <input type="checkbox"/> Noisy : static / hissing <input type="checkbox"/> Acoustic response too weak <input type="checkbox"/> Acoustic response too weak after feedback test <input type="checkbox"/> Intermittent <input type="checkbox"/> Sound fades in/out <input type="checkbox"/> Distorted <input type="checkbox"/> Poor acoustic performances (e.g. venting too large)	<input type="checkbox"/> Shell <input type="checkbox"/> Lock <input type="checkbox"/> Faceplate <input type="checkbox"/> Removable line <input type="checkbox"/> Wax system <input type="checkbox"/> Bent battery contacts <input type="checkbox"/> Receiver wire of C-Shell <input type="checkbox"/> Wires inside device / shell <input type="checkbox"/> Electronic module / faceplate detached <input type="checkbox"/> Receiver detached from Shell (ITE)
	L R Too small - dexterity problem <input type="checkbox"/> Tip too short <small>(please add 2nd reason: retention / comfort / dexterity issue)</small> <input type="checkbox"/> Difficult to remove <input type="checkbox"/> Too tight	

Please mark the problem area



Return for credit			
L R Quality reason <input type="checkbox"/> Acoustic / Sound Quality <input type="checkbox"/> Not functioning <input type="checkbox"/> Too many repair/remake <input type="checkbox"/> Not enough benefit	L R Cosmetic <input type="checkbox"/> Comfort & Retention <input type="checkbox"/> Exchange form factor <input type="checkbox"/> Issue with Flex upgrade	L R Order fulfilment error <input type="checkbox"/> Overstock / consignment <input type="checkbox"/> Cost related <input type="checkbox"/> Patient can't adapt	L R Patient medical problem <input type="checkbox"/> Device medical problem <input type="checkbox"/> Please specify

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GC side

Translating the form in your local country language

Uploading the version for your country on Phonak Pro

Training our HCP's :

- advertising the new form (newsletter, road shows, Email etc...)
- where to find it : PhonakPro -> Resources etc...
- if the form is not used, please advertise HCP about the form
- Communicate the Global Service form v1.00 to our audiological care sites

Please make the form editable (need adobe professional) and use corporate colors and writing

Thank you