New Global Service Form
Launch date: February 2020

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Project's Context

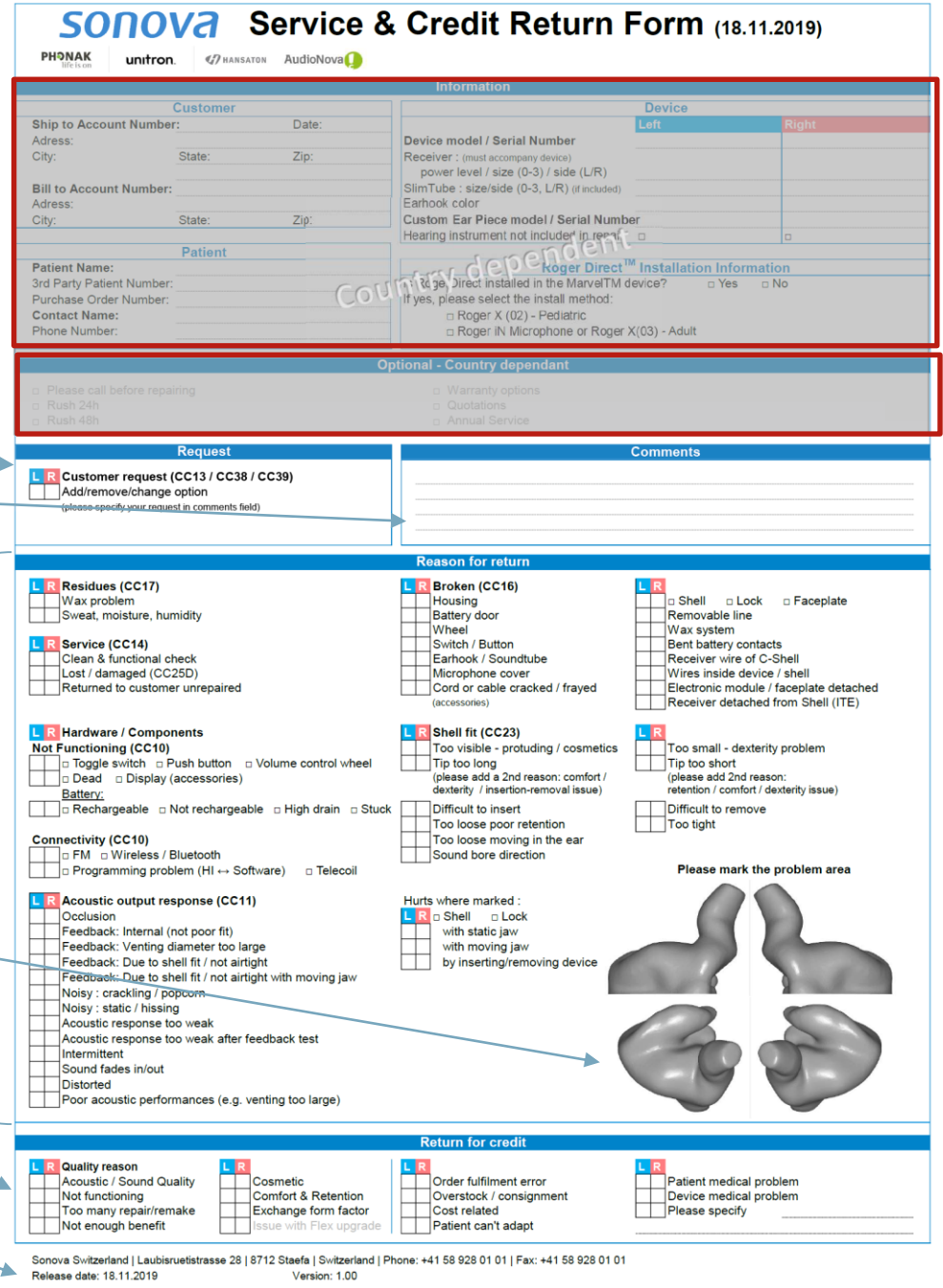
Goal:	Develop a Global Service form used worldwide in line with the new SAP Codes
Action:	Global alignment on Service form content
	Global Training for Marketing Sales representatives
Time line:	December 2019
Stakeholders:	All HCP's worldwide (using SAP or not)
Launch date:	February 2020

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
  - Adress 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



Responsabilities

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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

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Thank you

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