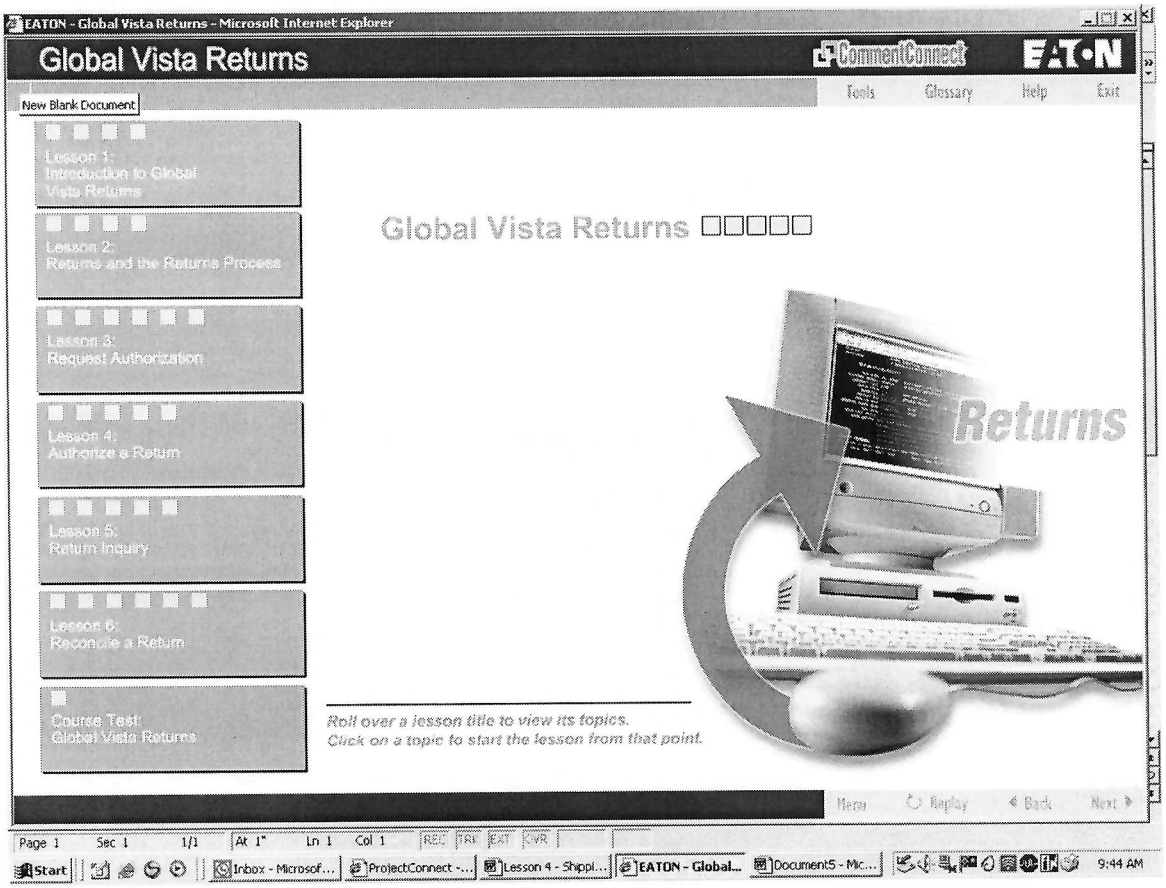

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Tools
Glossary
Help
Exit
New Blank Document
Lesson 1:
Introduction to Global Vista Returns
Lesson 2:
Returns and the Returns Process
Lesson 3:
Request Authorization
Lesson 4:
Authorize a Return
Lesson 5:
Return Inquiry
Lesson 6:
Reconcile a Return
Course Test:
Global Vista Returns
Global Vista Returns
Returns
Roll over a lesson title to view its topics.
Click on a topic to start the lesson from that point.
Menu
Replay
Back
Next
Page 1
Sec 1
1/1
At 1"
Ln 1
Col 1
REC
TRK
EXT
OVR
Start
Inbox - Microsof...
ProjectConnect -...
Lesson 4 - Shippi...
EATON - Global...
Document5 - Mic...
9:44 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Intro to Global Vista Returns

Tools Glossary Help Exit

Welcome

Welcome to *Global Vista Returns!*

Global Vista's Returns functions are used initiate, track and complete customer product-return claims.

At the end of this course, you will be able to:

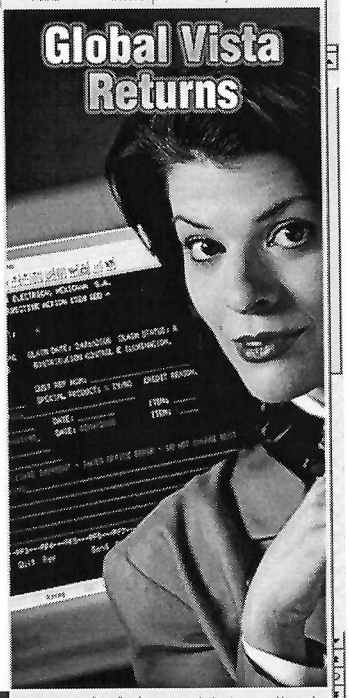
- Explain the steps of the product return process.
- Describe the four different types of returns.
- Create requests for return authorization using type-specific navigations.
- Authorize return requests using type-specific navigations.
- Use the Return Inquiry function to check the status of returns.

In addition, select personnel will be able to:

- Reconcile returns after products have been returned to the warehouse using type-specific navigations.

Lessons 2 through 5 of this course are intended for a general audience; everyone who takes this course should complete them. Lesson 6, which covers reconciliation, should be completed by personnel who are responsible for receiving and reconciling returned products. If you are not involved in those tasks, you do not need to complete Lesson 6.

Click the Next button to continue.



Page 1 of 4

Menu Replay Back Next

Page 1 Sec 1 1/1 At 5.6" Ln 3 Col 1 REC TRK EXT OVR

Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Document6 - Micr... 9:57 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Intro to Global Vista Returns

Tools Glossary Help Exit

Course Overview

Before you get started, here are some tips for using this course.

Navigational buttons work as follows from any page within the course:

- **Next** – Move forward to the next page.
- **Back** – Move backward to the previous page.
- **Replay** – Reloads the current page.
- **Menu** – Access the Course Menu.
- **Exit** – Exit the course.
- **Help** – Access course Help (this information).
- **Glossary** – Access definitions for technical terms and abbreviations presented throughout the course.
- **Tools** – Access a series of additional links related to the content presented in this course.

At times you will be asked to interact with the course by clicking on words or areas on the page or a screen image to:

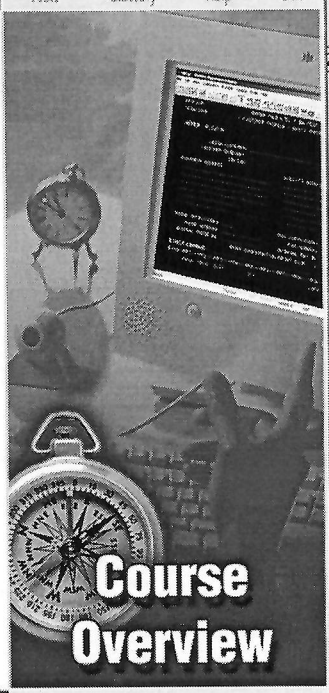
- View additional information.
- Simulate using Global Vista.
- Answer a question.

You should complete all interactions on a page before clicking the **Next** button. To close any information windows that pop up, click the **X** button in their upper right corner.

The instructional text on simulated application screens appears in a blue text box. You can click and drag the text box anywhere on the screen to enable you to see the parts of the application that are covered by the box.

This entire course will take you about **60** minutes to complete. You may stop at any point and re-enter the course later where you left it. You can also access any lesson at any time from the Course Menu.

Click Next to continue.



Page 2 of 4

Menu Replay Back Next

Page 2 Sec 1 2/2 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Document6 - Micr... 9:58 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Intro to Global Vista Returns | Tools | Glossary | Help | Exit

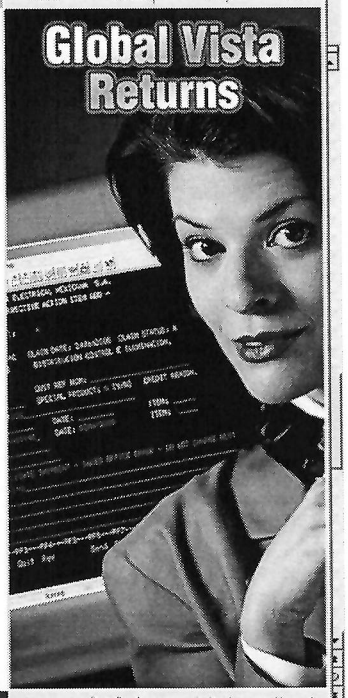
Returns Functions

There are four main return functions in Global Vista:

- **Request Return Authorization** initiates a return and generates a Claim ID.
- **Authorize Returns** manually approves return requests for items that are not auto-authorized by the Global Vista system.
- **Return Inquiry** investigates the status of a return.
- **Reconciliation** completes the return process after the customer has returned the products to the warehouse or plant.

This course covers all four functions. As stated previously, only certain personnel are required to complete the lesson on Reconciliation (Lesson 6).

*Click **Next** to continue.*



Page 3 of 4

Menu | Replay | Back | Next

Page 3 Sec 1 3/3 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Document6 - Micr... | 9:58 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Intro to Global Vista Returns | Tools | Glossary | Help | Exit

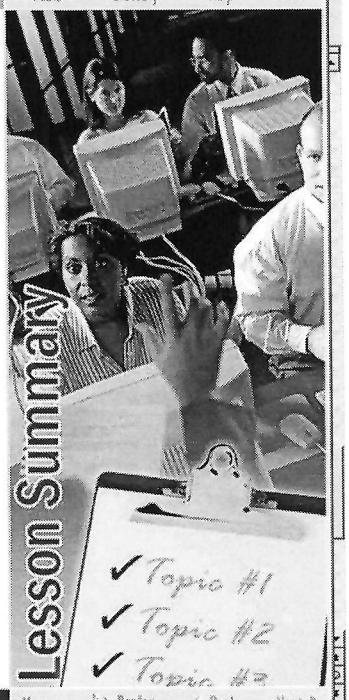
Lesson Summary

In this lesson, you learned that:

- There are four main return functions in Global Vista:
  - Request Return Authorization - used to initiate a return and generate a Claim ID.
  - Authorize Returns - used to manually approve the return requests for items that are not auto-authorized by the Global Vista system.
  - Return Inquiry - used to inquire about the status of a return.
  - Reconciliation - used to complete the return process after the customer has returned the products to the warehouse or plant.

Continue

*Click **Continue** to proceed directly to the next lesson, or click **Menu** to return to the Course Menu.*



Page 4 of 4

Menu | Replay | Back | Next

Page 3 Sec 1 3/3 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Document6 - Micr... | 9:58 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect

EATON

Returns and the Return Process

Tools Glossary Help Exit

Introduction to Returns

Global Vista Returns is used to submit, track, and reconcile requests for returned Eaton Electrical products.

With this function, you can add or reconcile return information for:

- Components that are broken or malfunctioning.
- Wrong components that were sent to you.
- Components that are not selling well.

You can use the inquiry options to view any claim by claim ID or by customer.

Click Next to continue.

Page 1 of 6

Menu Replay Back Next

Page 4 Sec 1 4/4 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Document6 - Micr... | 9:59 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect

EATON

Returns and the Return Process

Tools Glossary Help Exit

Types of Returns

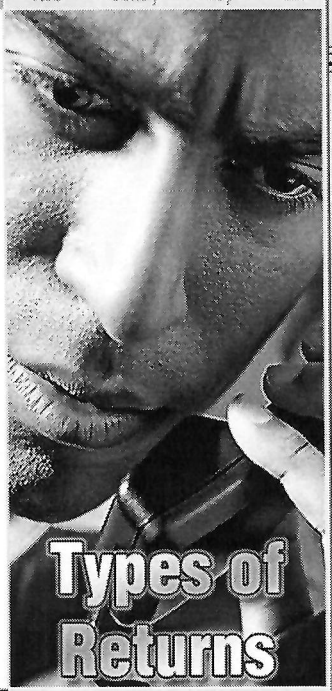
Returns are classified into the following four types:

- **Corrective Action Return (CA)** - Errors made by Eaton Electric in shipping the product, such as wrong product shipped, and sales or warehouse errors.
- **Commercial Exchange Return (CE)** - Inventory return for products that are not selling well.
- **Warranty Return for Credit (WC)** - Product does not conform to specifications or standards.
- **Repair or Replace Return Request (RE)** - Product needs to be repaired or exchanged according to Eaton policy.

Before you initiate a return in Global Vista, you need to determine which of these four return types is appropriate. Each type has various situations that could be applicable to it. For example, some situations that fall under the heading of "Corrective Action Return" include:

- Overshipment of product
- Incorrect product sent
- Customer did not order product
- Duplicate shipments
- Product shipped early
- Other sales office errors

Click Next to continue.



Page 2 of 6

Menu Replay Back Next

Page 4 Sec 1 4/4 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Lesson 5 - Retur... | 10:07 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect

Returns and the Return Process

Tools Glossary Help Exit

Types of Returns

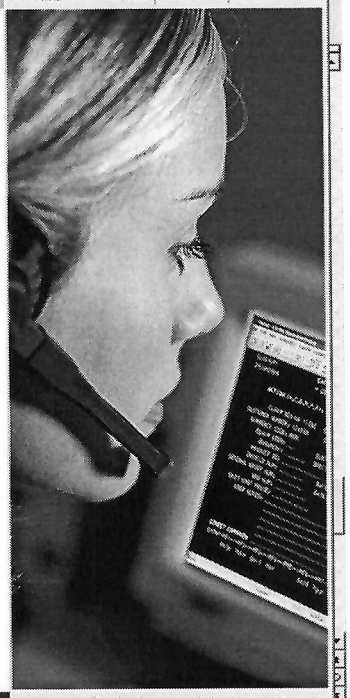
No matter what the reason for a return, the return process has the same phases:

1. Customer service personnel must request a return authorization for a return.
2. Customer service must authorize the return (for products that are not auto-authorized by the Global Vista system).
3. Once the returned product is received at the plant or warehouse, quality assurance personnel must evaluate the product and reconcile the return claim.
4. Either the product is repaired or replaced and sent back to the customer, or a credit is issued by a credit representative.

Each of these phases requires a different navigation within Global Vista. This course focuses on the first three phases listed above.

Depending on your location or Legal Entity, these phases may be performed by different groups of people.

Click **Next** to continue.



Page 3 of 6

Menu Replay Back Next

Page 5 Sec 1 5/5 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Lesson 5 - Retur... | 10:09 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect

Returns and the Return Process

Tools Glossary Help Exit

Return Navigations

Each of the four types of returns listed previously requires different navigations to perform the phases of the return process.

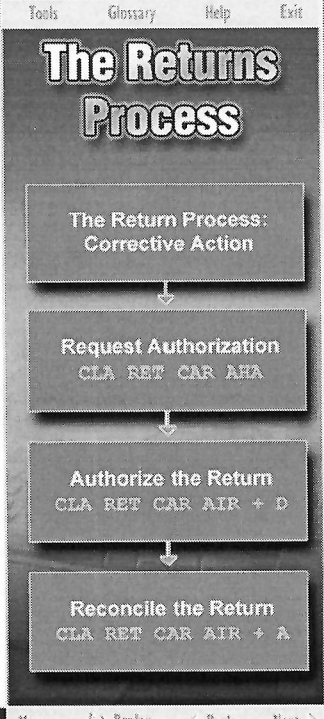
The illustration at the right shows how different navigations apply for the various phases of a Corrective Action Return. The table below compares the navigations for a Corrective Action Return with those for a Commercial Exchange Return.

	Corrective Action	Commercial Exchange
Request Authorization	CLA RET CAR AHA	CLA RET CER EHA
Authorize/Reconcile the Return	CLA RET CAR AIR	CLA RET CER EIR

Even the Return Inquiry function has a of couple of variations:

- To inquire by claim ID, **CLA RET INQ RHI**.
- To inquire by customer ID, **CLA RET INQ CBR**.

Click **Next** to continue.



Page 4 of 6

Menu Replay Back Next

Page 5 Sec 1 5/5 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Lesson 5 - Retur... | 10:11 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Returns and the Return Process

Tools Glossary Help Exit

Review Question

Match the Return Type on the left with its Definition on the right.

Return Type		Definition
Corrective Action		Product needs to be repaired or exchanged according to Eaton policy.
Commercial Exchange		Inventory return for products that are not selling well.
Wrnty Rwt for Credit		Errors made by Eaton Electric in shipping the product, such as wrong product shipped, sales or warehouse errors.
Repair or Replace		Product does not conform to specifications or standards.

*Click a Return Type on the left, and then drag it to the blank area next to the corresponding step description on the right. When you have finished sequencing the steps, click **Submit**. When finished with the question, click **Next** to continue.*

Submit

Page 5 of 6

Menu Replay Back Next

Page 6 Sec 1 6/6 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Lesson 5 - Retur... | 10:15 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Returns and the Return Process

Tools Glossary Help Exit

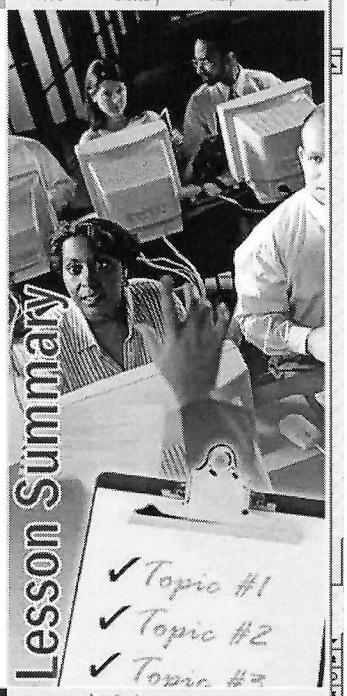
Lesson Summary

In this lesson, you learned that:

- Returns are used to submit, track, and reconcile requests for returned Eaton Electrical products.
- There are four types of returns:
  - Corrective Action Returns, for shipping errors.
  - Commercial Exchange Returns, to exchange inventory.
  - Warranty Returns for Credit, for products that do not meet specifications.
  - Repair or Replace Returns, for repair or exchange of product.
- Each type of return has a separate navigation in Global Vista for each phase of the return:
  - Request Authorization of a Return
  - Approve a Return
  - Reconcile a Return

*Click **Continue** to proceed directly to the next lesson, or click **Menu** to return to the Course Menu.*

Continue

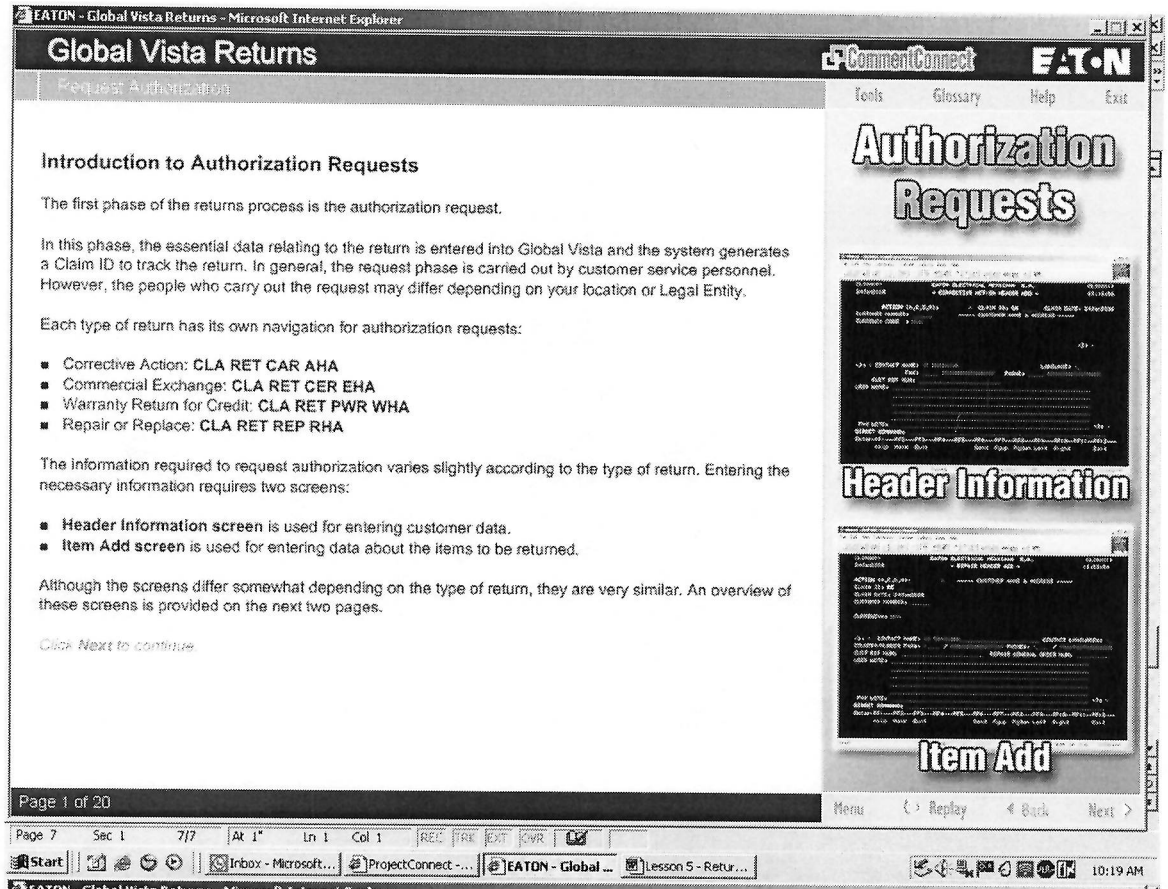


Page 6 of 6

Menu Replay Back Next

Page 6 Sec 1 6/6 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

Start | Inbox - Microsoft... | ProjectConnect -... | EATON - Global ... | Lesson 5 - Retur... | 10:17 AM



Introduction to Authorization Requests

The first phase of the returns process is the authorization request.

In this phase, the essential data relating to the return is entered into Global Vista and the system generates a Claim ID to track the return. In general, the request phase is carried out by customer service personnel. However, the people who carry out the request may differ depending on your location or Legal Entity.

Each type of return has its own navigation for authorization requests:

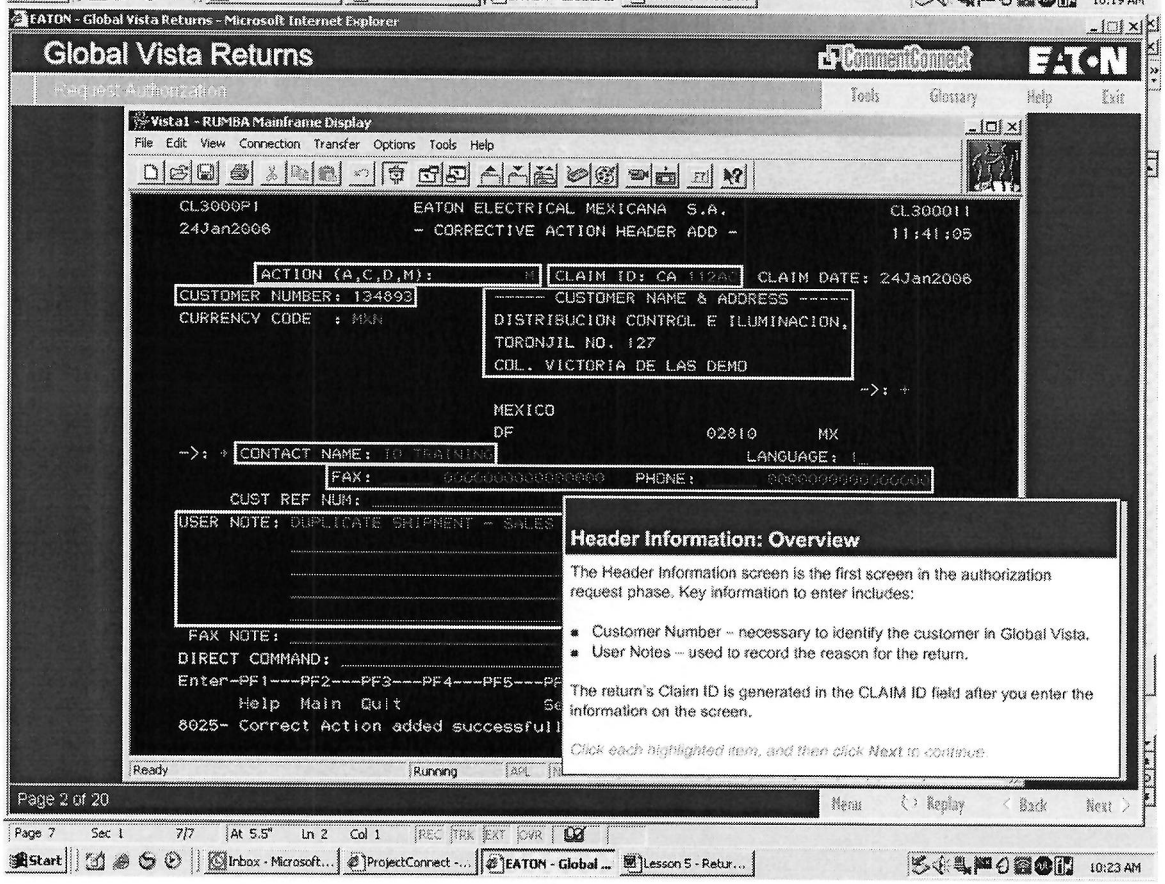
- Corrective Action: **CLA RET CAR AHA**
- Commercial Exchange: **CLA RET CER EHA**
- Warranty Return for Credit: **CLA RET PWR WHA**
- Repair or Replace: **CLA RET REP RHA**

The information required to request authorization varies slightly according to the type of return. Entering the necessary information requires two screens:

- **Header Information screen** is used for entering customer data.
- **Item Add screen** is used for entering data about the items to be returned.

Although the screens differ somewhat depending on the type of return, they are very similar. An overview of these screens is provided on the next two pages.

Click Next to continue.



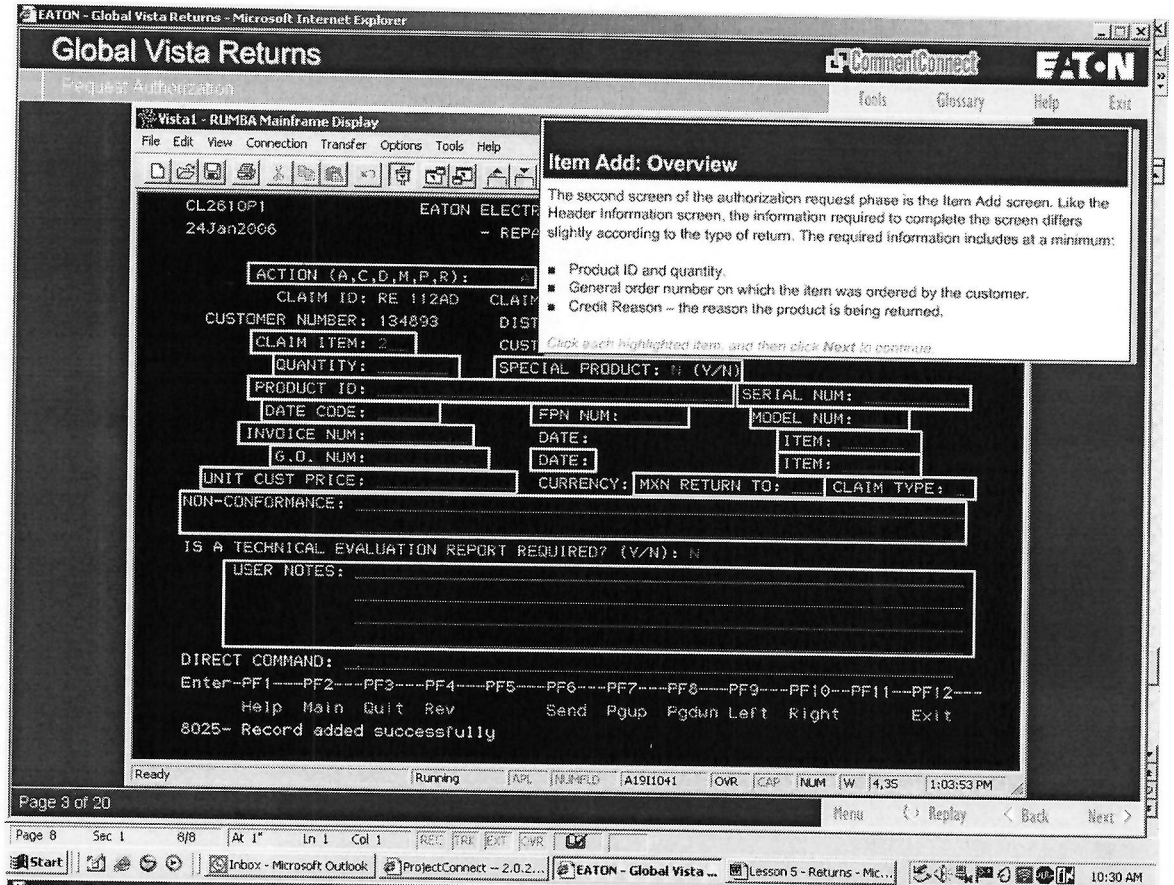
Header Information: Overview

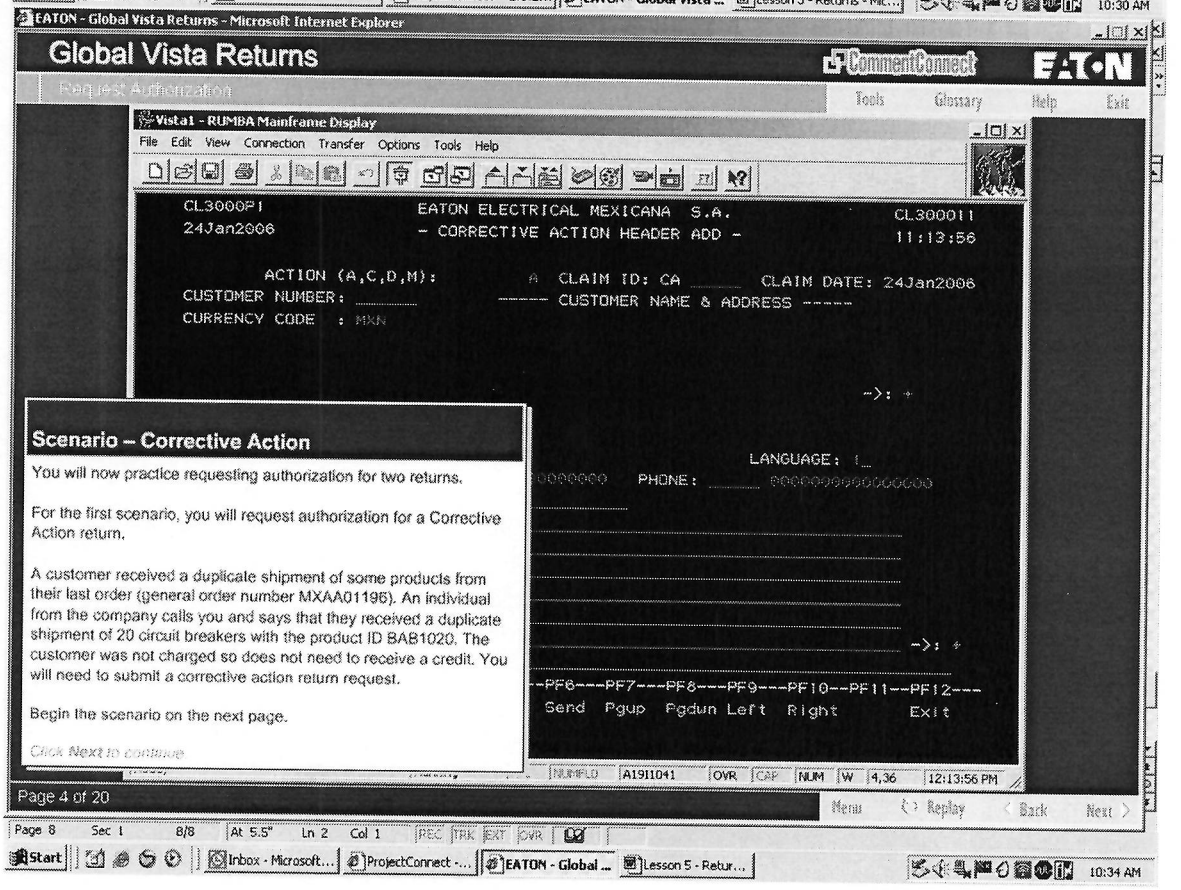
The Header Information screen is the first screen in the authorization request phase. Key information to enter includes:

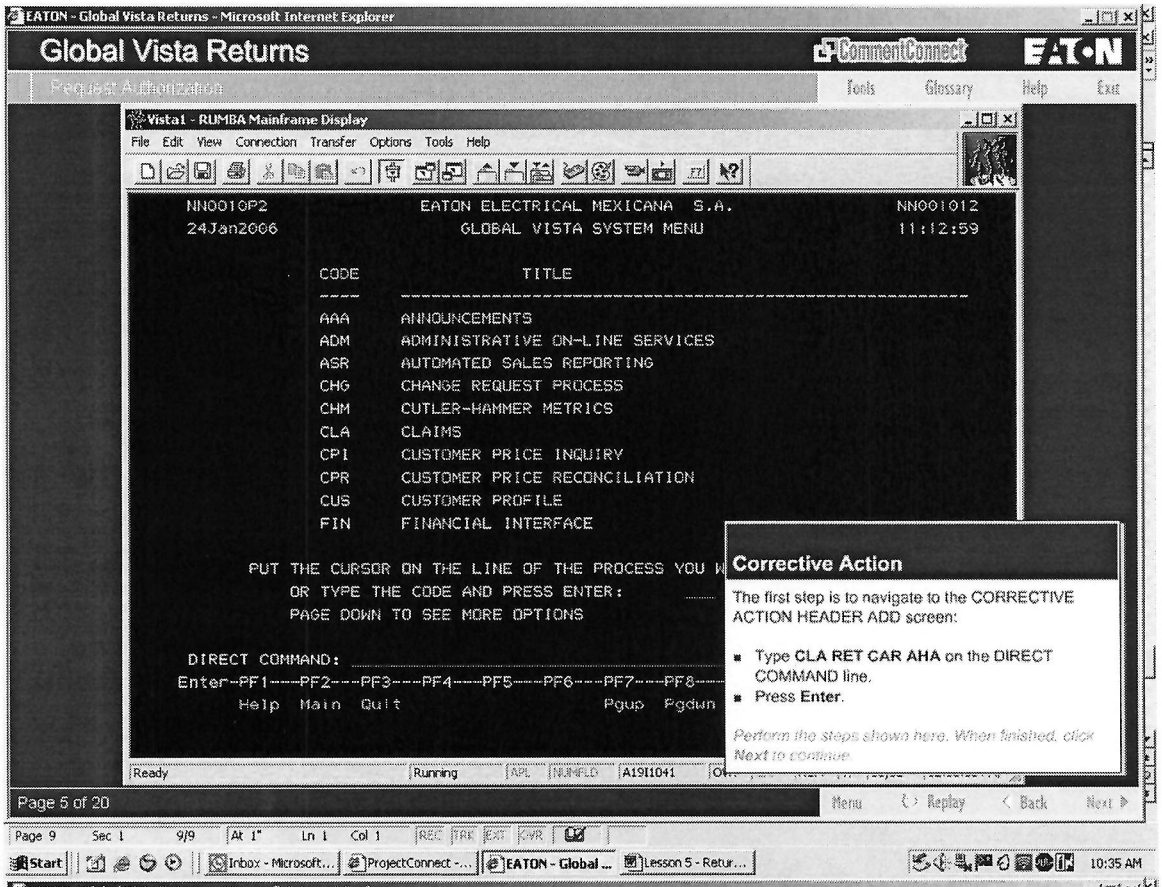
- Customer Number – necessary to identify the customer in Global Vista.
- User Notes – used to record the reason for the return.

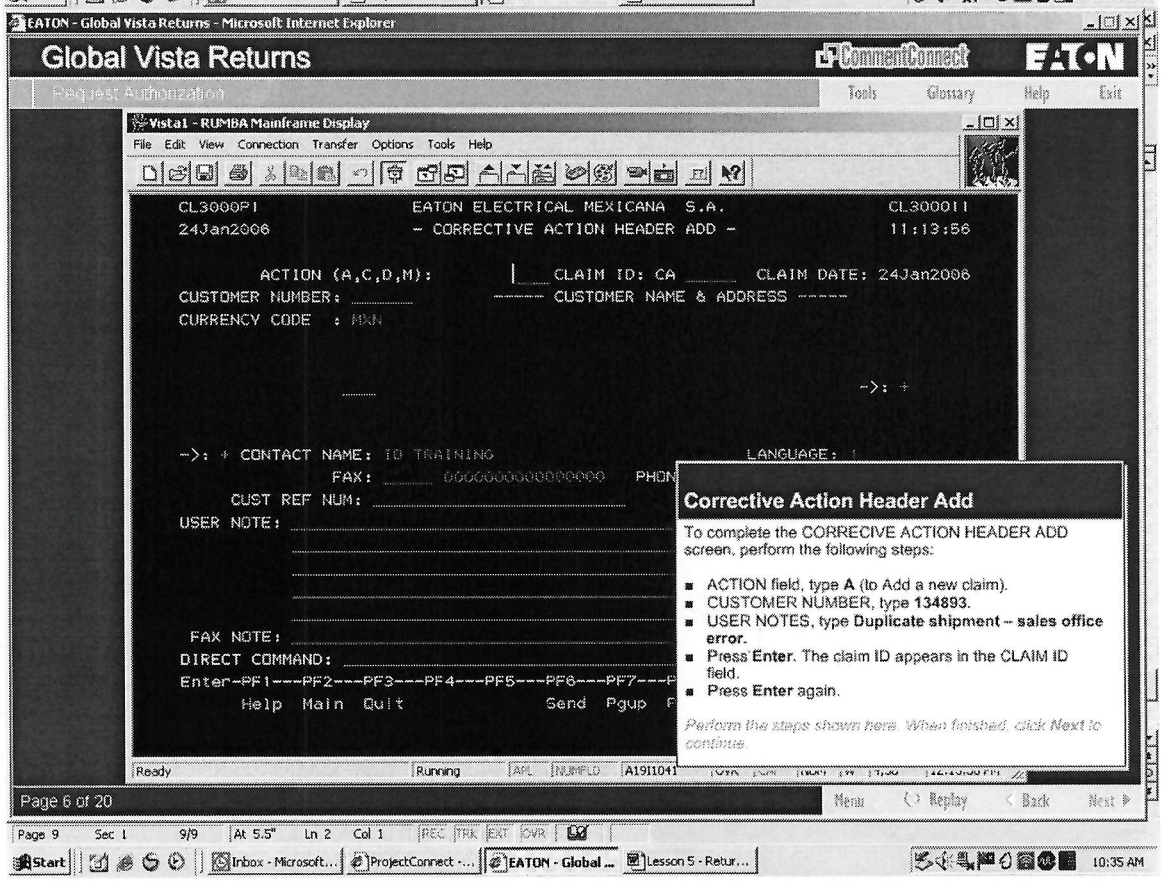
The return's Claim ID is generated in the CLAIM ID field after you enter the information on the screen.

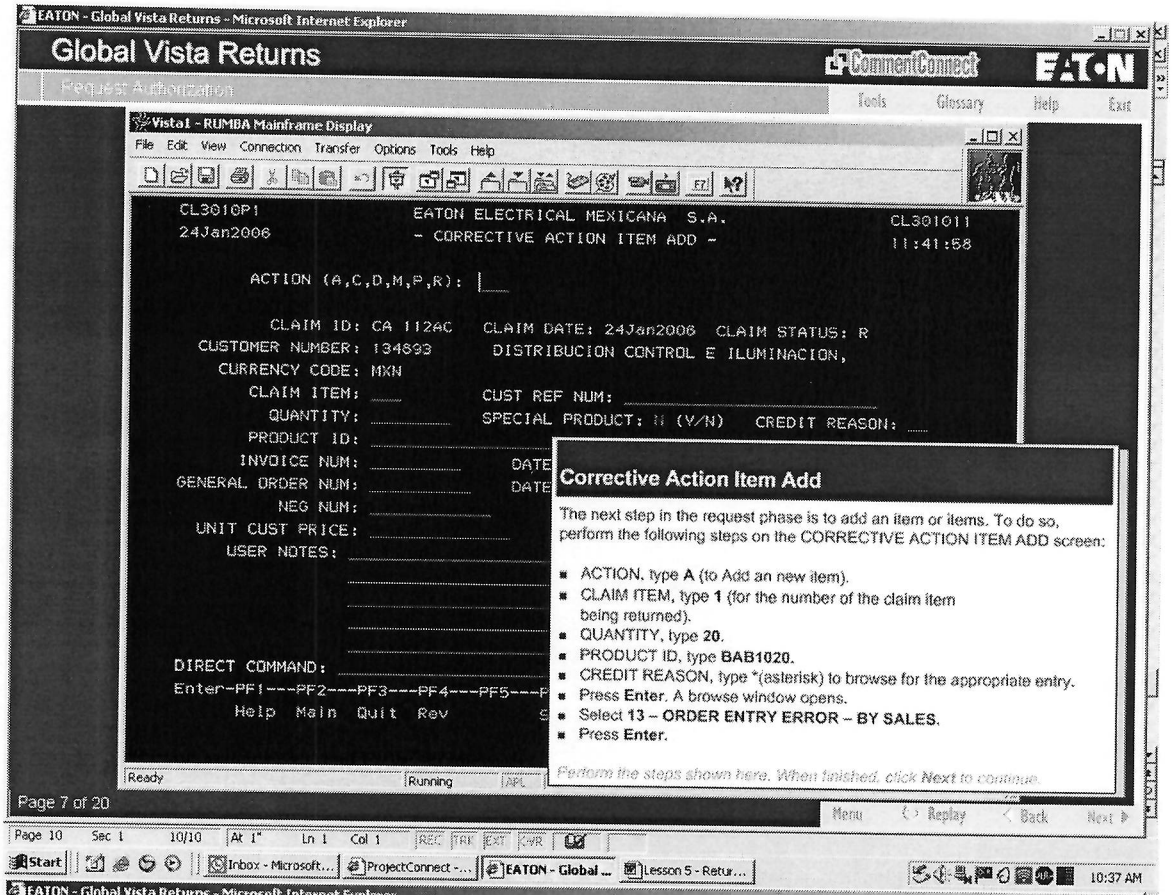
Click each highlighted item, and then click Next to continue.


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2610P1
24Jan2006
EATON ELECTR
- REPA
ACTION (A,C,D,M,P,R):
CLAIM ID: RE 112AD
CLAIM
CUSTOMER NUMBER: 134893
DIST
CLAIM ITEM: 2
CUST
QUANTITY:
SPECIAL PRODUCT: N (Y/N)
PRODUCT ID:
SERIAL NUM:
DATE CODE:
FPN NUM:
MODEL NUM:
INVOICE NUM:
DATE:
ITEM:
G.O. NUM:
DATE:
ITEM:
UNIT CUST PRICE:
CURRENCY:
MXN RETURN TO:
CLAIM TYPE:
NON-CONFORMANCE:
IS A TECHNICAL EVALUATION REPORT REQUIRED? (Y/N): N
USER NOTES:
DIRECT COMMAND:
Enter--PF1----PF2---PF3----PF4----PF5----PF6----PF7----PF8----PF9----PF10--PF11--PF12---
Help Main Quit Rev Send Pgup Pgdun Left Right Exit
8025- Record added successfully
Item Add: Overview
The second screen of the authorization request phase is the Item Add screen. Like the Header Information screen, the information required to complete the screen differs slightly according to the type of return. The required information includes at a minimum:
Product ID and quantity.
General order number on which the item was ordered by the customer.
Credit Reason – the reason the product is being returned.
Click each highlighted item, and then click Next to continue.
Ready
Running
A191041
OVR
CAP
NUM
4,35
1:03:53 PM
Page 3 of 20
Menu
Replay
Back
Next
Page 8 Sec 1 8/8 At 1" Ln 1 Col 1
Start
Inbox - Microsoft Outlook
ProjectConnect – 2.0.2...
EATON - Global Vista ...
Lesson 5 - Returns - Mic...
10:30 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3000P1
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
- CORRECTIVE ACTION HEADER ADD -
CL3000I1
11:13:56
ACTION (A,C,D,M):
A
CLAIM ID: CA
CLAIM DATE: 24Jan2006
CUSTOMER NUMBER:
CUSTOMER NAME & ADDRESS
CURRENCY CODE : MXN
->:
LANGUAGE:
PHONE:
->:
--PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Send Pgup Pgdun Left Right Exit
Scenario – Corrective Action
You will now practice requesting authorization for two returns.
For the first scenario, you will request authorization for a Corrective Action return.
A customer received a duplicate shipment of some products from their last order (general order number MXAA01196). An individual from the company calls you and says that they received a duplicate shipment of 20 circuit breakers with the product ID BAB1020. The customer was not charged so does not need to receive a credit. You will need to submit a corrective action return request.
Begin the scenario on the next page.
Click Next to continue.
NUMFLD
A191I041
OVR
CAP
NUM
4,36
12:13:56 PM
Page 4 of 20
Menu
Replay
Back
Next
Page 8 Sec 1 8/8 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:34 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2 EATON ELECTRICAL MEXICANA S.A. NN001012
24Jan2006 GLOBAL VISTA SYSTEM MENU 11:12:59
CODE TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8
Help Main Quit Pgup Pgdun
Ready Running APL NUMFLD A19I1041
Corrective Action
The first step is to navigate to the CORRECTIVE ACTION HEADER ADD screen:
Type CLA RET CAR AHA on the DIRECT COMMAND line.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 5 of 20
Menu
Replay
Back
Next
Page 9 Sec 1 9/9 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:35 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3000P1 EATON ELECTRICAL MEXICANA S.A. CL300011
24Jan2006 - CORRECTIVE ACTION HEADER ADD - 11:13:56
ACTION (A,C,D,M): CLAIM ID: CA CLAIM DATE: 24Jan2006
CUSTOMER NUMBER: CUSTOMER NAME & ADDRESS
CURRENCY CODE : MXN
->: +
->: + CONTACT NAME: TO TRAINING LANGUAGE:
FAX: 00000000000000 PHON
CUST REF NUM:
USER NOTE:
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---P
Help Main Quit Send Pgup
Ready Running APL NUMFLD A19I1041
Corrective Action Header Add
To complete the CORRECIVE ACTION HEADER ADD screen, perform the following steps:
ACTION field, type A (to Add a new claim).
CUSTOMER NUMBER, type 134893.
USER NOTES, type Duplicate shipment – sales office error.
Press Enter. The claim ID appears in the CLAIM ID field.
Press Enter again.
Perform the steps shown here. When finished, click Next to continue.
Page 6 of 20
Menu
Replay
Back
Next
Page 9 Sec 1 9/9 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:35 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3010P1 EATON ELECTRICAL MEXICANA S.A. CL301011
24Jan2006 - CORRECTIVE ACTION ITEM ADD - 11:41:58
ACTION (A,C,D,M,P,R):
CLAIM ID: CA 112AC CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CURRENCY CODE: MXN
CLAIM ITEM: CUST REF NUM:
QUANTITY: SPECIAL PRODUCT: N (Y/N) CREDIT REASON:
PRODUCT ID:
INVOICE NUM: DATE
GENERAL ORDER NUM: DATE
NEG NUM:
UNIT CUST PRICE:
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---P
Help Main Quit Rev
Ready
Running
Corrective Action Item Add
The next step in the request phase is to add an item or items. To do so, perform the following steps on the CORRECTIVE ACTION ITEM ADD screen:
ACTION, type A (to Add an new item).
CLAIM ITEM, type 1 (for the number of the claim item being returned).
QUANTITY, type 20.
PRODUCT ID, type BAB1020.
CREDIT REASON, type *(asterisk) to browse for the appropriate entry.
Press Enter. A browse window opens.
Select 13 – ORDER ENTRY ERROR – BY SALES.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 7 of 20
Menu
Replay
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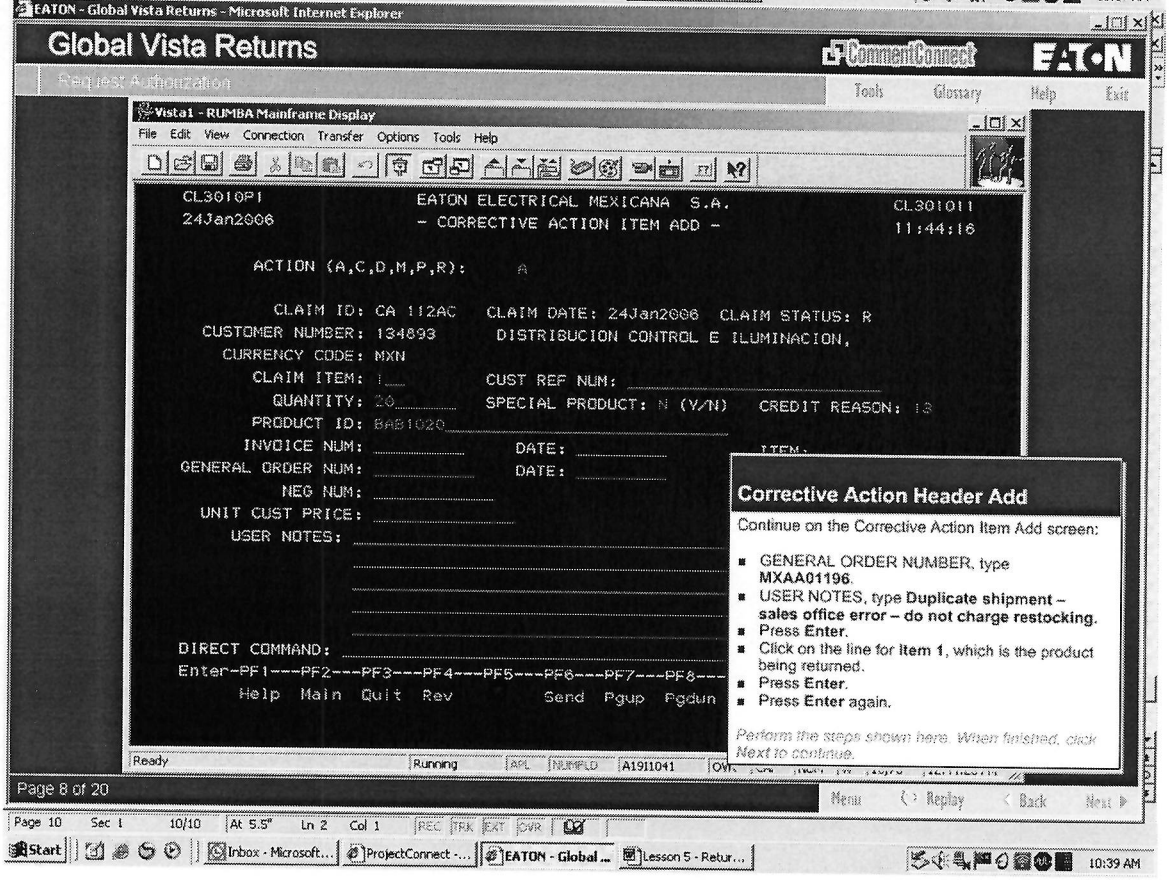
Page 10 Sec 1 10/10 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:37 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3010P1 EATON ELECTRICAL MEXICANA S.A. CL301011
24Jan2006 - CORRECTIVE ACTION ITEM ADD - 11:44:16
ACTION (A,C,D,M,P,R): A
CLAIM ID: CA 112AC CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CURRENCY CODE: MXN
CLAIM ITEM: 1 CUST REF NUM:
QUANTITY: 20 SPECIAL PRODUCT: N (Y/N) CREDIT REASON: 13
PRODUCT ID: BAB1020
INVOICE NUM: DATE:
GENERAL ORDER NUM: DATE:
NEG NUM:
UNIT CUST PRICE:
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit Rev Send Pgup Pgdun
Ready
Running
A1911041
Corrective Action Header Add
Continue on the Corrective Action Item Add screen:
GENERAL ORDER NUMBER, type MXAA01196.
USER NOTES, type Duplicate shipment – sales office error – do not charge restocking.
Press Enter.
Click on the line for item 1, which is the product being returned.
Press Enter.
Press Enter again.
Perform the steps shown here. When finished, click Next to continue.
Page 8 of 20
Menu
Replay
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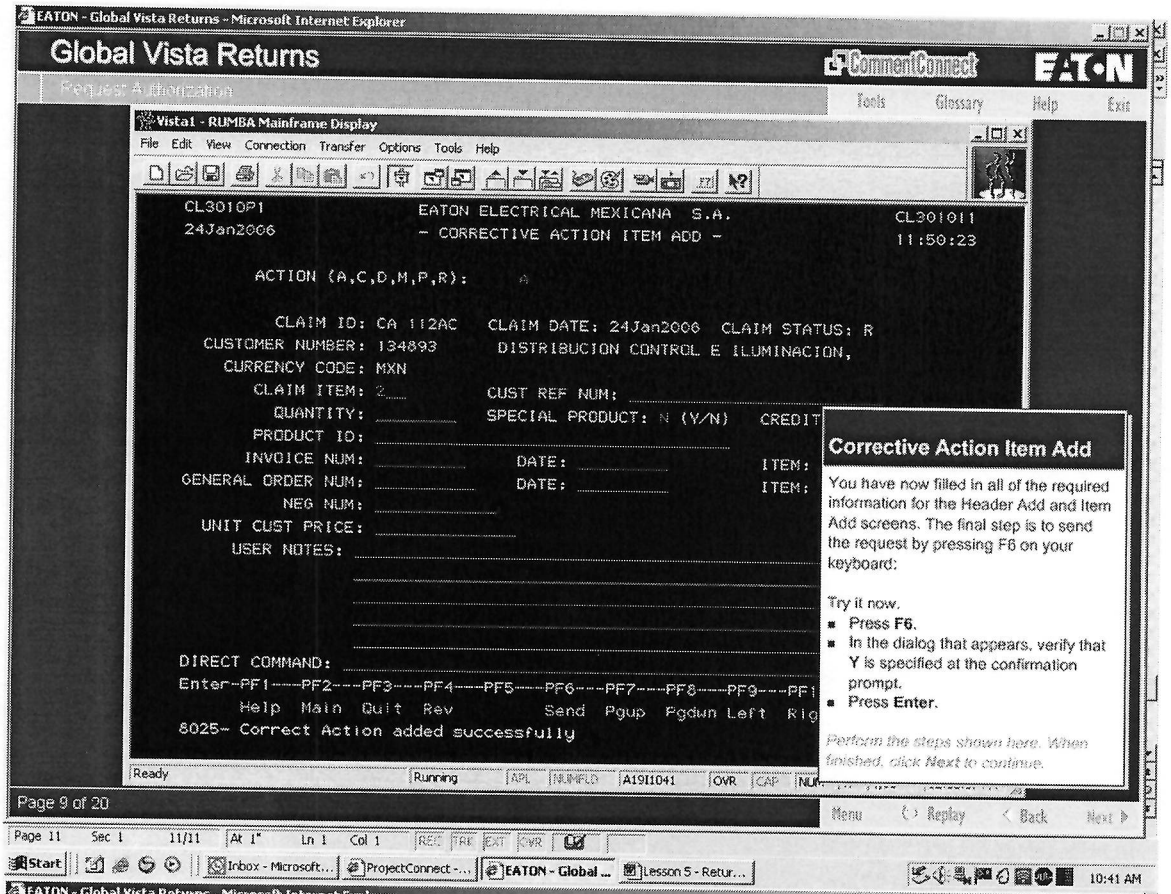
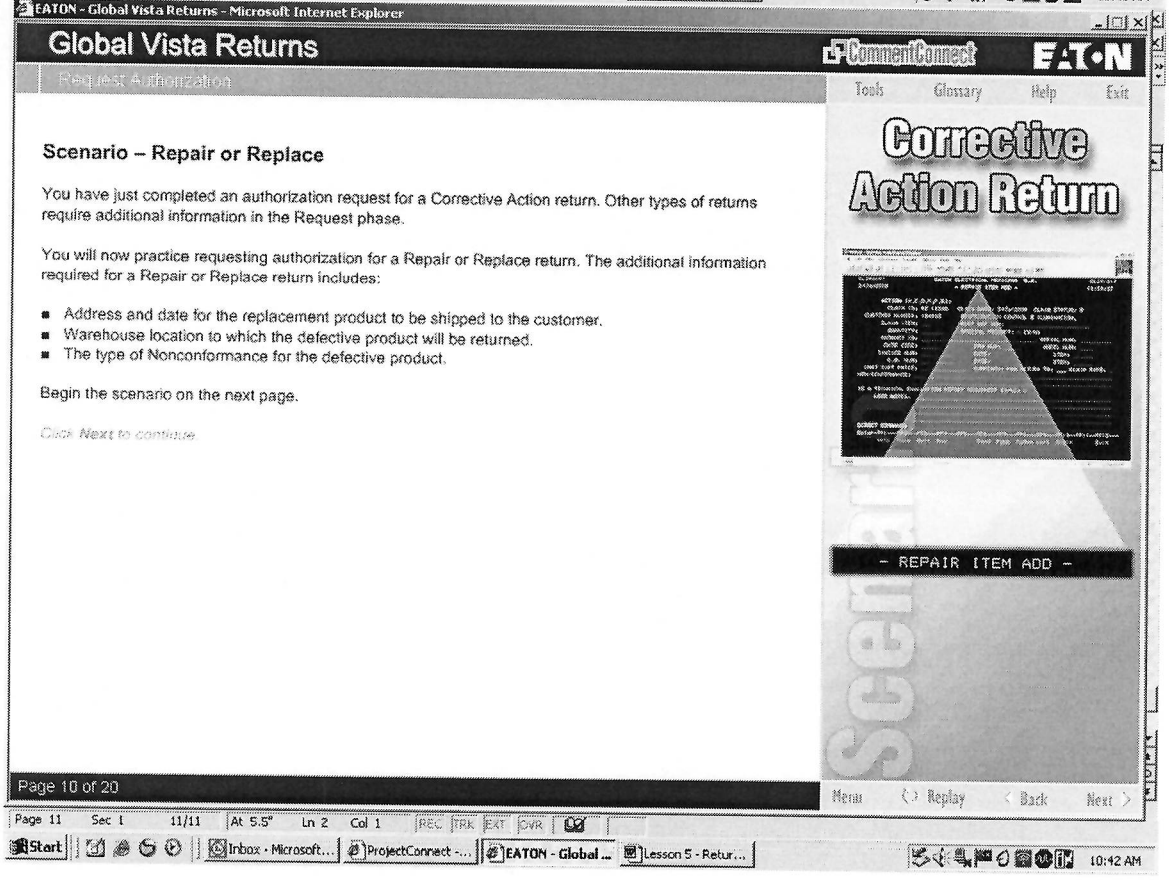
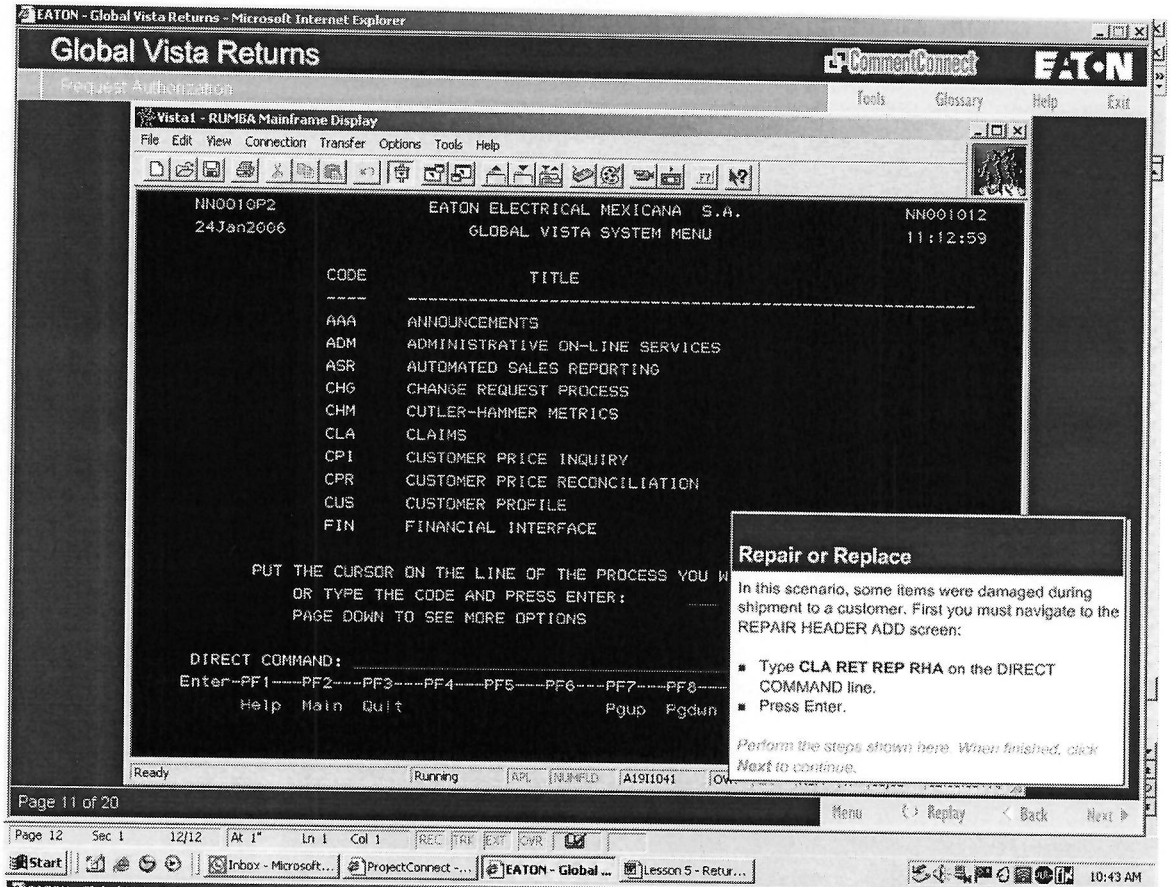
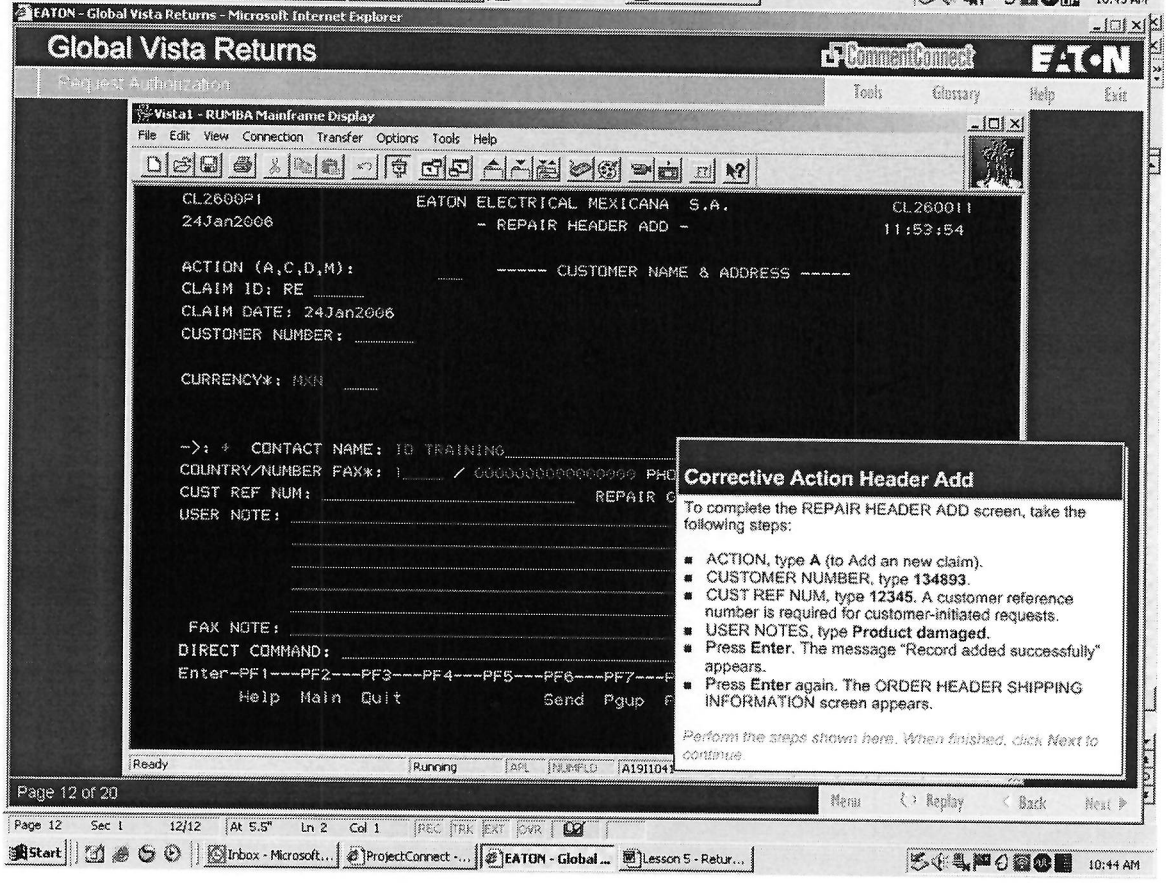
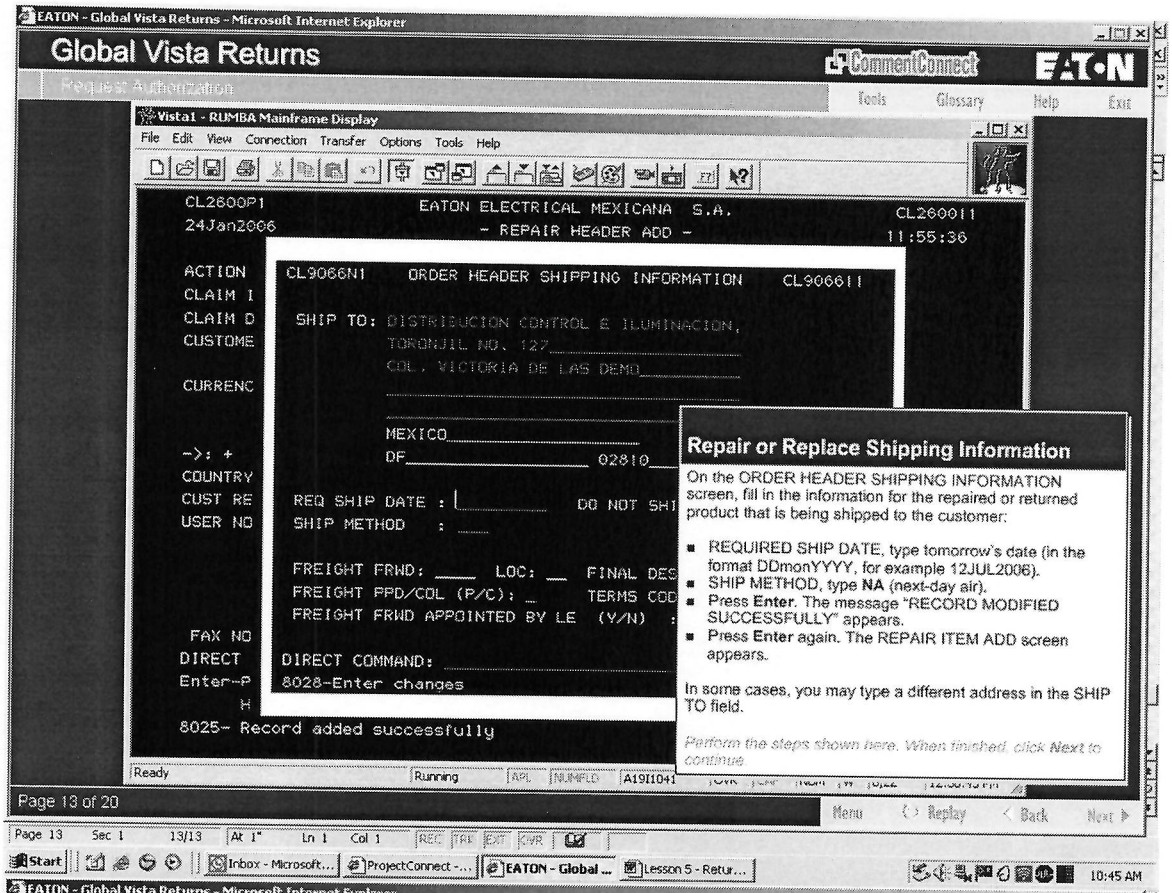
Page 10 Sec 1 10/10 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:39 AM

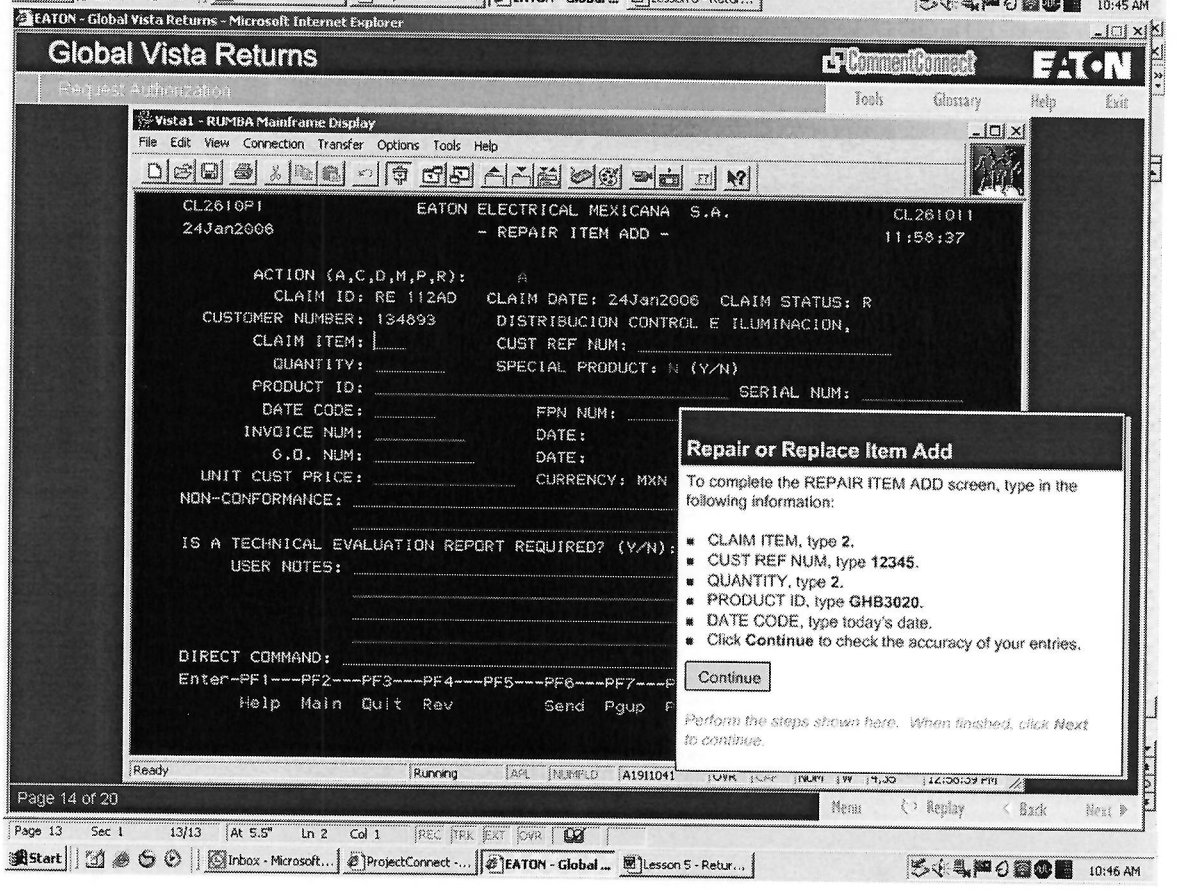

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3010P1 EATON ELECTRICAL MEXICANA S.A. CL301011
24Jan2006 - CORRECTIVE ACTION ITEM ADD - 11:50:23
ACTION (A,C,D,M,P,R): A
CLAIM ID: CA 112AC CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CURRENCY CODE: MXN
CLAIM ITEM: 2 CUST REF NUM:
QUANTITY: SPECIAL PRODUCT: N (Y/N) CREDIT
PRODUCT ID:
INVOICE NUM: DATE: ITEM:
GENERAL ORDER NUM: DATE: ITEM:
NEG NUM:
UNIT CUST PRICE:
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF1
Help Main Quit Rev Send Pgup Pgdwn Left Rig
8025- Correct Action added successfully
Ready Running APL NUMFLD A1911041 OVR CAP NUM
Corrective Action Item Add
You have now filled in all of the required information for the Header Add and Item Add screens. The final step is to send the request by pressing F6 on your keyboard:
Try it now.
Press F6.
In the dialog that appears, verify that Y is specified at the confirmation prompt.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 9 of 20
Menu
Replay
Back
Next
Page 11 Sec 1 11/11 At 1" Ln 1 Col 1 REC TRK EXT OVR
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:41 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Scenario – Repair or Replace
You have just completed an authorization request for a Corrective Action return. Other types of returns require additional information in the Request phase.
You will now practice requesting authorization for a Repair or Replace return. The additional information required for a Repair or Replace return includes:
Address and date for the replacement product to be shipped to the customer.
Warehouse location to which the defective product will be returned.
The type of Nonconformance for the defective product.
Begin the scenario on the next page.
Click Next to continue.
Corrective Action Return
- REPAIR ITEM ADD -
Scenario
Page 10 of 20
Menu
Replay
Back
Next
Page 11 Sec 1 11/11 At 5.5" Ln 2 Col 1 REC TRK EXT OVR
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:42 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN001GP2
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
GLOBAL VISTA SYSTEM MENU
NN001012
11:12:59
CODE
TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU W
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit
Pgup Pgdwn
Ready
Running
A1911041
Repair or Replace
In this scenario, some items were damaged during shipment to a customer. First you must navigate to the REPAIR HEADER ADD screen:
Type CLA RET REP RHA on the DIRECT COMMAND line.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 11 of 20
Menu
Replay
Back
Next
Page 12 Sec 1 12/12 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:43 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2600P1
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
- REPAIR HEADER ADD -
CL2600I1
11:53:54
ACTION (A,C,D,M):
CLAIM ID: RE
CLAIM DATE: 24Jan2006
CUSTOMER NUMBER:
CURRENCY*: MXN
------ CUSTOMER NAME & ADDRESS ------
->: * CONTACT NAME: ID TRAINING
COUNTRY/NUMBER FAX*:
CUST REF NUM:
USER NOTE:
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---
Help Main Quit
Send Pgup
Ready
Running
A1911041
Corrective Action Header Add
To complete the REPAIR HEADER ADD screen, take the following steps:
ACTION, type A (to Add an new claim).
CUSTOMER NUMBER, type 134893.
CUST REF NUM, type 12345. A customer reference number is required for customer-initiated requests.
USER NOTES, type Product damaged.
Press Enter. The message "Record added successfully" appears.
Press Enter again. The ORDER HEADER SHIPPING INFORMATION screen appears.
Perform the steps shown here. When finished, click Next to continue.
Page 12 of 20
Menu
Replay
Back
Next
Page 12 Sec 1 12/12 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:44 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2600P1 EATON ELECTRICAL MEXICANA S.A. CL260011
24Jan2006 - REPAIR HEADER ADD - 11:55:36
CL9066N1 ORDER HEADER SHIPPING INFORMATION CL906611
SHIP TO: DISTRIBUCION CONTROL E ILUMINACION,
TORONJIL NO. 127
COL. VICTORIA DE LAS DEMO
MEXICO
DF 02810
REQ SHIP DATE :
DO NOT SHI
SHIP METHOD :
FREIGHT FRWD: LOC: FINAL DES
FREIGHT PPD/COL (P/C): TERMS COD
FREIGHT FRWD APPOINTED BY LE (Y/N)
DIRECT COMMAND:
8028-Enter changes
8025~ Record added successfully
Repair or Replace Shipping Information
On the ORDER HEADER SHIPPING INFORMATION screen, fill in the information for the repaired or returned product that is being shipped to the customer:
REQUIRED SHIP DATE, type tomorrow's date (in the format DDmonYYYY, for example 12JUL2006).
SHIP METHOD, type NA (next-day air).
Press Enter. The message "RECORD MODIFIED SUCCESSFULLY" appears.
Press Enter again. The REPAIR ITEM ADD screen appears.
In some cases, you may type a different address in the SHIP TO field.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
Page 13 of 20
Menu
Replay
Back
Next
Page 13 Sec 1 13/13 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:45 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2610P1 EATON ELECTRICAL MEXICANA S.A. CL261011
24Jan2006 - REPAIR ITEM ADD - 11:58:37
ACTION (A,C,D,M,P,R): A
CLAIM ID: RE 112AD CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CLAIM ITEM:
CUST REF NUM:
QUANTITY:
SPECIAL PRODUCT: N (Y/N)
PRODUCT ID:
SERIAL NUM:
DATE CODE:
FPN NUM:
INVOICE NUM:
DATE:
G.O. NUM:
DATE:
UNIT CUST PRICE:
CURRENCY: MXN
NON-CONFORMANCE:
IS A TECHNICAL EVALUATION REPORT REQUIRED? (Y/N):
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---
Help Main Quit Rev Send Pgup
Repair or Replace Item Add
To complete the REPAIR ITEM ADD screen, type in the following information:
CLAIM ITEM, type 2.
CUST REF NUM, type 12345.
QUANTITY, type 2.
PRODUCT ID, type GHB3020.
DATE CODE, type today's date.
Click Continue to check the accuracy of your entries.
Continue
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
Page 14 of 20
Menu
Replay
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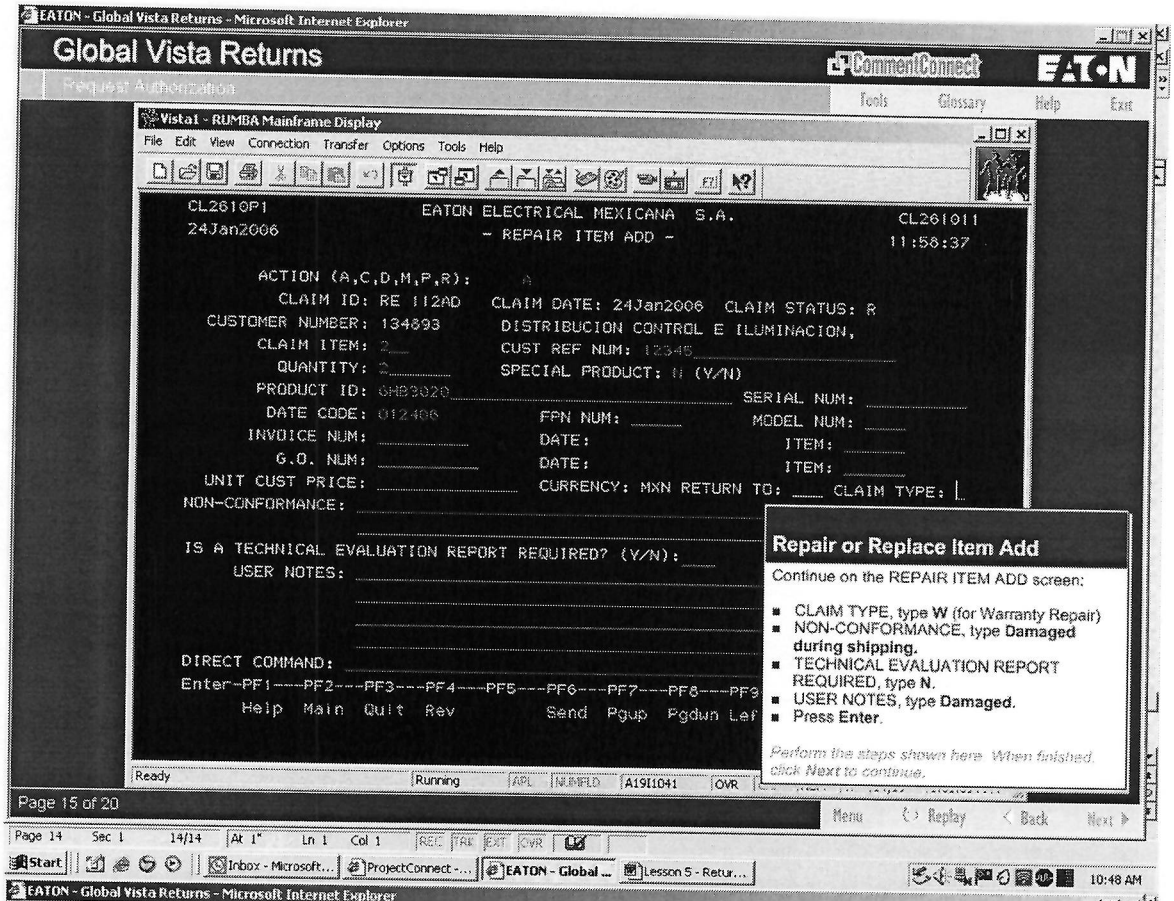
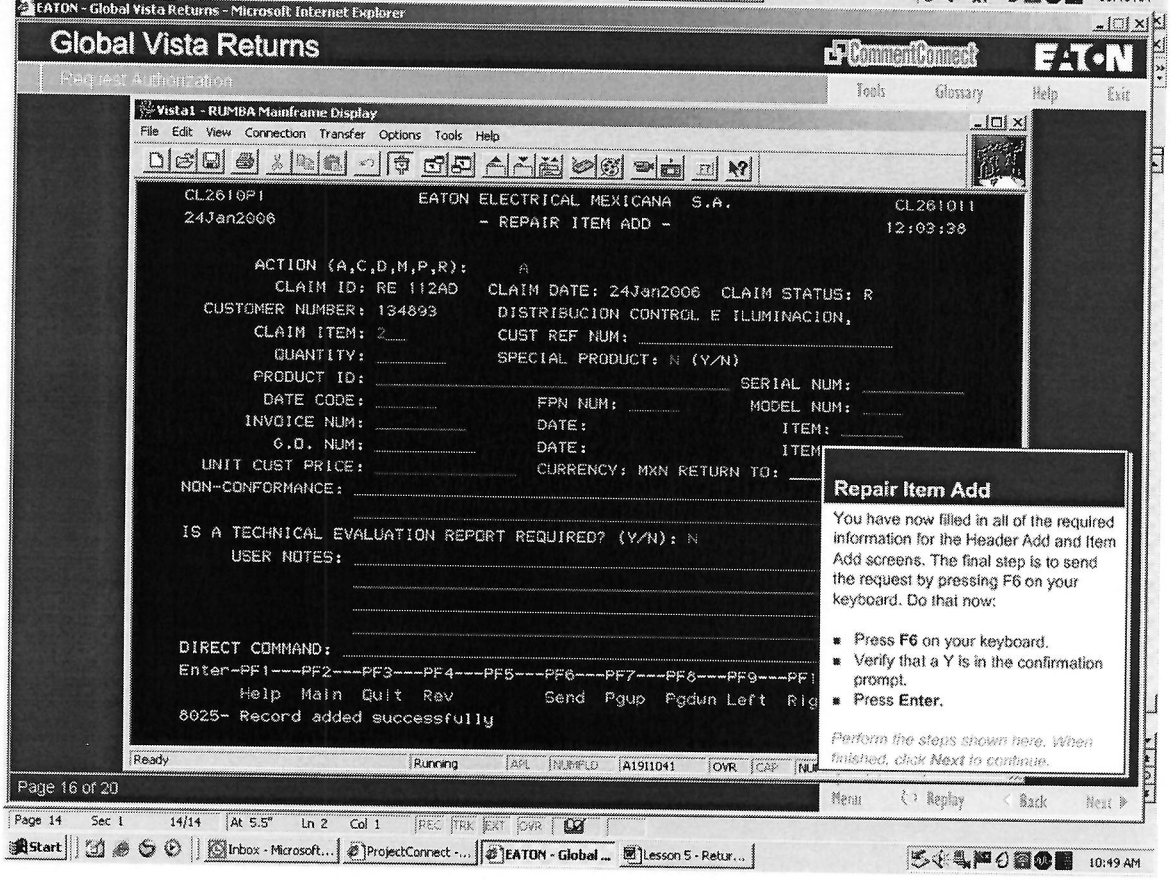
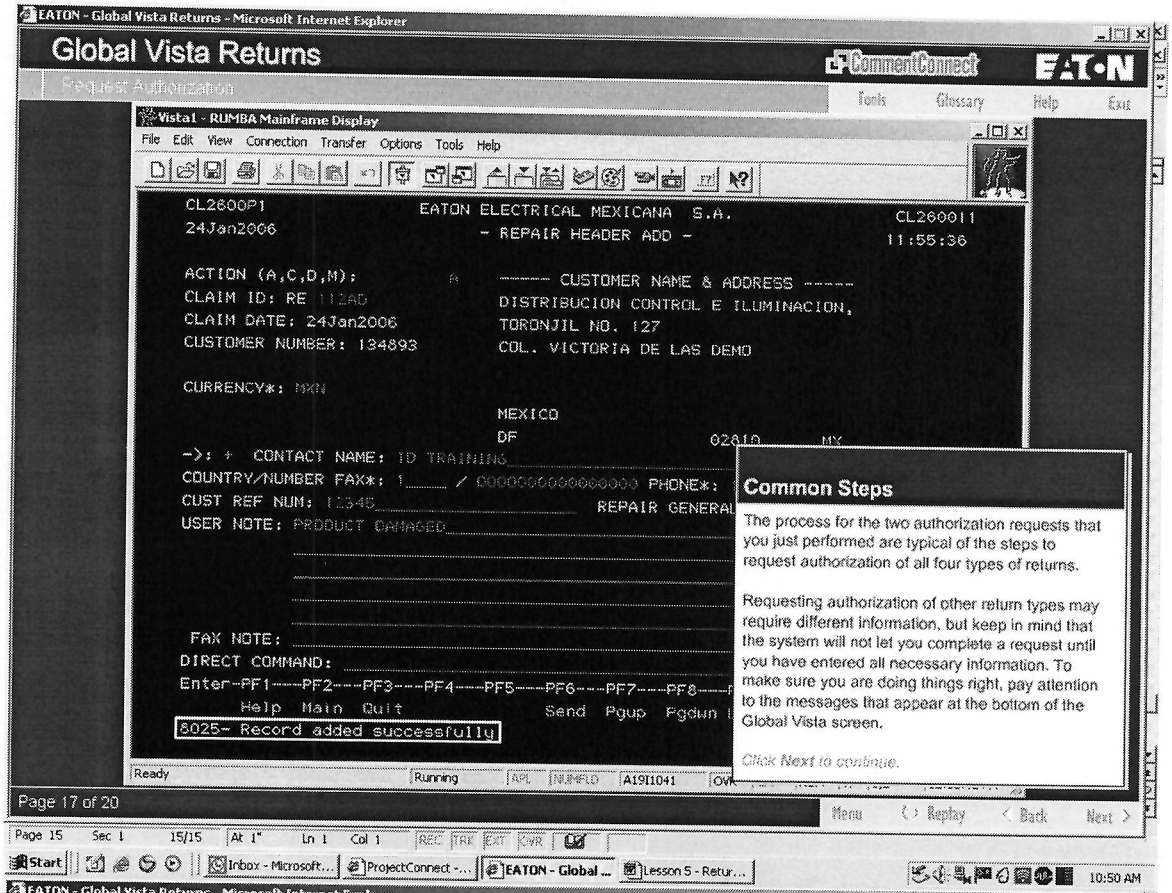
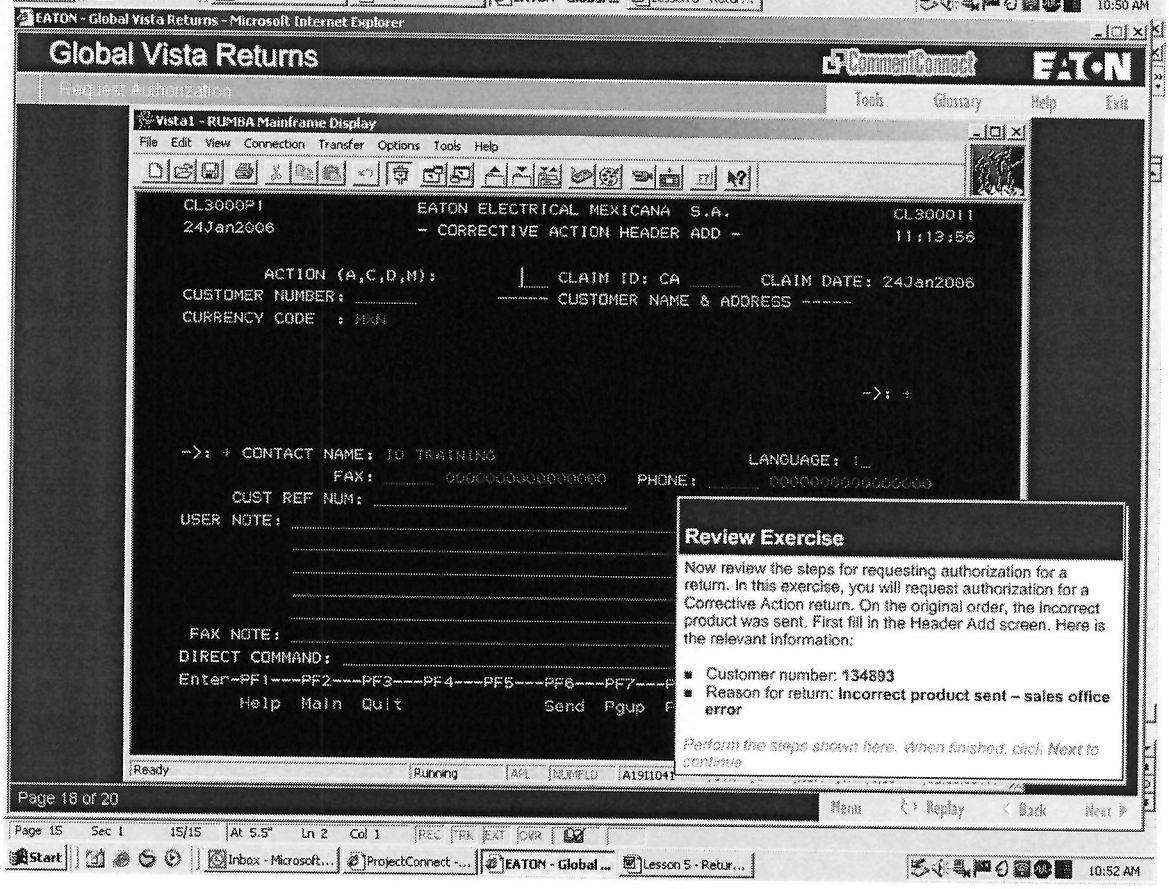
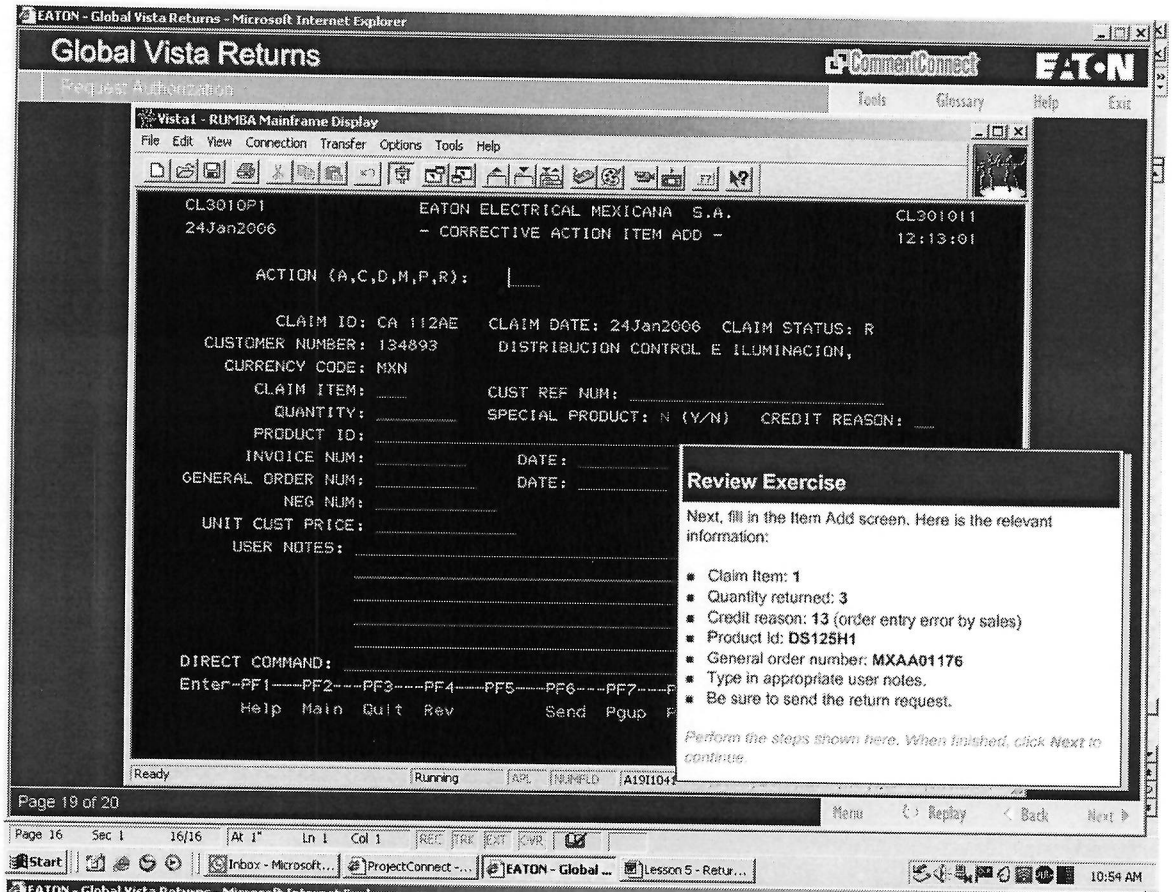
Page 13 Sec 1 13/13 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:46 AM

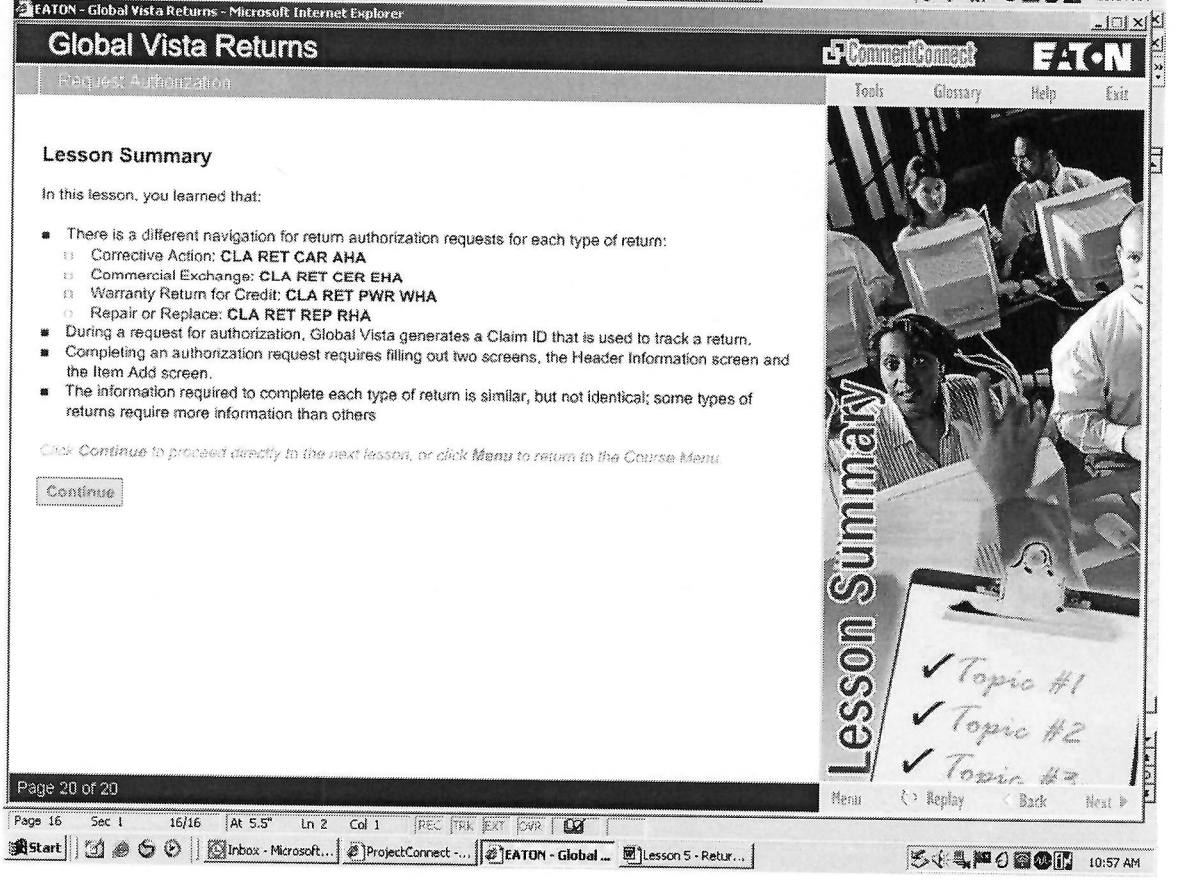

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools Glossary Help Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2610P1 EATON ELECTRICAL MEXICANA S.A. CL261011
24Jan2006 - REPAIR ITEM ADD - 11:58:37
ACTION (A,C,D,M,P,R): A
CLAIM ID: RE 112AD CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CLAIM ITEM: 2 CUST REF NUM:
QUANTITY: 2 SPECIAL PRODUCT: N (Y/N)
PRODUCT ID: GHB3020 SERIAL NUM:
DATE CODE: 012406 FPN NUM: MODEL NUM:
INVOICE NUM: DATE: ITEM:
G.O. NUM: DATE: ITEM:
UNIT CUST PRICE: CURRENCY: MXN RETURN TO: CLAIM TYPE:
NON-CONFORMANCE:
IS A TECHNICAL EVALUATION REPORT REQUIRED? (Y/N):
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9
Help Main Quit Rev Send Pgup Pgdun Lef
Ready Running APL NUMFLD A1911041 OVR
Repair or Replace Item Add
Continue on the REPAIR ITEM ADD screen:
CLAIM TYPE, type W (for Warranty Repair)
NON-CONFORMANCE, type Damaged during shipping.
TECHNICAL EVALUATION REPORT REQUIRED, type N.
USER NOTES, type Damaged.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 15 of 20
Menu Replay Back Next
Page 14 Sec 1 14/14 At 1" Ln 1 Col 1
Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur...
10:48 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools Glossary Help Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2610P1 EATON ELECTRICAL MEXICANA S.A. CL261011
24Jan2006 - REPAIR ITEM ADD - 12:03:38
ACTION (A,C,D,M,P,R): A
CLAIM ID: RE 112AD CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CLAIM ITEM: 2 CUST REF NUM:
QUANTITY: SPECIAL PRODUCT: N (Y/N)
PRODUCT ID: SERIAL NUM:
DATE CODE: FPN NUM: MODEL NUM:
INVOICE NUM: DATE: ITEM:
G.O. NUM: DATE: ITEM
UNIT CUST PRICE: CURRENCY: MXN RETURN TO:
NON-CONFORMANCE:
IS A TECHNICAL EVALUATION REPORT REQUIRED? (Y/N): N
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF1
Help Main Quit Rev Send Pgup Pgdun Left Rig
8025- Record added successfully
Ready Running APL NUMFLD A1911041 OVR CAP
Repair Item Add
You have now filled in all of the required information for the Header Add and Item Add screens. The final step is to send the request by pressing F6 on your keyboard. Do that now:
Press F6 on your keyboard.
Verify that a Y is in the confirmation prompt.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 16 of 20
Menu Replay Back Next
Page 14 Sec 1 14/14 At 5.5" Ln 2 Col 1
Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur...
10:49 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2600P1
EATON ELECTRICAL MEXICANA S.A.
CL260011
24Jan2006
- REPAIR HEADER ADD -
11:55:36
ACTION (A,C,D,M):
CLAIM ID: RE
CLAIM DATE: 24Jan2006
CUSTOMER NUMBER: 134893
------ CUSTOMER NAME & ADDRESS ------
DISTRIBUCION CONTROL E ILUMINACION,
TORONJIL NO. 127
COL. VICTORIA DE LAS DEMO
CURRENCY*: MXN
MEXICO
DF
02810 MX
->: + CONTACT NAME: ID TRAINING
COUNTRY/NUMBER FAX*: 1 / 0000000000000000 PHONE*:
CUST REF NUM: 12345
REPAIR GENERAL
USER NOTE: PRODUCT DAMAGED
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit
Send Pgup Pgdwn
5025- Record added successfully
Common Steps
The process for the two authorization requests that you just performed are typical of the steps to request authorization of all four types of returns.
Requesting authorization of other return types may require different information, but keep in mind that the system will not let you complete a request until you have entered all necessary information. To make sure you are doing things right, pay attention to the messages that appear at the bottom of the Global Vista screen.
Click Next to continue.
Ready
Running
APL
NUMFLD
A19I1041
Page 17 of 20
Menu
Replay
Back
Next
Page 15 Sec 1 15/15 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:50 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3000P1
EATON ELECTRICAL MEXICANA S.A.
CL300011
24Jan2006
- CORRECTIVE ACTION HEADER ADD -
11:13:56
ACTION (A,C,D,M):
CLAIM ID: CA
CLAIM DATE: 24Jan2006
CUSTOMER NUMBER:
------ CUSTOMER NAME & ADDRESS ------
CURRENCY CODE : MXN
->: +
->: + CONTACT NAME: ID TRAINING
LANGUAGE: I
FAX: 0000000000000000
PHONE: 0000000000000000
CUST REF NUM:
USER NOTE:
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---
Help Main Quit
Send Pgup
Review Exercise
Now review the steps for requesting authorization for a return. In this exercise, you will request authorization for a Corrective Action return. On the original order, the incorrect product was sent. First fill in the Header Add screen. Here is the relevant information:
Customer number: 134893
Reason for return: Incorrect product sent – sales office error
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
APL
NUMFLD
A19I1041
Page 18 of 20
Menu
Replay
Back
Next
Page 15 Sec 1 15/15 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:52 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3010P1 EATON ELECTRICAL MEXICANA S.A. CL3010I1
24Jan2006 - CORRECTIVE ACTION ITEM ADD - 12:13:01
ACTION (A,C,D,M,P,R):
CLAIM ID: CA 112AE CLAIM DATE: 24Jan2006 CLAIM STATUS: R
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
CURRENCY CODE: MXN
CLAIM ITEM:
CUST REF NUM:
QUANTITY:
SPECIAL PRODUCT: N (Y/N) CREDIT REASON:
PRODUCT ID:
INVOICE NUM:
DATE:
GENERAL ORDER NUM:
DATE:
NEG NUM:
UNIT CUST PRICE:
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---P
Help Main Quit Rev Send Pgup
Ready
Running
Review Exercise
Next, fill in the Item Add screen. Here is the relevant information:
Claim Item: 1
Quantity returned: 3
Credit reason: 13 (order entry error by sales)
Product Id: DS125H1
General order number: MXAA01176
Type in appropriate user notes.
Be sure to send the return request.
Perform the steps shown here. When finished, click Next to continue.
Page 19 of 20
Menu
Replay
Back
Next
Page 16 Sec 1 16/16 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:54 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Request Authorization
Tools
Glossary
Help
Exit
Lesson Summary
In this lesson, you learned that:
There is a different navigation for return authorization requests for each type of return:
Corrective Action: CLA RET CAR AHA
Commercial Exchange: CLA RET CER EHA
Warranty Return for Credit: CLA RET PWR WHA
Repair or Replace: CLA RET REP RHA
During a request for authorization, Global Vista generates a Claim ID that is used to track a return.
Completing an authorization request requires filling out two screens, the Header Information screen and the Item Add screen.
The information required to complete each type of return is similar, but not identical; some types of returns require more information than others
Click Continue to proceed directly to the next lesson, or click Menu to return to the Course Menu.
Continue
Lesson Summary
Topic #1
Topic #2
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Page 16 Sec 1 16/16 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
10:57 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

Authorize a Return

CommentConnect EATON

Tools Glossary Help Exit

Introduction to Authorizations

After a return request has been submitted, the request must be authorized.

Many Eaton products are set up to auto-authorize in Global Vista. In such cases, no action by a person is required to authorize the return. A fax or email is automatically sent to the customer giving them a claim ID and shipping instructions.

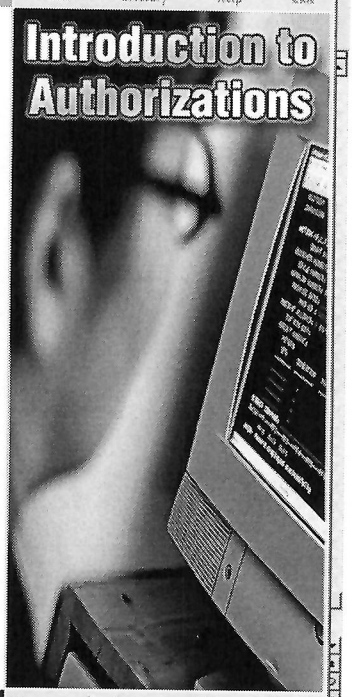
If the product is not set up to auto-authorize, a message is sent via printer or e-mail to the appropriate customer service personnel notifying them that a return request has been submitted. They will need to go into Global Vista and manually approve the request.

As in the Request phase, each of the four types of returns has its own navigation in the Authorize phase:

- Corrective Action: **CLA RET CAR AIR**
- Commercial Exchange: **CLA RET CER EIR**
- Warranty: **CLA RET PWR WIR**
- Repair and Replace: **CLA RET REP RIR**

Despite these different navigations, the Authorize phase is virtually identical in all four cases. The next pages take you through an authorization scenario for a Repair request.

Click Next to continue.



Page 1 of 6

Menu Replay Back Next

Page 17 Sec 1 17/17 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur... 10:59 AM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

Authorize a Return

CommentConnect EATON

Tools Glossary Help Exit

Vista1 - RUMBA Mainframe Display

File Edit View Connection Transfer Options Tools Help

```
NN0010P2                EATON ELECTRICAL MEXICANA  S.A.                NN001012
24Jan2006                    GLOBAL VISTA SYSTEM MENU                   11:12:59

                CODE                TITLE
                ----   ------------------------------------------------------
                AAA     ANNOUNCEMENTS
                ADM     ADMINISTRATIVE ON-LINE SERVICES
                ASR     AUTOMATED SALES REPORTING
                CHG     CHANGE REQUEST PROCESS
                CHM     CUTLER-HAMMER METRICS
                CLA     CLAIMS
                CPI     CUSTOMER PRICE INQUIRY
                CPR     CUSTOMER PRICE RECONCILIATION
                CUS     CUSTOMER PROFILE
                FIN     FINANCIAL INTERFACE

        PUT THE CURSOR ON THE LINE OF THE PROCESS YOU W
            OR TYPE THE CODE AND PRESS ENTER:
            PAGE DOWN TO SEE MORE OPTIONS

   DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
      Help  Main  Quit                    Pgup  Pgdwn
```

Ready Running APL NUMFLD A1911041

Navigate to Authorization

To authorize a Repair request, first navigate to the REPAIR ITEM RECONCILIATION screen:

- Type **CLA RET REP RIR** on the DIRECT COMMAND line.
- Press **Enter**.

Perform the steps shown here. When finished, click Next to continue.

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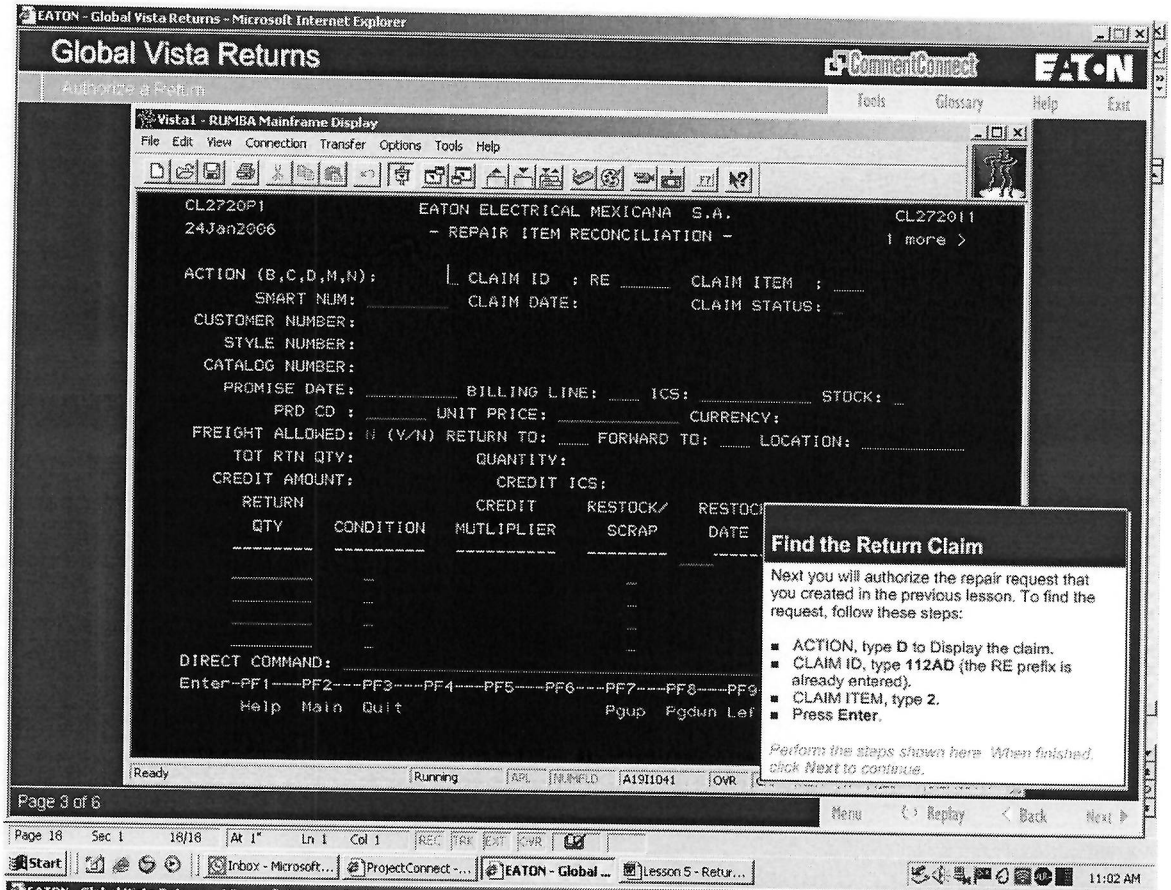
Menu Replay Back Next

Page 17 Sec 1 17/17 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur... 11:01 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Authorize a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1 EATON ELECTRICAL MEXICANA S.A. CL272011
24Jan2006 - REPAIR ITEM RECONCILIATION - 1 more >
ACTION (B,C,D,M,N): CLAIM ID : RE CLAIM ITEM :
SMART NUM: CLAIM DATE: CLAIM STATUS:
CUSTOMER NUMBER:
STYLE NUMBER:
CATALOG NUMBER:
PROMISE DATE: BILLING LINE: ICS: STOCK:
PRD CD : UNIT PRICE: CURRENCY:
FREIGHT ALLOWED: (Y/N) RETURN TO: FORWARD TO: LOCATION:
TOT RTN QTY: QUANTITY:
CREDIT AMOUNT: CREDIT ICS:
RETURN QTY CONDITION CREDIT MUTLIPLIER RESTOCK/ SCRAP RESTOCK DATE
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9
Help Main Quit Pgup Pgdun Lef
Ready Running APL NUMLCK A19I1041 OVR
Find the Return Claim
Next you will authorize the repair request that you created in the previous lesson. To find the request, follow these steps:
ACTION, type D to Display the claim.
CLAIM ID, type 112AD (the RE prefix is already entered).
CLAIM ITEM, type 2.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 3 of 6
Menu
Replay
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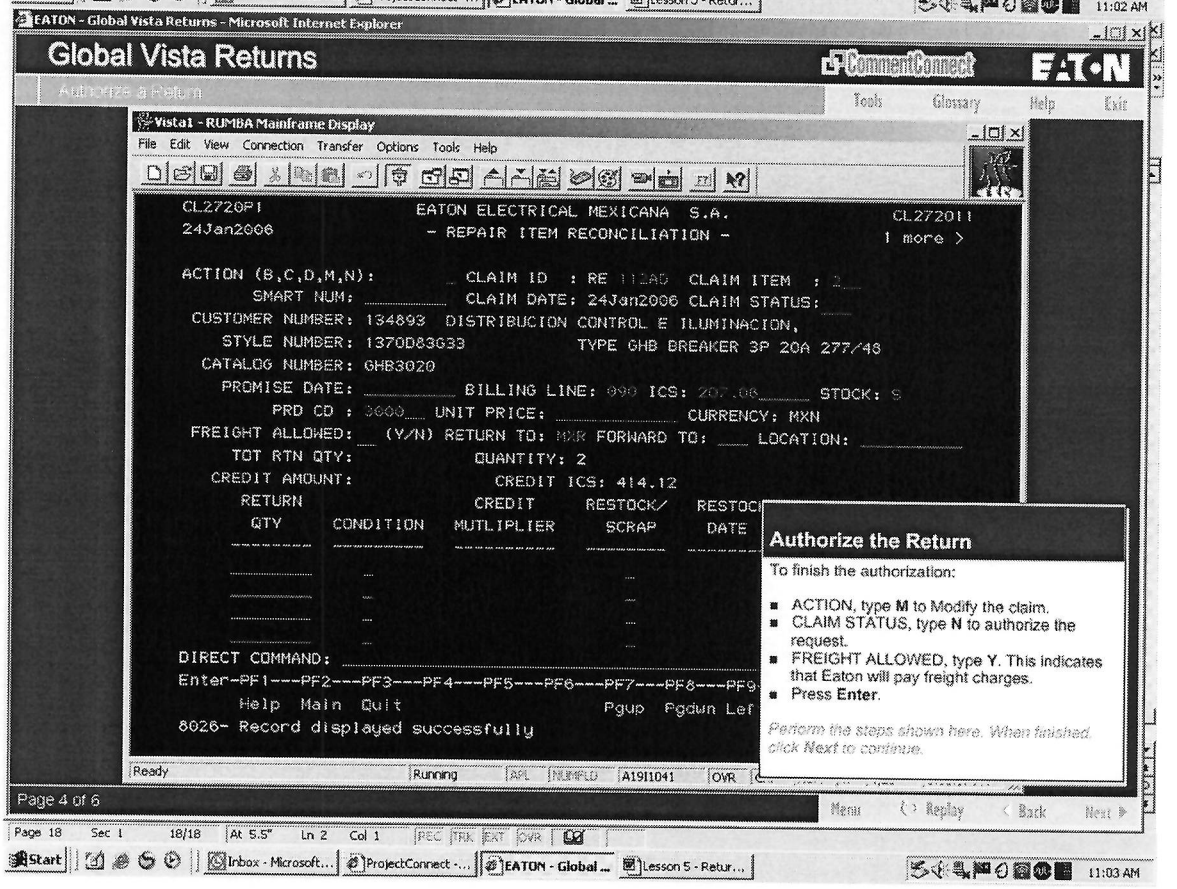
Page 18 Sec 1 18/18 At 1" Ln 1 Col 1 REC TRK EXT OVR
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:02 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Authorize a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1 EATON ELECTRICAL MEXICANA S.A. CL272011
24Jan2006 - REPAIR ITEM RECONCILIATION - 1 more >
ACTION (B,C,D,M,N): CLAIM ID : RE 112AD CLAIM ITEM : 2
SMART NUM: CLAIM DATE: 24Jan2006 CLAIM STATUS:
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
STYLE NUMBER: 1370D83G33 TYPE GHB BREAKER 3P 20A 277/48
CATALOG NUMBER: GHB3020
PROMISE DATE: BILLING LINE: 000 ICS: 207.08 STOCK: S
PRD CD : 3000 UNIT PRICE: CURRENCY: MXN
FREIGHT ALLOWED: (Y/N) RETURN TO: MXR FORWARD TO: LOCATION:
TOT RTN QTY: QUANTITY: 2
CREDIT AMOUNT: CREDIT ICS: 414.12
RETURN QTY CONDITION CREDIT MUTLIPLIER RESTOCK/ SCRAP RESTOCK DATE
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9
Help Main Quit Pgup Pgdun Lef
8026- Record displayed successfully
Ready Running APL NUMLCK A19I1041 OVR
Authorize the Return
To finish the authorization:
ACTION, type M to Modify the claim.
CLAIM STATUS, type N to authorize the request.
FREIGHT ALLOWED, type Y. This indicates that Eaton will pay freight charges.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 4 of 6
Menu
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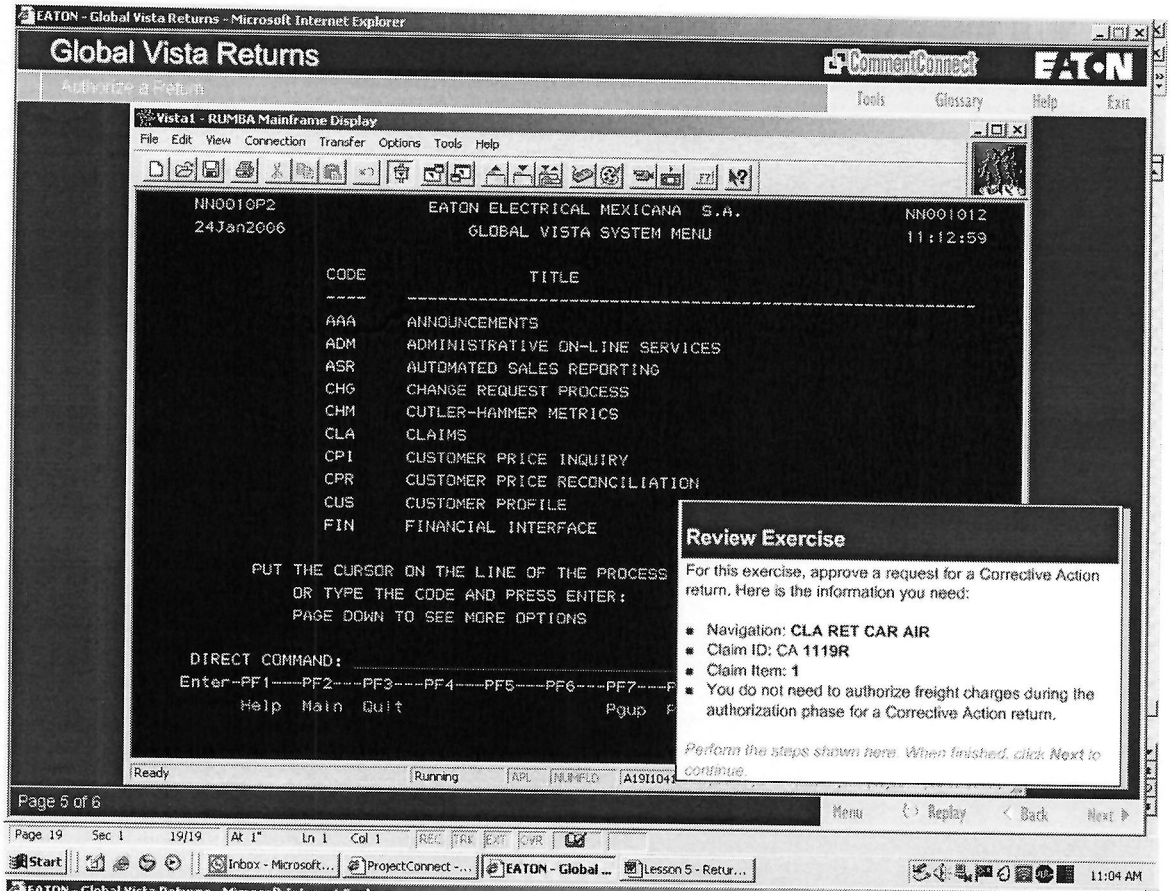
Page 18 Sec 1 18/18 At 5.5" Ln 2 Col 1 REC TRK EXT OVR
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:03 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
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Authorize a Return
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Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
GLOBAL VISTA SYSTEM MENU
NN001012
11:12:59
CODE
TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---
Help Main Quit
Pgup
Ready
Running
A19I1041
Review Exercise
For this exercise, approve a request for a Corrective Action return. Here is the information you need:
Navigation: CLA RET CAR AIR
Claim ID: CA 1119R
Claim Item: 1
You do not need to authorize freight charges during the authorization phase for a Corrective Action return.
Perform the steps shown here. When finished, click Next to continue.
Page 5 of 6
Menu
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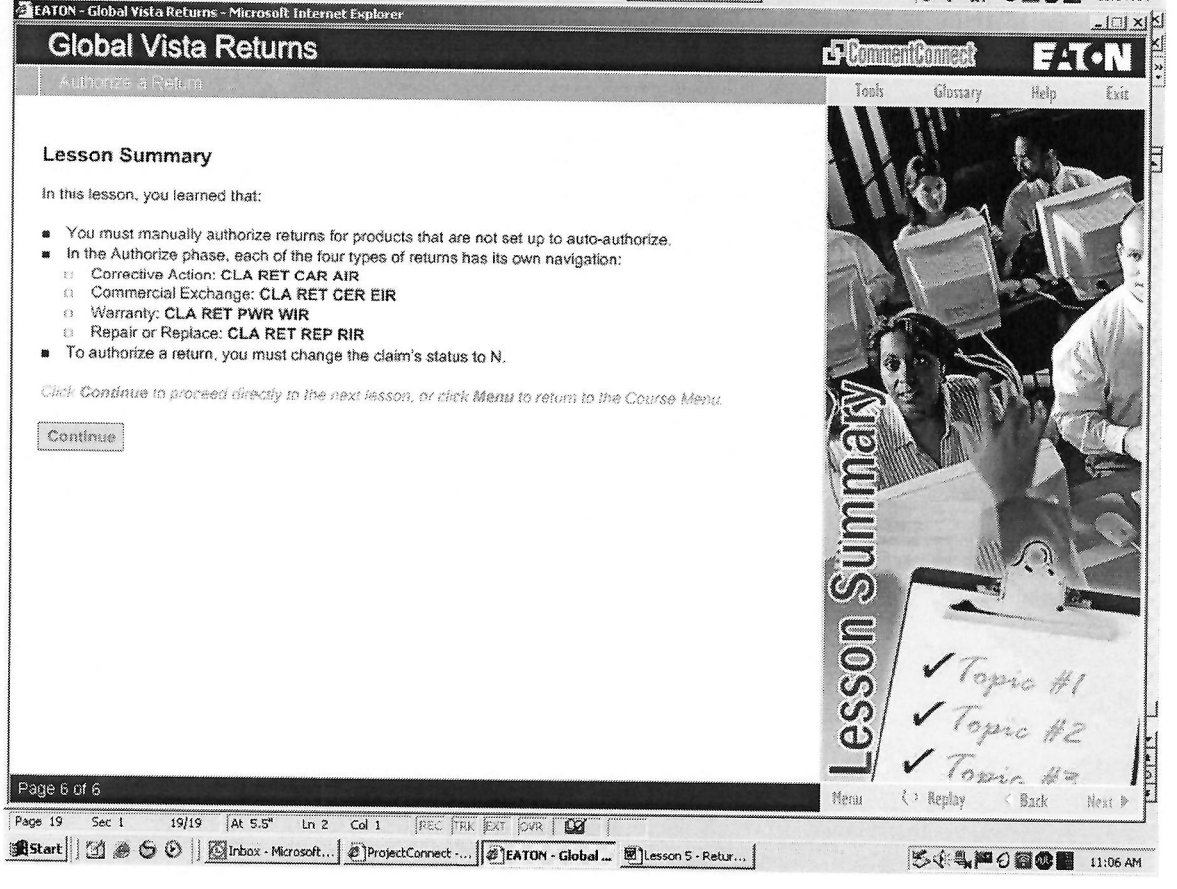
Page 19 Sec 1 19/19 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:04 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Authorize a Return
Tools
Glossary
Help
Exit
Lesson Summary
In this lesson, you learned that:
You must manually authorize returns for products that are not set up to auto-authorize.
In the Authorize phase, each of the four types of returns has its own navigation:
Corrective Action: CLA RET CAR AIR
Commercial Exchange: CLA RET CER EIR
Warranty: CLA RET PWR WIR
Repair or Replace: CLA RET REP RIR
To authorize a return, you must change the claim's status to N.
Click Continue to proceed directly to the next lesson, or click Menu to return to the Course Menu.
Continue
Lesson Summary
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Topic #3
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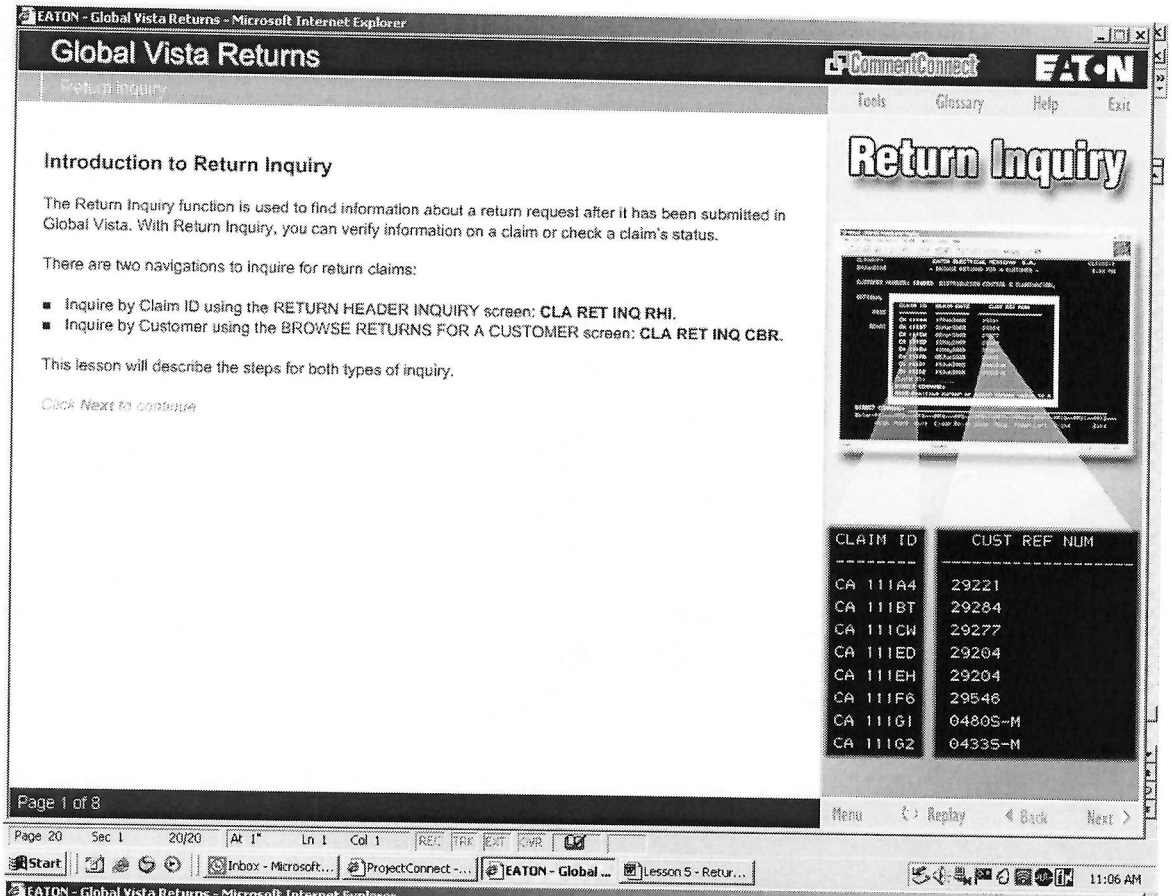
Page 19 Sec 1 19/19 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:06 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
Return Inquiry
CommentConnect
EATON
Tools
Glossary
Help
Exit
Introduction to Return Inquiry
The Return Inquiry function is used to find information about a return request after it has been submitted in Global Vista. With Return Inquiry, you can verify information on a claim or check a claim's status.
There are two navigations to inquire for return claims:
Inquire by Claim ID using the RETURN HEADER INQUIRY screen: CLA RET INQ RHI.
Inquire by Customer using the BROWSE RETURNS FOR A CUSTOMER screen: CLA RET INQ CBR.
This lesson will describe the steps for both types of inquiry.
Click Next to continue
Return Inquiry
CLAIM ID
CUST REF NUM
CA 111A4 29221
CA 111BT 29284
CA 111CW 29277
CA 111ED 29204
CA 111EH 29204
CA 111F6 29546
CA 111G1 0480S-M
CA 111G2 0433S-M
Page 1 of 8
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Replay
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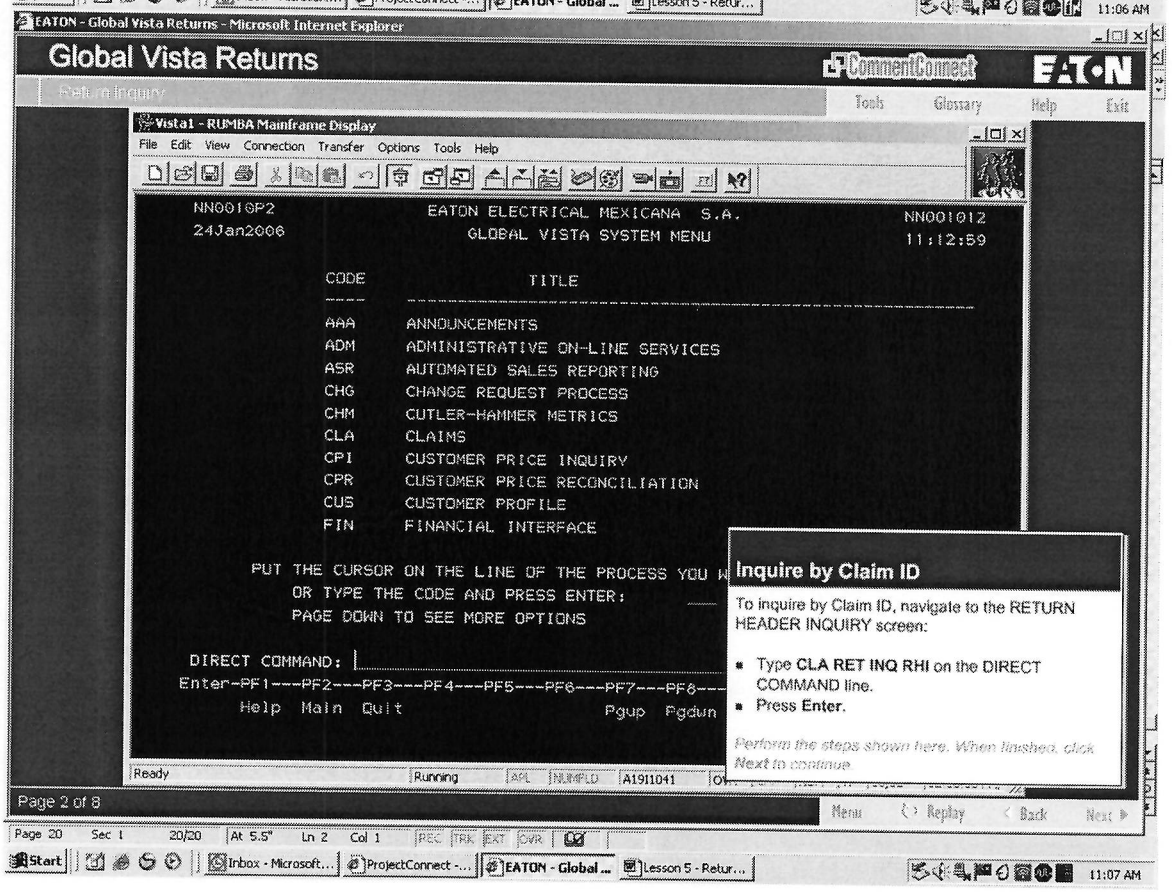
Next
Page 20 Sec 1 20/20 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:06 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
Return Inquiry
CommentConnect
EATON
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2 EATON ELECTRICAL MEXICANA S.A. NN001012
24Jan2006 GLOBAL VISTA SYSTEM MENU 11:12:59
CODE TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU W
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit Pgup Pgdwn
Inquire by Claim ID
To inquire by Claim ID, navigate to the RETURN HEADER INQUIRY screen:
Type CLA RET INQ RHI on the DIRECT COMMAND line.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A1911041
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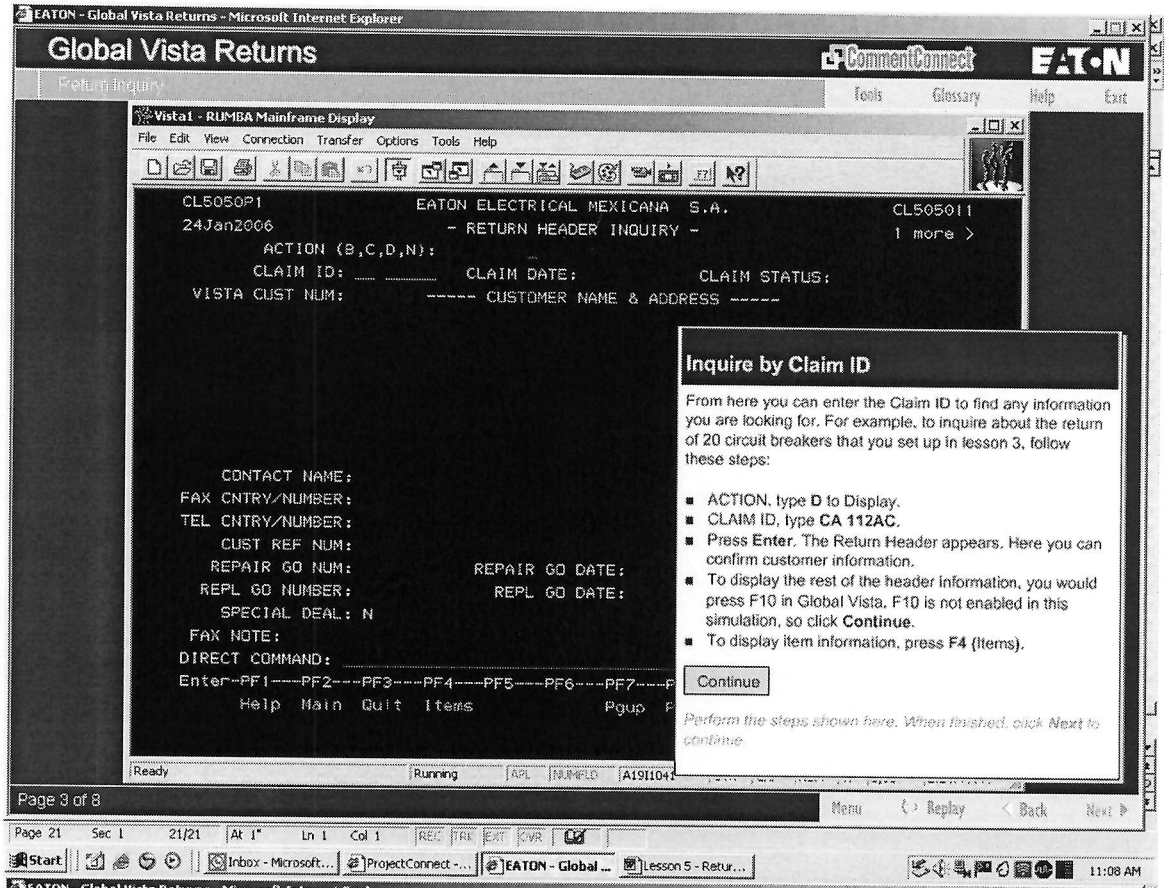
Page 20 Sec 1 20/20 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:07 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Return Inquiry
Tools
Glossary
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Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL5050P1 EATON ELECTRICAL MEXICANA S.A. CL505011
24Jan2006 - RETURN HEADER INQUIRY - 1 more >
ACTION (B,C,D,N):
CLAIM ID: __ _____ CLAIM DATE: CLAIM STATUS:
VISTA CUST NUM: ------ CUSTOMER NAME & ADDRESS ------
CONTACT NAME:
FAX CNTRY/NUMBER:
TEL CNTRY/NUMBER:
CUST REF NUM:
REPAIR GO NUM: REPAIR GO DATE:
REPL GO NUMBER: REPL GO DATE:
SPECIAL DEAL: N
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---P
Help Main Quit Items Pgup
Inquire by Claim ID
From here you can enter the Claim ID to find any information you are looking for. For example, to inquire about the return of 20 circuit breakers that you set up in lesson 3, follow these steps:
ACTION, type D to Display.
CLAIM ID, type CA 112AC.
Press Enter. The Return Header appears. Here you can confirm customer information.
To display the rest of the header information, you would press F10 in Global Vista. F10 is not enabled in this simulation, so click Continue.
To display item information, press F4 (Items).
Continue
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
APL
NUMFLD
A1911041
Page 3 of 8
Menu
Replay
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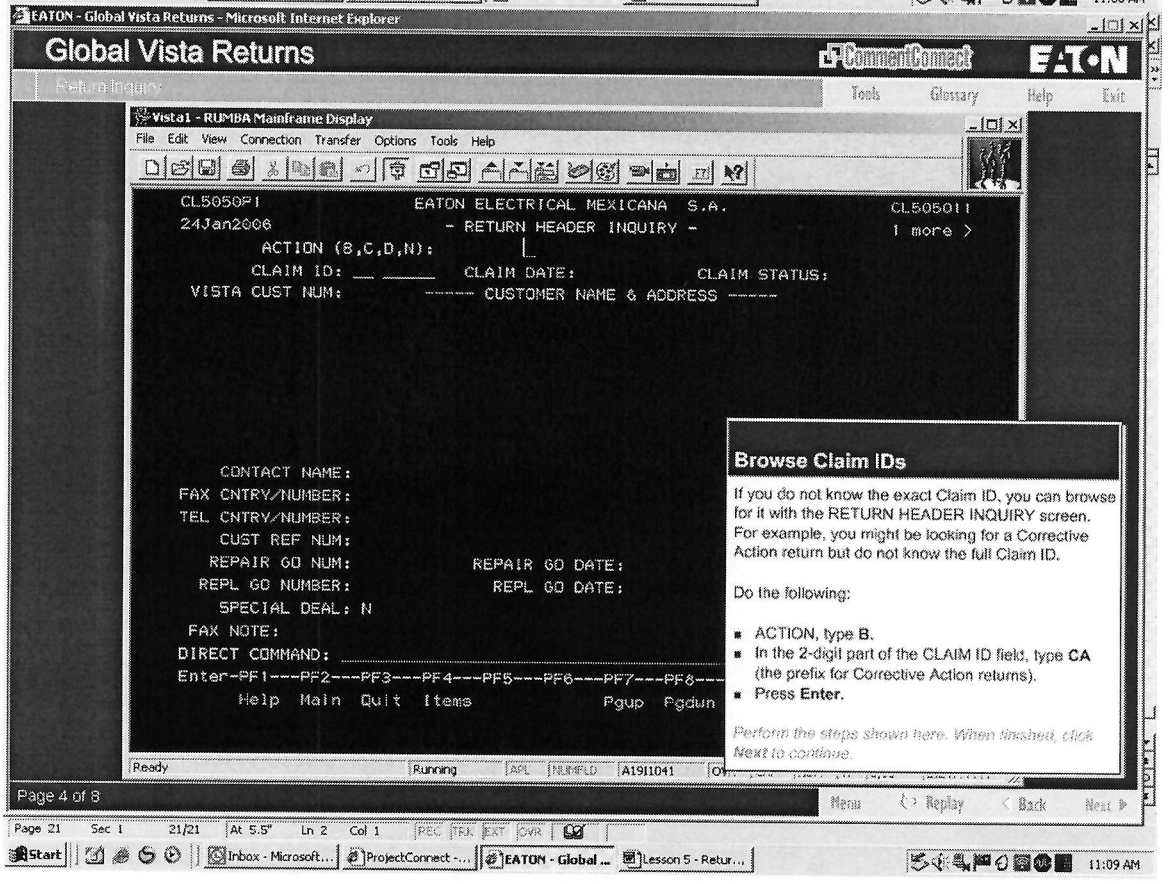
Page 21 Sec 1 21/21 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:08 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Return Inquiry
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL5050P1 EATON ELECTRICAL MEXICANA S.A. CL505011
24Jan2006 - RETURN HEADER INQUIRY - 1 more >
ACTION (B,C,D,N):
CLAIM ID: __ _____ CLAIM DATE: CLAIM STATUS:
VISTA CUST NUM: ------ CUSTOMER NAME & ADDRESS ------
CONTACT NAME:
FAX CNTRY/NUMBER:
TEL CNTRY/NUMBER:
CUST REF NUM:
REPAIR GO NUM: REPAIR GO DATE:
REPL GO NUMBER: REPL GO DATE:
SPECIAL DEAL: N
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit Items Pgup Pgdun
Browse Claim IDs
If you do not know the exact Claim ID, you can browse for it with the RETURN HEADER INQUIRY screen. For example, you might be looking for a Corrective Action return but do not know the full Claim ID.
Do the following:
ACTION, type B.
In the 2-digit part of the CLAIM ID field, type CA (the prefix for Corrective Action returns).
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
APL
NUMFLD
A1911041
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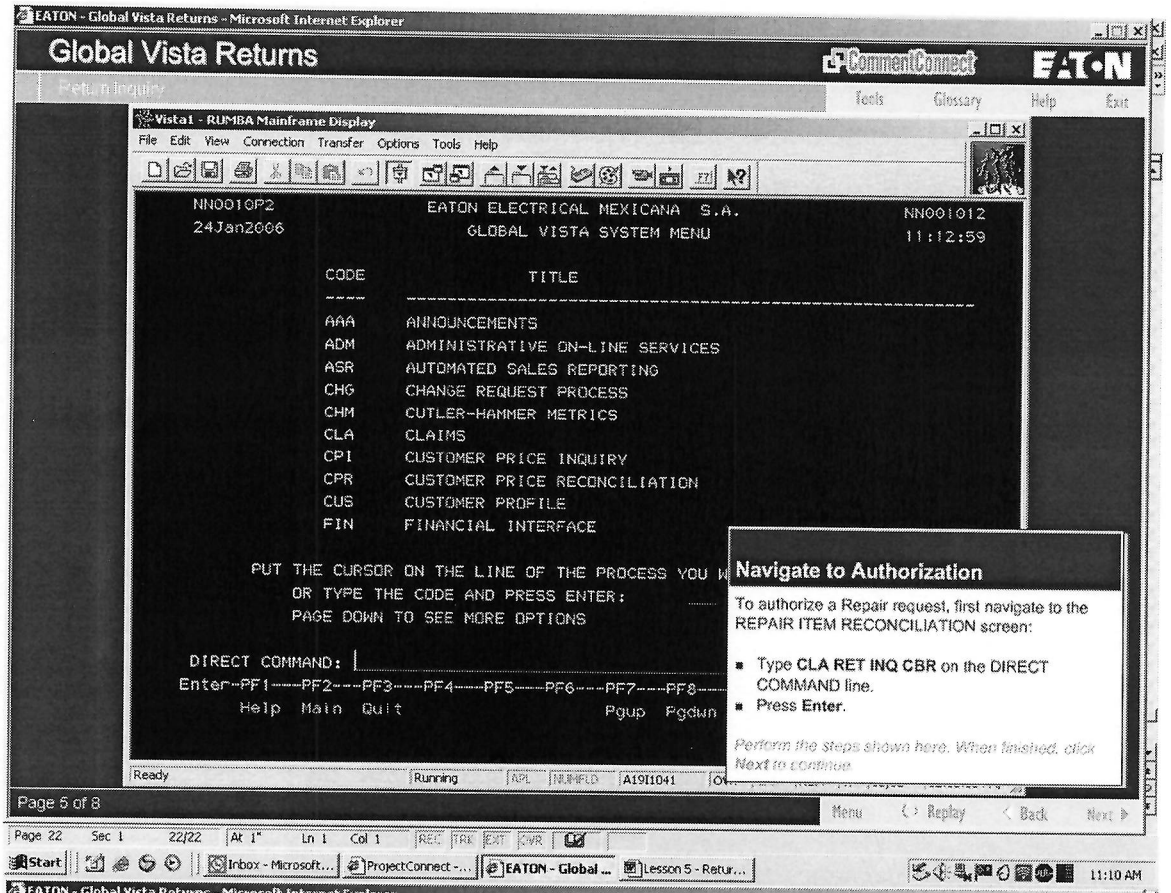
Menu
Replay
Back
Next
Page 21 Sec 1 21/21 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:09 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Return Inquiry
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2 EATON ELECTRICAL MEXICANA S.A. NN001012
24Jan2006 GLOBAL VISTA SYSTEM MENU 11:12:59
CODE TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit Pgup Pgdwn
Ready Running A19I1041
Navigate to Authorization
To authorize a Repair request, first navigate to the REPAIR ITEM RECONCILIATION screen:
Type CLA RET INQ CBR on the DIRECT COMMAND line.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 5 of 8
Menu
Replay
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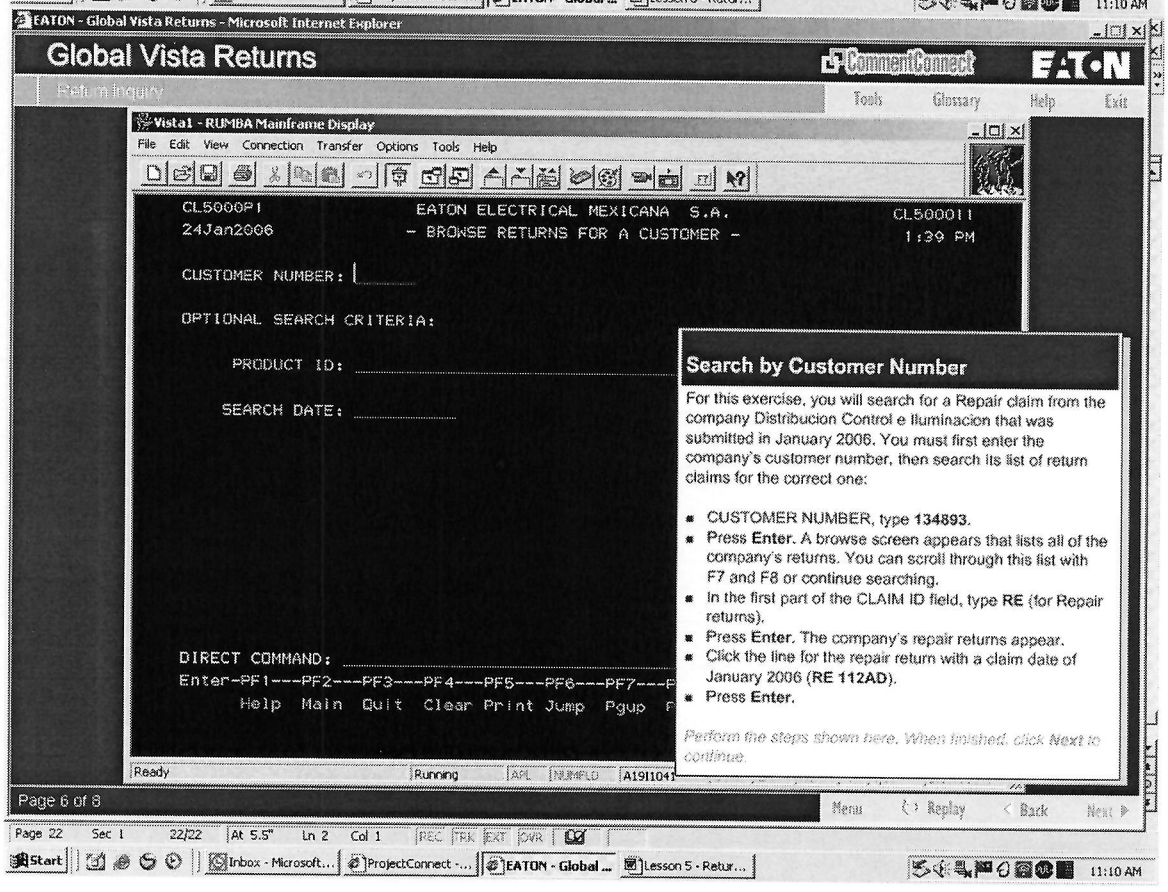
Next
Page 22 Sec 1 22/22 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:10 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Return Inquiry
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL5000P1 EATON ELECTRICAL MEXICANA S.A. CL500011
24Jan2006 - BROWSE RETURNS FOR A CUSTOMER - 1:39 PM
CUSTOMER NUMBER:
OPTIONAL SEARCH CRITERIA:
PRODUCT ID:
SEARCH DATE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---
Help Main Quit Clear Print Jump Pgup
Ready Running A19I1041
Search by Customer Number
For this exercise, you will search for a Repair claim from the company Distribucion Control e Iluminacion that was submitted in January 2006. You must first enter the company's customer number, then search its list of return claims for the correct one:
CUSTOMER NUMBER, type 134893.
Press Enter. A browse screen appears that lists all of the company's returns. You can scroll through this list with F7 and F8 or continue searching.
In the first part of the CLAIM ID field, type RE (for Repair returns).
Press Enter. The company's repair returns appear.
Click the line for the repair return with a claim date of January 2006 (RE 112AD).
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
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Menu
Replay
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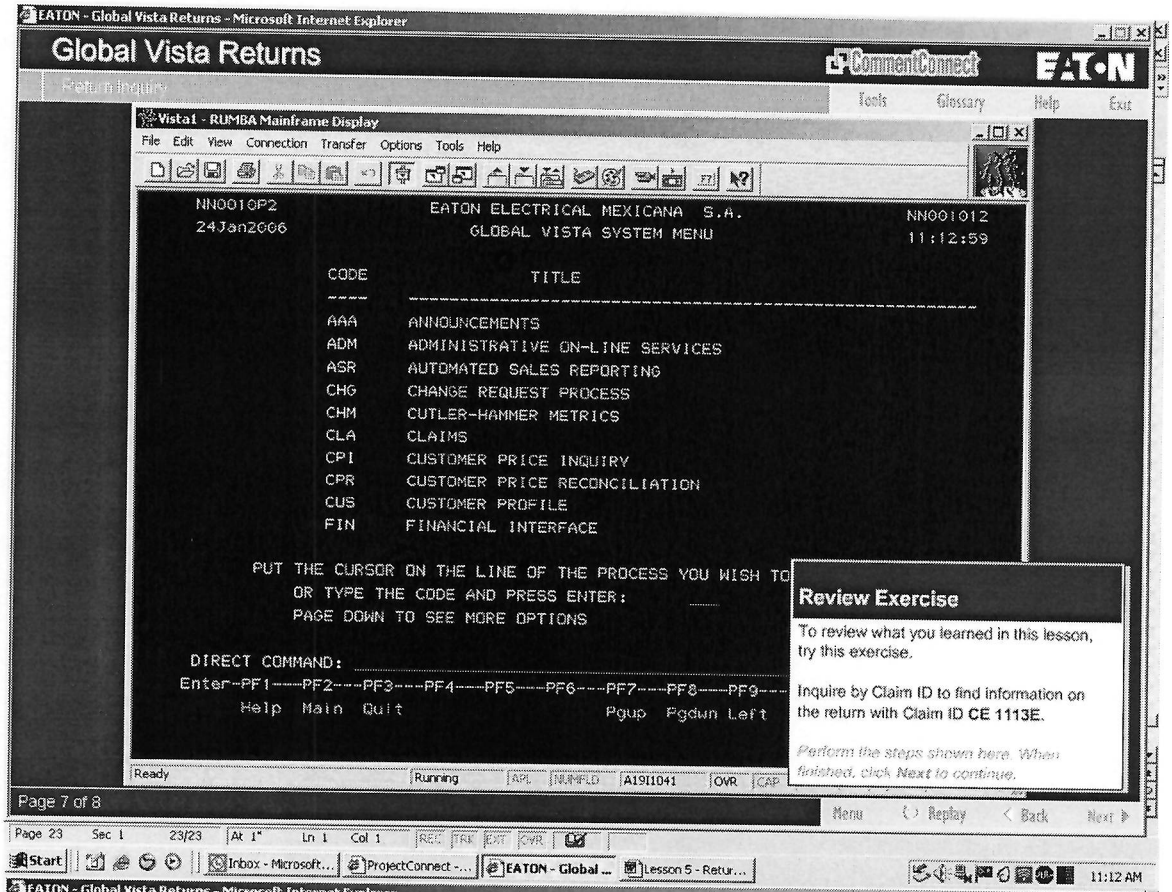
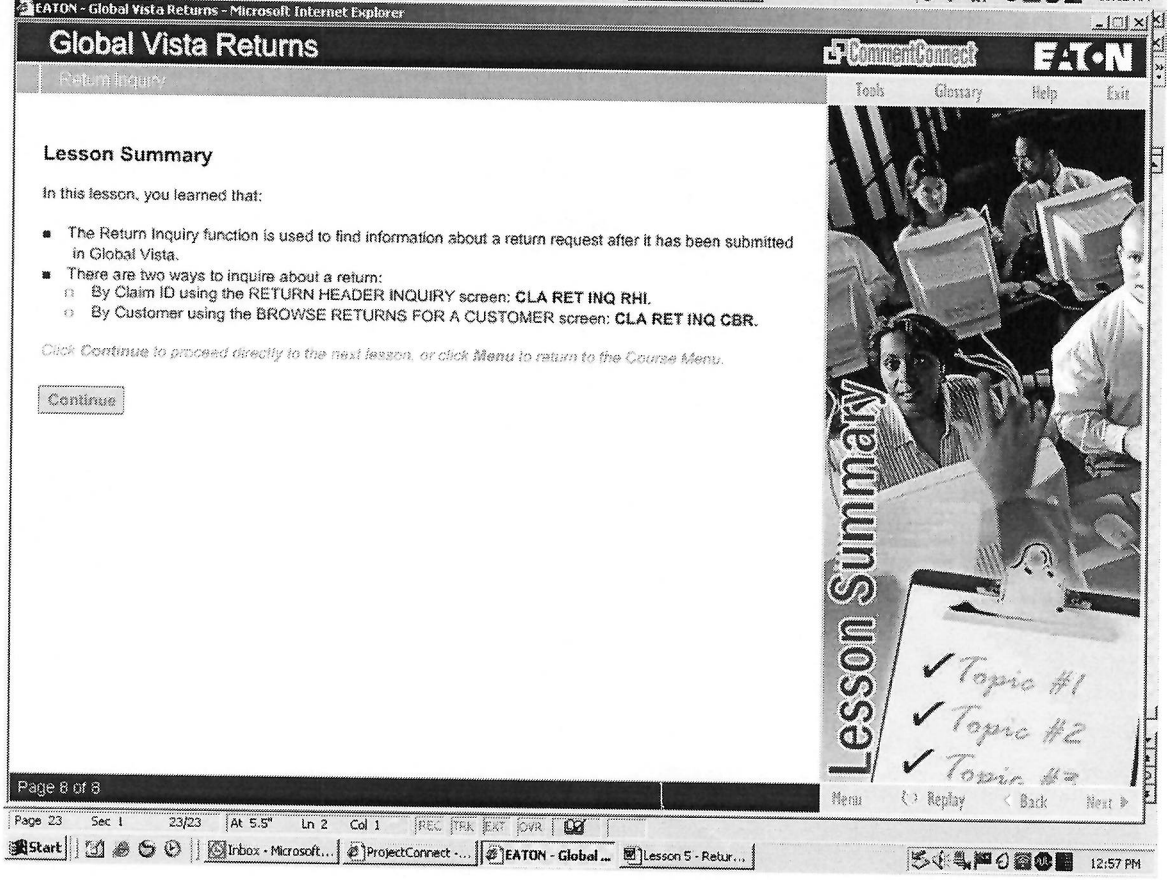
Page 22 Sec 1 22/22 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:10 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Return Inquiry
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2
24JanZ006
EATON ELECTRICAL MEXICANA S.A.
GLOBAL VISTA SYSTEM MENU
NN001012
11:12:59
CODE
TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU WISH TO
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---
Help Main Quit
Pgup Pgdun Left
Review Exercise
To review what you learned in this lesson, try this exercise.
Inquire by Claim ID to find information on the return with Claim ID CE 1113E.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
Page 7 of 8
Menu
Replay
Back
Next
Page 23 Sec 1 23/23 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
11:12 AM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Return Inquiry
Tools
Glossary
Help
Exit
Lesson Summary
In this lesson, you learned that:
The Return Inquiry function is used to find information about a return request after it has been submitted in Global Vista.
There are two ways to inquire about a return:
By Claim ID using the RETURN HEADER INQUIRY screen: CLA RET INQ RHI.
By Customer using the BROWSE RETURNS FOR A CUSTOMER screen: CLA RET INQ CBR.
Click Continue to proceed directly to the next lesson, or click Menu to return to the Course Menu.
Continue
Lesson Summary
Topic #1
Topic #2
Topic #3
Page 8 of 8
Menu
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Next
Page 23 Sec 1 23/23 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
12:57 PM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Reconcile a Return

Tools Glossary Help Exit

Introduction to Reconciliation

Reconciliation is carried out after the returned product has arrived at the warehouse or plant.

In this phase, data is entered to indicate the manner in which the return claim has been resolved. The information entered includes:

- Number of items received.
- Whether the items will be restocked.
- Whether Eaton will pay for shipping charges.
- Condition of the items.

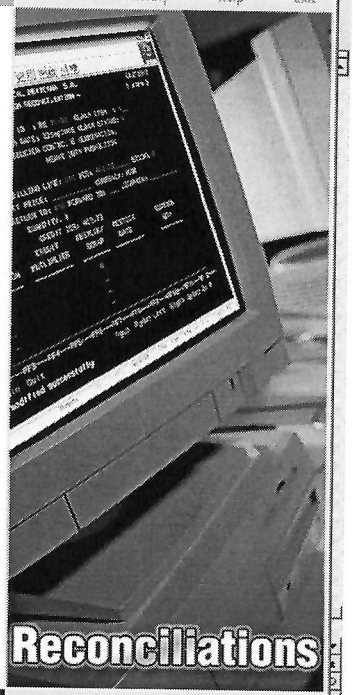
Other data may be required depending on the return type.

The Reconciliation process uses the Item Reconciliation screen (which is also used to authorize return requests). Each type of return has a different navigation to its Item Reconciliation screen:

- Corrective Action: **CLA RET CAR AIR**
- Commercial Exchange: **CLA RET CER EIR**
- Warranty Return: **CLA RET PWR WIR**
- Repair and Replace: **CLA RET REP RIR**

Note: *This lesson only needs to be completed by personnel who are involved in the Reconciliation process.*

*Click **Next** to continue.*



Page 1 of 12

Menu Replay Back Next

Page 24 Sec 1 24/24 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur... 1:00 PM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Reconcile a Return

Tools Glossary Help Exit

Vista1 - RUMBA Mainframe Display

File Edit View Connection Transfer Options Tools Help

```
CL2720P1                EATON ELECTRICAL MEXICANA  S.A.          CL272011
24Jan2006                 - REPAIR ITEM RECONCILIATION -          1 more >

ACTION (B,C,D,M,N):      CLAIM ID  : RE      CLAIM ITEM  :
     SMART NUM:          CLAIM DATE: 24Jan2006 CLAIM STATUS: N
CUSTOMER NUMBER: 134893  DISTRIBUCION CONTROL E ILUMINACION,
   STYLE NUMBER: 1370D83G33          TYPE GHB BREAKER 3P 20A 277/48
  CATALOG NUMBER: GHB3020
    PROMISE DATE: 25JAN2006 BILLING LINE: 000  ICS: 207 OR   STOCK: Y
     PRD CD : 3600  UNIT PRICE:              CURRENCY: MXN
FREIGHT ALLOWED: Y (Y/N) RETURN TO: MAIN  FORWARD TO:     LOCATION:
   TOT RTN QTY: 2              QUANTITY: 2
  CREDIT AMOUNT:              CREDIT ICS: 414.12
     RETURN      CREDIT     RESTOCK/   RESTOCK     RESTOCK
      QTY  CONDITION MUTLIPLIER  SCRAP    DATE        QTY
     _____  _____  _____  _____  _____  _____
     _____  _____  _____  _____  _____  _____
     _____  _____  _____  _____  _____  _____
     _____  _____  _____  _____  _____  _____
     _____  _____  _____  _____  _____  _____
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF
      Help  Main  Quit
8024- Record modified successfu
```

Ready Running

Item Reconciliation Screen

The Item Reconciliation screen contains many fields, not all of which must be filled in.

To demonstrate the reconciliation process, this lesson will describe the steps required to reconcile returns for Repair and Replace and Corrective Action returns.

Click on the highlighted areas to learn more about the fields on the Item Reconciliation screen.

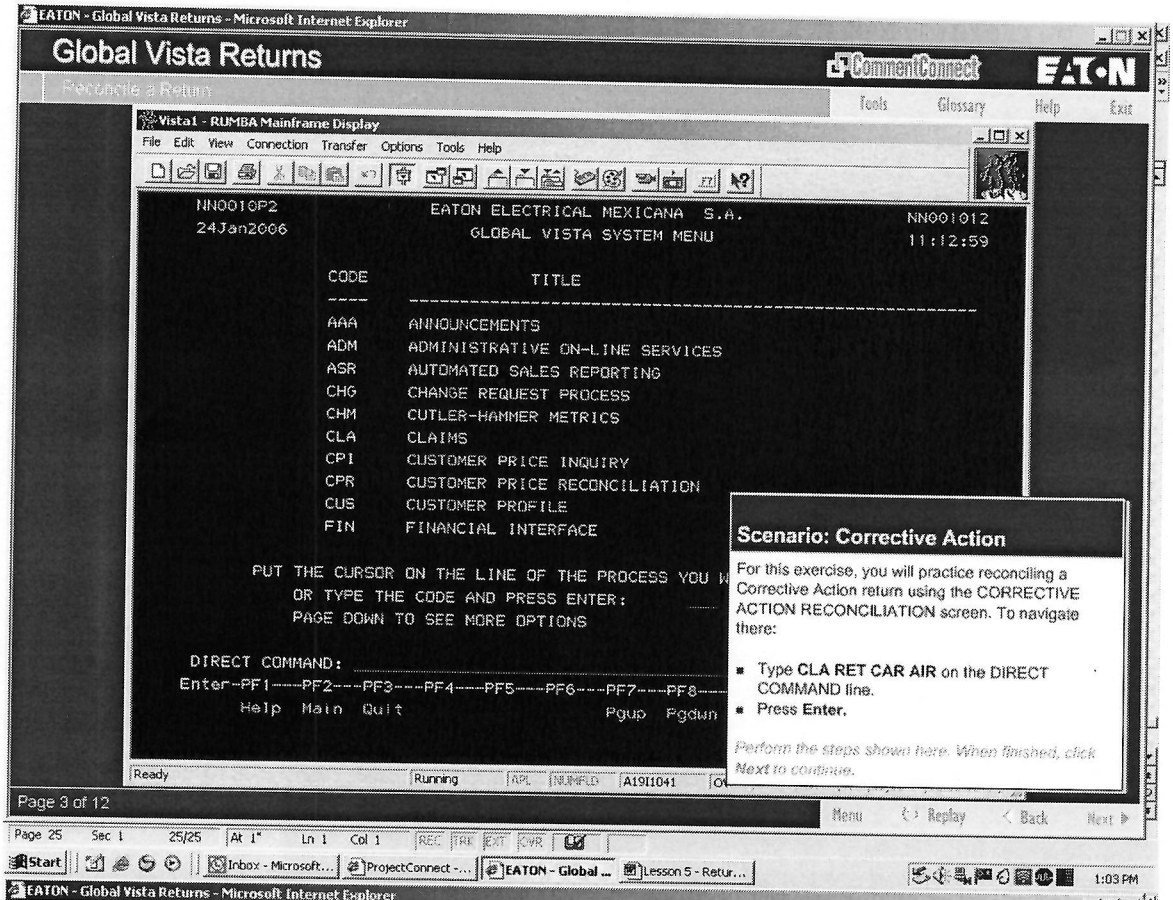
*Click each highlighted item, and then click **Next** to continue.*

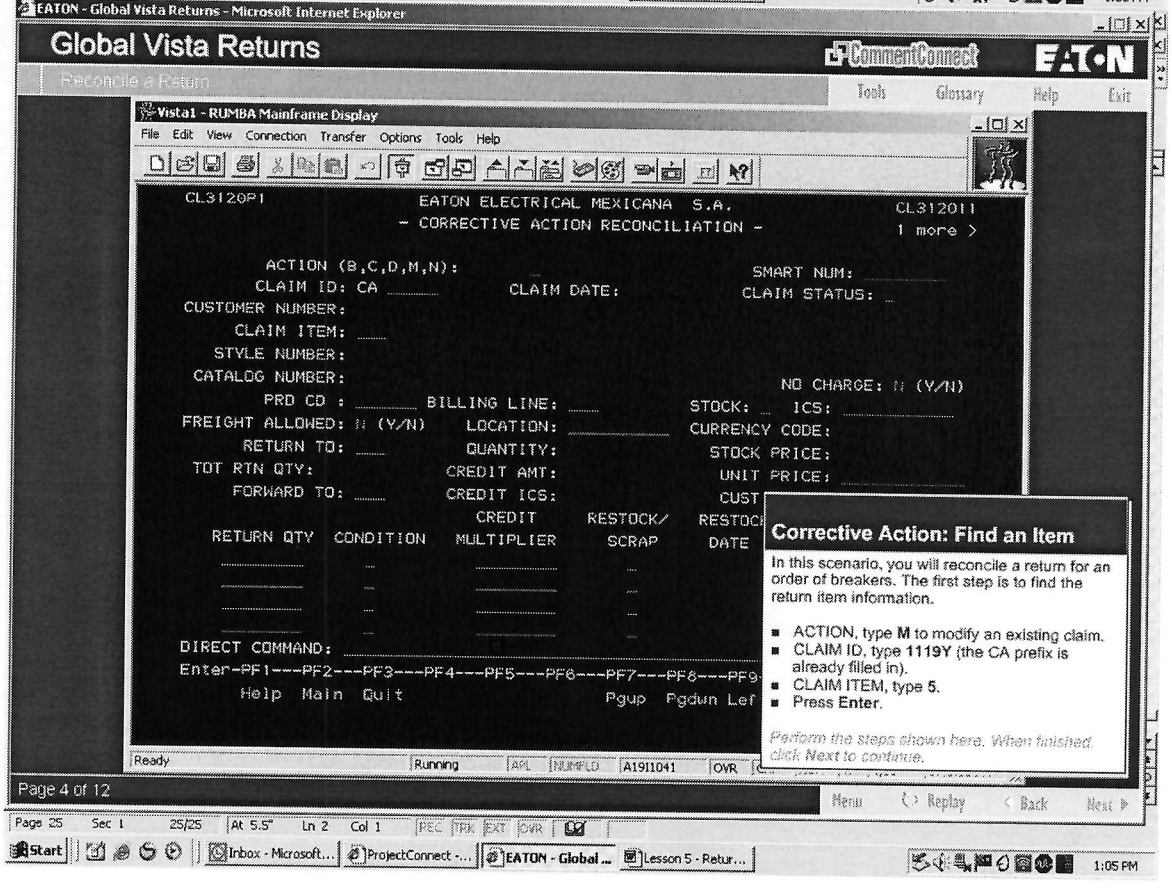
Page 2 of 12

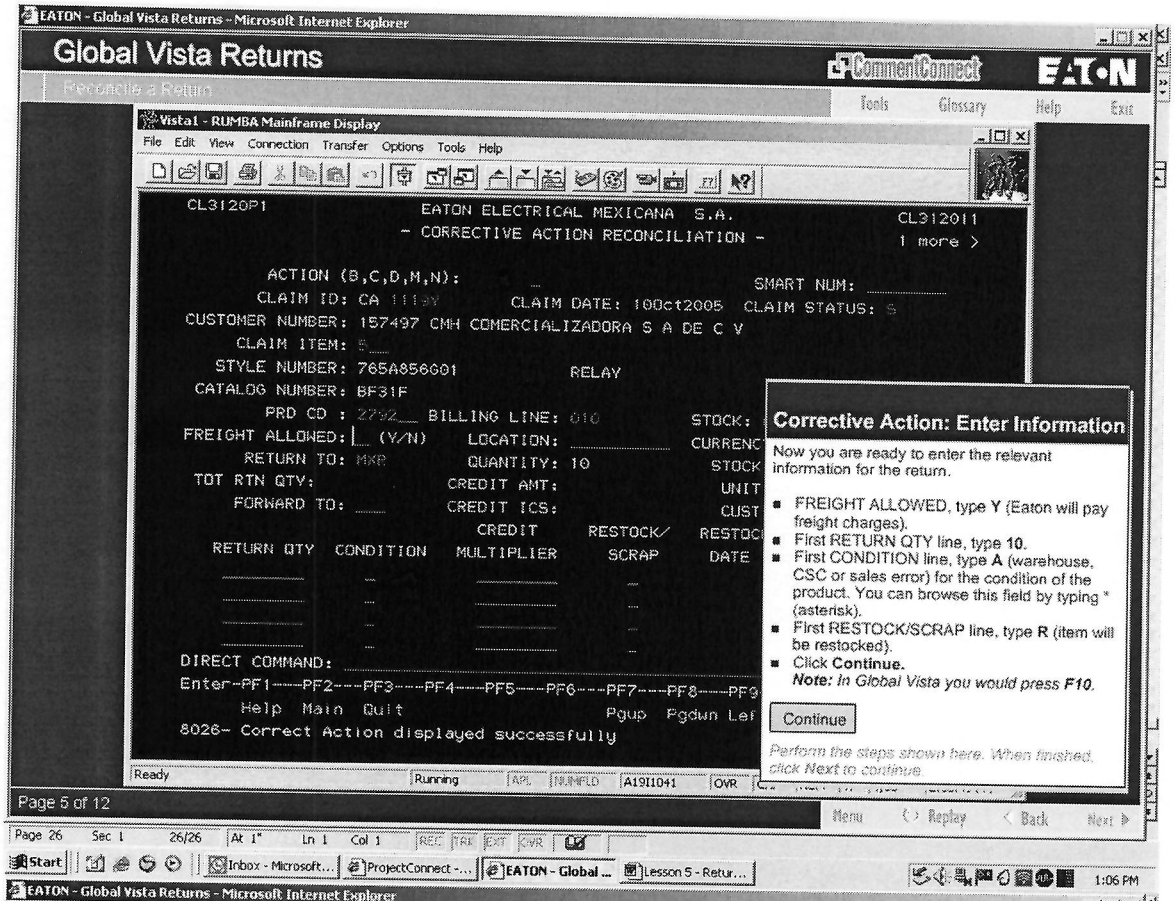
Menu Replay Back Next

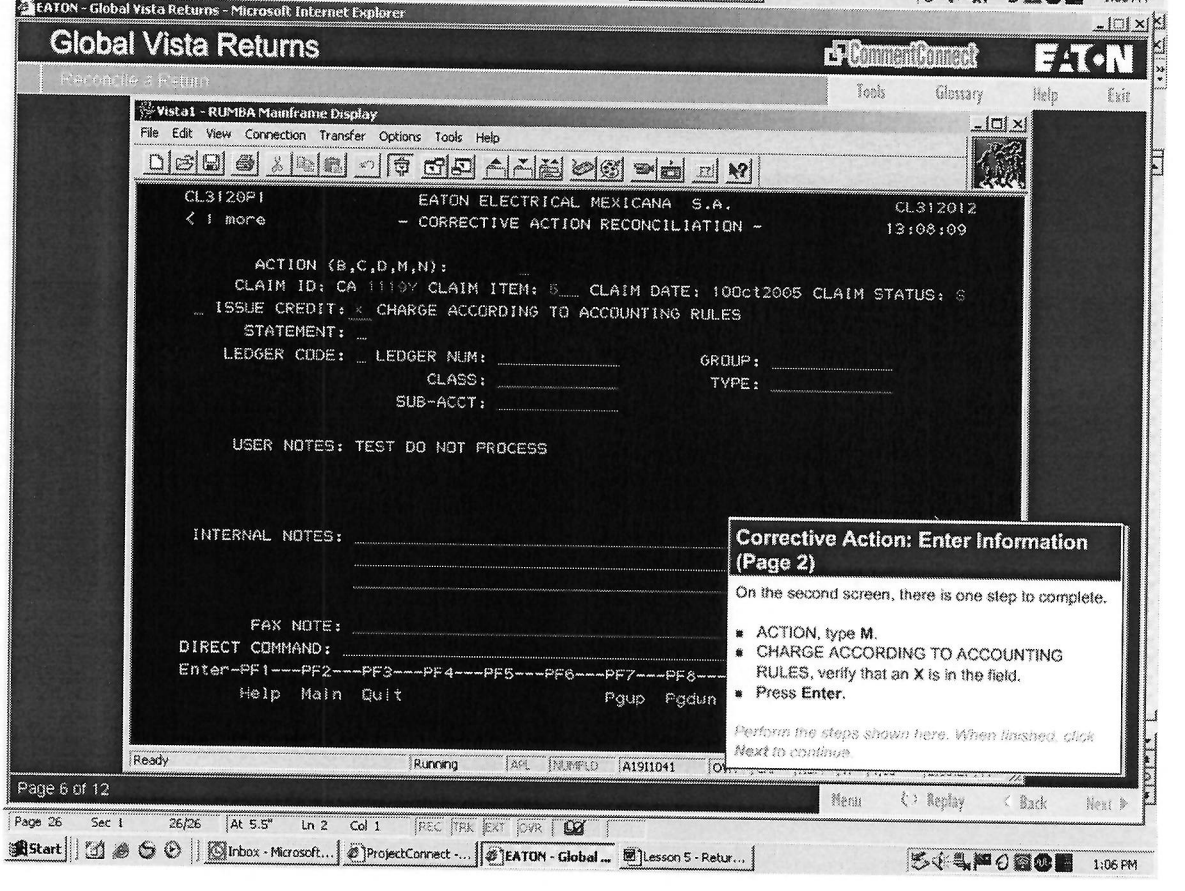
Page 24 Sec 1 24/24 At 5.5" Ln 2 Col 1 REC TRK EXT OVR

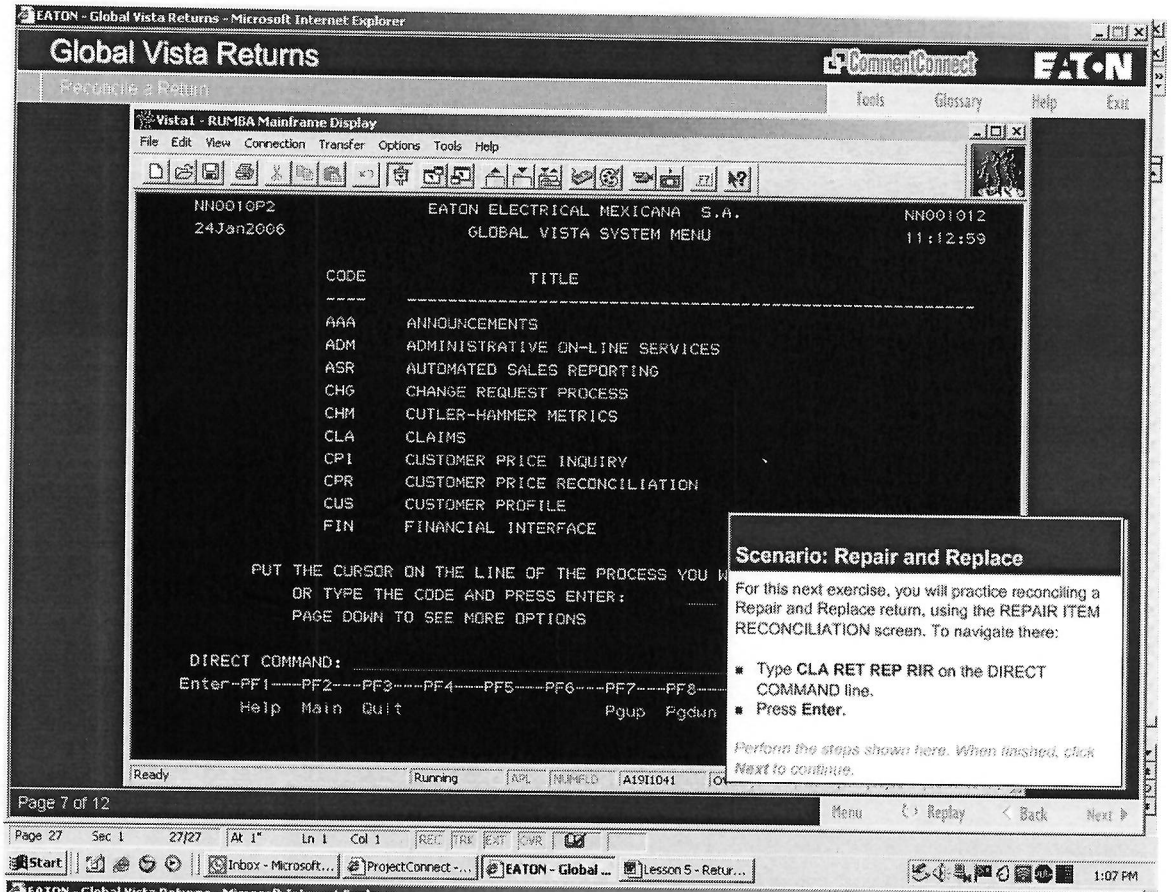
Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur... 1:02 PM

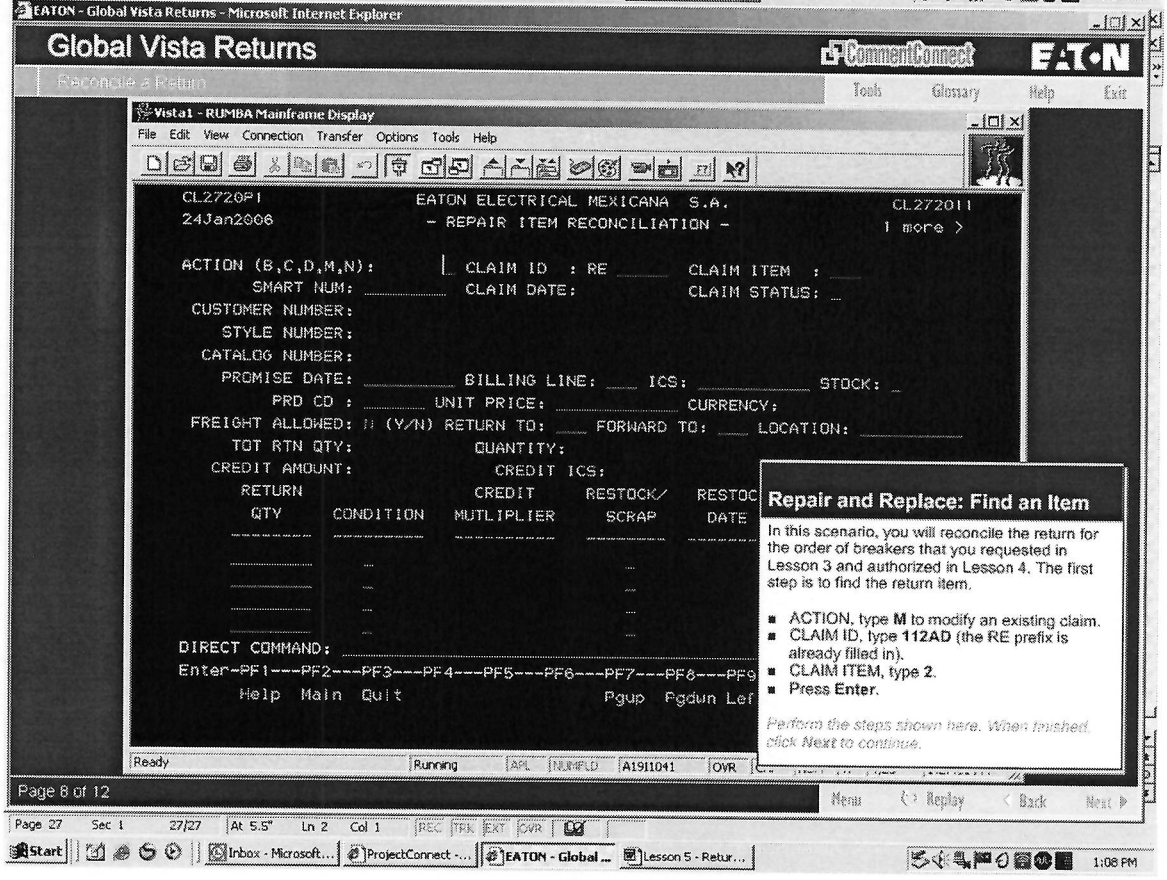

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
GLOBAL VISTA SYSTEM MENU
NN001012
11:12:59
CODE
TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU W
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit
Pgup Pgdun
Ready
Running
A1911041
Scenario: Corrective Action
For this exercise, you will practice reconciling a Corrective Action return using the CORRECTIVE ACTION RECONCILIATION screen. To navigate there:
Type CLA RET CAR AIR on the DIRECT COMMAND line.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 3 of 12
Menu
Replay
Back
Next
Page 25 Sec 1 25/25 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:03 PM

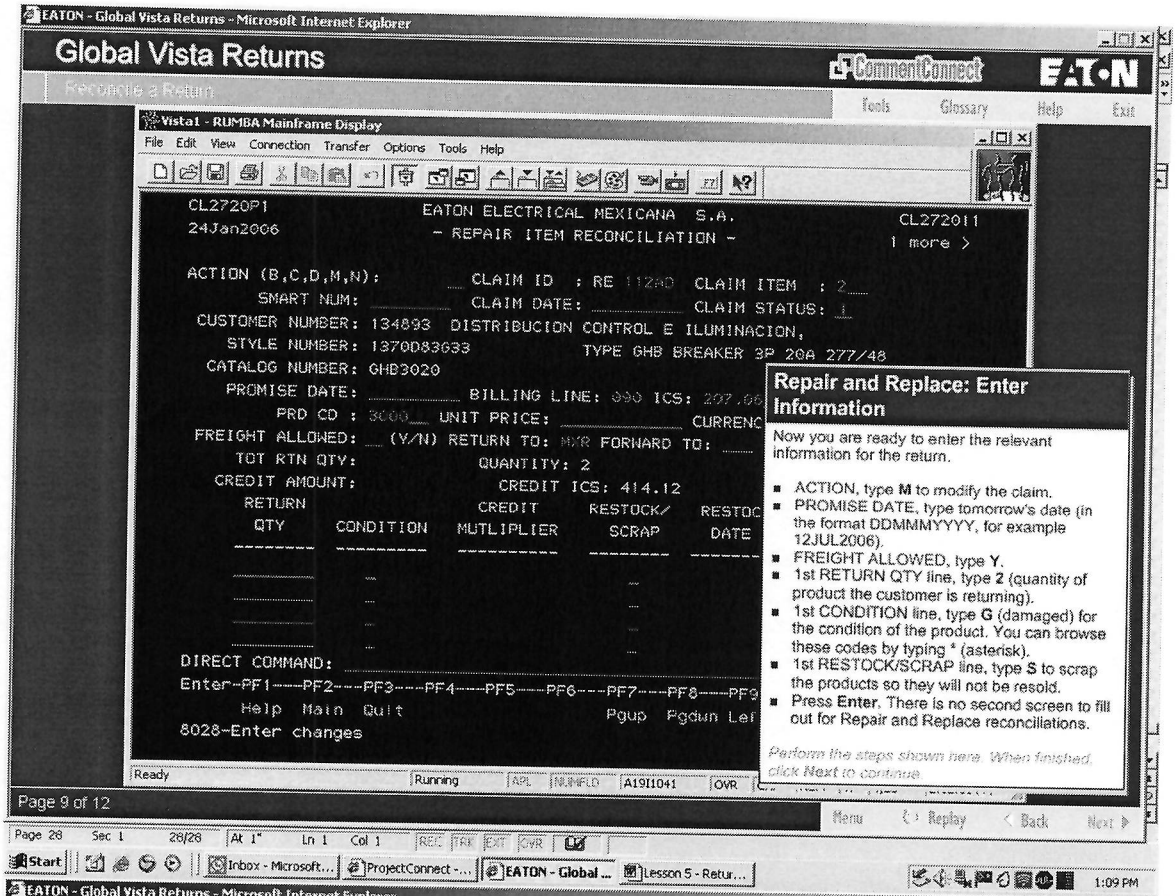

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3120P1
EATON ELECTRICAL MEXICANA S.A.
- CORRECTIVE ACTION RECONCILIATION -
CL312011
1 more >
ACTION (B,C,D,M,N):
CLAIM ID: CA
CLAIM DATE:
SMART NUM:
CLAIM STATUS:
CUSTOMER NUMBER:
CLAIM ITEM:
STYLE NUMBER:
CATALOG NUMBER:
NO CHARGE: N (Y/N)
PRD CD :
BILLING LINE:
STOCK:
ICS:
FREIGHT ALLOWED: N (Y/N)
LOCATION:
CURRENCY CODE:
RETURN TO:
QUANTITY:
STOCK PRICE:
TOT RTN QTY:
CREDIT AMT:
UNIT PRICE:
FORWARD TO:
CREDIT ICS:
CUST
RETURN QTY
CONDITION
CREDIT MULTIPLIER
RESTOCK/ SCRAP
RESTOC DATE
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9-
Help Main Quit
Pgup Pgdun Lef
Ready
Running
A1911041
OVR
Corrective Action: Find an Item
In this scenario, you will reconcile a return for an order of breakers. The first step is to find the return item information.
ACTION, type M to modify an existing claim.
CLAIM ID, type 1119Y (the CA prefix is already filled in).
CLAIM ITEM, type 5.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 4 of 12
Menu
Replay
Back
Next
Page 25 Sec 1 25/25 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:05 PM

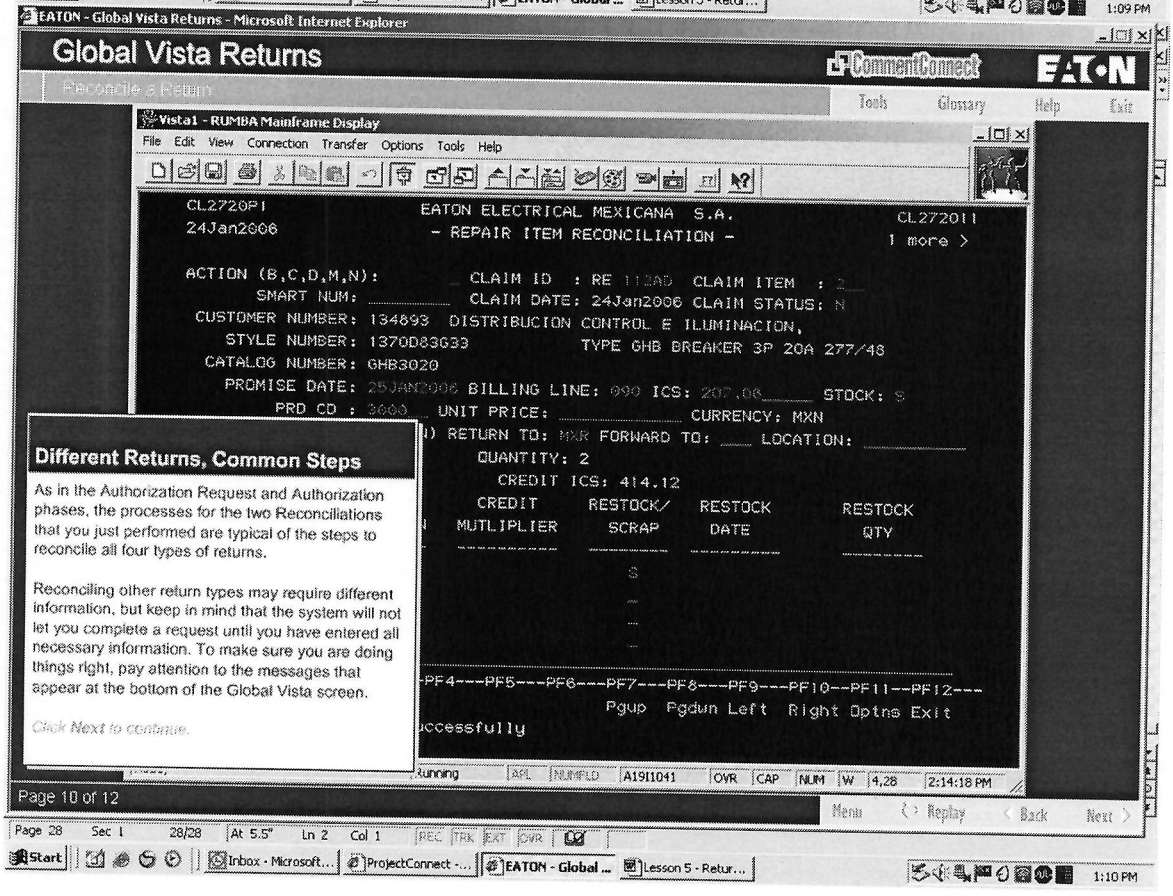

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3120P1 EATON ELECTRICAL MEXICANA S.A. CL312011
- CORRECTIVE ACTION RECONCILIATION - 1 more >
ACTION (B,C,D,M,N):
SMART NUM:
CLAIM ID: CA 11109Y CLAIM DATE: 10Oct2005 CLAIM STATUS: S
CUSTOMER NUMBER: 157497 CMH COMERCIALIZADORA S A DE C V
CLAIM ITEM: 5
STYLE NUMBER: 765A856601 RELAY
CATALOG NUMBER: BF31F
PRD CD : 2792 BILLING LINE: 010 STOCK:
FREIGHT ALLOWED: (Y/N) LOCATION: CURRENC
RETURN TO: MKR QUANTITY: 10 STOCK
TOT RTN QTY: CREDIT AMT: UNIT
FORWARD TO: CREDIT ICS: CUST
CREDIT RESTOCK/ RESTOC
RETURN QTY CONDITION MULTIPLIER SCRAP DATE
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9
Help Main Quit Pgup Pgdwn Lef
8026- Correct Action displayed successfully
Corrective Action: Enter Information
Now you are ready to enter the relevant information for the return.
FREIGHT ALLOWED, type Y (Eaton will pay freight charges).
First RETURN QTY line, type 10.
First CONDITION line, type A (warehouse, CSC or sales error) for the condition of the product. You can browse this field by typing * (asterisk).
First RESTOCK/SCRAP line, type R (item will be restocked).
Click Continue.
Note: In Global Vista you would press F10.
Continue
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
Page 5 of 12
Menu
Replay
Back
Next
Page 26 Sec 1 26/26 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:06 PM

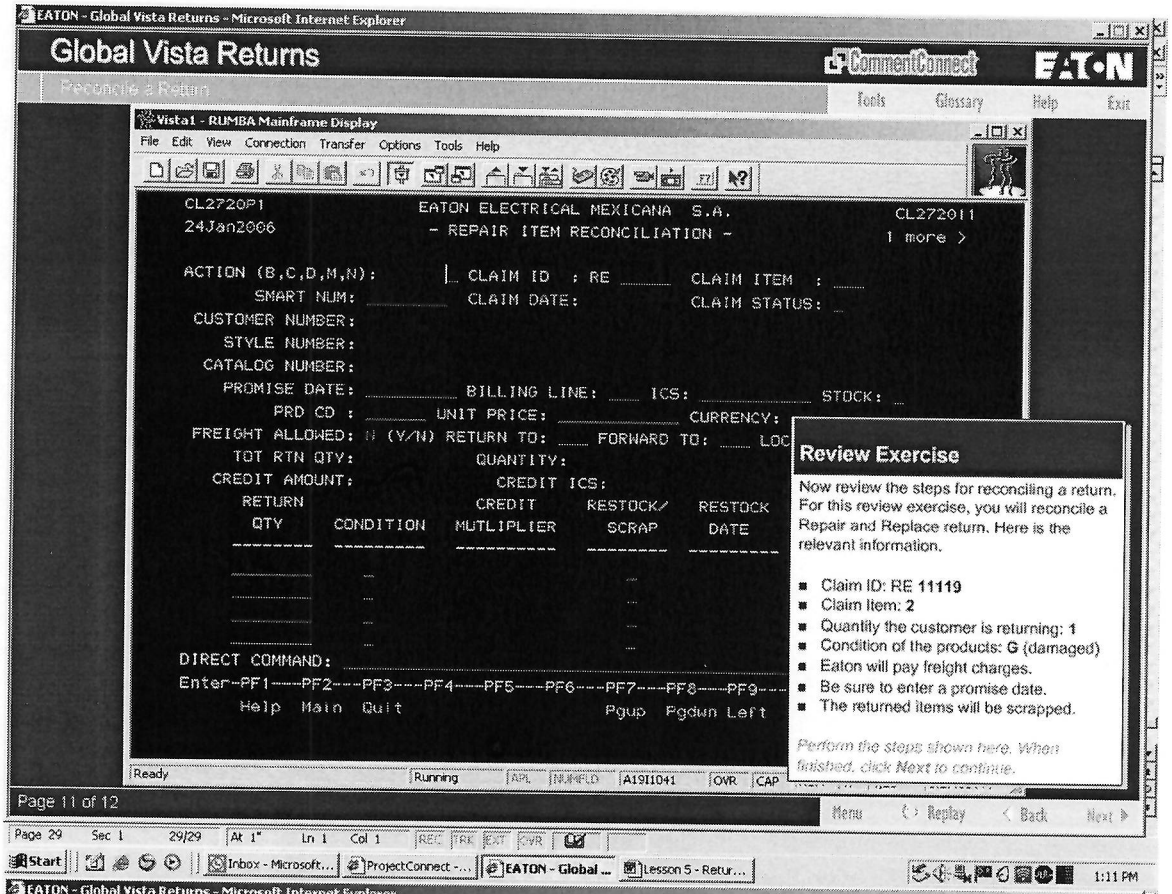

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3120P1 EATON ELECTRICAL MEXICANA S.A. CL312012
< 1 more - CORRECTIVE ACTION RECONCILIATION - 13:08:09
ACTION (B,C,D,M,N):
CLAIM ID: CA 11109Y CLAIM ITEM: 5 CLAIM DATE: 10Oct2005 CLAIM STATUS: S
ISSUE CREDIT: X CHARGE ACCORDING TO ACCOUNTING RULES
STATEMENT:
LEDGER CODE: LEDGER NUM: GROUP:
CLASS: TYPE:
SUB-ACCT:
USER NOTES: TEST DO NOT PROCESS
INTERNAL NOTES:
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit Pgup Pgdun
Corrective Action: Enter Information (Page 2)
On the second screen, there is one step to complete.
ACTION, type M.
CHARGE ACCORDING TO ACCOUNTING RULES, verify that an X is in the field.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
Page 6 of 12
Menu
Replay
Back
Next
Page 26 Sec 1 26/26 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:06 PM

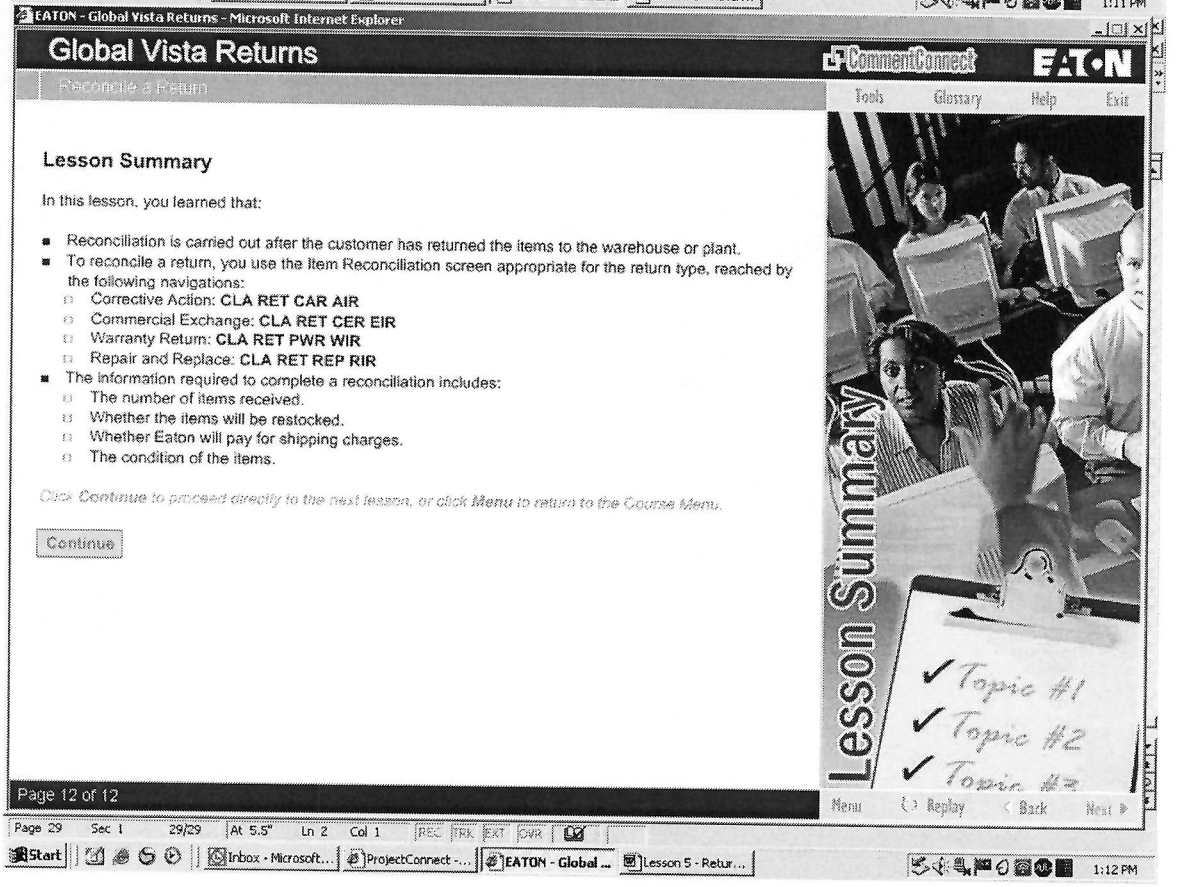

EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
NN0010P2 EATON ELECTRICAL MEXICANA S.A. NN001012
24Jan2006 GLOBAL VISTA SYSTEM MENU 11:12:59
CODE TITLE
AAA ANNOUNCEMENTS
ADM ADMINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---
Help Main Quit Pgup Pgdun
Ready Running APL NUMFLD A19I1041
Scenario: Repair and Replace
For this next exercise, you will practice reconciling a Repair and Replace return, using the REPAIR ITEM RECONCILIATION screen. To navigate there:
Type CLA RET REP RIR on the DIRECT COMMAND line.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 7 of 12
Menu Replay Back Next
Page 27 Sec 1 27/27 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:07 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1 EATON ELECTRICAL MEXICANA S.A. CL272011
24Jan2006 - REPAIR ITEM RECONCILIATION - 1 more >
ACTION (B,C,D,M,N):
CLAIM ID : RE
CLAIM ITEM :
SMART NUM:
CLAIM DATE:
CLAIM STATUS:
CUSTOMER NUMBER:
STYLE NUMBER:
CATALOG NUMBER:
PROMISE DATE:
BILLING LINE:
ICS:
STOCK:
PRD CD :
UNIT PRICE:
CURRENCY:
FREIGHT ALLOWED: N (Y/N) RETURN TO:
FORWARD TO:
LOCATION:
TOT RTN QTY:
QUANTITY:
CREDIT AMOUNT:
CREDIT ICS:
RETURN QTY
CONDITION
CREDIT MUTLIPLIER
RESTOCK/ SCRAP
RESTOC DATE
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9
Help Main Quit Pgup Pgdun Lef
Ready Running APL NUMFLD A19I1041 OVR
Repair and Replace: Find an Item
In this scenario, you will reconcile the return for the order of breakers that you requested in Lesson 3 and authorized in Lesson 4. The first step is to find the return item.
ACTION, type M to modify an existing claim.
CLAIM ID, type 112AD (the RE prefix is already filled in).
CLAIM ITEM, type 2.
Press Enter.
Perform the steps shown here. When finished, click Next to continue.
Page 8 of 12
Menu Replay Back Next
Page 27 Sec 1 27/27 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:08 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
- REPAIR ITEM RECONCILIATION -
CL272011
1 more >
ACTION (B,C,D,M,N):
SMART NUM:
CLAIM ID : RE
CLAIM ITEM : 2
CLAIM DATE:
CLAIM STATUS:
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
STYLE NUMBER: 1370D83G33 TYPE GHB BREAKER 3P 20A 277/48
CATALOG NUMBER: GHB3020
PROMISE DATE:
BILLING LINE: 000 ICS:
PRD CD : 3000
UNIT PRICE:
CURRENC
FREIGHT ALLOWED: (Y/N) RETURN TO: M/R FORWARD TO:
TOT RTN QTY:
QUANTITY: 2
CREDIT AMOUNT:
CREDIT ICS: 414.12
RETURN QTY
CONDITION
CREDIT MUTLIPLIER
RESTOCK/ SCRAP
RESTOC DATE
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9
Help Main Quit
Pgup Pgdn Lef
8028-Enter changes
Repair and Replace: Enter Information
Now you are ready to enter the relevant information for the return.
ACTION, type M to modify the claim.
PROMISE DATE, type tomorrow's date (in the format DDMMMYYYY, for example 12JUL2006).
FREIGHT ALLOWED, type Y.
1st RETURN QTY line, type 2 (quantity of product the customer is returning).
1st CONDITION line, type G (damaged) for the condition of the product. You can browse these codes by typing * (asterisk).
1st RESTOCK/SCRAP line, type S to scrap the products so they will not be resold.
Press Enter. There is no second screen to fill out for Repair and Replace reconciliations.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
OVR
Page 9 of 12
Menu
Replay
Back
Next
Page 28 Sec 1 28/28 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:09 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1
24Jan2006
EATON ELECTRICAL MEXICANA S.A.
- REPAIR ITEM RECONCILIATION -
CL272011
1 more >
ACTION (B,C,D,M,N):
SMART NUM:
CLAIM ID : RE
CLAIM ITEM :
CLAIM DATE: 24Jan2006 CLAIM STATUS: N
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
STYLE NUMBER: 1370D83G33 TYPE GHB BREAKER 3P 20A 277/48
CATALOG NUMBER: GHB3020
PROMISE DATE: 25JAN2006 BILLING LINE: 000 ICS: 207.08 STOCK: S
PRD CD : 3000 UNIT PRICE: CURRENCY: MXN
RETURN TO: M/R FORWARD TO: LOCATION:
QUANTITY: 2
CREDIT ICS: 414.12
CREDIT MUTLIPLIER
RESTOCK/ SCRAP
RESTOCK DATE
RESTOCK QTY
S
-PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Pgup Pgdn Left Right Optns Exit
uccessfully
Different Returns, Common Steps
As in the Authorization Request and Authorization phases, the processes for the two Reconciliations that you just performed are typical of the steps to reconcile all four types of returns.
Reconciling other return types may require different information, but keep in mind that the system will not let you complete a request until you have entered all necessary information. To make sure you are doing things right, pay attention to the messages that appear at the bottom of the Global Vista screen.
Click Next to continue.
Running
A19I1041
OVR
CAP
NUM
4,28
2:14:18 PM
Page 10 of 12
Menu
Replay
Back
Next
Page 28 Sec 1 28/28 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:10 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1
EATON ELECTRICAL MEXICANA S.A.
CL2720I1
24Jan2006
- REPAIR ITEM RECONCILIATION -
1 more >
ACTION (B,C,D,M,N):
CLAIM ID : RE
CLAIM ITEM :
SMART NUM:
CLAIM DATE:
CLAIM STATUS:
CUSTOMER NUMBER:
STYLE NUMBER:
CATALOG NUMBER:
PROMISE DATE:
BILLING LINE:
ICS:
STOCK:
PRD CD :
UNIT PRICE:
CURRENCY:
FREIGHT ALLOWED:
(Y/N) RETURN TO:
FORWARD TO:
LOC
TOT RTN QTY:
QUANTITY:
CREDIT AMOUNT:
CREDIT ICS:
RETURN QTY
CONDITION
CREDIT MUTLIPLIER
RESTOCK/ SCRAP
RESTOCK DATE
DIRECT COMMAND:
Enter--PF1----PF2---PF3---PF4----PF5---PF6---PF7----PF8----PF9---
Help Main Quit
Pgup Pgdwn Left
Review Exercise
Now review the steps for reconciling a return. For this review exercise, you will reconcile a Repair and Replace return. Here is the relevant information.
Claim ID: RE 11119
Claim Item: 2
Quantity the customer is returning: 1
Condition of the products: G (damaged)
Eaton will pay freight charges.
Be sure to enter a promise date.
The returned items will be scrapped.
Perform the steps shown here. When finished, click Next to continue.
Ready
Running
A19I1041
Page 11 of 12
Menu
Replay
Back
Next
Page 29 Sec 1 29/29 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:11 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Reconcile a Return
Tools
Glossary
Help
Exit
Lesson Summary
In this lesson, you learned that:
Reconciliation is carried out after the customer has returned the items to the warehouse or plant.
To reconcile a return, you use the Item Reconciliation screen appropriate for the return type, reached by the following navigations:
Corrective Action: CLA RET CAR AIR
Commercial Exchange: CLA RET CER EIR
Warranty Return: CLA RET PWR WIR
Repair and Replace: CLA RET REP RIR
The information required to complete a reconciliation includes:
The number of items received.
Whether the items will be restocked.
Whether Eaton will pay for shipping charges.
The condition of the items.
Click Continue to proceed directly to the next lesson, or click Menu to return to the Course Menu.
Continue
Lesson Summary
Topic #1
Topic #2
Topic #3
Page 12 of 12
Menu
Replay
Back
Next
Page 29 Sec 1 29/29 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:12 PM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

Course Test

Tools Glossary Help Exit

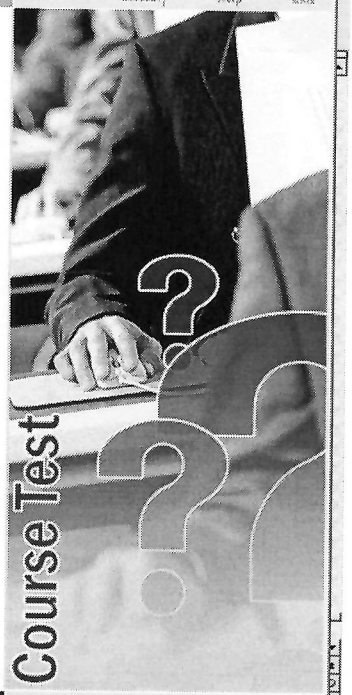
Test Introduction

Congratulations on finishing the Global Vista Returns course! If you are done with all of the lessons, you should be ready for this short test of your knowledge of the course material. You must complete this test to get credit for completing the course.

The test consists of ten (10) questions, similar to the review questions you had at the end of each lesson. For this test:

- You will get one attempt per question.
- You will not receive feedback about your answers.
- Results will be reported on the final page, indicating:
  - The number and percentage of correct answers.
  - Suggested lessons to review, based on incorrect answers.

Click Next to start the test.



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Menu Replay Back Next

Page 30 Sec 1 30/30 At 1" Ln 1 Col 1 REC TRK EXT OVR

Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur... 1:12 PM

EATON - Global Vista Returns - Microsoft Internet Explorer

Global Vista Returns

CommentConnect EATON

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Question 1

Match the Return Type on the left with its Definition on the right.

Return Type		Definition
Corrective Action		Product needs to be repaired or exchanged according to Eaton policy.
Commercial Exchange		Product does not conform to specifications or standards.
Warranty Return		Errors made by Eaton Electrical in shipping the product, such as wrong product shipped, and sales or warehouse errors.
Repair or Replace		Inventory return for products that are not selling well.

Click a Return Type and drag it to the blank area next to the corresponding Definition. When finished matching, click **Submit**.

Submit

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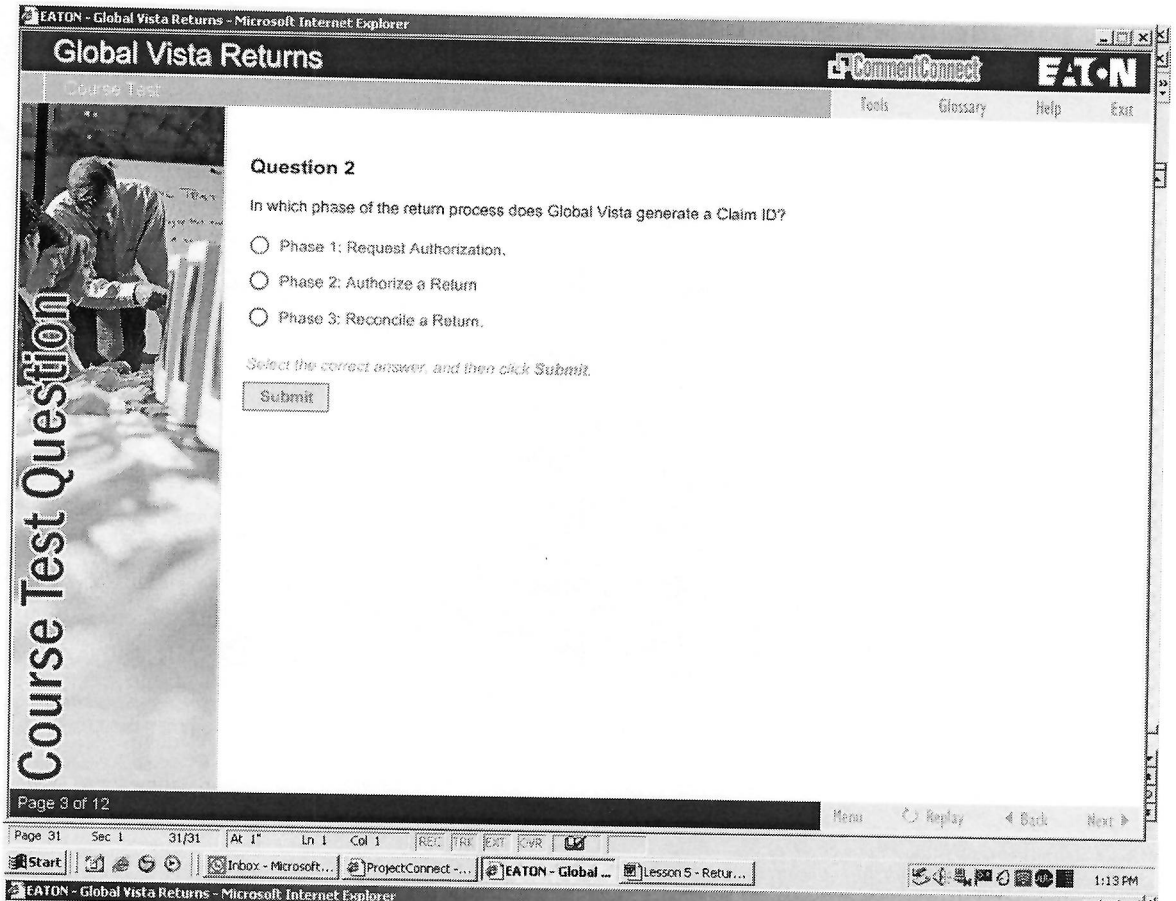
Start Inbox - Microsoft... ProjectConnect -... EATON - Global ... Lesson 5 - Retur... 1:13 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
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Course Test Question
Question 2
In which phase of the return process does Global Vista generate a Claim ID?
Phase 1: Request Authorization.
Phase 2: Authorize a Return
Phase 3: Reconcile a Return.
Select the correct answer, and then click Submit.
Submit
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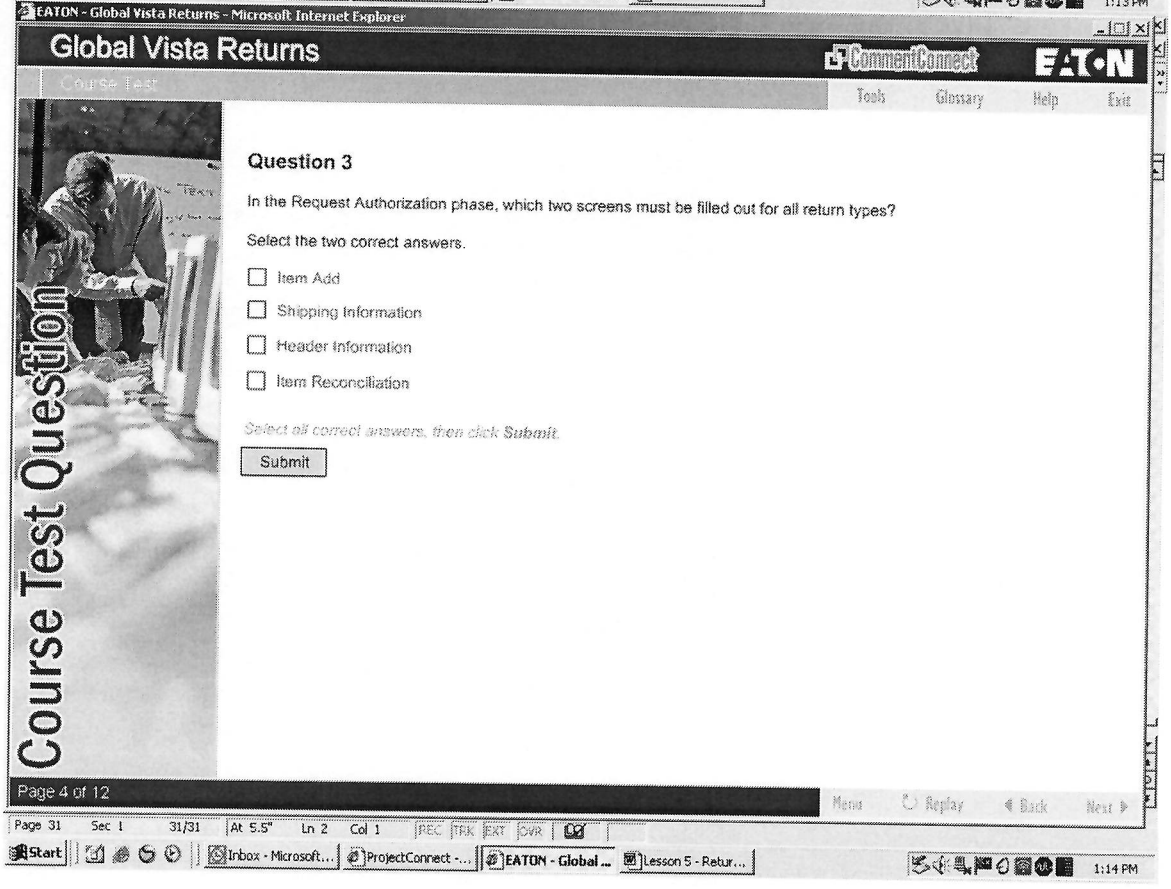
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:13 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
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Course Test Question
Question 3
In the Request Authorization phase, which two screens must be filled out for all return types?
Select the two correct answers.
Item Add
Shipping Information
Header Information
Item Reconciliation
Select all correct answers, then click Submit.
Submit
Page 4 of 12
Menu
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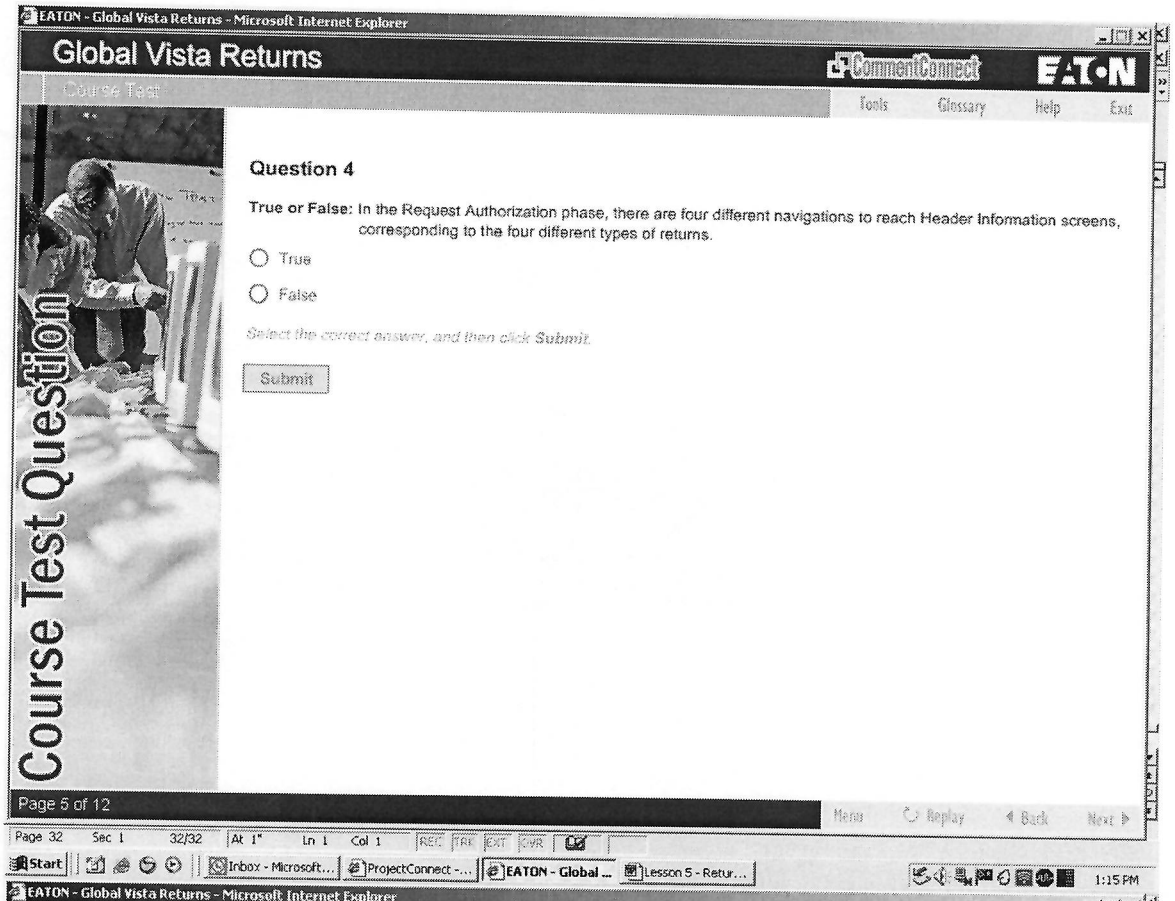
Page 31 Sec 1 31/31 At 5.5" Ln 2 Col 1 REC TRK EXT OVR
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:14 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
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Course Test Question
Question 4
True or False: In the Request Authorization phase, there are four different navigations to reach Header Information screens, corresponding to the four different types of returns.
True
False
Select the correct answer, and then click Submit.
Submit
Page 5 of 12
Menu
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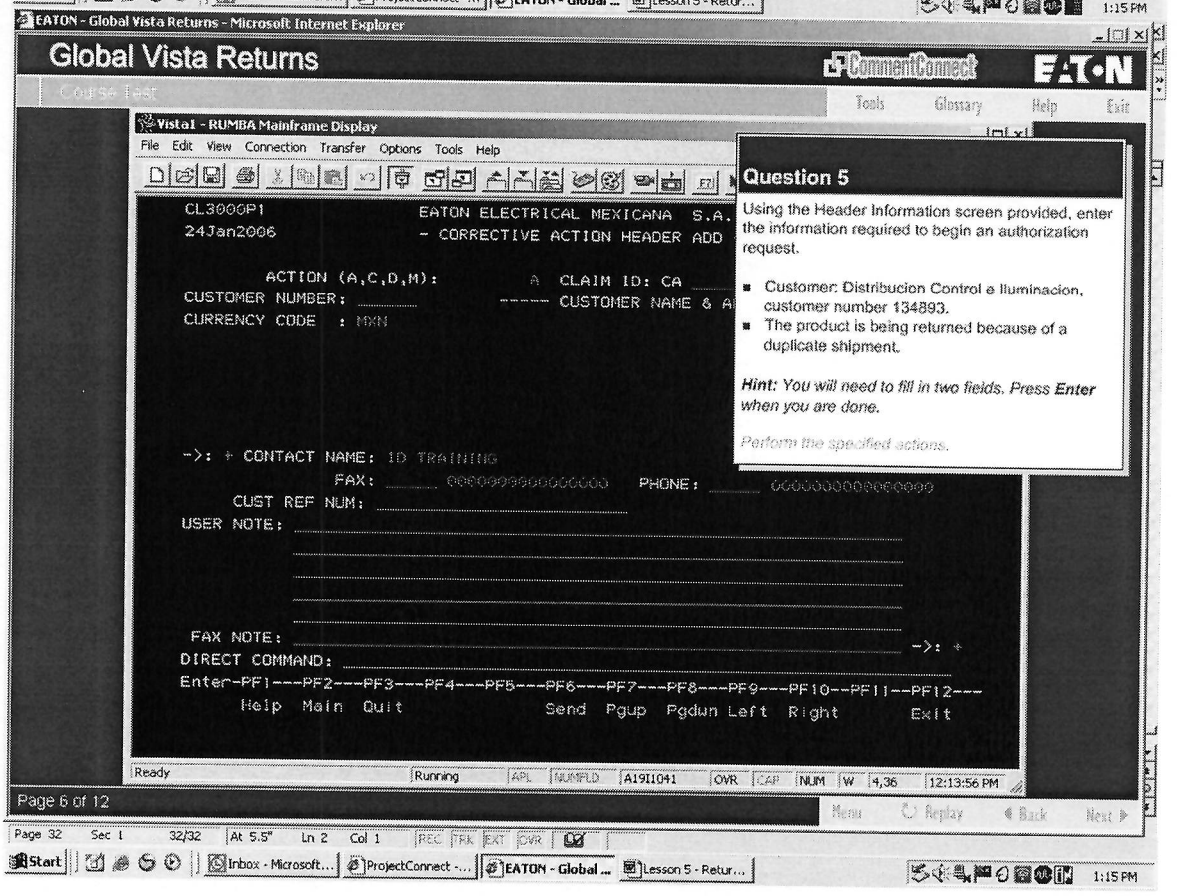
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:15 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
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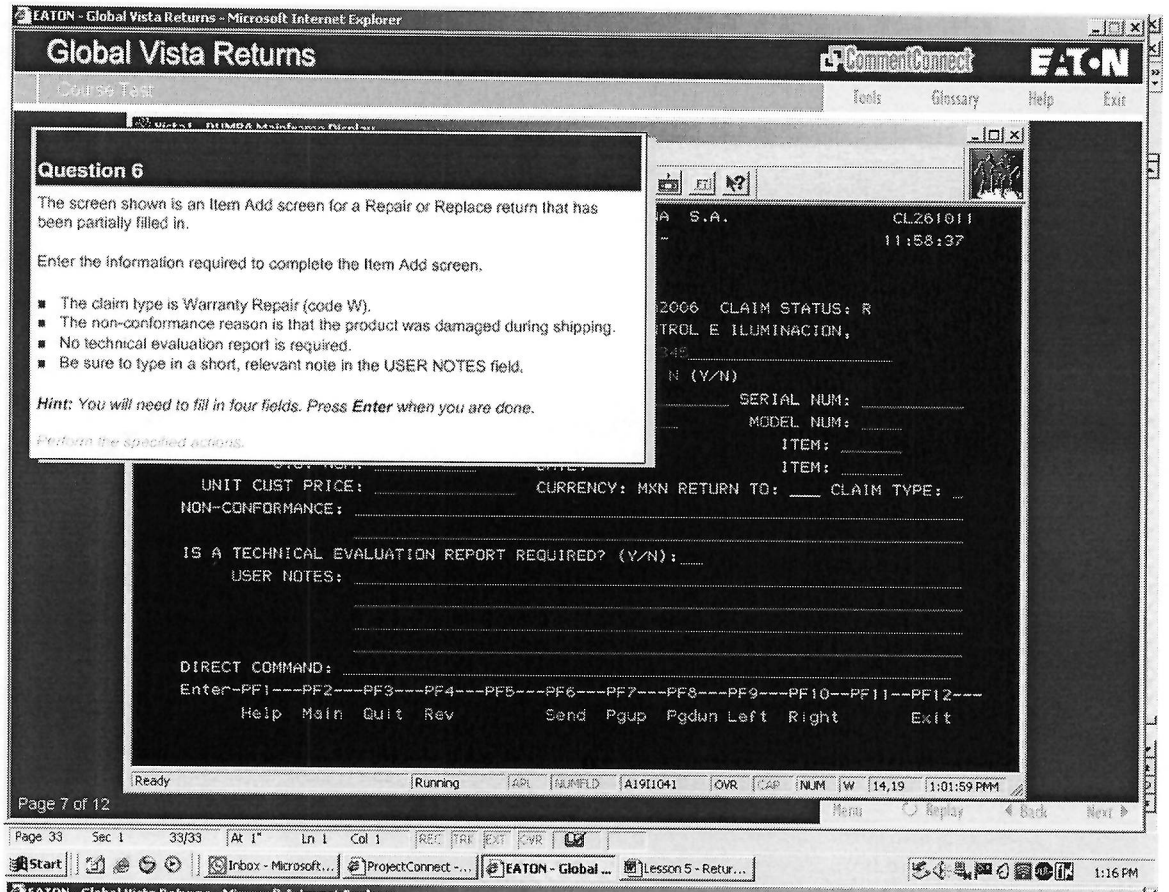
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL3000P1 EATON ELECTRICAL MEXICANA S.A.
24Jan2006 - CORRECTIVE ACTION HEADER ADD
ACTION (A,C,D,M): A CLAIM ID: CA
CUSTOMER NUMBER: CUSTOMER NAME & A
CURRENCY CODE : MXN
->: + CONTACT NAME: ID TRAINING
FAX: PHONE:
CUST REF NUM:
USER NOTE:
FAX NOTE:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Main Quit Send Pgup Pgdwn Left Right Exit
Ready Running APL NUMPLD A19I1041 OVR CAP NUM W 4,36 12:13:56 PM
Question 5
Using the Header Information screen provided, enter the information required to begin an authorization request.
Customer: Distribucion Control e Iluminacion, customer number 134893.
The product is being returned because of a duplicate shipment.
Hint: You will need to fill in two fields. Press Enter when you are done.
Perform the specified actions.
Page 6 of 12
Menu
Replay
Back
Next
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:15 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
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Help
Exit
Question 6
The screen shown is an Item Add screen for a Repair or Replace return that has been partially filled in.
Enter the information required to complete the Item Add screen.
The claim type is Warranty Repair (code W).
The non-conformance reason is that the product was damaged during shipping.
No technical evaluation report is required.
Be sure to type in a short, relevant note in the USER NOTES field.
Hint: You will need to fill in four fields. Press Enter when you are done.
Perform the specified actions.
A S.A.
CL261011
11:58:37
2006 CLAIM STATUS: R
TROL E ILUMINACION,
N (Y/N)
SERIAL NUM:
MODEL NUM:
ITEM:
ITEM:
UNIT CUST PRICE:
CURRENCY: MXN RETURN TO: ___ CLAIM TYPE:
NON-CONFORMANCE:
IS A TECHNICAL EVALUATION REPORT REQUIRED? (Y/N):
USER NOTES:
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Main Quit Rev Send Pgup Pgdwn Left Right Exit
Ready
Running
A19I1041
OVR
NUM
14,19
1:01:59 PMM
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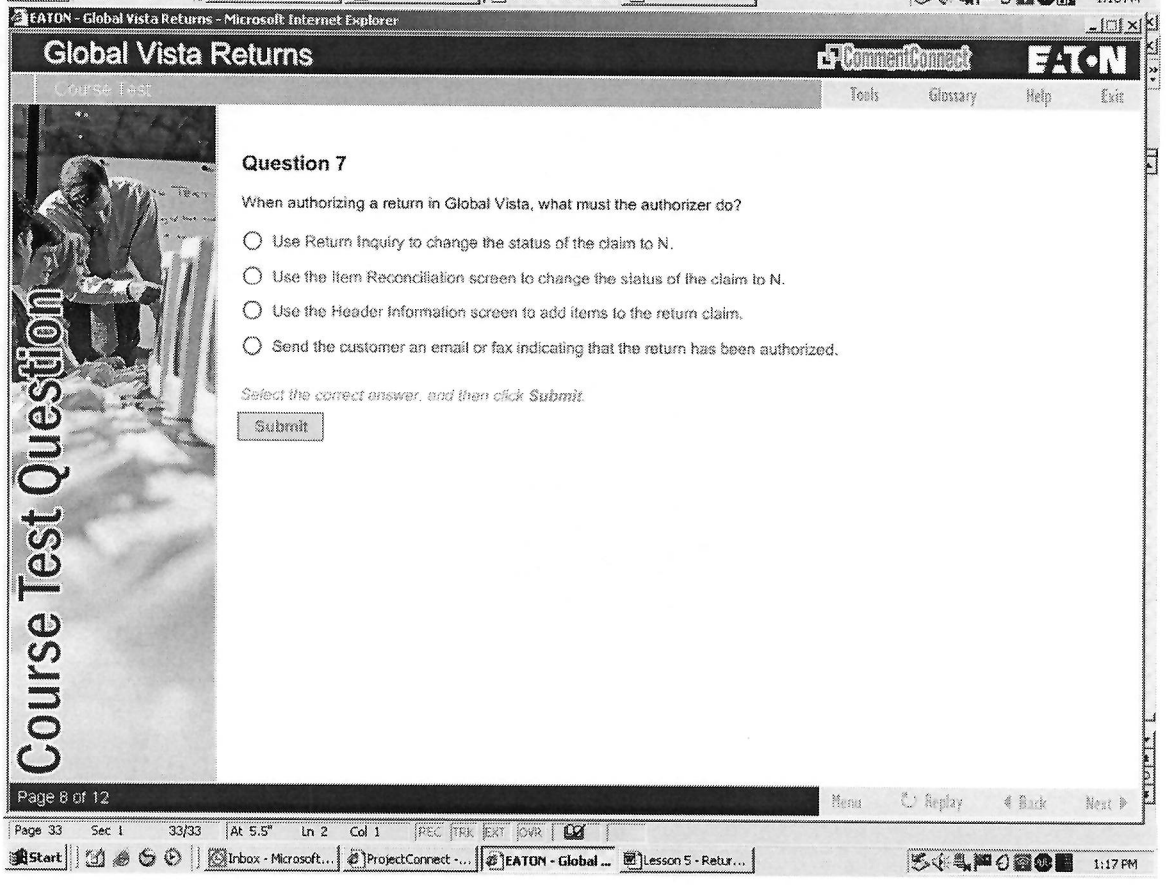
Menu
Replay
Back
Next
Page 33 Sec 1 33/33 At 1" Ln 1 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:16 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
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Exit
Course Test Question
Question 7
When authorizing a return in Global Vista, what must the authorizer do?
Use Return Inquiry to change the status of the claim to N.
Use the Item Reconciliation screen to change the status of the claim to N.
Use the Header Information screen to add items to the return claim.
Send the customer an email or fax indicating that the return has been authorized.
Select the correct answer, and then click Submit.
Submit
Page 8 of 12
Menu
Replay
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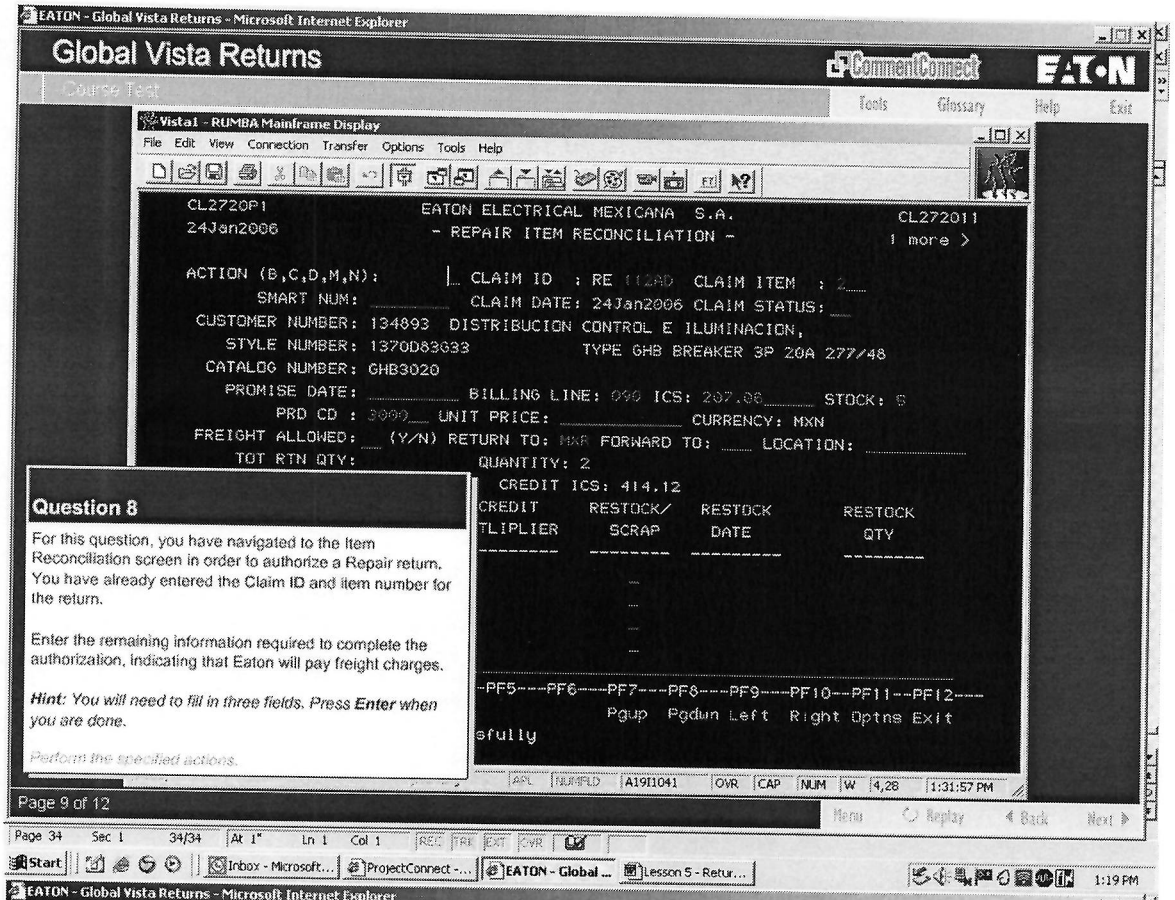
Page 33 Sec 1 33/33 At 5.5" Ln 2 Col 1
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:17 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
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Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL2720P1 EATON ELECTRICAL MEXICANA S.A. CL272011
24Jan2006 - REPAIR ITEM RECONCILIATION - 1 more >
ACTION (B,C,D,M,N): CLAIM ID : RE CLAIM ITEM :
SMART NUM: CLAIM DATE: 24Jan2006 CLAIM STATUS:
CUSTOMER NUMBER: 134893 DISTRIBUCION CONTROL E ILUMINACION,
STYLE NUMBER: 1370D83033 TYPE GHB BREAKER 3P 20A 277/48
CATALOG NUMBER: GHB3020
PROMISE DATE: BILLING LINE: 090 ICS: 207.08 STOCK: 5
PRD CD : 3000 UNIT PRICE: CURRENCY: MXN
FREIGHT ALLOWED: (Y/N) RETURN TO: MXP FORWARD TO: LOCATION:
TOT RTN QTY: QUANTITY: 2
CREDIT ICS: 414.12
CREDIT TLIPLIER
RESTOCK/ SCRAP
RESTOCK DATE
RESTOCK QTY
-PF5---PF6----PF7---PF8---PF9----PF10--PF11--PF12----
Pgup Pgdun Left Right Optns Exit
sfully
Question 8
For this question, you have navigated to the Item Reconciliation screen in order to authorize a Repair return. You have already entered the Claim ID and item number for the return.
Enter the remaining information required to complete the authorization, indicating that Eaton will pay freight charges.
Hint: You will need to fill in three fields. Press Enter when you are done.
Perform the specified actions.
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Menu
Replay
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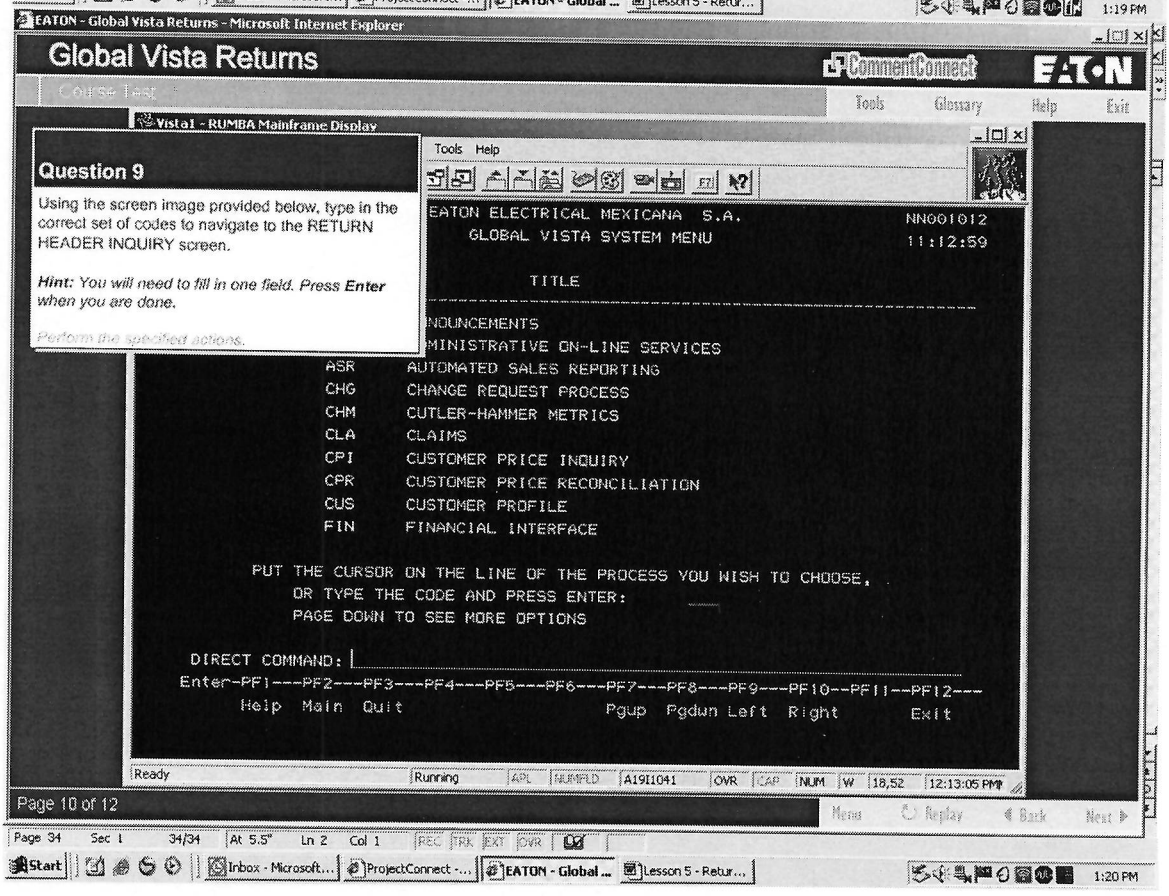
Next
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:19 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
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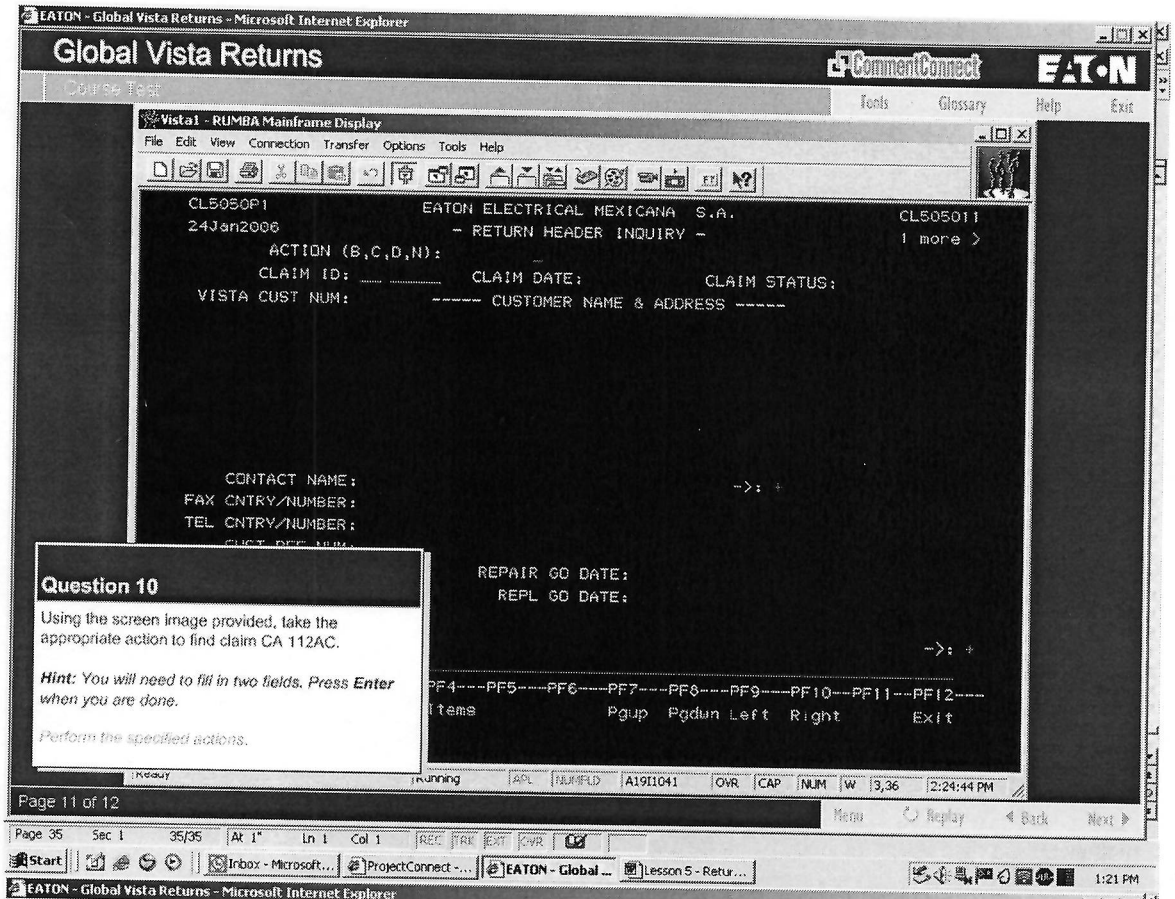
Exit
Vista1 - RUMBA Mainframe Display
Tools Help
EATON ELECTRICAL MEXICANA S.A. NN001012
GLOBAL VISTA SYSTEM MENU 11:12:59
TITLE
NOUNCEMENTS
MINISTRATIVE ON-LINE SERVICES
ASR AUTOMATED SALES REPORTING
CHG CHANGE REQUEST PROCESS
CHM CUTLER-HAMMER METRICS
CLA CLAIMS
CPI CUSTOMER PRICE INQUIRY
CPR CUSTOMER PRICE RECONCILIATION
CUS CUSTOMER PROFILE
FIN FINANCIAL INTERFACE
PUT THE CURSOR ON THE LINE OF THE PROCESS YOU WISH TO CHOOSE,
OR TYPE THE CODE AND PRESS ENTER:
PAGE DOWN TO SEE MORE OPTIONS
DIRECT COMMAND:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Main Quit Pgup Pgdun Left Right Exit
Question 9
Using the screen image provided below, type in the correct set of codes to navigate to the RETURN HEADER INQUIRY screen.
Hint: You will need to fill in one field. Press Enter when you are done.
Perform the specified actions.
Ready
Running
Page 10 of 12
Menu
Replay
Back
Next
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:20 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
CommentConnect
EATON
Course Test
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Help
Exit
Vista1 - RUMBA Mainframe Display
File Edit View Connection Transfer Options Tools Help
CL5050P1 EATON ELECTRICAL MEXICANA S.A. CL505011
24Jan2006 - RETURN HEADER INQUIRY - 1 more >
ACTION (B,C,D,N):
CLAIM ID: CLAIM DATE: CLAIM STATUS:
VISTA CUST NUM: ------ CUSTOMER NAME & ADDRESS ------
CONTACT NAME:
FAX CNTRY/NUMBER:
TEL CNTRY/NUMBER:
REPAIR GO DATE:
REPL GO DATE:
PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Items Pgup Pgdun Left Right Exit
Question 10
Using the screen image provided, take the appropriate action to find claim CA 112AC.
Hint: You will need to fill in two fields. Press Enter when you are done.
Perform the specified actions.
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Menu
Replay
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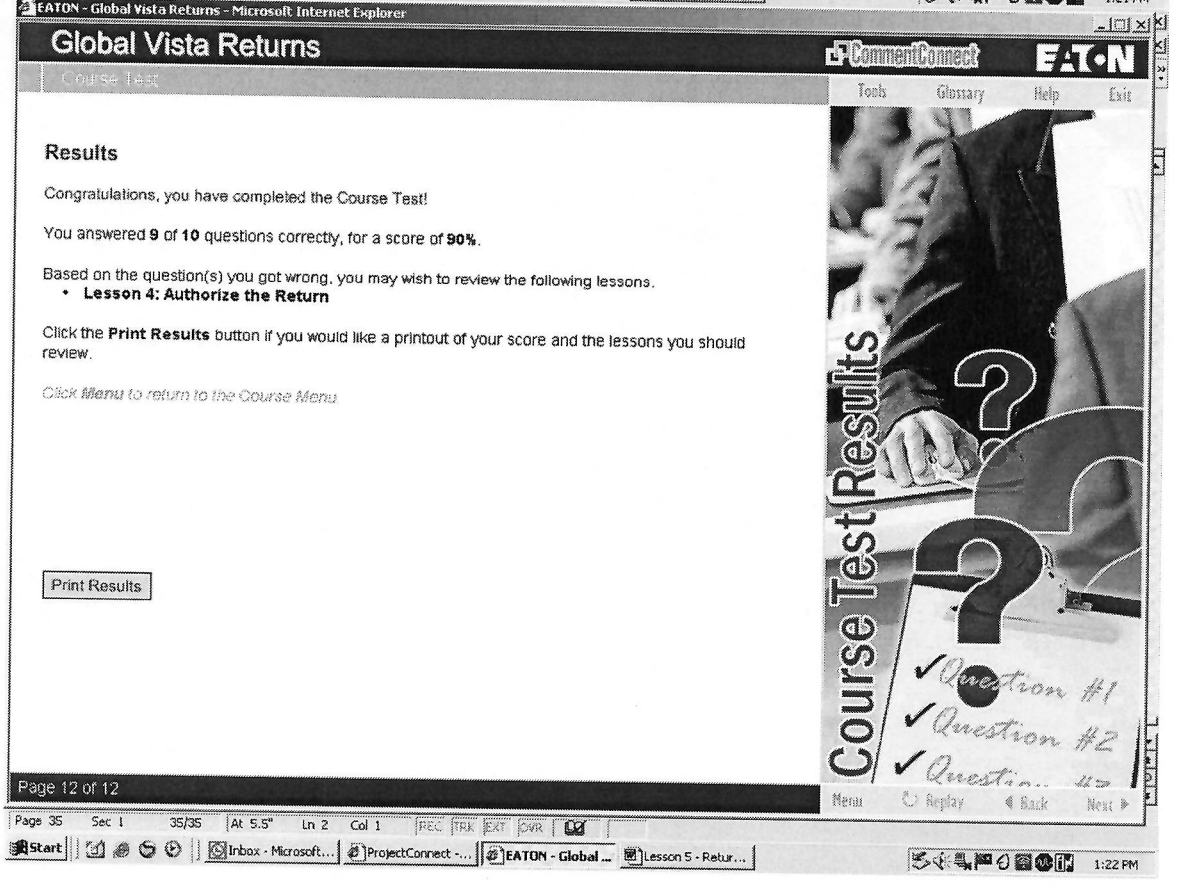
Next
Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:21 PM


EATON - Global Vista Returns - Microsoft Internet Explorer
Global Vista Returns
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Exit
Results
Congratulations, you have completed the Course Test!
You answered 9 of 10 questions correctly, for a score of 90%.
Based on the question(s) you got wrong, you may wish to review the following lessons.
• Lesson 4: Authorize the Return
Click the Print Results button if you would like a printout of your score and the lessons you should review.
Click Menu to return to the Course Menu.
Print Results
Course Test Results
Question #1
Question #2
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Start
Inbox - Microsoft...
ProjectConnect -...
EATON - Global ...
Lesson 5 - Retur...
1:22 PM