

## Field Service Quality Notification (QN)/Defect Tab – Click Mobile

03/11/2021

How to report a defect found in the field through the quality notification (QN) system.

In Click Mobile, leave the status of the service order in "Onsite".

Navigate to the "Reported Defects" tab by clicking on the top of the screen and selecting "Reported Defects" from the drop down menu.

This screenshot shows the top navigation bar of the Click Mobile application. The 'Assignment' tab is active, and a dropdown menu is open, showing options: 'General', 'Customer', 'Reported Defects', 'Parts', and 'Services'. The 'Reported Defects' option is highlighted with a red box. A red callout bubble points to the dropdown menu with the text 'Click Here for the tab drop down'. Below the navigation bar, the 'Status' is set to '(Onsite)' and the 'Service Order' number is 0810058374.

Click in the "Defects Found" field.  
Select "Yes"

This screenshot shows the 'Defects Found' field in the 'Reported Defects' tab. The dropdown menu is open, showing options: 'No', '--None--', 'No', and 'Yes'. The 'Yes' option is highlighted with a blue bar. A red callout bubble points to the dropdown menu with the text 'Click here for the dropdown and select "Yes"'. Below the dropdown, there is a list of defects with a plus sign icon to add new items.

Then, Click the plus sign "+" to add a defect.

This screenshot shows the 'Defects Found' field set to 'Yes'. Below the field, there is a list of defects with a plus sign icon to add new items. The plus sign icon is highlighted with a red box. Below the list, there is a message: 'Click "+" to enter defects for MTS Quality Reporting'.

# MTS SERVICE SOLUTIONS

A new window will appear to capture the defect you want to report:

The screenshot shows a mobile application interface for reporting a defect. At the top, there is a blue header with 'Close' on the left, '\* Defect' in the center, and 'Save' on the right. Below the header is a grey bar with a back arrow and the word 'Defect'. A red italicized note reads 'Internal information only - used for Quality Reporting'. The form contains several fields: 'Defect Location\*' with a dropdown menu showing '00000 - Customer Locations'; 'Defect Sub-Location\*' with a dropdown menu showing '--None--'; 'Defect Type\*' with a dropdown menu showing '--None--'; 'Defect Sub-Type\*' with a dropdown menu showing '--None--'; 'Cause Code' with a dropdown menu showing '--None--'; 'Cause Sub-Code' with a dropdown menu showing '--None--'; 'Time Lost' section with 'Hours\*' and a text input field containing '0'; a red italicized note 'Do not includes dashes in the number'; 'Part Number\*' with a text input field; 'Quantity\*' with a text input field containing '0'; and 'Problem & Resolution \*' with a large text area. A blue three-dot menu icon is visible in the bottom right corner of the form.

Fill in the following:

**Defect Location:** There is only 1 option available for all defects reported: 00000 – Customer Locations

**Defect Sub-Location:** The 2 options most used for Service are:

1000 – Customer’s Site (Not Installation) – use this option for service orders that don’t contain installation activities.

1100 – Installation at Customer’s site – use this option for service orders that do contain installation activities.

This screenshot is similar to the one above but includes red callout boxes to explain the 'Defect Sub-Location' dropdown menu. The dropdown is open, showing options: '--None--', '1000 - Customer's Site (Not Installation)', '1100 - Installation at Customer's Site', '5000 - Warranty process', and '6000 - Failed Material Return Process'. A red callout box points to '00000 - Customer Locations' with the text '00000-Customer Locations is the only option available'. Another red callout box points to '1000 - Customer's Site (Not Installation)' with the text 'Use this for Non-Installation Service orders'. A third red callout box points to '1100 - Installation at Customer's Site' with the text 'Us this for Installation Service Orders'. The 'Save' button is visible in the top right corner.

be certain.

# MTS SERVICE SOLUTIONS

**Defect Type:** Select the appropriate defect type

Close \* Defect Save

< Defect

*Internal information only - used for Quality Reporting*

**Defect Location\***  
00000 - Customer Locations

**Defect Sub-Location\***  
1000 - Customer's Site (Not Installation)

**Defect Type\***

- None--
- None--
- 05000 - QN - Warranty Process
- 06000 - QN - Failed Material Return Process
- 09000 - QN - Field Service - Installation
- 10000 - QN- Assembly - Test - Checkout defect

This is the most common type to select with any service order; Installation or Other

**Defect Sub-Type:** Select the appropriate sub-type.

1000 - IS Unsafe to Install

2000 - No problem found

3000 - Is Damaged

3100 - Item Not available when required

3200 - Does Not work (but can install)

3300 - Does Not fit together (cannot install)

3400 - Incorrect material supplied

3500 - Incorrect quantity supplied

3600 - Is Dirty - Contaminated (needs cleaning)

3700 - Fails test specifications (does work)

4000 - Information Requirement is Not met

5000 - Customer requested change

5100 - Customer or facility not ready

6000 - MTS Lost customer part or equipment

6100 - MTS damaged customer part or equipment

6200 - MTS damaged MTS equipment

These are some of the common Sub-Types for Service orders.

be certain.

# MTS SERVICE SOLUTIONS

## CAUSE CODE AND CAUSE SUB-CODE ARE THE MOST IMPORTANT FIELDS

These fields ensure that the defects reported from the field are going to be addressed. These codes are responsible for the reports that are reviewed.

**Cause Code:** What caused the defect?

**Cause Sub-Code:** More specifically, what caused the defect?

The screenshot shows a SAP defect report form with the following fields:

- Defect Location\***: 00000 - Customer Locations
- Defect Sub-Location\***: 1000 - Customer's Site (Not Installation)
- Defect Type\***: 09000 - QN - Field Service - Installation
- Defect Sub-Type\***: 3400 - Incorrect material supplied
- Cause Code**: 41000 - Sales Engineering
- Cause Sub-Code**: 2200 - Quote-BoM is not correct

A red callout box points to the Cause Code and Cause Sub-Code fields with the text: "These fields help determine where the defect happened. If not filled in, the QN will not get assigned to research."

**NOTE!** It is important to fill out these 2 fields to the best of your ability. If you do not know the cause, please use these options:

**Cause Code:** 999 – Indeterminable Cause

**Cause Sub-Code:** 3000 – Insufficient resources to analyze cause

The screenshot shows the Cause Code and Cause Sub-Code fields with the following values:

- Cause Code**: 999- Indeterminable cause
- Cause Sub-Code**: 3000 - Insufficient resources to analyze cause

**Time Lost:** Here is where to provide the number of hours you lost due to the defect. Also, include the part number and the qty of that part number.

The screenshot shows the Time Lost form with the following fields:

- Hours\***: 0
- Part Number\***: (empty)
- Quantity\***: 0

*Do not include dashes in the number*

**Problem & Resolution:** Here is where you can provide a more detailed description of the defect. Please be as detailed as possible. These notes are passed to SAP so the quality team is able to help resolve the issue. Character limit: 2048

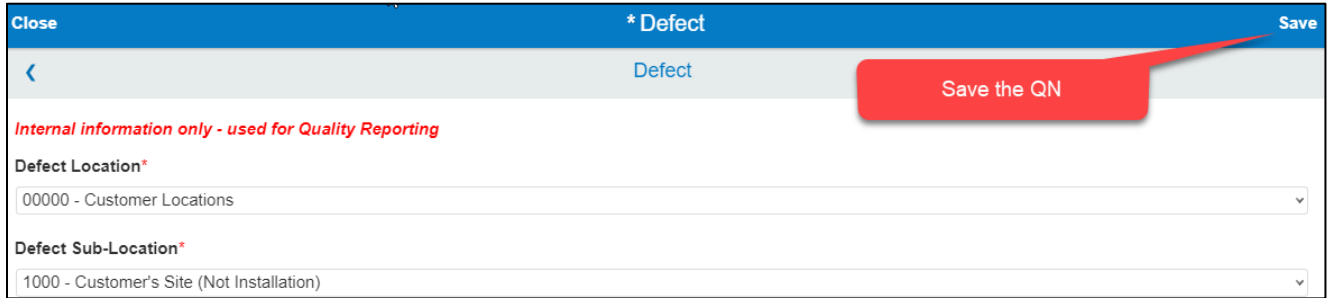
The screenshot shows the Problem & Resolution field with the following text entry:

I was unable to complete any work onsite due to the wrong part being quoted to the customer. Must wait to return until the new part is delivered to the customer location.

be certain.

# MTS SERVICE SOLUTIONS

Click Save at the top right corner of the screen



Close \* Defect Save

< Defect

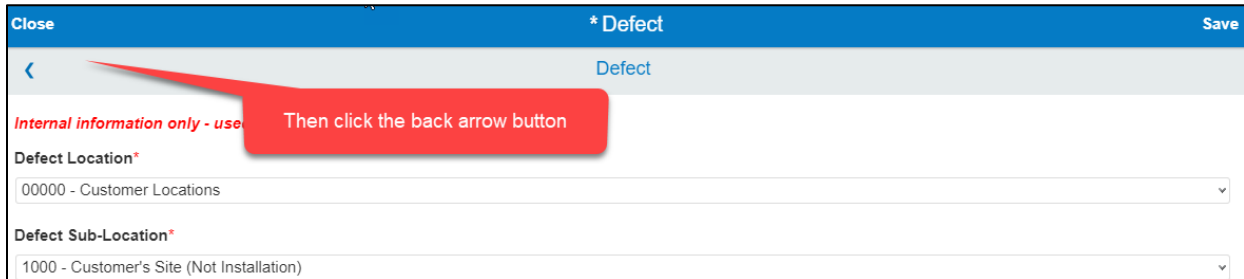
*Internal information only - used for Quality Reporting*

Defect Location\*  
00000 - Customer Locations

Defect Sub-Location\*  
1000 - Customer's Site (Not Installation)

Save the QN

Once saved, click the back button at the top left of the screen



Close \* Defect Save

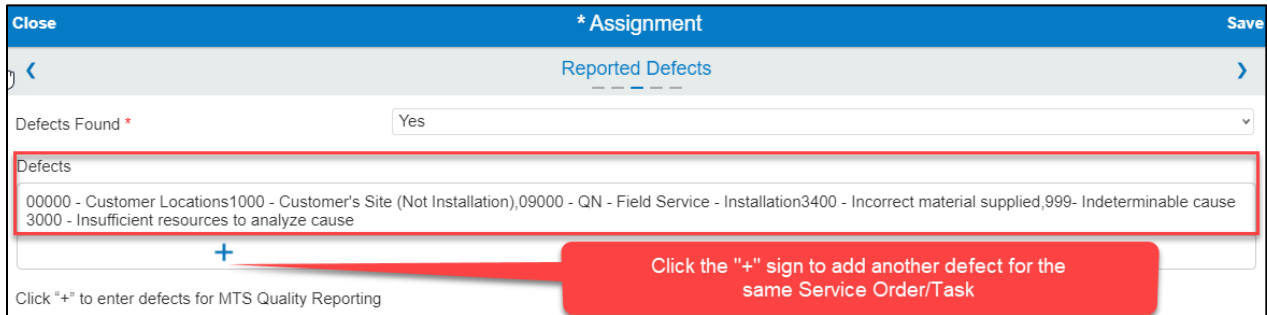
< Defect

*Internal information only - use* Then click the back arrow button

Defect Location\*  
00000 - Customer Locations

Defect Sub-Location\*  
1000 - Customer's Site (Not Installation)

Now you will see the defect /QN that you submitted. To submit another QN/Defect for the same Service order/Task, click the "+" button.



Close \* Assignment Save

< Reported Defects >

Defects Found \* Yes

Defects  
00000 - Customer Locations1000 - Customer's Site (Not Installation),09000 - QN - Field Service - Installation3400 - Incorrect material supplied,999- Indeterminable cause  
3000 - Insufficient resources to analyze cause

+

Click "+" to enter defects for MTS Quality Reporting

Click the "+" sign to add another defect for the same Service Order/Task