# eConnect for Partners

![onitio]

1) Visit onitio.com/serviceportal and select the country you want to access.
2) Log in with your email address and password provided to you by Onitio.

Type in user name/password or activity
number/security code to log in

eMail

Password

Forgotten password?

Logon    Cancel

3) Click 'Register new case' and to choose your equipment from your contracts, click 'Find equipment' and enter your search criterias. If you have several contracts available, you can set which to search in.

**Search for equipment**

| | | | |
|---|---|---|---|
| Contract | ████ (no) | Product | |
| Customer no. | Type in customer number, digits only | Product name | |
| Customer name | | Brand | |
| Additional info | | Serial number | |
| Zip code | From | To | Serial number customer | |

Clear          Search

Cancel  >

4) Select your contract line by clicking its link in product description. You can view further details by expanding details.

| Details | Product description | Serial number | Service code | Response code |
|---|---|---|---|---|
| ∧ | ████ NORGE Serviceavtale<br>**4900-E85-1 - KASSE PC** ████ | 123 | MC1A<br>████ all incl | RD049<br>NBD before 12, Swap over night 08-16 |

| Brand | | Customer | | Serial number customer |
|---|---|---|---|---|
| div | | 270813 ████ BILSETT<br>████ ØST SA<br>████ TIEN 19<br>170 OSLO | | 2704KA01 |

| Details | Product description | Serial number | Service code | Response code |
|---|---|---|---|---|
| ∨ | ████ NORGE Serviceavtale<br>**4900-E85-1 - KASSE PC** ████ | 456 | MC1A<br>████, all incl | RD049<br>NBD before 12, Swap over night 08-16 |
| ∨ | ████ NORGE Serviceavtale<br>**4900-E85-1 - KASSE PC** ████ | 789 | MC1A<br>████, all incl | RD049<br>NBD before 12, Swap over night 08-16 |
| ∨ | ████ NORGE Serviceavtale<br>**4900-E85-1 - KASSE PC** ████ | 101112 | MC1A<br>████, all incl | RD049<br>NBD before 12, Swap over night 08-16 |

5) Fill in all the fields marked with * before clicking Complete

You can add attachment by clicking 'Attachments' and 'Add attachment'.
You can add new comment by clicking 'Show/Add comments'.

6) You will now receive a summary including our reference number of the registered activity on e-mail and on screen.

7) If searching for a specific activity number or reference number you can enter that in the quick search field:



8) You can also:

View your available activities from 'Existing cases', and from there you can click 'Advanced search' to fill in criterias to search for specific activities.

| Sort options | | Export to Excel | | Saved searches | |
|---|---|---|---|---|---|
| **Customer** | | | | | |
| Company / Name | | | Customer phone | | |
| ZipCode | From | To | City | | |
| **Product information** | | | | | |
| Product | | | Brand | | |
| Serial number | | | Customer serial | | |
| **References** | | | | | |
| Customer reference | | | Warranty reference | | |
| Invoice reference | | | Special reference | | |
| **Various** | | | | | |
| Activity | Type in activity number, digits only | | Status | Closed ▾ | |
| Date | Close date ▾ | | Period | All ▾ | |
| Contract | | | Workflow step name | All ▾ | |
| | | | Clear | | Search |

You may export your result to excel.

You may also save searches, for reusing purposes.
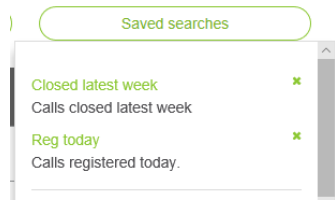


9) You can update your user information in 'My profile', including changing your password.
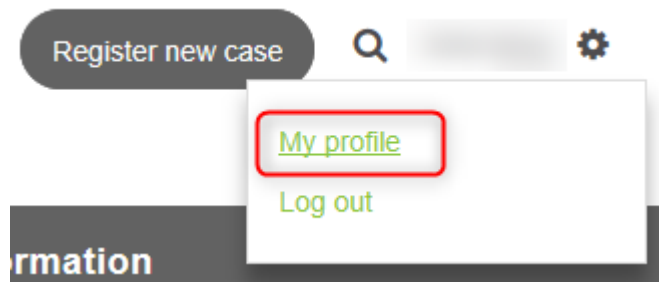


## Stock inventory

If you are a stock inventory user, you will have access to this. Here you can monitor your consignment inventory with Onitio.

You can search for partnumber and partname (or parts of partname) to find a specific part or you can view lists.

| Stock inventory | | | | |
|---|---|---|---|---|
| Number | | Brand | | |
| Name | ups | Stock | 1009J-InfoCare Norge AS ▾ | |

| | Clear | Search |
|---|---|---|

| Details | Number | Name | Stock | Available | Total |
|---|---|---|---|---|---|
| ⌄ | 701.1069 | UPS 500VA/300W | 1009J - PS Consigned Stock Partners | 1 | 1 |

You may also click to view details.

| Details | Number | Name | Stock | Available | Total |
|---|---|---|---|---|---|
| Show details ^ | 416513160 | Spring Clip for Shaft D=4 | 1009J - PS Consigned Stock Partners | 141 | 141 |

| | | | | |
|---|---|---|---|---|
| **Number** 416513160 | **Substitute part** 416513160 | **Name** Spring Clip for Shaft D=4 | **Reworkable** Yes | **Brand** |
| **Stock** 1009J - PS Consigned Stock Partners | **ABC Factor** C | **Sales price** 0 | **Repair price (landed)** 0 | **Available** 141 |
| **Total** 141 | **Picked** 0 | **Reserved** 0 | **Defect** 0 | **Backorder** 0 |
| **Inorder** 0 | **Purchase point** 0 | **Order quantity** 0 | | |

Note that this is a snapshot of the situation right now, and you are not able to make any transactions or movements on the inventory.