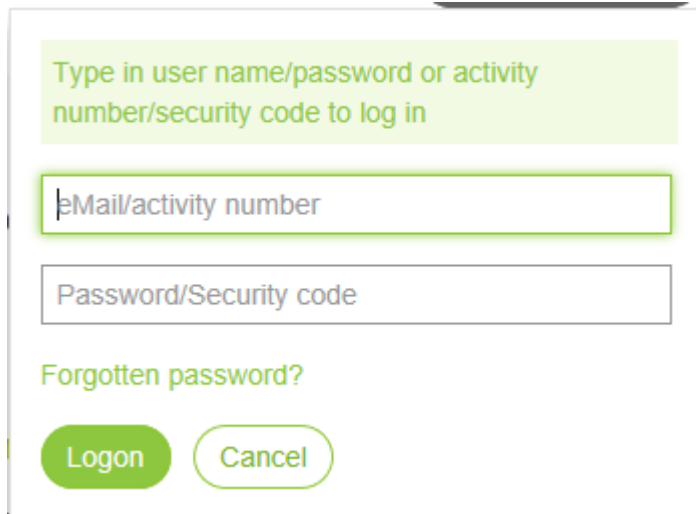


ECONNECT FOR PARTNERS

- 1) From infocare.xx ^{*1} use the Serviceportal menu to find Partner Web/Partner Login.
- 2) Log in with your email address and password provided to you by InfoCare. (Use the Forgotten password? link if you need to reset it.)

A login form with a light green header box containing the text "Type in user name/password or activity number/security code to log in". Below the header are two input fields: the first is labeled "eMail/activity number" and the second is labeled "Password/Security code". Below the input fields is a link labeled "Forgotten password?". At the bottom of the form are two buttons: a green "Logon" button and a white "Cancel" button with a green border.

¹ Use your country's InfoCare site. .no, .se, .dk etc

- 3) Click 'Create new activity on contract'. Click "Search" to find your equipment/services from your contracts. If you have several equipment- or service lines, enter your search criterias and do another search. If you have several contracts available, you can set which to search in.

| Search for equipment | | | |
|----------------------|--------------------------------------|----|------------------------|
| Contract | | | 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 |
| Customer city | | | |

Clear all fields Search

- 4) Select your contract line by clicking its link in product description. You can view further details by expanding details using the expand/collapse button in the right column.

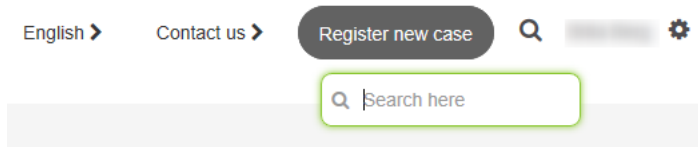
| Details | Product description | Serial number | Service code | Response code | Customer |
|---------|---|---------------|--|------------------------------|--|
| ▼ | serv SERVICE - - Oppdrag til IC | | Z7ar Oppdrag til IC | RS192 Start NBD,m-f.08-16 | Postboks 43 Økern 0508 OSLO |
| ▼ | serv SERVICE - - Oppdrag til IC | | Z7ar Oppdrag til IC | RS192 Start NBD,m-f.08-16 | Data Karenslyst Allé 0278 OSLO |
| ▼ | serv SERVICE - - Oppdrag til IC | | Z7ar Oppdrag til IC | RS192 Start NBD,m-f.08-16 | Karenslyst Allé 0278 OSLO |
| ▼ | serv SERVICE - - Oppdrag til IC | | Z7ar Oppdrag til IC | RS192 Start NBD,m-f.08-16 | Brobekkeveien 0582 OSLO |
| ▼ | serv SERVICE - - Oppdrag til IC | | Z7ar Oppdrag til IC | RS192 Start NBD,m-f.08-16 | AS Fillipstadveien 0250 OSLO |

- 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.

| Customer | | | |
|----------------|------|----|----------------|
| Company / Name | | | Customer phone |
| ZipCode | From | To | City |
| Address | | | |

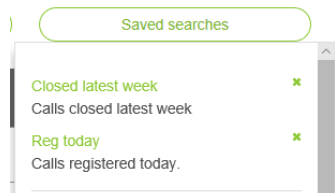
| Product information | | | |
|---------------------|--|--|-----------------|
| Product | | | Brand |
| Serial number | | | Customer serial |

| References | | | |
|--------------------|--|--|--------------------|
| Customer reference | | | Warranty reference |
| Invoice reference | | | Special reference |

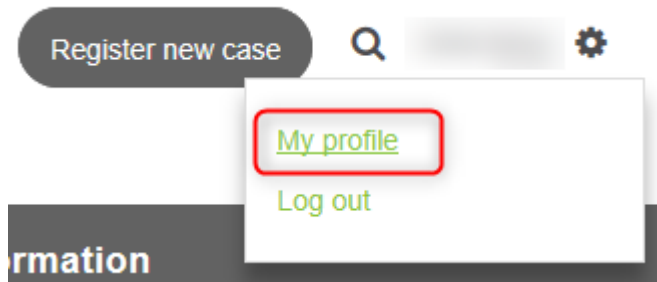
| Various | | | |
|----------|--------------------------------------|--------------------|-------|
| Activity | Type in activity number, digits only | Status | All ▾ |
| Date | All ▾ | Period | All |
| Contract | All ▾ | Workflow step name | All ▾ |

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 InfoCare.

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 |
| <input type="checkbox"/> | 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 | | | | | | | | | | | | | | | | | | | | |
|---|-------------------------------------|--|-------------------------------------|----------------------------|-------|----------------------------|-------------------------------------|--|--------------------------|----------------------------|---|------------------------|-------------------------|-----------------------------------|-------------------------|---------------------|--------------------|----------------------|--------------------|-----------------------|---------------------|----------------------------|----------------------------|--|--|
| <input type="checkbox"/> Show details | 416513160 | Spring Clip for Shaft D=4 | 1009J - PS Consigned Stock Partners | 141 | 141 | | | | | | | | | | | | | | | | | | | | |
| <table border="0"> <tr> <td>Number 416513160</td> <td>Substitute part 416513160</td> <td>Name Spring Clip for Shaft D=4</td> <td>Reworkable Yes</td> <td>Brand [Redacted]</td> </tr> <tr> <td>Stock 1009J - PS Consigned Stock Partners</td> <td>ABC Factor C</td> <td>Sales price 0</td> <td>Repair price (landed) 0</td> <td>Available 141</td> </tr> <tr> <td>Total 141</td> <td>Picked 0</td> <td>Reserved 0</td> <td>Defect 0</td> <td>Backorder 0</td> </tr> <tr> <td>Inorder 0</td> <td>Purchase point 0</td> <td>Order quantity 0</td> <td></td> <td></td> </tr> </table> | | | | | | Number 416513160 | Substitute part 416513160 | Name Spring Clip for Shaft D=4 | Reworkable Yes | Brand [Redacted] | 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 | | |
| Number 416513160 | Substitute part 416513160 | Name Spring Clip for Shaft D=4 | Reworkable Yes | Brand [Redacted] | | | | | | | | | | | | | | | | | | | | | |
| 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.

Bundled parts

When searching in stock inventory you can see the content of a bundled part. If a part is bundled an icon will appear behind the part name.

| Stock inventory | | | | | |
|-----------------|------------|--------------------------|------------------------------|-----------|-------|
| Number | mac* | Brand | All ▾ | | |
| Name | | Stock | All ▾ | | |
| | | Clear | Search | | |
| Details | Number | Name | Stock | Available | Total |
| ▾ | macbookAir | awesome air book | 1040 - Kr.sand, lokalt lager | 10 | 10 |
| ▾ | macbookPro | awesome pro book | 1040 - Kr.sand, lokalt lager | 10 | 10 |
| ▾ | macbundle | Bundle of mac products 📦 | 1040 - Kr.sand, lokalt lager | 10 | 0 |
| ▾ | macmini | awesome machine | 1040 - Kr.sand, lokalt lager | 10 | 10 |

Click this icon to display information about the bundled part. Part number, part name, quantity of parts in bundle, and available qty on selected stock.

HELP

We have added a link to a general manual for partners in the “Contact us” section on eConnect.

