

## Attention: Service Managers

### Subject: Eclaim Online Cheque Reports to replace Weekly Mailings

Currently Lenovo mails out a weekly Cheque Report, listing warranty claims in final status and ready for payment. Your paper cheque or electronic bank deposit can be matched to this Cheque Report.

In order to access this information in a faster, more convenient softcopy file format, weekly Cheque Report mailings will now be replaced by Eclaim online Cheque Reports. Cheque Report mailings will continue until September 1<sup>st</sup>. 2005.

### How to Access Eclaim Online Reports

Log into Eclaim and click on the + beside **Reports** to expand the report listing



**Cheque Req Search** (Cheque Request Search) allows you to input your location ID (or list of IDs) and date range to find Cheque Request numbers. Select any Cheque Request number. This takes you to the Cheque Request screen where you can access the Cheque Report.

If you already know the Cheque Request number, input the number in **Cheque Request** to access the Cheque Report. Files can be viewed in either Excel, or Acrobat format.

You can search by single location id, multiple location ids, or by a pre-saved id listing.

### Frequently Asked Questions

**Q.** I don't have an Eclaim login id. How to I get one?

**A.** Contact your Eclaim Administrator, or Service Manager.

**Q.** I tried to access a report but the function is grayed-out. Why?

**A.** You probably need to be given access to the report.

Contact your Eclaim Administrator, or Service Manager.

**Q.** How soon is the Cheque Request information available for me to view?

**A.** Cheque Request information is available shortly before your payment is sent to you.

**Q.** Is the Cheque Request number my cheque number?

**A.** No, the Cheque Request number is a unique number we assign to the list of claims being paid.

**Q.** Some Cheque Request numbers start with "R" e.g. "R12345". Why?

**A.** These Cheque Request numbers represent credit notes or invoice adjustments we have issued for claims after they have reached final status.

**Q.** Some Cheque Request numbers start with "D" e.g. "D12345". Why?

**A.** These Cheque Request numbers are payments for DOA claims.

(Refer to Chapter 3 in the Service Support Guide on the IBM Service and Support Profile Management (SPM) database for information on DOA automated compensation.)