



## CLIENT INSTRUCTIONS FOR FAULT REPORTING / REQUESTING A SERVICE

### PROJECT SUMMARY

Project Number	Project Name	System Type
<b>P5308T</b>	<b>A66 Long Newton to Elton</b>	TASCAR SPECS3-VECTOR

### THE 3 AVAILABLE OPTIONS

- 24hr Hotline: **+44 (0)1183 130 333**
- Self-Service Portal: <https://jenoptikuk.topdesk.net/tas/public/login/form>
- Email: [servicedesk@jenoptik.com](mailto:servicedesk@jenoptik.com)

### SELF-SERVICE PORTAL (SSP)

If you have not already received your SSP login details, please contact [servicedesk@jenoptik.com](mailto:servicedesk@jenoptik.com) to request a login.

Instructions on how to use your Self-Service Portal will initially be emailed to you along with your login details. The guide is also available under the Knowledge Base on your SSP.

The forms on your SSP will already provide instructions on what information to submit, though for all other forms of submission, please see the guidelines below.

**Please be aware TOPdesk cannot be accessed by Microsoft Edge. Google chrome is the recommended web browser.**

### PLEASE PROVIDE THE FOLLOWING DETAILS

Required details are highlighted in **bold**.

- **Project Number** (a.k.a. "p-number")
- **Project Name**
- **Your contact details (inc. email address / telephone number)**
- **Fault Description / Request Details**
- Site Location (if known / applies – required for shipping faulty assets)
- Asset ID / Serial (if known / applies – required for shipping faulty assets)

**NOTE:** when emailing ServiceDesk, please including the Project Number at the front of the subject.

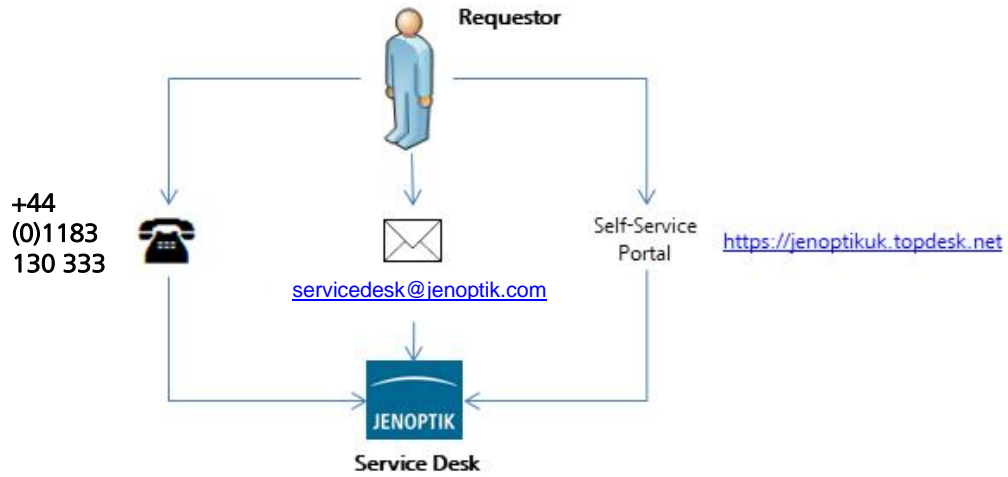
### FOR REPORTING / SHIPPING FAULTY ASSETS FOR REPAIR (RMAs)

When reporting faulty assets that need to be sent to us for repair, please either use your SSP or email [servicedesk@jenoptik.com](mailto:servicedesk@jenoptik.com) with the details above **including** the Site / Asset details.

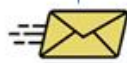
- ServiceDesk will log the fault against the asset and advise if it's in warranty / chargeable
- Please ship the asset to our Camberley address (As per the page footer) with "RMA Incident Number"
- Once we receive the asset, ServiceDesk will confirm receipt either via email or your SSP
  - If the works are not chargeable, ServiceDesk will inform you the works have been completed and organise shipping asap.
  - If the works are chargeable, ServiceDesk will provide a quote, and upon receipt of your purchase order, will organise shipping asap.

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### PROCESS FLOW



Incident Logged



Reference no. to Requestor

Engineer Assigned



Requestor informed



Resolution



Incident CLOSED message to requestor

