

SIGARMS	Title: Work Instruction	Document Level: 3	Document ID: SIG-ORA-00046
Author: Process Owner	Approved: Thomas E. Brady, MR		Page: 40 of 117
This is an ISO controlled document. Only the latest revision, which appears on the company database, may be used as a working document. Any printed copy is uncontrolled and is the responsibility of the user to verify validity prior to use.			10/6/2008 12:45:06 PM
			Revision Level A

Step 2: Understand the Customer's issue

As stated in the Depot Repair overview, the primary focus of the service representatives in the call center is to understand the customer's issue and resolve it on the first call, if possible, thereby avoiding escalations or call transfers. This lets gunsmiths focus on their areas of expertise without the constant distraction of explaining well-documented issues and solutions.

To help you with this part of the process the gunsmiths have come up with a list of questions that will help you determine the customer's issue.

The questions have been broken in to three different levels:

- **Level 1:** these question are priority and should always be used when determining a customers issue
- **Level 2:** these questions are provided if the questions from Level 1 do not get you the information needed
- **Level 3:** these questions are considered an “odddity”

Questions to help determine customer's issue

➤ **Questions Level 1:**

1. Pistol Type?
2. Pistol Serial Number?
3. Ammo Type Used? Also ask if another type has been fired
4. Describe the problem or malfunction
5. Send magazines in when there is failure to feed
6. Do you lubricate the pistol within manufacturing specs?
7. Note from customer – this is **important** especially when an agency is sending the gun in for a customer

➤ **Questions Level 2:**

1. DA/SA to DAO Serial number range rebounding hammer G219166
2. DA/SA to DAK we need to see firearms to see if its cut
3. Aftermarket finishes on firearm? No longer meet factory specs and should not be brought in.
4. Aftermarket parts installed on firearm?
5. Define "intermittent" 1 in 10, 50, 1000
6. Accuracy problems

➤ **Questions Level 3:**

1. Fixed front site? 220G serial Number About 172 – this question is mainly for older guns
2. In case of a bulged barrel - Customer should contact ammo company first and be prepared to pay for repairs
3. Severely damaged pistol - by overpressure or reload

SIGARMS	Title: Work Instruction	Document Level: 3	Document ID: SIG-ORA-00046
Author: Process Owner	Approved: Thomas E. Brady, MR		Page: 41 of 117
This is an ISO controlled document. Only the latest revision, which appears on the company database, may be used as a working document. Any printed copy is uncontrolled and is the responsibility of the user to verify validity prior to use.			10/6/2008 12:45:06 PM
			Revision Level A

Step 3: Verify the Serial Number in Installed Base

Installed Base Overview

Oracle Install Base provides life-cycle tracking of item instances. It provides the unique ability to query the inventory of available item instances, services, and assets tracked through Oracle Install Base. If an item is set up as trackable, then an instance is created when the item is first received into inventory. Its ownership, status, and location are tracked for inventory movements, project issues, WIP issues, sales transaction, and return RMA. In addition, in Oracle Install Base many properties can be tied to the instance to facilitate its usability in other applications. An example is tracking the party relationships for an item instance. An item instance can be owned by one party but serviced by another. For each party, many accounts and contacts can be defined and stored. In addition, multiple configurations can be set up for an instance to track the relationships that are possible.

To begin...

Once you have either queried an existing customer or created a new one you are now ready to begin to enter the customers **Service Request**.

The first thing you must do is verify your customer's serial number in Installed Base. There are two questions that you want to answer before setting up the Service Request

- 1. Does the serial number exist in customers Install Base Tab?**
- 2. Does the customer show as the current owner of the gun?**

Verify Serial Number

To answer Question 1 and 2...

You will have 3 different scenarios:

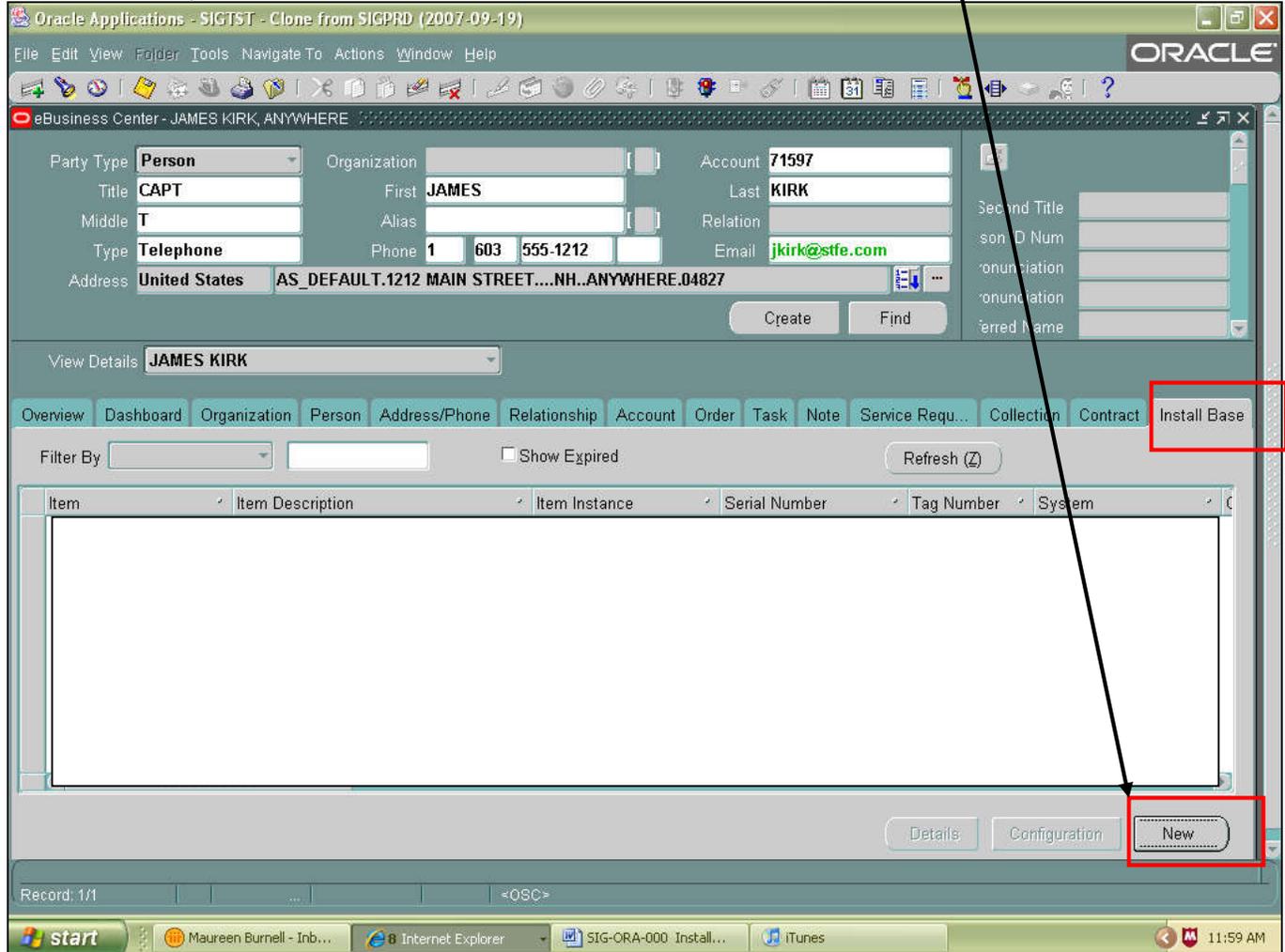
- 1. The serial number is NOT in the customers Install Base Tab**
- 2. The serial number is in the customers Install Base Tab**
- 3. The serial number does not exist in Installed Base (old gun)**

Navigate to the **Install Base Tab**. This tab is where you can verify if the customer shows as the current owner

Scenario 1 example: In this example this customer **does not** show any serial number in their Install Base Tab. This means we do not show the customer as an owner to any of our serial numbers.

SIGARMS	Title: Work Instruction	Document Level: 3	Document ID: SIG-ORA-00046
Author: Process Owner	Approved: Thomas E. Brady, MR		Page: 42 of 117
This is an ISO controlled document. Only the latest revision, which appears on the company database, may be used as a working document. Any printed copy is uncontrolled and is the responsibility of the user to verify validity prior to use.			10/6/2008 12:45:06 PM
			Revision Level A

You must verify if the serial number exist in Installed base... select the New button



Note: Oracle Installed Base window will open