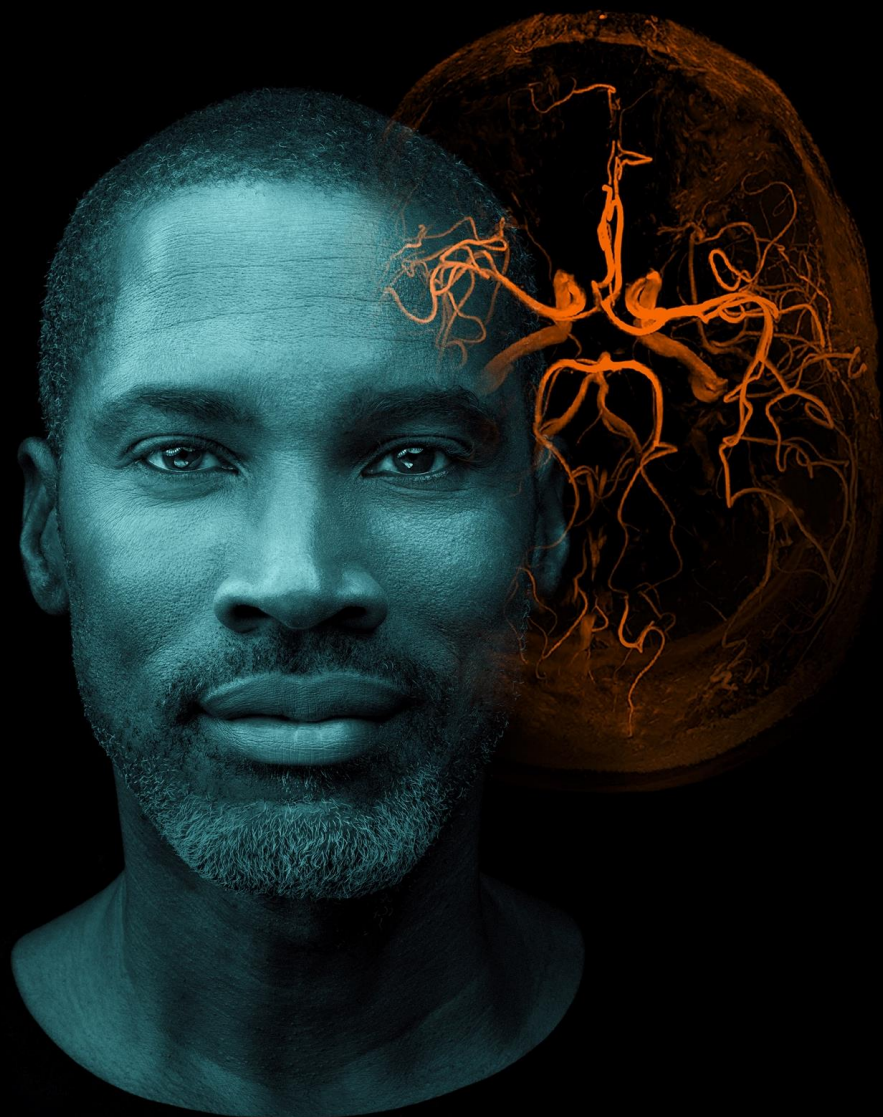




PSR 门户使用手册

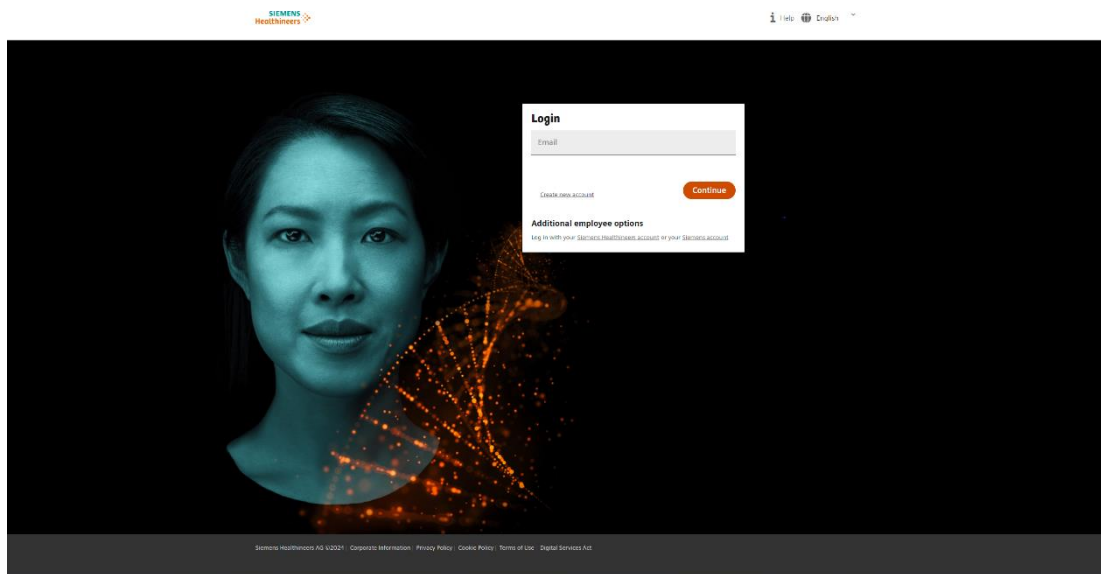
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Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

1. 文档内容与目的

本文档介绍了如何使用 PSR 门户。通过分步说明和屏幕截图演示应用程序的操作流程，可作为使用 PSR 门户的参考指南。

PSR 门户将取代此前采用的电子邮件流程。



2. 在 PSR 门户中注册

2.1 第 1 步：登录

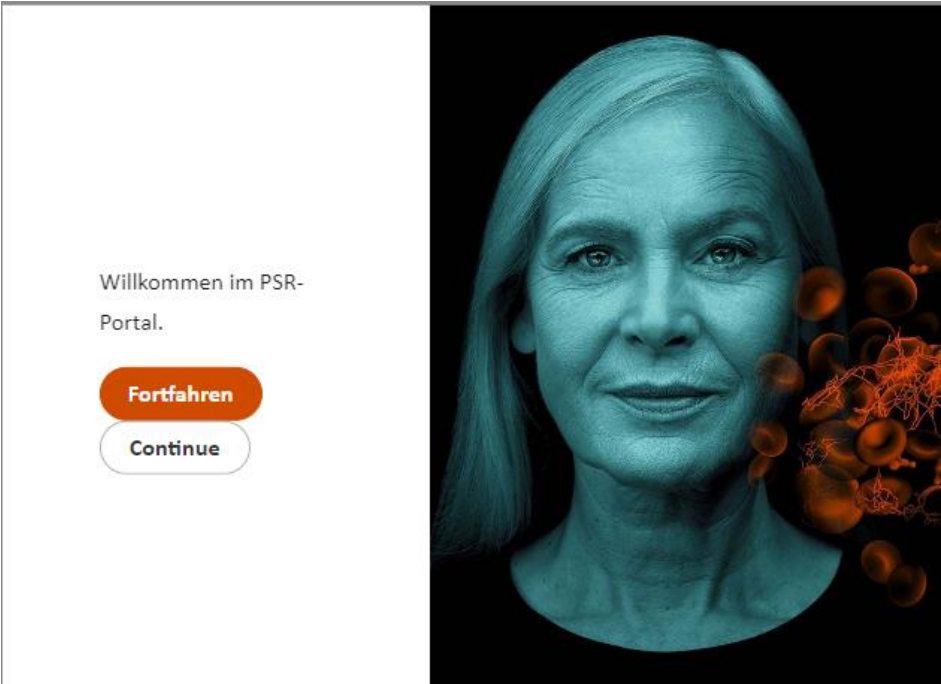
通过以下 URL 登录门户：

<https://scm-apps.prod.ext.siemens-healthineers.com/psrportal/Client/default.aspx>

身份验证通过 Healthineers ID 进行（拥有 Healthineers ID 帐户是进入门户的先决条件）。

Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

2.2 第 2 步：注册后操作

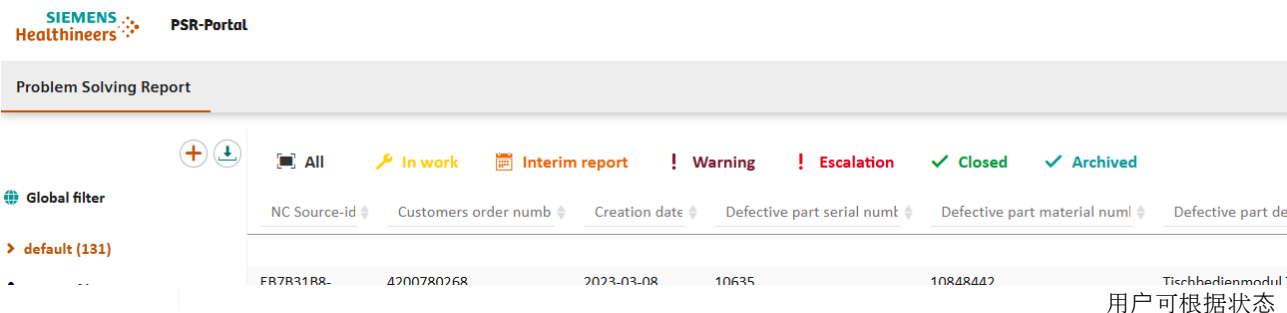


登录后，您将看到贵公司的 PSR。如果屏幕空白，则表示您不具有 PSR 角色或尚未被分配任何 PSR。在这种情况下，请与 SHS 的联系人联系以获取正确的分配。成功登录后，您会收到一条欢迎消息：

点击“Fortfahren”按钮将进入 PSR 门户的德语用户界面。点击“继续”按钮将被重定向至 PSR 门户的英文用户界面。

2.3 第 3 步：主页

此时将显示包含分配给您的 PSR 列表的主页。



筛选显示的 PSR，也可以设置用户自定义筛选器。在用户自定义筛选器（“私有筛选器”）中，可以定义并保存筛选条件和结果列。

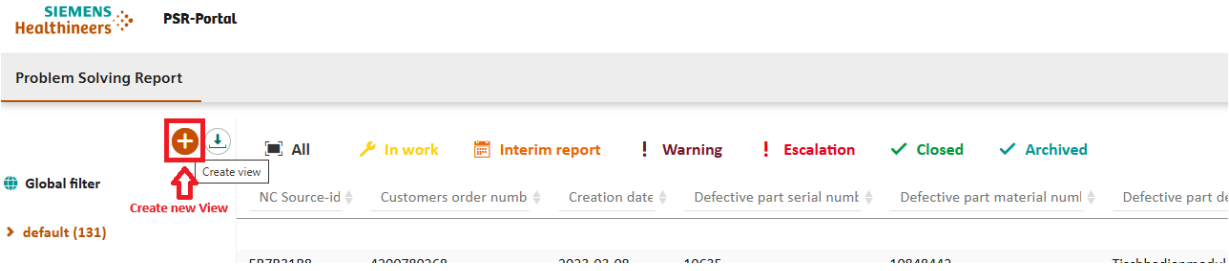
在显示的列表中，用户可以直接点击 PSR 以启动 PSR 流程。

3. 创建新视图

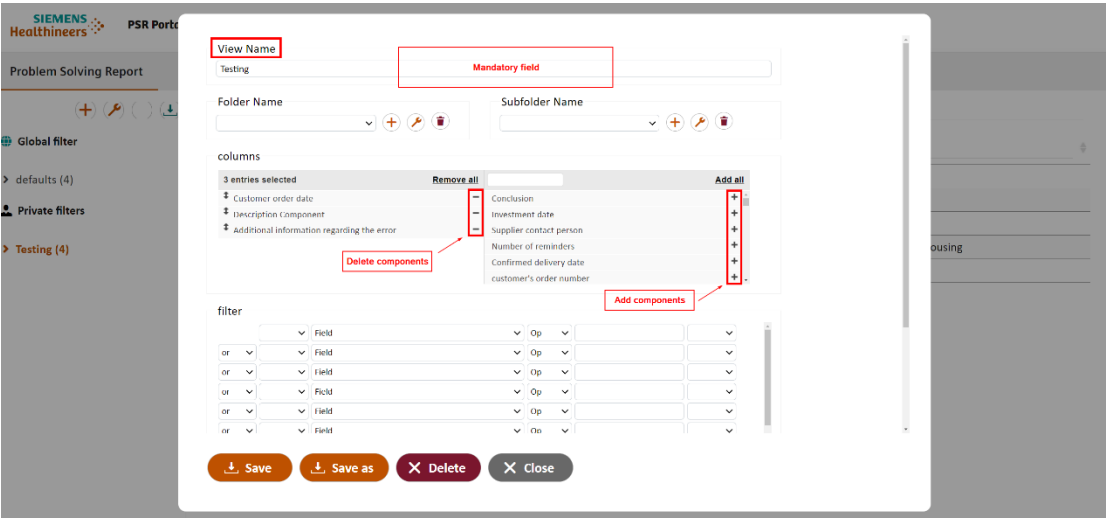
3.1 第1步：创建

可以通过点击创建新视图按钮来创建私有筛选器。

Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.



3.2 第 2 步：配置



1.名称

首先，必须为视图指定一个名称。
如果未指定名称，则会显示一条警告消息，指出仍需要为该视图指定名称。

2.文件夹

此外，还可以创建或添加文件夹和子文件夹，以在文件夹中管理不同私有筛选器。

3.结果列

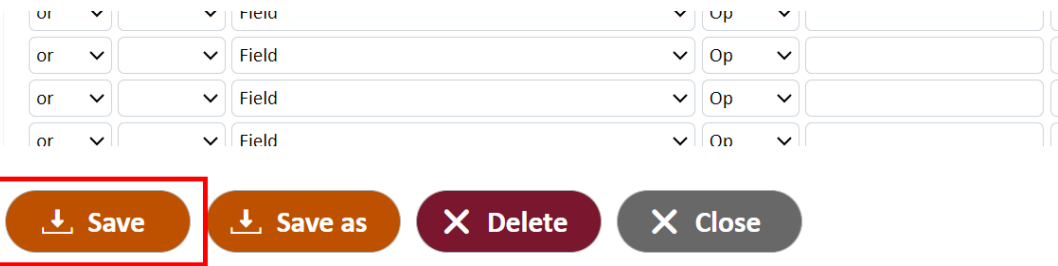
点击 (+) 按钮可以在列部分添加用于显示私有筛选器结果的字段。点击 (-) 按钮可再次删除该字段。

4.筛选条件

筛选器区域可用于定义结果中应包含哪些数据记录。

5.保存

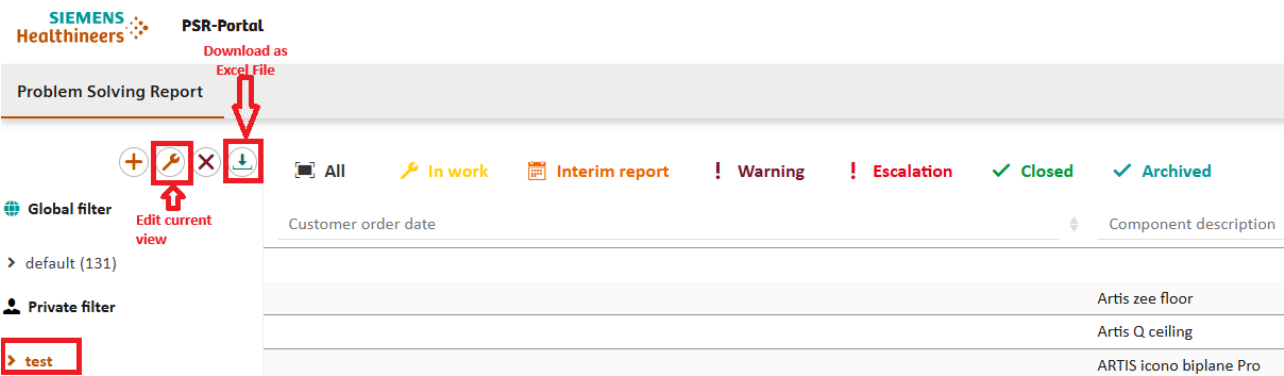
点击“保存”按钮创建私有视图。



Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

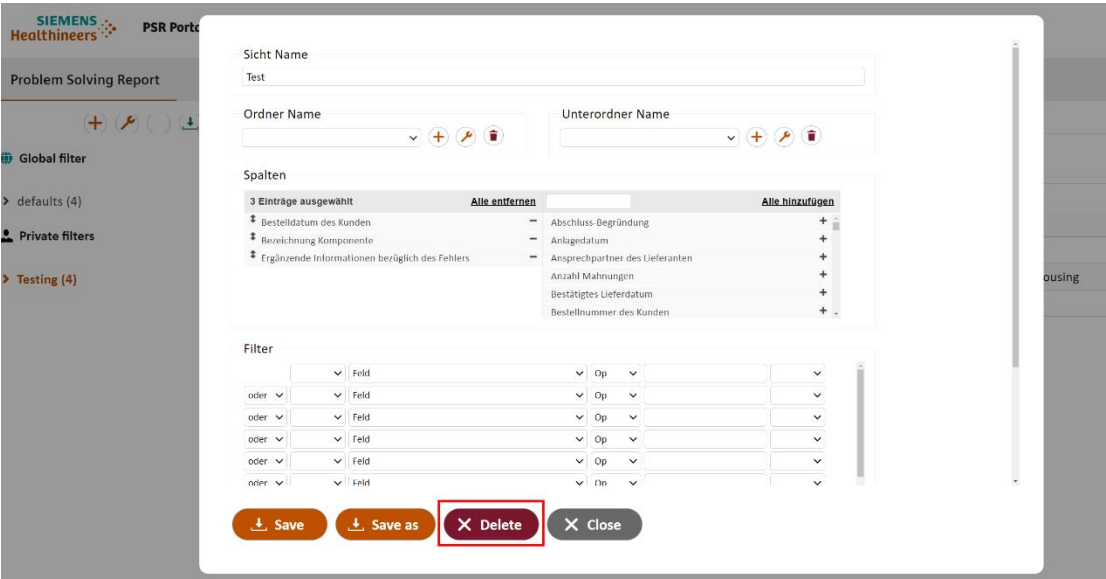
3.3 第 3 步：使用/更改私有视图

创建视图后，可以在页面左侧的“私有筛选器”选项卡下找到该视图。点击（编辑当前视图）按钮可更改当前的私有筛选器。此外，点击（下载为 Excel 文件）按钮可将当前筛选器导出为 Excel 文件。



3.4 第 4 步：编辑私有筛选器

可以在视图（编辑当前视图）中更改或删除私有筛选器。



Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobraziť na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobraziť na tomto mieste, použite kartu Domov.

4. PSR 处理流程

4.1 第 1 步：基本信息

在此步骤中，用户会收到有关所选 PSR 和此报告的 Siemens Healthineers 联系人的基本信息：

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Identi

1

Information

Summary of information

2

Files

Files

3

Warranty

Warranty feedback or interim report

4

Costs of rework/inspection

Notification of costs in case of rework

5

Error Description

Error code and additional information

FL

Siemens Healthineers

Summary

Details

Description

SAP reporting number

Order number

Siemens material no.

Designation

Serial No.

Date

RMA No.

Factor Promotion Code

1

☒ Warranty is requested

1

Error Description

The rear ring (SRB:) has several defects. The edges of the screw holes are poorly finished and badly painted. The rubber seal in the inner ring is not glued everywhere. A piece of paint has chipped off the outer edge.

< Back

> Continue

4.2 第 2 步：文件

在此步骤中，除 PSR 外，还会向用户显示所有可用的附件（例如图像）。点击文件名即可打开附件。

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Identi

1

Information

Summary of information

2

Files

Files

3

Warranty

Warranty feedback or interim report

4

Costs of rework/inspection

Notification of costs in case of rework

5

Error Description

Error code and additional information

FL

Siemens Healthineers

attached files

.t.

.t.

.t.

.t.

Attached images

Description

Details

Description

SAP reporting number

Order number

Siemens material no.

Designation

Serial No.

Date

RMA No.

Factor Promotion Code

1

Error Description

Your contact for this report

FL

Siemens Healthineers

< Back

> Continue

4.3 第 3 步：保修 – 保修反馈或中期报告

此步骤为用户提供了多个保修反馈或中期报告选项。根据所选选项，将显示其他选项。

Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

Problem Solving Report

DJ David JANICEK

PSR-Portal > Problem Solving Reports > PSR-Ident

Problem Solving Report

1 Information
Summarize information

2 Files
Files

3 Warranty
Warranty feedback or interim report

4 Rework/inspection costs
Notification of the cost in case of rework

5 Failure category
Specification of the existing error

Please choose

☐ Warranty accepted

☒ Warranty refused

☐ Interim report

Supplier reference number

1234

Please select the rejection reason

☐ Out of warranty period (Delivery date required)

☒ No defect found

☐ Customer abuse (Photos required)

☐ Other reason (Detailed description required)

☐ Free of charge (FOC) rework on courtesy

☐ Wrong part returned to supplier

When will the part be returned?

Detailed information about the reason for rejection

Description

Details

SAP service notification

Warranty order number

Material number defective part

Material description

Serial number

Creation date

RMA number

Action code factor (Quantity)

Supplier reference number

Failure description

Your contact for this report

YL Siemens Healthineers

Back to filter

Back

Continue

选择“保修被拒绝”时，系统会询问零件退回时间。这通常无法回答，因为供应商并不知晓何时会安排退货以及零件何时到达。

该日期字段可留空。供应商可填写相应的注释。

Problem Solving Report

PSR-Portal > Problem Solving Reports > PSR-Ident

Problem Solving Report

1 Information
Summary of information

2 Files
Files

3 Warranty
Warranty feedback or interim report

4 Costs of rework/inspection
Notification of costs in case of rework

5 Error Description
Error code and additional information

Please choose

☐ Warranty acknowledged

☒ Warranty rejected

☐ Interim report

Please select the reason for rejection

☐ Outside the warranty period (delivery date required)

☐ No error detected

☐ Improper handling (photos required)

☐ Other reason (detailed justification required)

☐ Free rework on goodwill

☐ Wrong part returned to supplier

When will the part be returned?

2023-10-10

Detailed information on the reason for rejection

The component that was the subject of the complaint has already been reworked and returned to Siemens the following day.

Description

Details

SAP reporting number

Order number

Siemens material no.

Designation

Serial No.

Date

RMA No.

Factor Promotion Code

1

Error Description

Your contact for this report

FL Siemens Healthineers

Back

Save step

Continue

4.4 第 4 步：返工/检验费用

在此步骤中，用户可说明特定 PSR 涉及的返工费用。如果不需要，此步骤将灰显并自动跳过。

Problem Solving Report

PSR-Portal > Problem Solving Reports > PSR-Ident

Problem Solving Report

1 Information
Summary of information

2 Files
Files

3 Warranty
Warranty feedback or interim report

4 Costs of rework/inspection
Notification of costs in case of rework

5 Error Description
Error code and additional information

1 For rework or rejection, you require prior approval from Siemens Healthineers.
You will be informed by email as soon as approval has been granted.

Please state the costs for rework/inspection.

If not applicable, this step can be skipped.

1000

EUR

Description

Details

SAP reporting number

Order number

Siemens material no.

Designation

Serial No.

Date

RMA No.

Factor Promotion Code

1

Error Description

Your contact for this report

FL Siemens Healthineers

Back

Save step

Skip

Continue

7

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Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

注意：如果要完成此步骤，则必须同时填写两个字段（费用和币种）或两者均留空。

4.5 第 5 步：故障说明

在此步骤中，用户可以为 PSR 分配故障类别。此外，还可以通过点击上传按钮将附加文件上传到故障说明中。选择文件后即可进行保存。这是最后一步。

点击保存并关闭按钮完成 PSR 流程。数据将传输至 Siemens Healthineers。

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Ident

1InformationSummary of Information

2FilesFiles

3WarrantyWarranty feedback or interim report

4Costs of rework/inspectionNotification of costs in case of rework

5Error DescriptionError code and additional information

Please assign an error to the PSR

No error found - B

No error found - B

Part works properly, test passed

Upload

Additional information regarding the error

DescriptionDetails

SAP reporting number

Order number

Siemens material no.

Designation

Serial No.

Date

RMA No.

Factor Promotion Code1

Error Description

Your contact for this report

FLSiemens Healthineers

Back

Save stepSave and finish

4.6 中断并保存编辑

PSR 的编辑可以随时中断，您可以通过按主页按钮返回主界面。编辑过程中的更改可以通过按保存步骤按钮手动保存，也可以在出现的弹出窗口中按保存按钮后保存。

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Ident

1InformationSummary of Information

2FilesFiles

3WarrantyWarranty feedback or interim report

4Costs of rework/inspectionNotification of costs in case of rework

5Error DescriptionError code and additional information

Please assign an error to the PSR

No error found - B

No error found - B

Part works properly, test passed

Upload

Additional information regarding the error

DescriptionDetails

SAP reporting number

Order number

Siemens material no.

Designation

Serial No.

Date

RMA No.

Factor Promotion Code1

Error Description

Your contact for this report

FLSiemens Healthineers

Back

Save stepSave and finish

There are still open changes

You have made changes that have not yet been saved. Do you want to save or discard the changes?

discard changesSave

Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

4.7 向 PSR 负责人发送电子邮件

您可以随时通过点击电子邮件图标编写电子邮件并将其发送给 PSR 的负责人

Your contact for this report

FL

Siemens Healthineers



点击电子邮件图标后，将出现**向负责人发送邮件**窗口，您可在其中撰写电子邮件。

Mail to responsible person

✕

At

From

CC

Regarding

Mail text

 Upload files

Close

Send mail

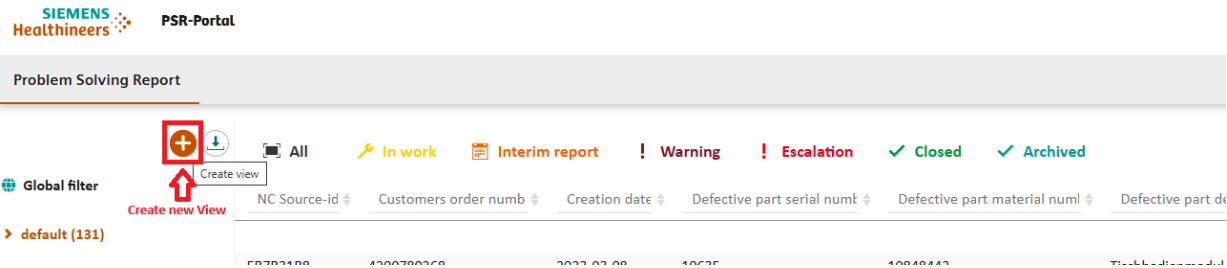
Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

5. 下载 XML 文件

此步骤展示了如何将 XML 按钮添加到私有筛选器中，以启用 PSR 的 XML 导出。还必须遵循从第 3 点创建新视图开始的所有步骤。

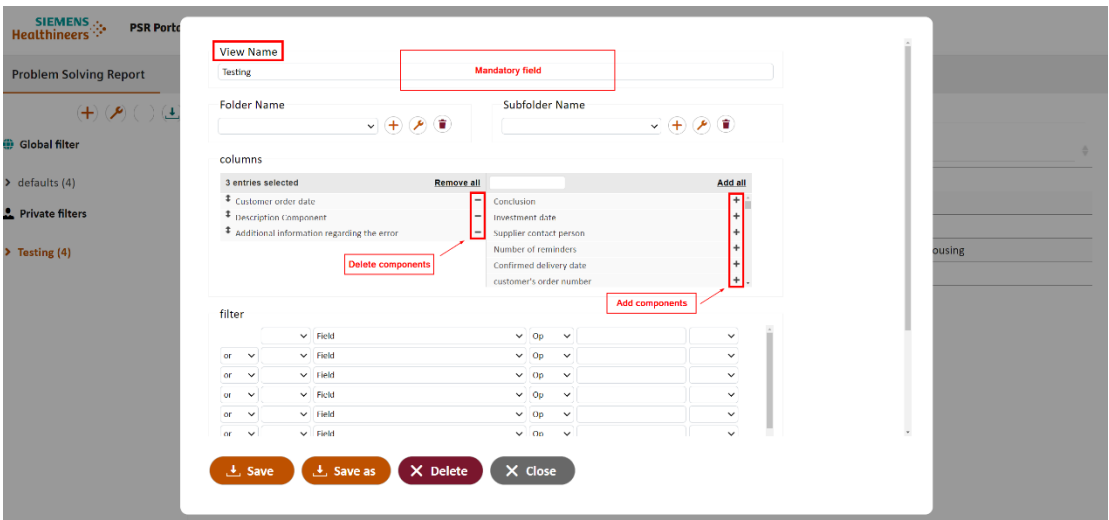
5.1 第 1 步：为 XML 文件下载创建新视图

在此步骤中创建一个私有筛选器。可以通过点击**创建视图**按钮来创建私有筛选器。



5.2 第 2 步：配置视图

点击 **(+)** 按钮可以在**列**部分添加用于显示私有筛选器结果的字段。点击 **(-)** 按钮可再次删除该字段。



5.3 第 3 步：添加 XML 下载按钮

选择 **XML 下载** 作为列，并通过 **(+)** 按钮添加。



Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

5.4 第 4 步：导出 XML 文件

点击保存按钮后，将创建私有筛选器。

View Name

Test

Folder Name

+ -

Subfolder Name

+ -

columns

2 Einträge ausgewählt

Remove all

Name System

XML download

Add all

Description of defective part

Detailed information on the reason for rejection

Buyer group

Additional information regarding the error

expected repair costs

Enter Promotion Code

filter

Field

Op

or

Field

Op

or

Field

Op

or

Field

Op

or

Field

Op

or

Field

Op

or

Field

Op

Save

Save as

Delete

Close

保存后可在主页左侧找到。

SIEMENS
Healthineers

PSR Portal

Problem Solving Report

+ -

AllesIn workReportWarningEscalationClosedArchivedSeel

Global filter

> defaults (4)

Private filters

> XML download (4)

Name System

Download

NAEOTOM Alpha

Download

NAEOTOM Alpha

Download

Download

Download

在这个新创建的私有筛选器中，将显示 XML 下载按钮，点击即可导出 XML 文件。点击此按钮将开始下载。

11

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Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobraziť na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobraziť na tomto mieste, použite kartu Domov.

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PSR-Portal

Problem Solving Report

Global filter

> default (131)

Private filter

> test

> test1

> XML download

System description

Download

VA11 Basis-HW_LD	
VA11 Basis-HW	
VA11 Basis-HW	
VA11 Basis-HW	
Kabelmodul S1 I	
Horizontal slide cover 1	

5.5 XML 下载无法启动

在某些情况下，由于浏览器设置，无法启动 XML 文件下载，因为浏览器阻止了弹窗。以下展示了如何解决 Google Chrome、Microsoft Edge 和 Mozilla Firefox 浏览器中的问题。

第 1 步：打开浏览器设置

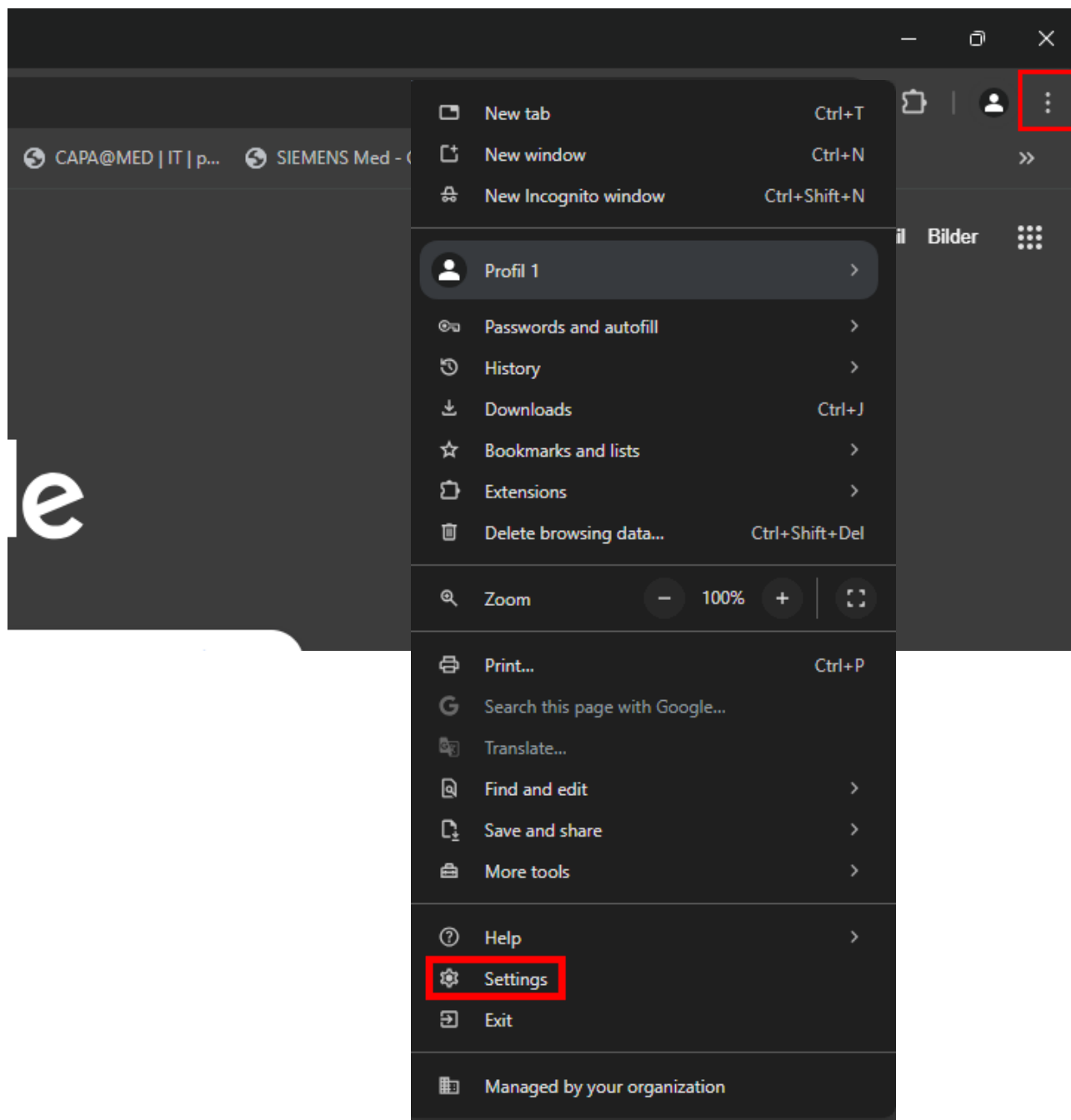
要打开设置，请按右上角的三点图标，然后进入设置。

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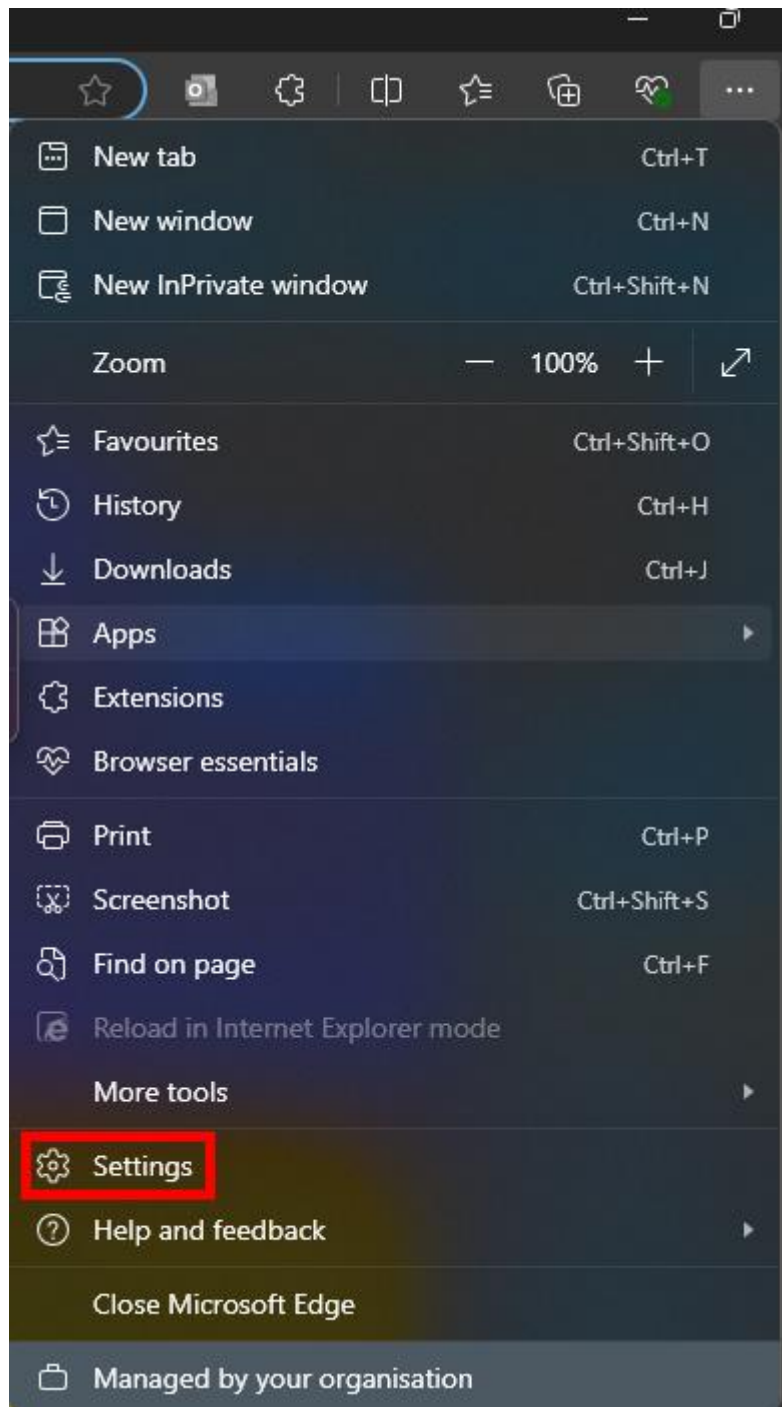
Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

Google Chrome



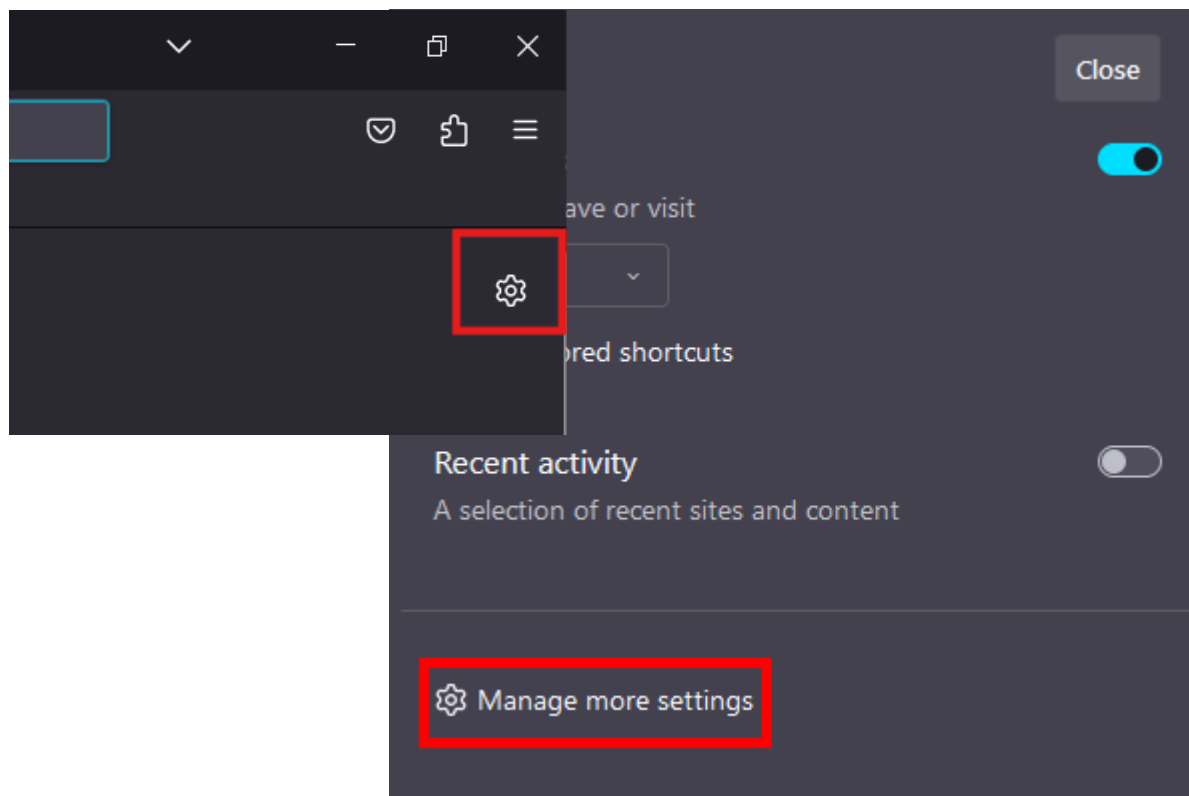
Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

Microsoft Edge



Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

Mozilla Firefox

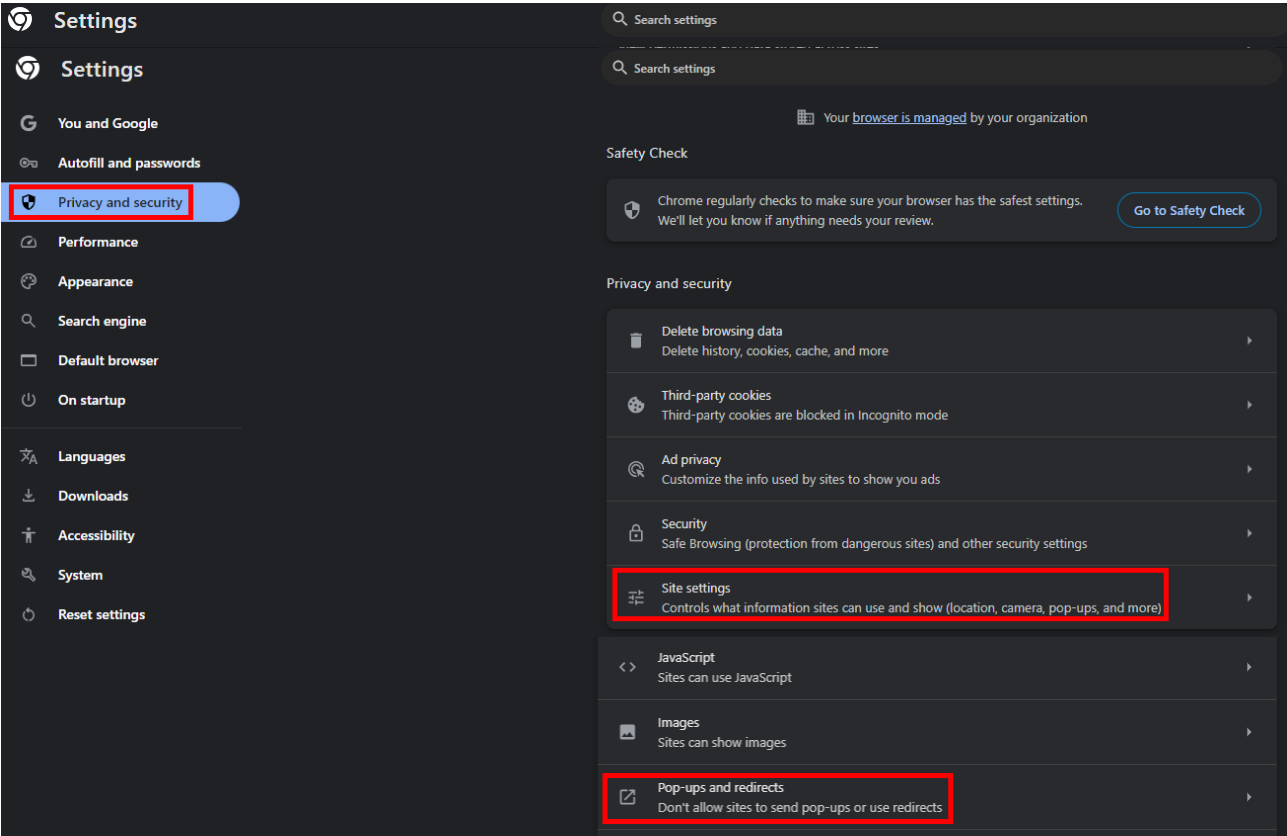


Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

第 2 步：允许弹窗

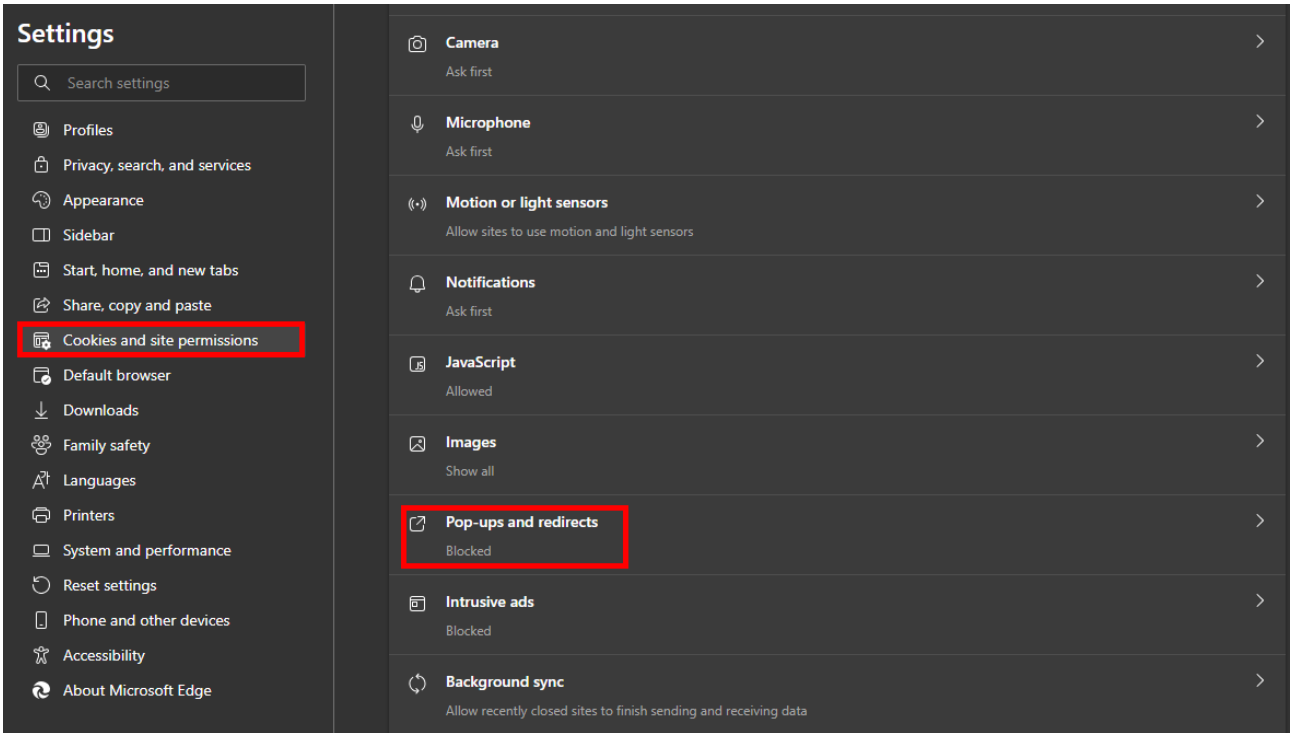
选择隐私和安全，然后选择网站设置，然后导航到弹窗和重定向。

Google Chrome



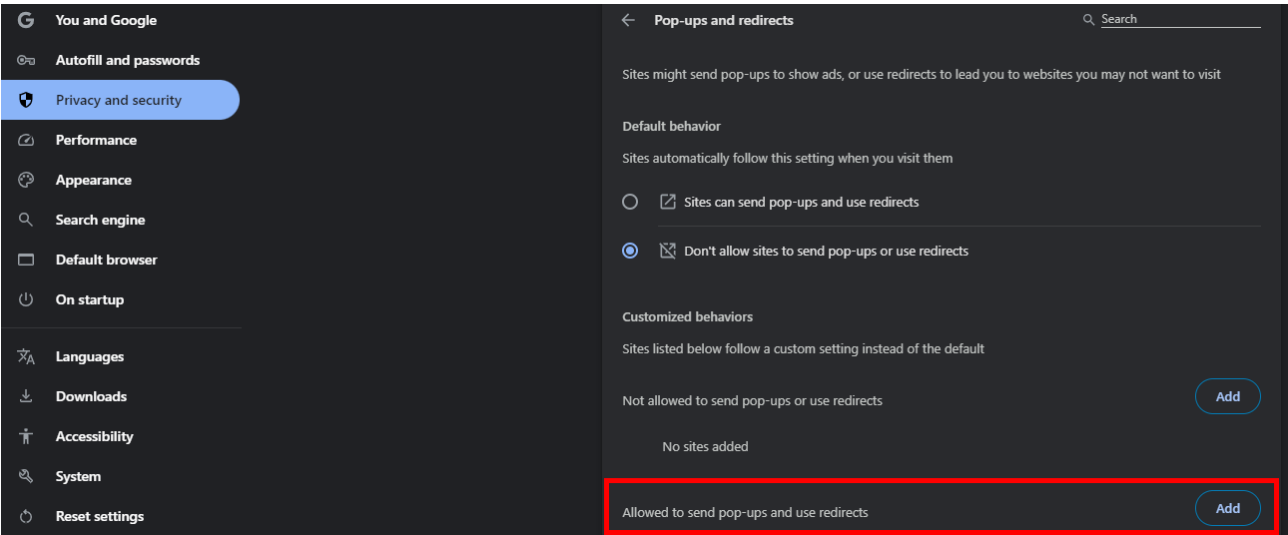
Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

Microsoft Edge



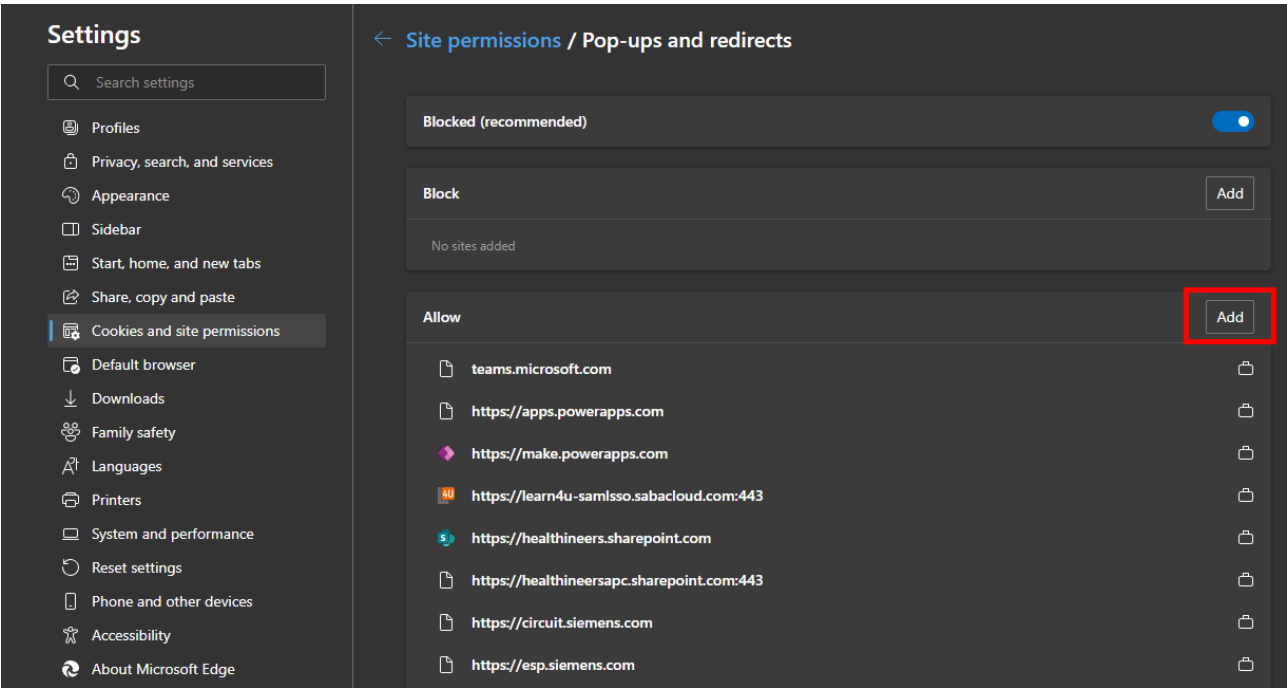
然后在“允许发送弹窗和使用重定向”下添加测试和生产环境的 URL：<https://scm-apps.test.ext.siemens-healthineers.com/psrportal> and <https://scm-apps.prod.ext.siemens-healthineers.com/psrportal>

Google Chrome

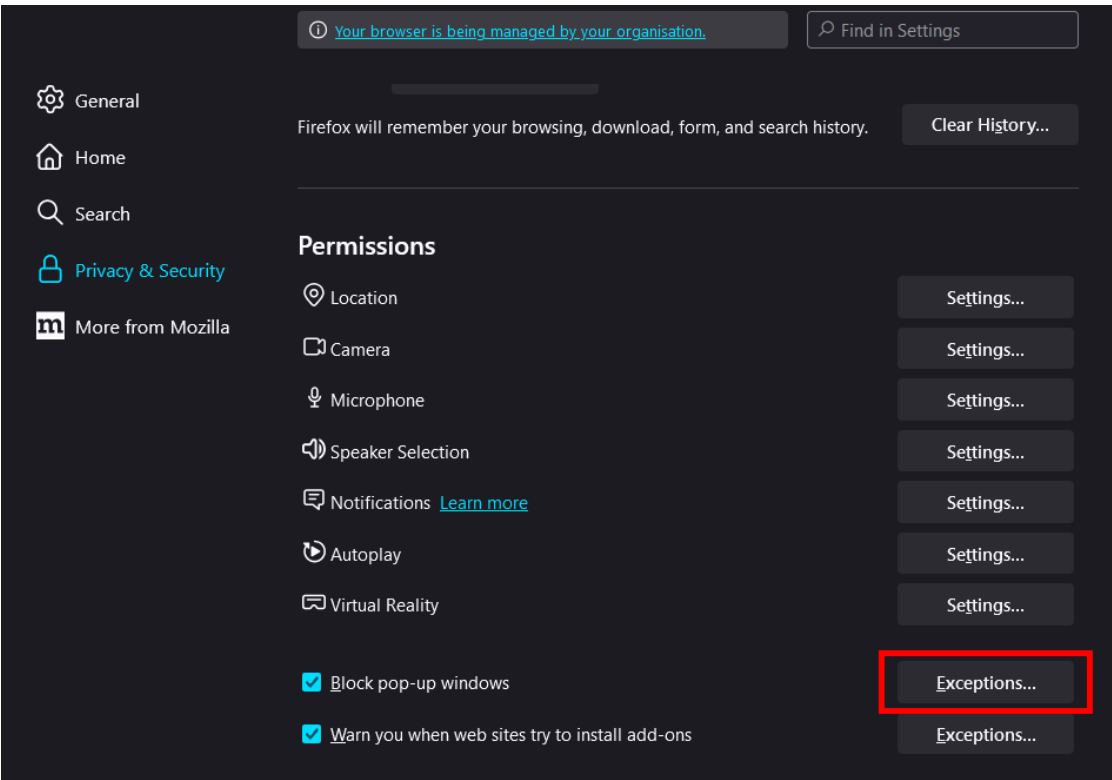


Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov. Chyba! Na použitie štýlu Überschrift 1;_headline 1 na text, ktorý sa má zobrazit' na tomto mieste, použite kartu Domov.

Microsoft Edge



Mozilla Firefox



如果配置了这些设置，则文件应该能够打开。