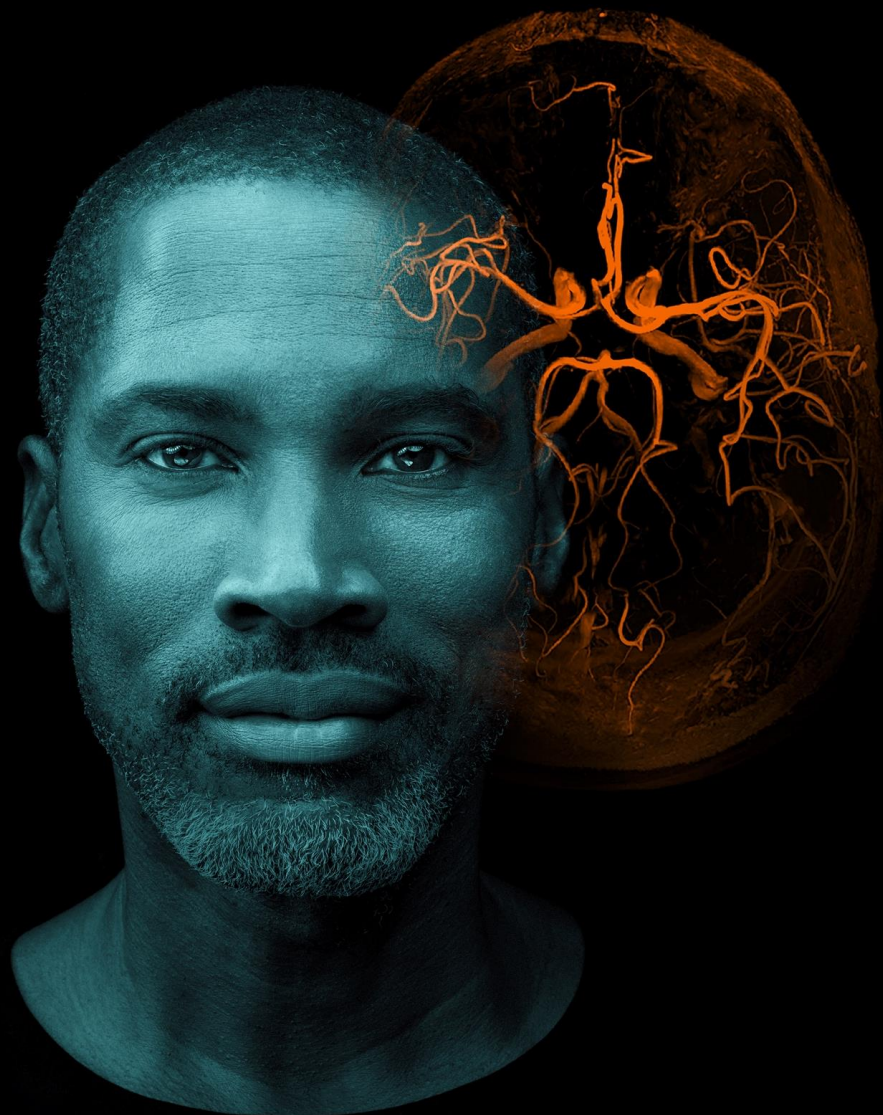




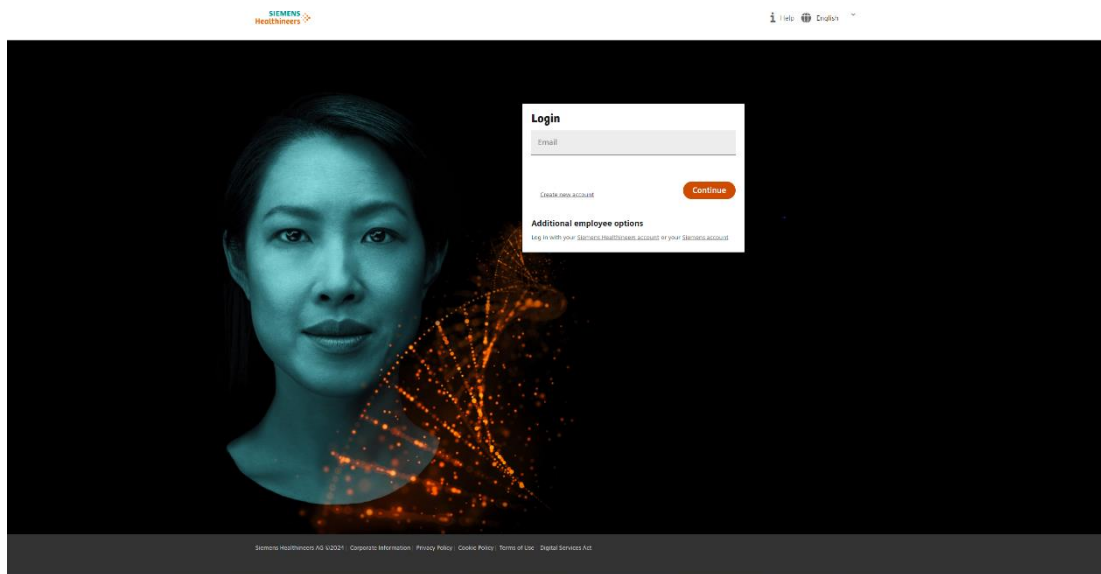
Manual for using the PSR portal

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1. Content and purpose of this document

This document shows how to use the PSR portal. The handling of the application is explained step by step and with screenshots. It can be used as a reference guide for using the PSR portal.

The PSR portal replaces the email process previously in use.



2. Registration in the PSR portal

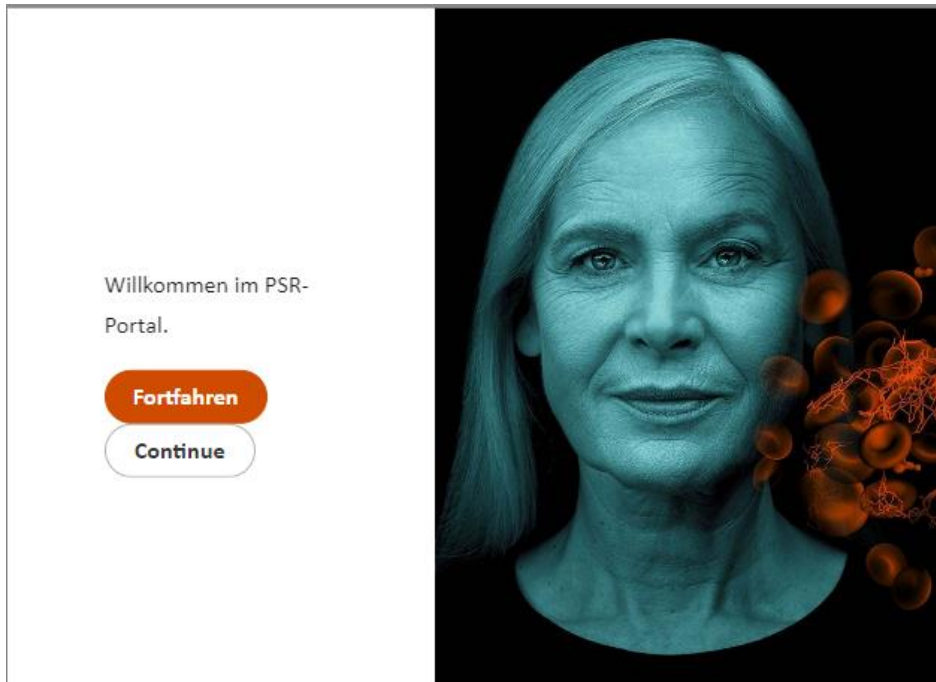
2.1 Step 1: Login

Login to the Portal via the following URL:

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

Authentication takes place via the Healthineers ID (having a Healthineers ID account is a prerequisite to enter the Portal).

2.2 Step 2: After the registration

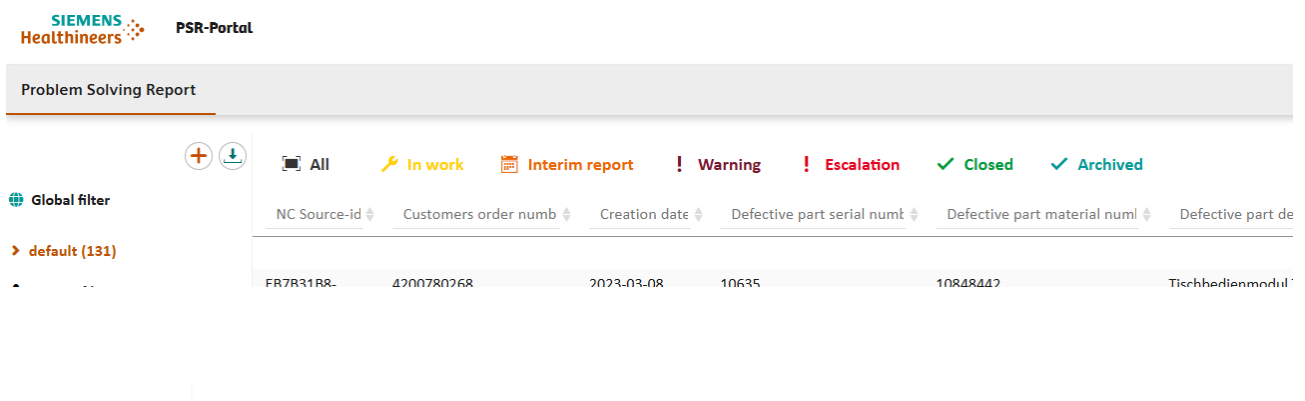


After logging in, you will see your company's PSRs. If you see a blank screen, this means that you do not have a PSR role or that you have not been assigned any PSRs. In this case, please get in touch with your contact person at SHS to obtain the correct assignments. After successful login, you should receive a welcome message:

Clicking the „**Fortfahren**“ button takes you to the German user interface of the PSR portal. By clicking the “**Continue**” button, you will be redirected to the English user interface of the PSR portal.

2.3 Step 3: Home page

The home page with a list of the PSRs assigned to you should be displayed.



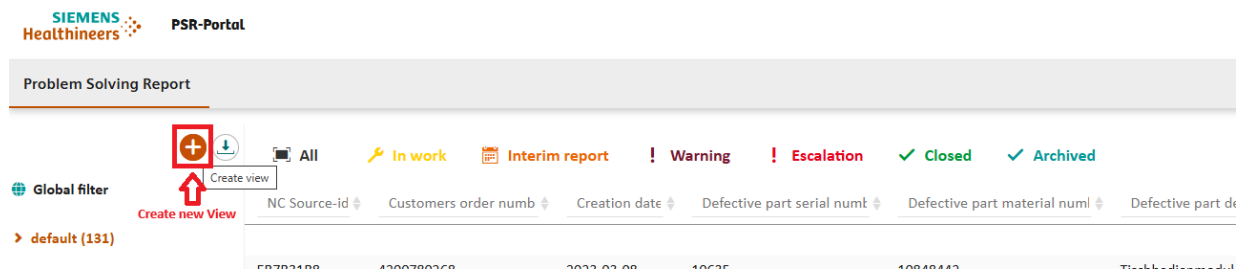
Users can filter the PSRs displayed according to their status or set user-defined filters. In a user-defined filter (“**Private Filter**”), selection criteria and result columns can be defined and saved.

In the displayed list, users can click directly on a PSR to start the PSR process.

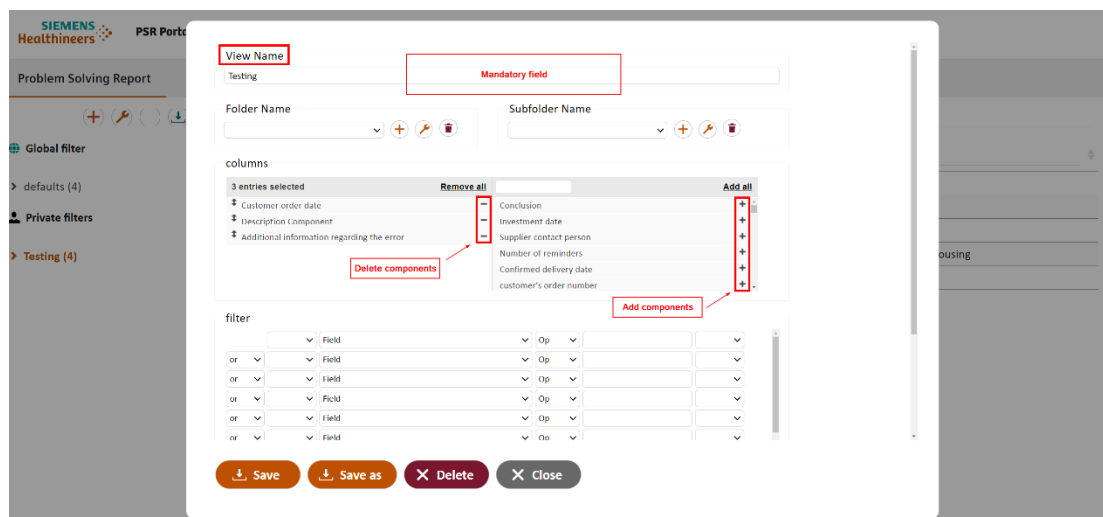
3. Create a new view

3.1 Step 1: Creation

A private filter can be created by clicking the **Create new view** button.



3.2 Step 2: Configuration



1. Name

Firstly, a name must be assigned to the view.

If no name is assigned, a warning message appears stating that a name still needs to be assigned to this view.

2. Folder

In addition, folders and subfolders can be created or added to structure the various private filters in folders.

3. Result columns

By pressing the (+) button, a field for the result display of the private filter can be added in the Columns section. The field can be removed again using the (-) button.

4. Filter criteria

The Filter area can be used to define which data records should be included in the result.

5. Save

The private view is created by clicking the "Save" button.

Or	▼	Field	▼	Op	▼	
or	▼	Field	▼	Op	▼	
or	▼	Field	▼	Op	▼	
or	▼	Field	▼	Op	▼	

↓ Save

↓ Save as

✕ Delete

✕ Close

3.3 Step 3: Use / change private views

Once the view has been created, it can be found on the left-hand side of the page under the "Private filter" tab. The current private filter can be changed by clicking on the **(Edit current view)** button. In addition, the current filter can be exported as an Excel file using the **(Download as Excel file)** button.

PSR-Portal
 Download as
 Excel File

Problem Solving Report

+
✎
✕
↓

Global filter
 > default (131)

Private filter

> test

All
In work
Interim report
Warning
Escalation
Closed
Archived

Customer order date	Component description
	Artis zee floor
	Artis Q ceiling
	ARTIS icono biplane Pro

3.4 Step 4: Edit private filters

A private filter can be **changed** or **deleted** in the view **(Edit current view)**.

PSR Portal

Problem Solving Report

Global filter
 > defaults (4)

Private filters

> Testing (4)

Sicht Name

Ordner Name

Unterordner Name

Spalten

3 Einträge ausgewählt
 Alle entfernen

Alle hinzufügen

☒ Bestelldatum des Kunden ☒ Bezeichnung Komponente ☒ Ergänzende Informationen bezüglich des Fehlers	☐ Abschluss-Begründung ☐ Anlagedatum ☐ Ansprechpartner des Lieferanten ☐ Anzahl Mahnungen ☐ Bestätigtes Lieferdatum ☐ Bestellnummer des Kunden
---	---

Filter

oder	▼	Field	▼	Op	▼	▼
oder	▼	Field	▼	Op	▼	▼
oder	▼	Field	▼	Op	▼	▼
oder	▼	Field	▼	Op	▼	▼
oder	▼	Field	▼	Op	▼	▼
oder	▼	Field	▼	Op	▼	▼

↓ Save

↓ Save as

✕ Delete

✕ Close

4. Processing of a PSR

4.1 Step 1: General information

In this step, users receive general information about the selected PSR and the Siemens Healthineers contact person for this report:

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Issue

1

2

3

4

5

Information

Files

Warranty

Costs of rework/inspection

Error Description

Summary of information

Files

Warranty feedback or interim report

Notification of costs in case of rework

Error code and additional information

Your contact for this report

FL Siemens Healthineers

Description

Details

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 Step 2: Files

In this step, the user is shown all attachments (e.g. images) available in addition to the PSR. The attachment is opened by clicking on the file name.

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Issue

1

2

3

4

5

Information

Files

Warranty

Costs of rework/inspection

Error Description

Summary of information

Files

Warranty feedback or interim report

Notification of costs in case of rework

Error code and additional information

attached files

Attached images

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

Continue

4.3 Step 3: Warranty – Warranty feedback or interim report

This step provides users with several options for warranty feedback or interim reports. Based on the option selected, additional options will be displayed.

Problem Solving Report

DJ David JANICEK

PSR-Portal > Problem Solving Reports > PSR-Ident

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

Failure description

Your contact for this report

YL Siemens Healthineers

Back to filter

Back

Continue

In the case of **"Warranty refused"**, the question arises as to when the part will be returned. This can often not be answered as the supplier does not know when the return will be arranged and when the parts will arrive.

This date field can be left blank. A corresponding comment can be entered by the supplier.

Problem Solving Report

PSR-Portal > Problem Solving Reports > PSR-Ident

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.

Error Description

Your contact for this report

FL Siemens Healthineers

Back

Save step

Continue

4.4 Step 4: Costs of rework / inspection

In this step, users can specify the rework costs for the specific PSR. If not required, this step is greyed out and is automatically skipped.

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Edit

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

Attention: If this step is to be completed, it is necessary to either fill in both fields (**costs and currency**) or leave both fields blank.

4.5 Step 5: Error description

In this step, users can assign a fault category to the PSR. In addition, additional files can be uploaded to the error description by clicking the upload button. Once the files have been selected, they can be saved. This is the last step.

Click on the **Save and close** button to finalize the PSR process. The data is transmitted to Siemens Healthineers.

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Edit

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 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

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 Save and finish

4.6 Interrupt and save editing

The editing of a PSR can be interrupted at any time and you can return to the Home screen by pressing the **Home** button. Changes in the editing process can either be saved manually by pressing the **Save step** button or after pressing the **Save** button in the **pop-up window** that appears.

Problem Solving Report

PSR Portal > Problem Solving Reports > PSR Ident

Problem Solving Report

1 Information

Summary of information

Please assign an error to the PSR

No error found - B

No error found - B

Part works properly, test passed

Upload

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

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

Save and finish

4.7 Send an e-mail to the person responsible for PSR

An e-mail can be written and sent to the person responsible for the PSR at any time by clicking on the e-mail icon next

Your contact for this report

FL

Siemens Healthineers

After clicking on the e-mail icon, the **Mail to responsible person** window appears, in which the e-mail can be composed.

Mail to responsible person

At

From

CC

Regarding

Mail text

Upload files

Close

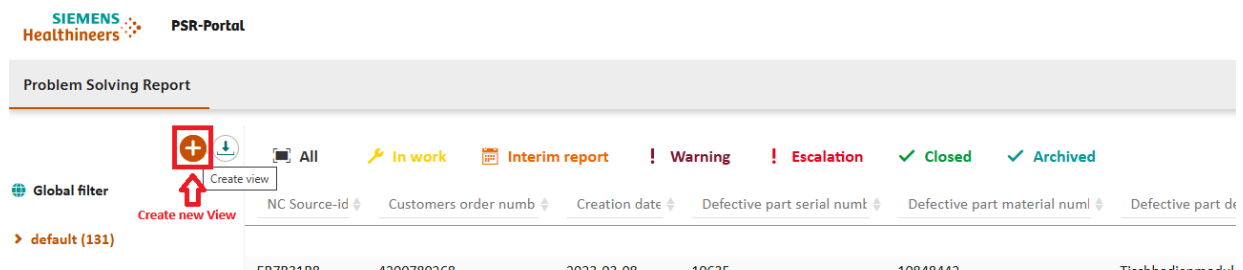
Send mail

5. Download XML-File

This step shows how an XML button can be added to a private filter to enable an XML export of a PSR. All steps from point 3 Creating a new view must also be observed.

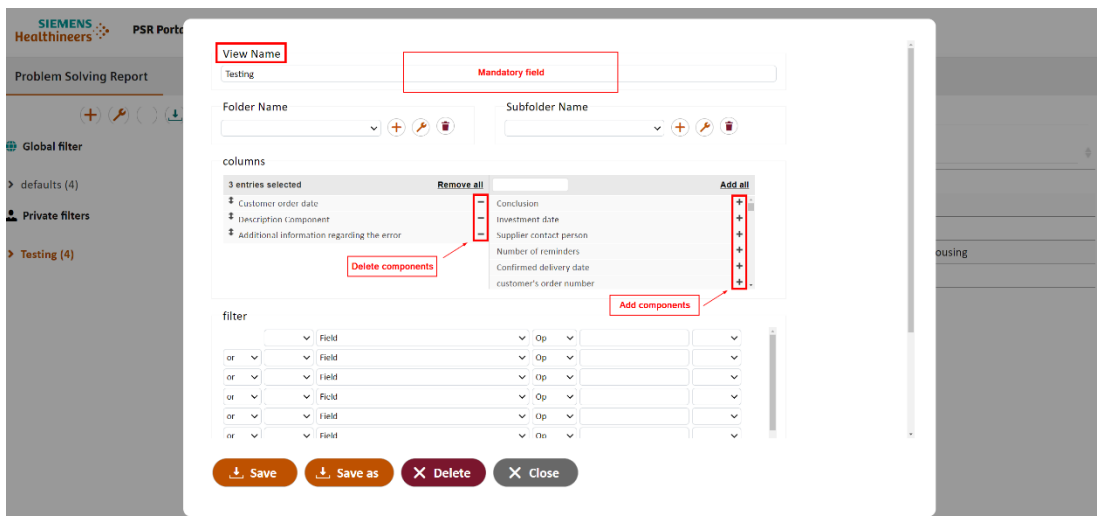
5.1 Step 1: Creating a new view for XML-file download

A private filter is created in this step. A private filter can be created by clicking the **Create view** button.



5.2 Step 2: Configure the view

By pressing the (+) button, a field for the result display of the private filter can be added in the **Columns** section. The field can be removed again using the (-) button.



5.3 Step 3: Add XML download button

The **XML download** can be selected as a column and added using the (+) button.



5.4 Step 4: Export XML file

After clicking the **Save** button, the private filter is created.

View Name
Test

Folder Name
Subfolder Name

columns

2 Einträge ausgewählt Remove all

Name System	Description of defective part
XML download	Detailed information on the reason for rejection
	Buyer group
	Additional information regarding the error
	expected repair costs
	Enter Reason Code

filter

or	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

This can be found on the left-hand side of the homepage.

In this newly created private filter, the **XML download button** appears, which enables the export as an XML file. Clicking this button starts the download.

Problem Solving Report

+

✎

✕

↓

Global filter

> default (131)

Private filter

> test

> test1

> XML download

📁 All

🔧 In work

📅 Interim report

! Warning

! Escalation

✓ Closed

✓ Archived

System description

Download

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

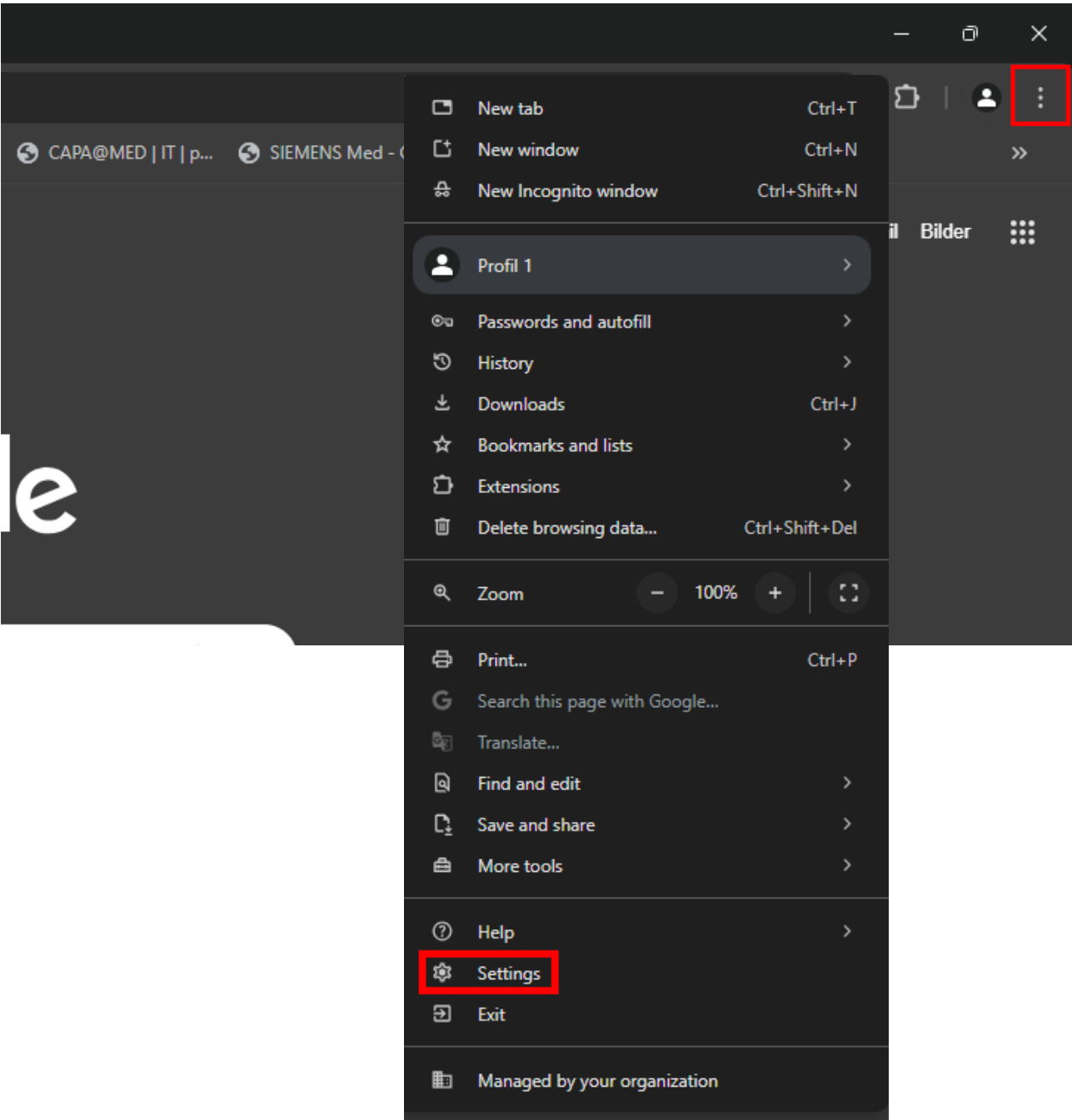
5.5 XML download cannot be started

In some cases, the download of the XML file cannot be started due to the browser settings, as the pop-ups are blocked by the browser. The following shows how the problem can be resolved for the Google Chrome, Microsoft Edge and Mozilla Firefox browsers.

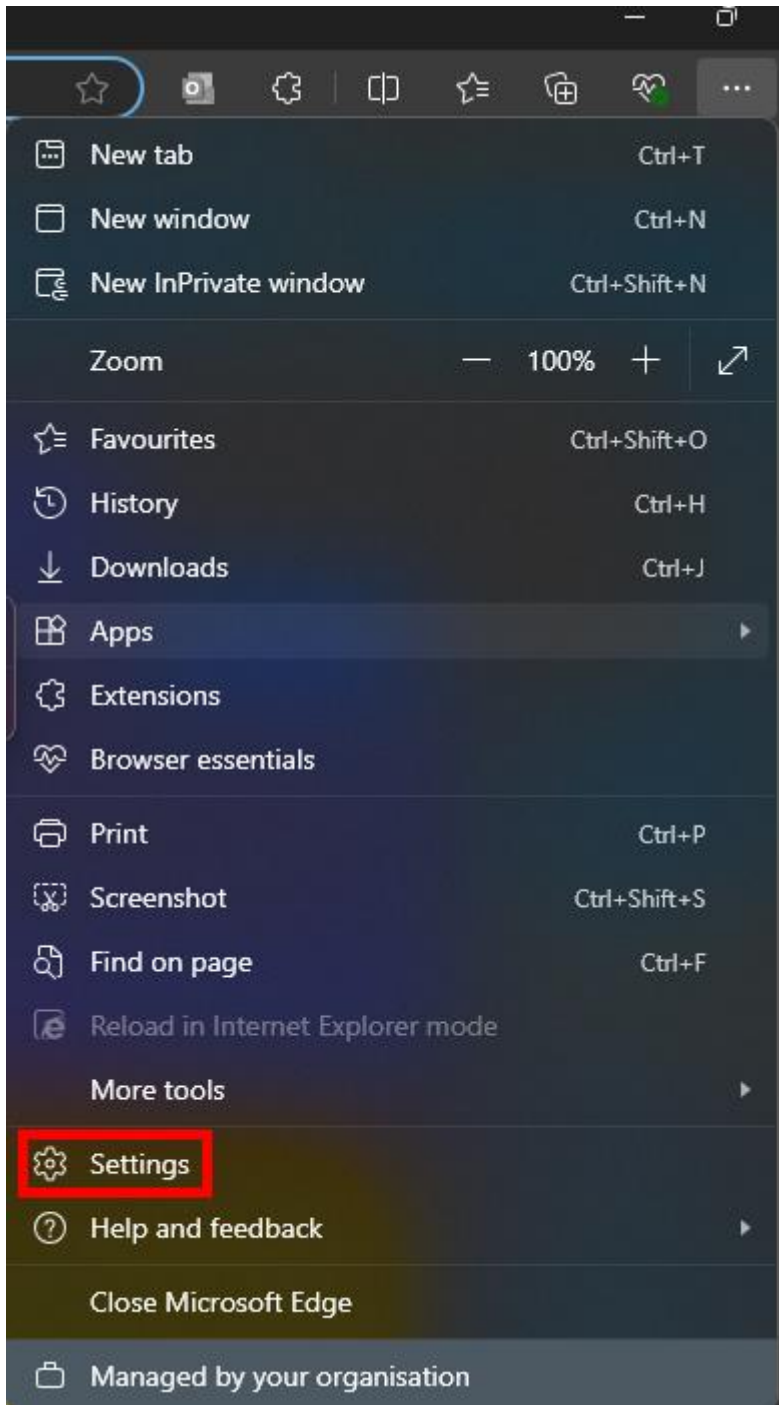
Step 1: Open browser settings

To open the settings, press the **three dots** in the top right-hand corner and then go to **Settings**.

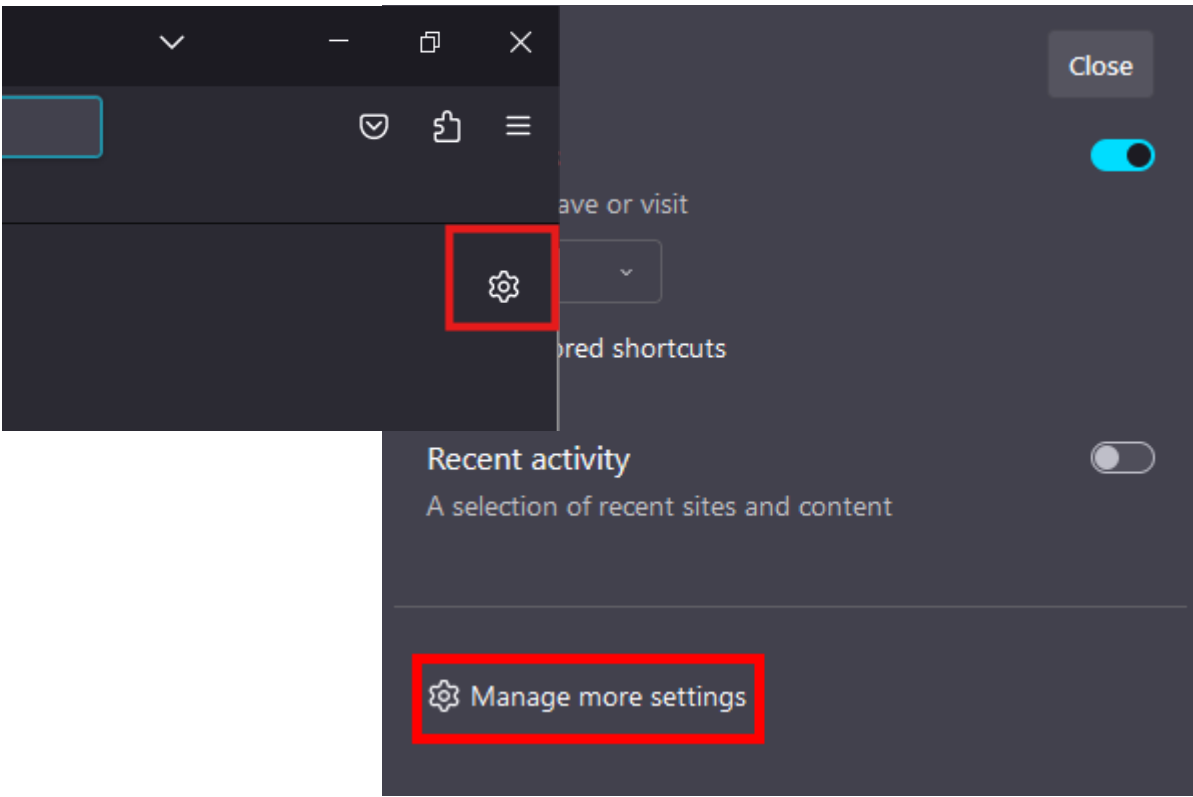
Google Chrome



Microsoft Edge



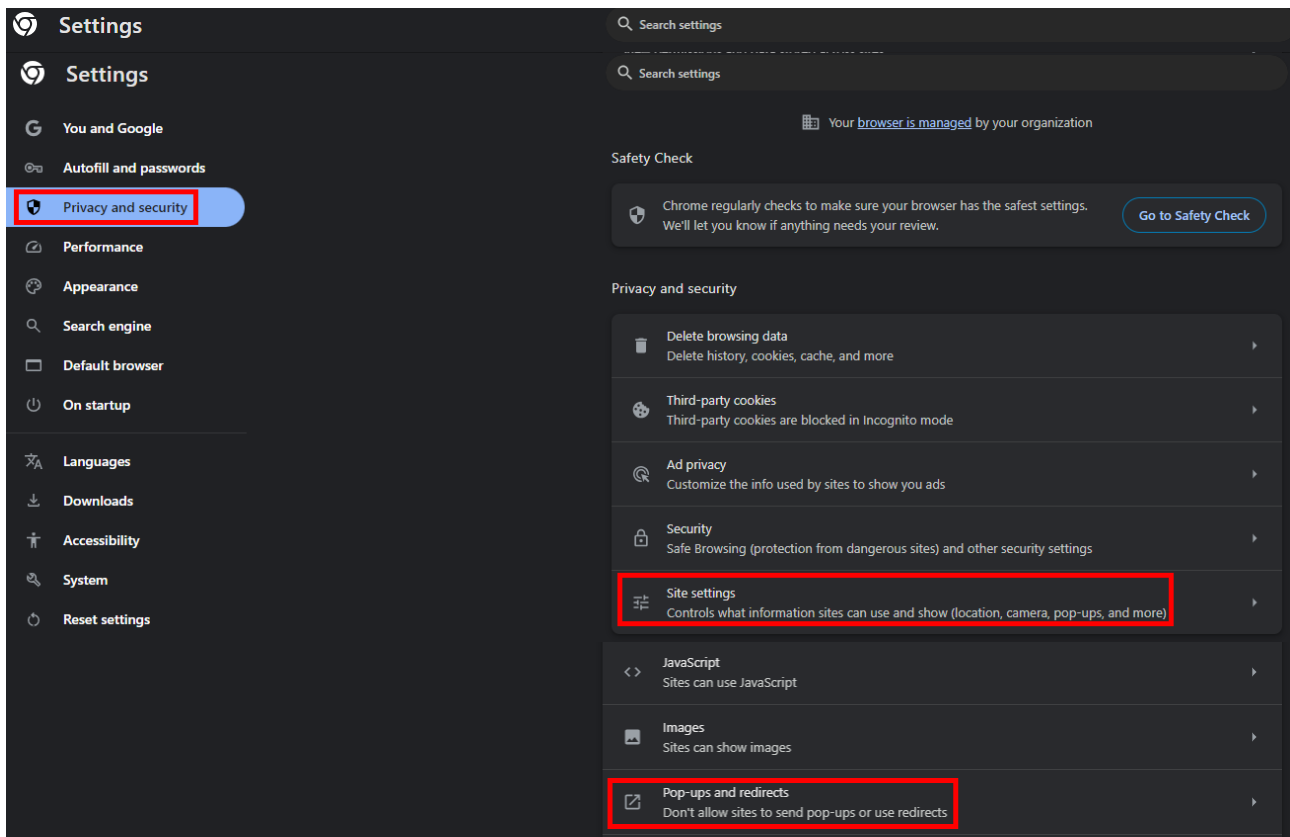
Mozilla Firefox



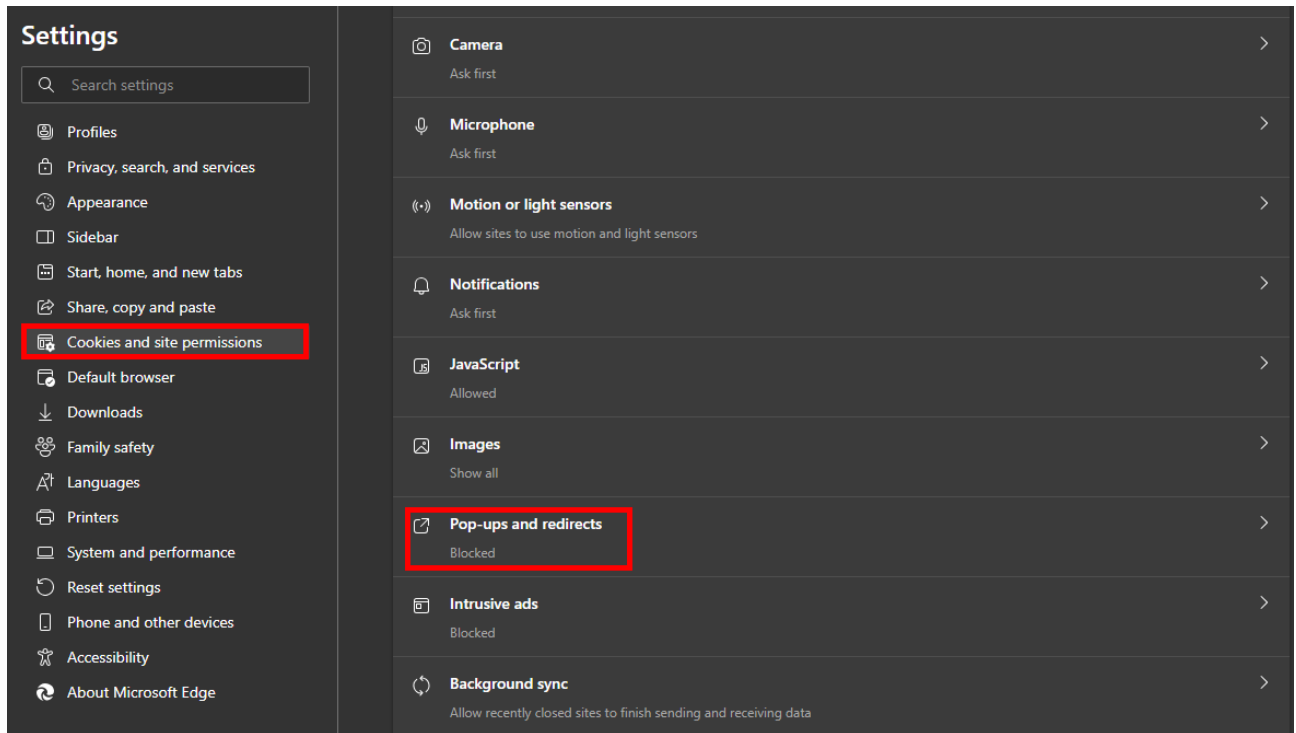
Step 2: Allow pop-ups

Select **Privacy and security**, then select **Site settings** and then navigate to **Pop-ups and redirects**.

Google Chrome

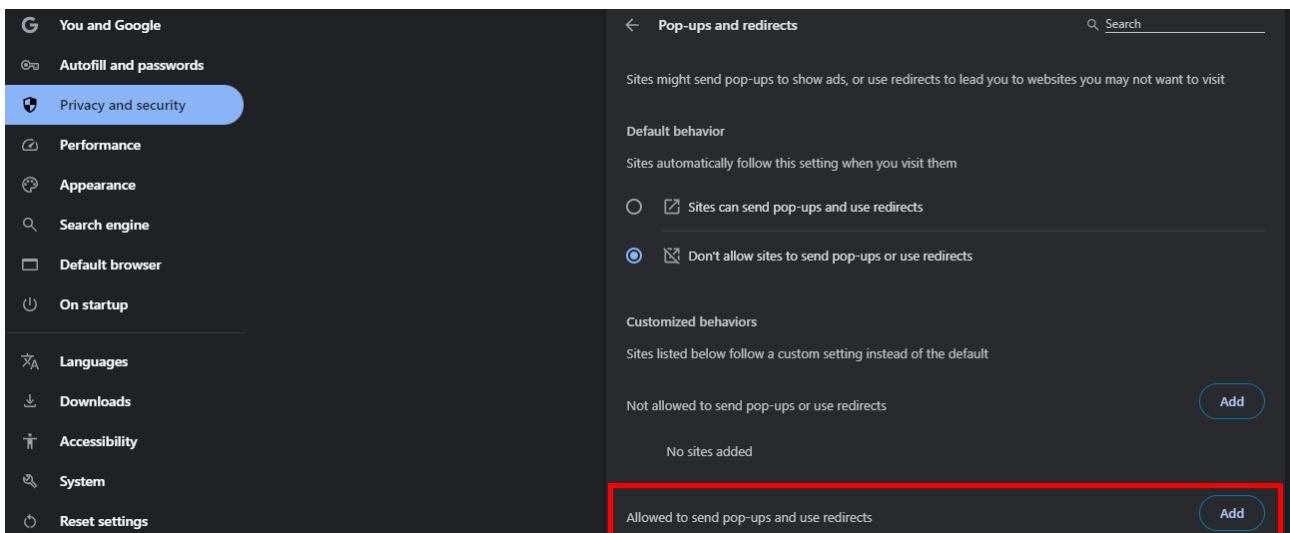


Microsoft Edge

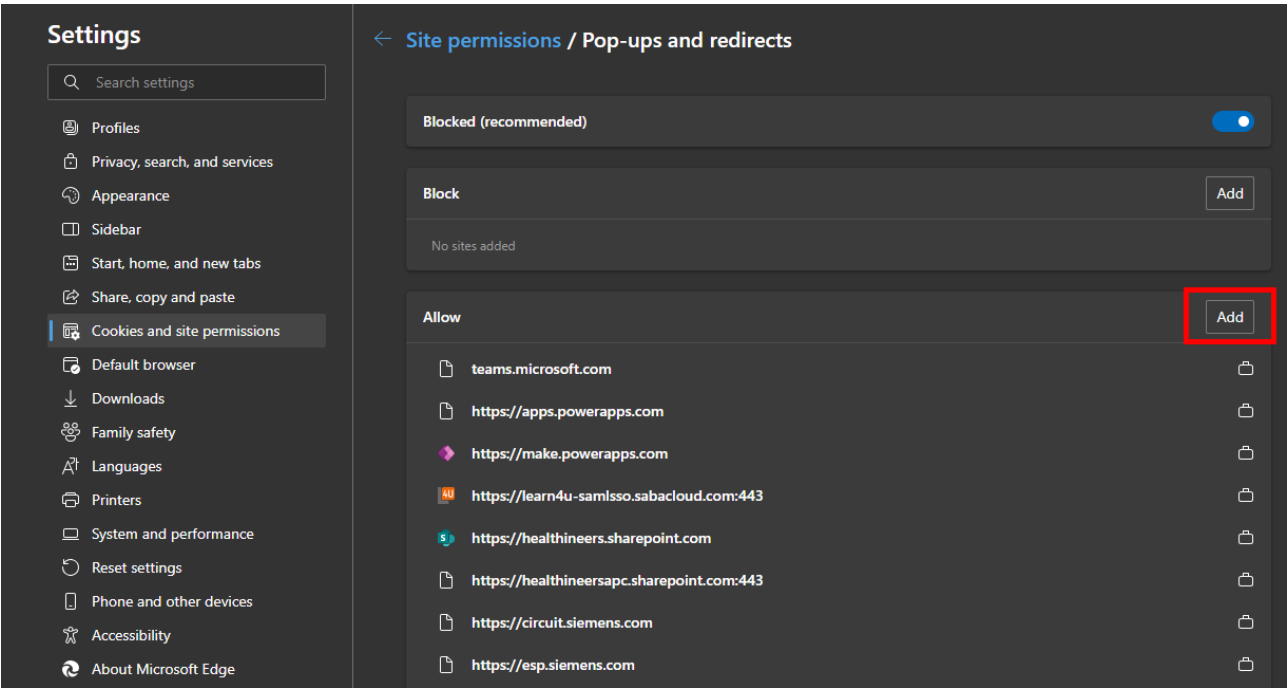


Then add the URL for Test and also for Production under "May send pop-ups and use redirects": <https://scm-apps.test.ext.siemens-healthineers.com/psrportal> and <https://scm-apps.prod.ext.siemens-healthineers.com/psrportal>

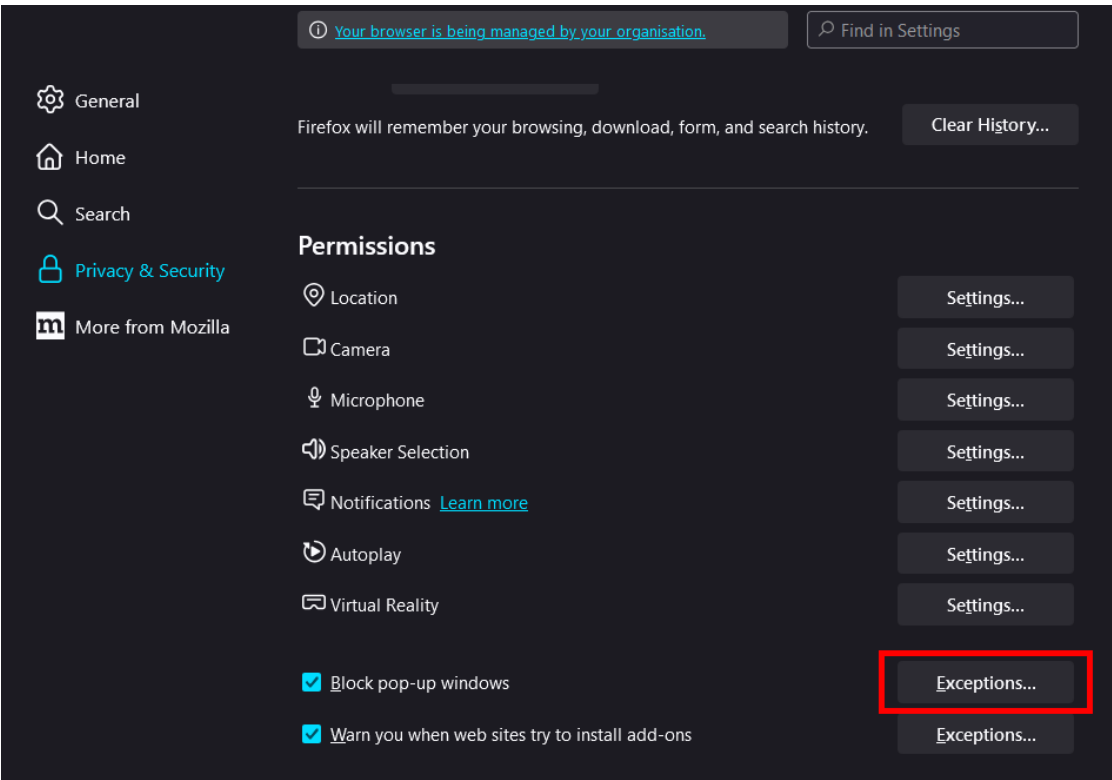
Google Chrome



Microsoft Edge



Mozilla Firefox



If these settings are configured, the file should be able to be opened.