



Non-Warranty **REPAIRS**

Reference Manual



2024 Edition 1

Welcome to PSA

At PSA, we provide access to an extensive range of spare parts to facilitate out-of-warranty repairs on laptops, smartphones, tablets and gaming consoles for all major brands. Our offerings include screens, batteries, internal components, memory upgrades, and more.

Why offer non-warranty repair?

- ◆ Additional Revenue Stream
- ◆ Increased Foot Traffic and In-Store Opportunities
- ◆ Competitive Edge

For stores lacking resources for in-store repairs, PSA offers a convenient B2B mail-in repair service. This option enables your store to profit from out-of-warranty repairs without the need for staffing and resource investment.

PSA service all Harvey Norman, Joyce Mayne & Domayne stores through a dedicated and exclusive on-line portal. This intuitive and easy to use portal grants techs, salespeople or non-technical staff instant access to customer sell price & store costs for mail-in repairs on thousands of device models. For those opting to repair in-store the portal lists the part SKUs required for the repair, along with the part cost and availability. The list of device models is constantly updated to include new devices as they appear in your store.

The portal also incorporates a full mail-in repair ticketing systems that allows stores to create tickets for new repairs, track progress of existing repairs as well as reference completed repairs.

This brochure gives you just a flavour of everything we have to offer you and your customers. For the full range, please see our website, or give us a call any time. We look forward to doing business with you soon.

Gavin Boyle
Director



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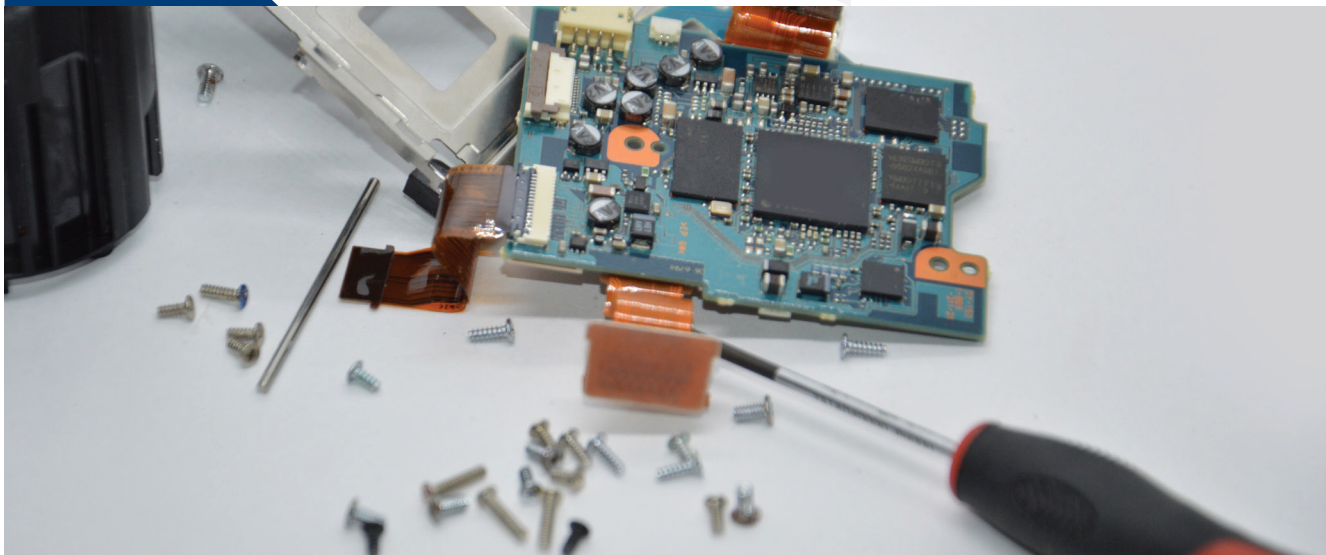
PSA Portal Quick Reference Guide 1

- ◆ How to get instant store buy and customer sell prices on mail-in repairs or parts for in-store repair on 1000's of devices
- ◆ How to get a personalised quote for a mail-in repair or part
- ◆ How to create a PSA Repair Ticket to mail-in a repair to PSA

CST - POS Process for a Mail-In Device Repair 2

- ◆ How to Create a New Customer Service Ticket 2
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Types of Spare Parts that can be ordered from PSA 12



Quick Reference Guide

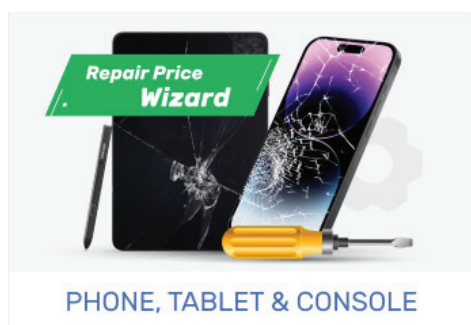
www.psapartsportal.com.au

PSA Portal

The homepage is password protected Login with Password: **harvey358**

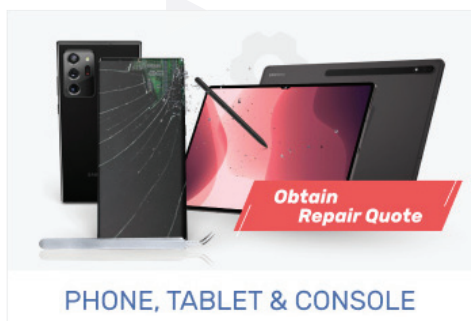
Step 1: Repair Price and POS Code

Use the Repair Price Wizard to instantly access Customer Retail Prices, Store Purchase Prices, and related POS codes for parts and mail-in repairs across thousands of devices



Step 2: Obtain Repair Quote

You only need to use the quote form to obtain price and POS code if your device, part, or repair type isn't listed in Step 1. Click on the icon and fill in the quote form. You will receive a quote via e-mail within a few hours.



Step 3: Create Mail-in Repair Ticket

To Mail-In a repair to PSA you need to create a PSA Repair Ticket. You need to log-in using your store's **username & password**.
Contact PSA if you do not know yours.

Username	
Password	



Where ever you see this icon on the portal click to watch a short 1-2 minute instructional video.



For assistance, please use web-chat
call 03 94289024 or email
repairs@psapartsportal.com.au



CST - POS Process for a Mail-In Device Repair

1. Creating New Ticket

New Ticket

SourcePhone▼

Priority▼

Type▼

StatusOpen▼

Assign ToMATT L▼

MovexK6W▼

Subject

Description

InvoiceAltRetrieveDateSelect a date15

ProductRetrieve an Invoice, press Product hyperlink or EnterDeptQuantity1.00

Customer

OKCancel

For all details to be prompted **Faulty** has to be selected in 'Type' drop-down

New Ticket

SourcePhone▼

Priority▼

Type▼

StatusOpen▼

Assign ToMATT L▼

MovexK6W▼

Subject

Description

InvoiceHealth CheckA Computer Health Check for Product Care

ProductTech TeamA billable computer repair or service1.00

Customer

OKCancel

QuestionThe customer requires some information

ProblemThe customer has reported a problem

FaultyThe customer has reported a faulty product

TaskYou are assigning a task to someone

Staff can select 'INVOICE' box and use a store Invoice and click retrieve to auto-fill details, or tick 'ALT' if Invoice is from another store/retailer.

New Ticket

Source

Phone

▼

Priority

High

▼

Type

Faulty

▼

Status

Open

▼

Assign To

MATT L

▼

Movex

K6W

▼

Subject

Description

Invoice

Alt

Retrieve

Date

Select a date

15

Product

Retrieve an Invoice, press Product hyperlink or Enter

Dept

Quantity

1.00

Customer

OK

Cancel

With details filled:

New Ticket

Source

Phone

▼

Priority

High

▼

Type

Faulty

▼

Status

Open

▼

Assign To

MATT L

▼

Movex

K6W

▼

Subject

CRACKED LAPTOP [PSA PARTS TESTING]

Description

LAPTOP WITH CRACKED SCREEN
QUOTED \$499 THROUGH PSA PARTS PORTAL WHEN CUSTOMER WAS
IN STORE. CUSTOMER HAS AGREED TO PRICE. LAPTOP TO BE MAILED
TO PSA PARTS FOR SERVICE.

Invoice

Alt

INVOICE NUMBER

Date

14/08/24

15

Product

HP PAVILION X360 14-DH1162TU GLD CVT

Dept

062

Quantity

1.00

Item Value

1399.00

Location

Harvey Norman Maribyrnong

Product Care

Excluding Product Care

▼

Location

Select a date

15

Location

Select a date

15

Location

Customer

MATTHEW LING (STAFF)

OK

Cancel

For an online version of this guide visit:
www.psapartsportal.com.au/pos-process

Workflow will then open when clicking 'OK'

This screenshot shows the initial 'Faulty Details' form for Ticket 13385. The form includes fields for Subject, Description, and a list of questions. The 'Question' column contains 'What is the reported Fault?'. The 'Answer' column has a dropdown menu. The 'Notes' column is empty. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons. A red error message 'Fault type is required.' is visible at the bottom left.

Question	Answer	Notes
What is the reported Fault?		

With details completed:

This screenshot shows the 'Faulty Details' form for Ticket 13385 with all fields completed. The 'Question' column contains 'What is the reported Fault?'. The 'Answer' column has 'Display' selected. The 'Notes' column contains 'CRACKED SCREEN - PHYSICAL DAMAGE'. Other fields include 'What is the product serial number?' (serial123), 'What is the relevant password required for product access?' (password123), 'Where is the product now?' (Store - Retail), 'What is the condition of the product?' (Damaged), and 'Has the fault been replicated or observed?' (Yes). At the bottom, there are 'Back', 'Finish', and 'Cancel' buttons.

Question	Answer	Notes
What is the reported Fault?	Display	CRACKED SCREEN - PHYSICAL DAMAGE
What is the product serial number?	serial123	
What is the relevant password required for product access?	password123	
Where is the product now?	Store - Retail	
What is the condition of the product?	Damaged	CRACKED SCREEN, FEW SCRATCHES ON BASE.
Has the fault been replicated or observed?	Yes	VISUAL INSPECTION

POS then prompts to print 2 documents – Customer Copy:

This screenshot shows the POS Report window. The left pane displays 'Report Options' for 'Customer Service Ticket' with 'Franchise: 7960' and a 'Refresh' button. The right pane shows a preview of the 'Customer Service Ticket No# 01-079-13385'. The ticket includes the Harvey Norman logo, date and time (13/02/24, 11:51:18), staff name (MATTHEW LING), and product details (HP PAVILION X360 14-DH1162TU GLD CVT(3L981PA)). It also contains 'Important Information' and a list of steps to follow.

Customer Service Ticket No# 01-079-13385

BYRONINGSUPA PTY LTD
as BYRONINGSUPA NO 2 TRUST as
Harvey Norman AV/IT Maribyrnong
A.C.N.605 840 040/ A.B.N.61 857 026 393

Date: 13/02/24
Time: 11:51:18
Assistant: MATTHEW L
Customer: 2007410

MATTHEW LING (STAFF)
0455220000

Important Information

Thank you for your inquiry about your goods and/or services.
Purchased from Harvey Norman AV/IT Maribyrnong.

Invoice Number : 123
Product: 1.00 x HP PAVILION X360 14-DH1162TU GLD CVT(3L981PA)

To investigate your issues and to provide you with an outcome aligned to your consumer rights, we may need to complete some or all of the following steps:-

You may contact this person on 03 9304 7000.
Thank you for shopping at Harvey Norman®.

CUSTOMER SERVICE TICKET No# 01-1

ADDRESS: MAPLEVIEW
Customer: 2007410

MATTHEW LING (STAFF)
[REDACTED]
0455220000

**Customer Service Ticket
No# 01-079-13385**

Product BookIn Form

1.00 - HP PAVILION X360 14-DH1162TU GLD CVT
HP-PC
3L981PA
Fault Type: Display, Other, CRACKED SCREEN - PHYSICAL DAMAGE

Terms and Conditions

1.1. Acceptance: The Customer requests for the above Harvey Norman® Franchisee (Franchisee) to send the Product to the Repairer, which Repairer may accept the Product for assessment and/or repair on behalf of the party or person named.

1.2. Refurbished Goods or Parts: Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

1.3. Repair Time: The Repairer will assess and/or repair the Product within a reasonable time. The Franchisee may provide the Customer with an indicative repair time, but the Customer acknowledges that this time may vary due to reasons beyond the reasonable control of the Franchisee or Repairer, such as part availability and incorrect or incomplete fault description.

1.4. Accessories: The Customer warrants that all items left with the Franchisee have been properly detailed above, including any accessories or removable items, such as power cables. The Franchisee is not responsible for any item not listed.

1.5. Fees: The Customer acknowledges that the Customer may be required to pay labour, assessment and/or freight fees, such as where the Product is assessed to have been damaged by misuse or accident or where the Customer's rights under consumer protection laws, Product Care or any manufacturer's warranty do not apply. The Franchisee may provide the Customer with an indicative fee, but the Customer acknowledges the fee may vary due to reasons beyond the control of the Franchisee.

1.6. Uncollected goods: If repaired goods are not collected, the Franchisee may dispose of the goods in accordance with the process set out in the relevant State or Territory regulation.

1.7. Your Rights: Nothing in this form excludes, restricts or modifies your rights under Australian Consumer Law.

1.8. Privacy: Your personal information is handled in accordance with the Privacy Policy of the Franchisee.

2.1 Please confirm the list of hardware and software booked in, as we are only responsible for these items.

2.2 Any user-removable items must be listed, e.g. print cartridges, paper trays, phone cords, power supplies. No responsibility can be taken for an item not described.

2.3 Loss of Data: In the case of the replacement or repair of goods that are capable of retaining user-generated data, the replacement or repair of the goods may result in loss of the data. User-generated data means any data stored on goods, such as files stored on a hard drive, telephone numbers stored on a mobile and songs stored on a portable media player.

2.4 Data Protection: The Customer is responsible to back up data to prevent data loss. If the Customer requests the Franchisee to back up data or attempt to recover data, the Franchisee will use due care and skill to preserve the data, however regardless of any representations made by the Franchisee, the Franchisee gives no guarantee that the data will be preserved. The Customer releases and indemnifies the Franchisee from any claim relating to data loss whatsoever.

2.5 Sensitive Data: The Customer is recommended to remove sensitive or confidential data, as a party assessing and/or repairing a Product may be required to view data in the course of carrying out the services. The Franchisee may notify a relevant authority or provide your Product to them, if it reasonably believes that any data breaches any law, and the Franchisee reserves the right to refuse to provide any services if the Franchisee reasonably believes data to be offensive. The Customer releases and indemnifies the Franchisee from any claim arising as a result of any data stored on a Product.

Recorded Item Condition Damaged Customer Initials _____
CRACKED SCREEN, FEW SCRATCHES ON BASE

Customer Sign _____ Date: 13/02/2024

Customer signs in-store T'S & C's for 1.5 Fees, as well as signing our In-store Invoice with amount.

In-store ticket once entered:

Open Ticket

Ticket# 13385

MATTHEW LING (STAFF)

New

Ticket Priority

High

Ticket Type

Faulty

Ticket Status

Follow Supplier Framework

Ticket Source

Phone

Ticket Assigned To

6283

Original Invoice

6283-MATT L

Sales Person

6283-MATT L

Ticket Raised

13/02/24

First Contact

13/02/24

Last Update

13/02/24

Date Resolved

Resolved Type

Issue

Phone

Priority

High

Type

Faulty

Status

Follow Supplier Framework

Assign To

MATT L

Message

KDW

Subject

CRACKED LAPTOP (PSA PARTS TESTING)

Description

LAPTOP WITH CRACKED SCREEN. QUOTED \$409 THROUGH PSA PARTS PORTAL WHEN CUSTOMER WAS IN STORE. CUSTOMER HAS AGREED TO PRICE. LAPTOP TO BE MAILED IN TO PSA PARTS FOR SERVICE

Version

✓ Alt: 123

Date

12/12/2023

151

Product

HP PAWILION X360 14-DH1162TU GLD CVT

Dept

062

Quantity

1.00

Item Value

1399.00

Location

Harvey Norman Maribymong

Product Care

Start

Select a date

151

End

Select a date

151

Condition

Customer

MATTHEW LING (STAFF)

Product

062 2UB01RA HP PAWILION X360 14-DH1162TU GLD CVT

Rail Type

Display

Order

CRACKED SCREEN - PHYSICAL DAMAGE

Brand

HP-PC

Serial Number

serial123

Password

password123

Group

062-HARVNTCIS

Location

Store - Retail

Supplier

200191 HP PPS AUSTRALIA PTY LTD

Condition

Damaged: CRACKED SCREEN, FEW SCRATCHES ON BASE

P.O.

1897104 R42, B, 1900 202 589

Peak Observed

Yes, VISUAL INSPECTION

Supplier Contacts

History Log

12/02/24 11:51:10 User:6283 New Ticket raised by 6283.
13/02/24 11:51:35 User:6283 Type changed to Faulty.
13/02/24 11:51:35 User:6283 Priority changed to High.
13/02/24 11:57:45 User:6283 Faulty Product - Follow the supplier framework for a Faulty product that is less than 90 days old.
13/02/24 12:01:00 User:6283 Email Contact - Subject: Confirmation of Your Query: 01-079-13385
Reports:170:Customer_Service_Ticket_0_20240212_120100_113.pdf
13/02/24 12:01:03 User:6283 SMS text - From: Harvey N. To: +61655228000, Subject: Ticket 01-079-13385 has been created. If you require further info, please call MATTHEW L on 03 8504 7000.

Manufacturer's Warranty

Warranty Period: 12 Mths
Warranty Start Date: 12/12/22
Status: Warranty Current

Product Care

No Product Care Offer Associated with this product.

Closed

Comments

No courier details.

Requirer

Requirer: 0

2. End User Invoice - POS

Staff enters code promoted from PSA Parts Portal and enters cost and sell

Enter Product:

R00111

F4=Search

Quantity:

1.00

Adjust Sell \$:

0.00

Adjust Cost (Exc) \$:

0.00

Enter Product:

R00111

F4=Search

Quantity:

1.00

Adjust Sell \$:

599.00

Adjust Cost (Exc) \$:

350.00

POS then prompts for Inventory Source (Where do you want to get the stock from)

Delivery Details

Product

R00111 SERVICE PC REPAIR QUOTED JOB

On Hand: 0.00 Available: -1.00 On Order: 1.00

Inventory Source

Stock from Store/Warehouse

Back Ordered Stock

Direct Delivery from Supplier

HFM Special Customer Order

Taken

Stock Details

Product is then added to the invoice for staff to manually enter notes on the product/what item is being ordered.

Edit Item Line

Change Line: 1 Item No: 1

Product

Product Code: R00111 Description: SERVICE PC REPAIR QUOTED JOB

Second Description: PARTS AND LABOUR FOR PC REPAIRS

Sale Details

Quantity: 1.00

Retail Price: \$ 599.00

Unit Price: \$ 599.00

Extended Price: \$ 599.00

Discount Percentage: % 0.00

Discount Amount: \$ 0.00

Supplier Discount: \$ 0.00

Discounted Price: \$ 599.00

Delivery Details

Customer Expected Date: / /

What Date Does the Customer Expect the Goods?

Delivery/Pickup Date: / /

Delivery Fee: \$ 0.00

Product Notes

Send Product Note to Purchase Order? Y (Y, N)

Notes to show on invoice under product information:

DO NOT ENTER PAYMENT CARD DATA IN THIS FIELD

FOR PSA PARTS CODE XX-XX-XXXXX
FOR CST 13385 FOR CRACKED SCREEN
REPAIR
MAIL-IN

Inventory Source and Stock Details

Inventory Source: 0 (W, B, S, O)

Delivery/Pickup/Carrier: B (D, P, C)

Allocate from: 8 (S, W)

Dispatch from: 8 (S, W)

W/House Location ID:

00583 6491 6491

F2=Return to Sale

Customer Invoice that you have them sign:

Product	Description	Qty	Price	Total
* B00111	SERVICE PC REPAIR QUOTED JOB	1	\$599.00	\$599.00

Pickup to be Advised
 NRM ORDER from Store/Store300216
 Notes: FOR PSA PARTS CODE XX=XX=XXXXX
 FOR C9T 13369 FOR CRACKED SCREEN REPAIR
 MAIL-IN

Please ensure the goods will fit into your property and rooms prior to purchase.

Please be home on the delivery day or redelivery fees may apply.

Cancellation fees up to 20% of the invoice value may apply.

Balance of invoices must be paid upon delivery.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For any issues with goods or services purchased from this Harvey Norman® Franchise business, please contact our customer service team on 03 9304 7000. We will communicate the process for assessment in line with the Australian Consumer Law of your inquiry to you upon receipt of your call. If you choose to firstly contact the manufacturer of your goods or the direct provider of the services about an issue and you are not satisfied with their proposed remedy, please contact our customer service team on 03 9304 7000 for assistance.

The eSafety Commissioner educates Australians about online safety risks and helps to remove harmful content such as cyberbullying of a child, adult cyber abuse, image based abuse and illegal and restricted content. To report harmful content or behaviour, go to esafety.gov.au/report/forms.

Thank you for shopping at Harvey Norman®.

Invoice Notes

FOR TESTING / TRAINING PURPOSES ONLY - DO NOT RAISE PD
 NO MONEY ALLOCATED AGAINST INVOICE

G.S.T. CONTENT	\$54.45
INV PENDING	\$599.00
BALANCE OWING	\$599.00

THANK YOU - PLEASE CALL AGAIN

Customer Signature: _____ # Pledges: _____

3. PO Raising Process – POS



Item was allocated from HFM, so goes to a dedicated screen for management (Usually Prop or PIT) to approve the order.

Hitting ENTER on selected job

STORES MUST DO THIS TO ACCURATELY SEND THROUGH CORRECT COST PRICE TO PSA PARTS.

Drag a column header here to group by that column.

Status	Supplier	Dept	Product Code	Description	Qty	Cost Price	Not Before	Deliver To	Source	User Req	Request Date	Request#	Sp
	300216	062	R00111	SERVICE PC REPAIR QUOTED JOB	1	\$0.00		Store	HFM	6971	13/02/24	255496	
	300216	062	R00111	SERVICE PC REPAIR QUOTED JOB	1	\$0.00		Store	HFM	6283	13/02/24	255497	
	300216	062	R00111	SERVICE PC REPAIR QUOTED JOB	1	\$350.00		Store	HFM	6283	13/02/24	255506	

Note change on 3rd line

Prop then approves by line item before generating order

Drag a column header here to group by that column.

Status	Supplier	Dept	Product Code	Description	Qty	Cost Price	Not Before	Deliver To	Source	User Req	Request Date	Request#	Sp
Declined	300216	062	R00111	SERVICE PC REPAIR QUOTED JOB	1	\$0.00		Store	HFM	6971	13/02/24	255496	
Declined	300216	062	R00111	SERVICE PC REPAIR QUOTED JOB	1	\$0.00		Store	HFM	6283	13/02/24	255497	
Approved	300216	062	R00111	SERVICE PC REPAIR QUOTED JOB	1	\$350.00		Store	HFM	6283	13/02/24	255506	

It'll bring up a summary screen before placing:

Generate Orders

Supplier				Pending	Declined	Approved	Order to Generate	
Number	Mower	Delivery To	Earliest Not Before	Min Order	Qty	Value	Qty	Value
PSA PARTS PTY LTD (1 item)								
300216	K6W	Store		\$0.00	0	\$0.00	2.00	\$0.00
							1.00	\$350.00

Total Approved Qty Selected: 1.00
Total Approved Value Selected: 350.00

OK Cancel

PO is then generated and sent to PSA Parts:

PO Generation

! Purchase Orders have been generated in 9 seconds.

Generated P/Os from 314088 TO 314088

OK

A note is then added on the Invoice side:

Product Notes

R00111 SERVICE PC REPAIR QUOTED JOB

Undelivered Notes

Supplier does not send Functional Acknowledgements.

Product Notes

FOR PSA PARTS CODE XX-XX-XXXXX\

FOR CST 13385 FOR CRACKED SCREEN REPAIR

MAIL-IN

Supplier

Special PSA Only POS Codes

POS Code	Name	When to use
R00111	Accept Quote – Laptop Repair	When you're sending in a laptop repair to PSA. Adjust the cost to match the "Mail-In Cost Price" listed for a laptop repair on the PSA Portal or the cost price listed in the quote you received from PSA by e-mail. Adjust the sell to match the price you have agreed with your customer.
R00777	Accept Quote – Phone & Tablet Repair	When you're sending in a phone or tablet repair to PSA. Adjust the cost to match the "Mail-In Cost Price" listed for a laptop repair on the PSA Portal or the cost price listed in the quote you received from PSA by e-mail. Adjust the sell to match the price you have agreed with your customer.
R00888	Phone, Tablet & Laptop Parts	When you're performing an in-store repair but the product SKU is not in POS Adjust the cost to match the "In-Store Cost Price" listed for a laptop repair on the PSA Portal or the cost price listed in the quote you received from PSA by e-mail. Adjust the sell to match the price you have agreed with your customer. ** Important ** Always include the PSA SKU listed on the PSA Portal or e-mail quote in the PO Notes

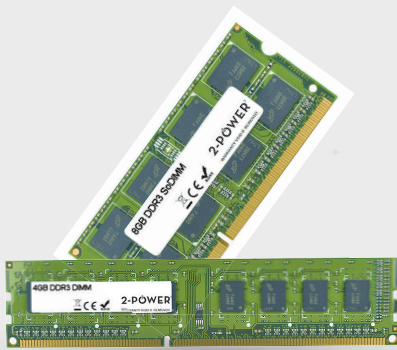
Your One Stop Shop for Spare Parts

Laptop & Macbook

- ◆ LCD panels
- ◆ OLED panels
- ◆ Touch screen assemblies
- ◆ Batteries
- ◆ Keyboards
- ◆ AC adapters
- ◆ RAM
- ◆ SSD
- ◆ DC jacks
- ◆ Plastics



Memory & SSD



PSA stock a range of quality
DDR4/DDR5

Desktop & laptop RAM modules as well
M2 form factor

Smartphone Tablet & Gaming Console

- ◆ Screens
- ◆ Batteries
- ◆ Charge Ports
- ◆ Cameras
- ◆ Flexs
- ◆ Antennas
- ◆ Speakers
- ◆ HDMI ports
- ◆ Screen Protectors
- ◆ (Bulk Unpackaged)



Custom Sourcing Solutions

PSA can source and provide products to support any corporate or educational deals you may have. With our extensive network of manufacturing partners, PSA can even supply bespoke or custom-branded products tailored to your customers' specific requirements.



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