

Field Service RGA

Crane Pumps & Systems

Rose Campbell



PUMPS & SYSTEMS

New user profile and Field Service RGA creation

- How to create a new user profile
- Login instructions
- Home page options
 - Different types of RGAs
- Create Teardown sheet
- Field Service RGA creation
 - Attaching Teardown sheet
- RGA Review/Check status

To create a new profile you need

- Bill To account information
 - Your CP&S “Bill To” Number
 - Your “Bill To” Password
- If you do not have either of these two pieces of information, please contact Crane Pumps & Systems Warranty Department at warranty@cranepumps.com

- Log in to the RGA site at <http://rga.cranepumps.com>

CP&S - Customer Support System - Microsoft Internet Explorer provided by Crane Pumps & Systems

<http://rga.cranepumps.com>

CP&S - Customer Support System

CRANE PUMPS & SYSTEMS Customer Support System

Customer Support System Login

* User Name:

* Password:

Remember My User Name

[Having trouble logging in for the first time? - Click Here](#)

[Create a New Profile](#) ← Click here if you dont have a user name and password

[Forgot User Name or Password?](#)

[User Manual](#)



My Profile

Edit your Extranet Profile by filling out the info below. Required fields are denoted by a *.

* Distributor/OEM BillTo Number:

* BillTo Password:

* User Name:

* Email Address:

* First Name:

* Last Name:

* Personal Password:

* Office Phone: - - Ext.

Fax Phone: - -

Alternate Phone: - -

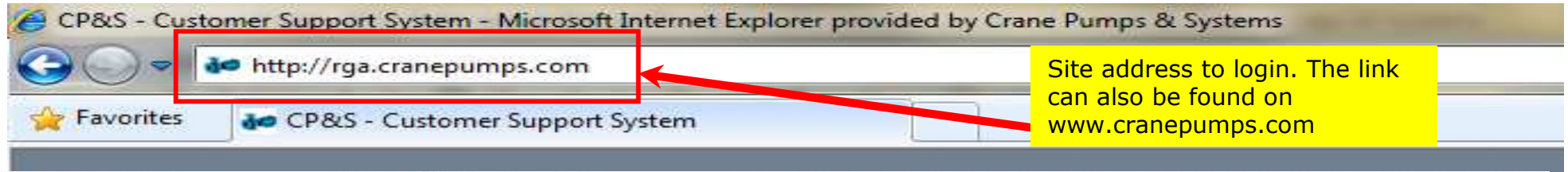
Enter the Bill To number and Password as recieved from warranty department.

* Fill out the rest of the fields , choose a username and click submit.

* Be sure to remember your User Name and Personal Password!

* Using your new User Name and Personal password, log in to <http://rga.cranepumps.com>

Everyone. Everywhere. On Time Every Time.



Customer Support System Login

* User Name:
* Password:

Remember My User Name

Login

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[User Manual](#)

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6/17/2010 3:29:10 PM

Good Afternoon, TestUser

Displays logged in user's first name.

CRANE

PUMPS & SYSTEMS



CSS Home

- My Profile
- Current Request Summary
- Create New Request
- View All Requests
- User Manual
- CP&S Return Policy
- CP&S Repair check list

Logout

CSS Home Menu

- | | | | |
|--|---|--|--|
| My Profile | ← View/update profile information. | Current Request Summary | ← Click to view RGA not submitted to CP&S. |
| <i>Edit your password and contact info.</i> | | <i>View your line item request summary.</i> | |
| Create New Request | ← Click here to create a new RGA. | View All Requests | ← Click here to view status of RGA. |
| User Manual | ← Click here to view the system manual. | CP&S Return Policy | ← Click here to view the return policy document. |
| <i>Learn how to use the Customer Support System.</i> | | <i>Crane Pumps & Systems Return Goods Policy</i> | |
| CP&S Repair check list | ← Click to download Repair check list/Teardown sheet. | | |
| <i>CP&S Repair check list</i> | | | |

The menu on the left is the same as the one on the right.

5/26/2010 4:18:25 PM Good Afternoon, TestUser

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PUMPS & SYSTEMS



Back Navigation: > [CSS Home](#)

CSS Home

My Profile

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Create New Request Menu

Product Return

For all non-warranty returns.

Click here to create a non-Warranty RGA

Warranty Request

For defective product under warranty

Click here to create a Warranty RGA

Field Service Return

Field Service Claims

Click here to create a field service RGA

6/17/2010 3:29:10 PM Good Afternoon, TestUser



You will need to open and save the Repair Check list.

CSS Home

CSS Home Menu

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My Profile

Edit your password and contact info.

Create New Request

User Manual

Learn how to use the Customer Support System.

CP&S Repair check list

CP&S Repair check list

Click this link to open/save Repair check list.

Current Request

View your summary.

View All Requests

CP&S Return Policy

Crane Pumps & Systems Goods Policy

File Download

Do you want to open or save this file?



Name: CSS_repair_checklist.xls
Type: Microsoft Excel Worksheet, 26.5KB
From: rga.cranepumps.com

Open Save Cancel

Always ask before opening this type of file



While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

REPAIR CHECK LIST

PUMP INFO

Date _____ Customer Name _____
 RGA # /Service Report # _____ Service Tech _____
 Pump S/N _____ Pump Model # _____
 Part number of the pump _____
 GPM _____ TDH _____ Impeller Dia _____ Rotation _____
 Condition of pump _____
 Application _____ Pit Depth _____
 Lock out _____
 Customer Complaint _____ Slide rail _____
 back up _____
 Previous RGA _____
 Previous RGA date _____
 Pump Location _____
 Frame mount _____ Sub _____ Split _____ Turbine _____
 Close coupled _____
 HP _____ voltage _____ HZ _____ Phase _____
 RPM _____ FLA _____ Frame _____
 Condition of coupling _____ Type _____ Size _____

From nameplate info

Inspection Data

Megger Test _____ Resistance _____
 Moisture Sensor (megger) _____ Temperature Sensor (continuity) _____ Hypot Test _____
 Rotates _____ Type of Level Sensor _____ Level control works _____
 Packing qty of rings _____ Condition of packing _____
 Type of seal _____ Condition of Seal _____
 Pump Liquid _____ Temp _____ Debris/Grit _____
 Alignment _____ Suction (vacuum) _____ Discharge (pressure) _____
 Panel Control System _____ Volts _____ Phase _____

From your inspection

Equipment & Manpower required for removal:



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Page 2

Root Cause:

[Empty box for Root Cause]

Corrective Action:

[Empty box for Corrective Action]

Reinstallation Data:

OHMS	_____	_____	_____	_____			
AMPS	_____	_____	_____	_____			
Megger	_____	_____	_____	_____			
Discharge (pressure)	_____	Suction (vacuum)	_____	Noise	_____	Vibration	_____
Dated Worked on	_____	Service tech	_____	Completed or Problem	_____		
Dated Worked on	_____	Service tech	_____	Completed or Problem	_____		
Dated Worked on	_____	Service tech	_____	Completed or Problem	_____		
Dated Worked on	_____	Service tech	_____	Completed or Problem	_____		
Dated Worked on	_____	Service tech	_____	Completed or Problem	_____		
Outside contracted required	_____	Crane contractor	_____	Time on job	_____		
Rental Equipment	_____	Time and Day returned	_____				
Customer contacted after job completed	_____	Quote additional repairs	_____				

3 POINT TEST (if in house repair)

GPM	_____	TDH	_____	AMPS	_____	RPM	_____
GPM	_____	TDH	_____	AMPS	_____	RPM	_____
GPM	_____	TDH	_____	AMPS	_____	RPM	_____
Hydro for non-sub	_____						
Tester's name	_____						

From your Inspection

Data from Testing

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Back Navigation: > [CSS Home](#)

Create New Request Menu

[Product Return](#)

For all non-warranty returns.

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[Field Service Return](#)

Field Service Claims

Click here to create a field service RGA

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fields marked with a * are required fields.

Field Service Return - Return Details

Complete the Return Details in the form below. Required fields are denoted by a *.

* Currently Managing BillTo Number:

Bill To Name:

Bill To Address:

Phone Number:

Fax:

Displays the users Bill To number and address information.
* auto populated from login information.

Please enter the product number to retrieve the product details:

* Customer/Owner Name:

* Customer/Owner City, State:

* Customer/Owner Phone Number: - -

Customer/Owner Fax Number: - -

Customer/Owner Email:

Provide details of the End User, for whom the RGA is created.

For field service records only.

Service Station Report #:

* Labor Charge per Hour: \$

* Labor Hours:

Labor charge per contract.

* Total Labor Dollars:

Auto calculated based on the above inputs.

* Failure Date: (MM/DD/YYYY Format)

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Drop down menu see below

1

Repair
Replacement

5

CP&S Shipping
Customer service
Engineering
Factory
Vendor

6

Adapter
Base
Battery
Bearing inner
Bearing lower
Bearing outer
Bearing upper
Boot
Capacitor
Case

7

Abused
Adjustment
Alteration
Application
Broken
Burned
Clogged
Cross over

* Product Number:
Product Description:

Enter the product number and the product description is auto generated.

* Repair or Replacement:

1

Parts Required to Repair?
click on YES to view the BOM: No Yes

2

Below is a list of components that are required to Repair this product. Please select a Quantity for each component you need to repair this product.

Quantity	Part Number	Description
0		
0		
0		
0		
0		
0		

1. select a return type
a. Repair
b. Replacement (CP&S policy apply).

2. If Parts needed to repair click on "Yes" and the BOM for the Product will be generated to select parts.

3. Select parts required to repair. CP&S will approve repair or replacement for the product.

3

If this is a pump, the serial number is required for the pump you are returning.

* Serial # / Date Code

4

* Who Caused the Problem:

5

* What Caused the Problem:

6

* Why:

7

* Customer/Owner Comments:

Enter Customer End User, notes.

8000 characters available

* Finding Comments:

Field service Evaluation Notes.

8000 characters available

Click here for final review and submission of the RGA.

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Request Summary (Field Service Return)

Your request is not yet submitted.

Please review your request line(s) below and click the "Submit Request" button when you are ready to complete your RGA request

If you would like to edit any of the Line Items, click the Edit button for the appropriate request line. If you have a file you'd like to attach to the request line (such as an image file, extended warranty documentation, etc.), then click on the Attach File link for the appropriate request line. If you would like to add a Line Item to your request, click the Add New Item button below. If you are satisfied with the Request Summary, click Submit Request

Request ID: [REDACTED]
Request Type: Field Service Return
Request Status: New Request
Created By: TestUser TestUser
Initiated: [REDACTED]

The RGA is not submitted to CP&S until you click the "Submit Request" button in this page.

Displays the Request Information. If the Request status is "NEW REQUEST" then it is not submitted to CP&S.

Line Items (2)	Product/Return Info	Comments / Product Problem(s)	Parts required to Repair
N/A	<p>Product #: [REDACTED] Product Desc: [REDACTED] Return Type: Repair Return Quantity: 1 Service Station Report #: Service-Pump1 Labor Cost: [REDACTED] Labor hours: [REDACTED] Failure Date: [REDACTED] Status: Request In Progress</p> <p>1 Edit</p> <p>2 Attach File</p> <p>3 Add Note</p>	<p>Finding Note: the float guide is tight. Customer Note: The pump failed to work.</p>	<p>(1) [REDACTED] (1) [REDACTED] (1) [REDACTED] (1) [REDACTED]</p>
N/A	<p>Product #: [REDACTED] Product Desc: [REDACTED] Return Type: Replacement Return Quantity: 1 Service Station Report #: Service-Pump2 Labor Cost: [REDACTED] Labor hours: [REDACTED] Failure Date: [REDACTED] Status: Request In Progress</p> <p>1 Edit</p> <p>2 Attach File</p> <p>3 Add Note</p>	<p>Finding Note: The Discharge pipe was broken. Customer Note: the pump Failed.</p>	<p>Return Entire Product</p>

4 [Add New Item](#) [Submit Request](#) 5

File Attachments

[Attach File](#) 2

There are currently no attached files.

4 Option to add more items.
5 Click here to submit the RGA.

Notes

6/16/2010 12:48:00 PM
TestUser TestUser

Finding Note: The Discharge pipe was broken.
Customer Note: the pump Failed.

History of communication for this RGA.

6/16/2010 2:10:36 PM Good Afternoon, TestUser

Existing Requests -

Search Criteria

Request type: **1**

View: **2**

Click here to view status of all RGA

Drop down menu see below

1

- Company's Request
- My Requests

2

- New Requests
- Requests in Progress
- Credit or Replacement Pending
- Closed Requests
- All Requests

- CSS Home
- My Profile
- Current Request Summary
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- View All Requests**
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Request ID	SO Numbers	Request Type	Number of Items	Created Date	Last Updated Date	Request Status	Requested by
4406	N/A	Field Service Return	2	6/16/2010 12:47:00 PM	6/16/2010 12:49:00 PM	Request in Progress	TestUser TestUser

Click on the RGA # to view detailed status.

Page 1 of 1 (1 Rows)
Sorted By Number of Items (descending)

CSS Home

My Profile

Current Request Summary

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Request Summary (Field Service Return)

Request ID: 4406
Request Type: Field Service Return
Request Status: Request in Progress
Created By: TestUser TestUser
Initiated: 4/16/2018 12:47:40 PM

Request in Progress
Credit/Replacement Pending
Repair Pending
Request Closed

Line Items (2)

SO Number	Product/Return Info	Comments / Product Problem(s)	Parts required to Repair
N/A	Product #: 133123 Product Desc: 4001.1-1/2L STD FLOAFT PUMP Return Type: Repair Return Quantity: 1 Status: Warranty Approval Pending Attach File Add Note	Finding Note: the float guide is tight. Customer Note: The pump failed to work.	(1) 8067008 - HOPT/COL PIPE 1-1/2 IN DIAFT (1) 8068973 - C/PLUG/HALE 1/2 LBS 1-3/8 DIA INP (1) 8068888 - COL. PIPE 1/2 IN, 8 FT DIAFT (1) 825-81791 - BUSHING/ARO/GALV 2x1/2 DIAFT, 1/4 IN
	Product #: 133123 Product Desc: 4001.1-1/2L STD FLOAFT PUMP Return Type: Replacement Return Quantity: 1 Status: Warranty Approval Pending Attach File Add Note	Finding Note: The Discharge pipe was broken. Customer Note: the pump Failed.	Return Entire Product

Request in Progress
Warranty Approval Pending
Need More Info
Replacement Pending
Replacement and/or Credit Pending
Repair Approved - Credit Pending
Complete - Credit Issued
Complete

Return to Request List



PUMPS & SYSTEMS

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Thank you.