



HP Service Cloud
User Guide for Warranty Partners

Updated Date: ***10/3/17***

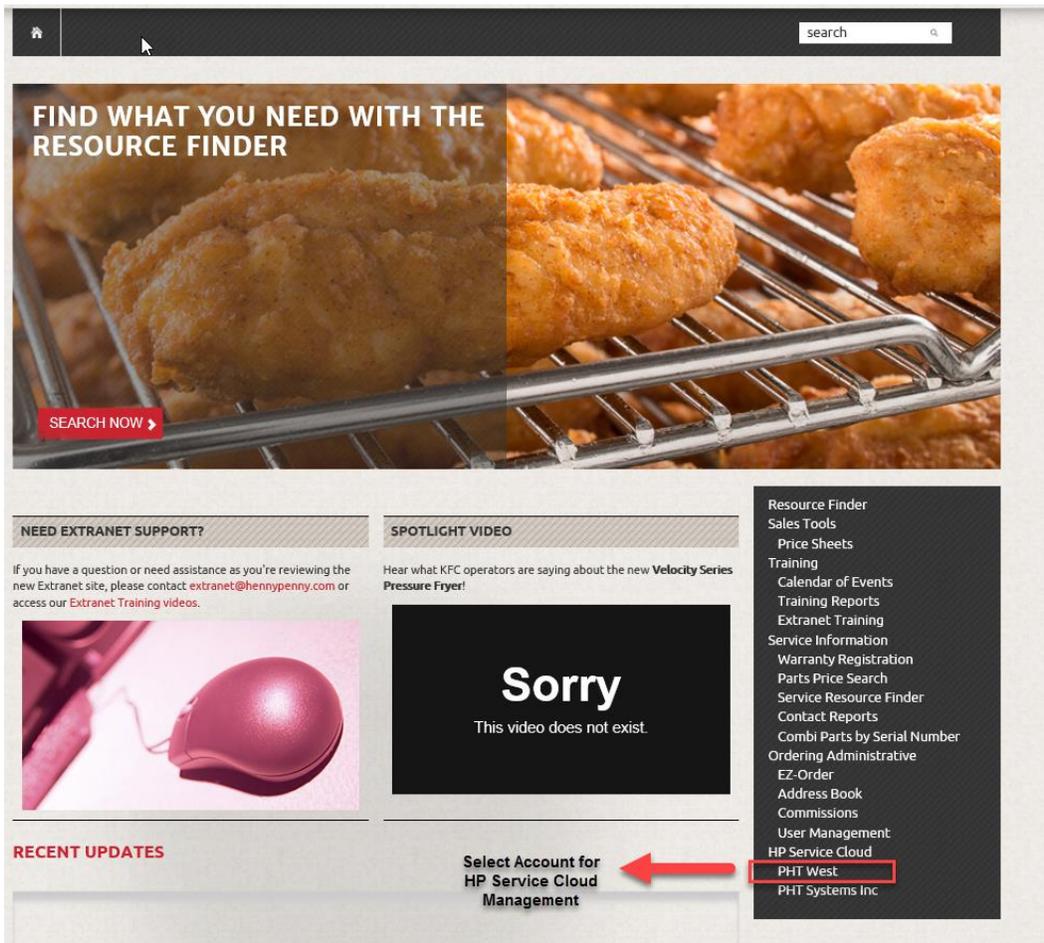
Table of Contents

1.0	HP SERVICE CLOUD FOR WARRANTY MANAGEMENT	2
1.1	ACCESSING HP SERVICE CLOUD	2
1.2	CREATING A MANUAL WARRANTY CLAIM	3
1.3	VIEWING CREDIT INFORMATION FOR AN APPROVED CLAIM	7
1.4	CHANGES IN WARRANTY PROCESS AND REQUIREMENTS.....	8
2.0	HP KNOWLEDGE BASE	10
2.1	HOW TO USE	10
2.2	NOTIFY ME FEATURE	16
3.0	BROWER SUPPORT AND BEST PRACTICES	18
3.1	BROWSERS SUPPORTED BY HP SERVICE CLOUD.....	18
3.2	BEST PRACTICES/TIPS.....	18

1.0 HP SERVICE CLOUD FOR WARRANTY MANAGEMENT

1.1 ACCESSING HP SERVICE CLOUD

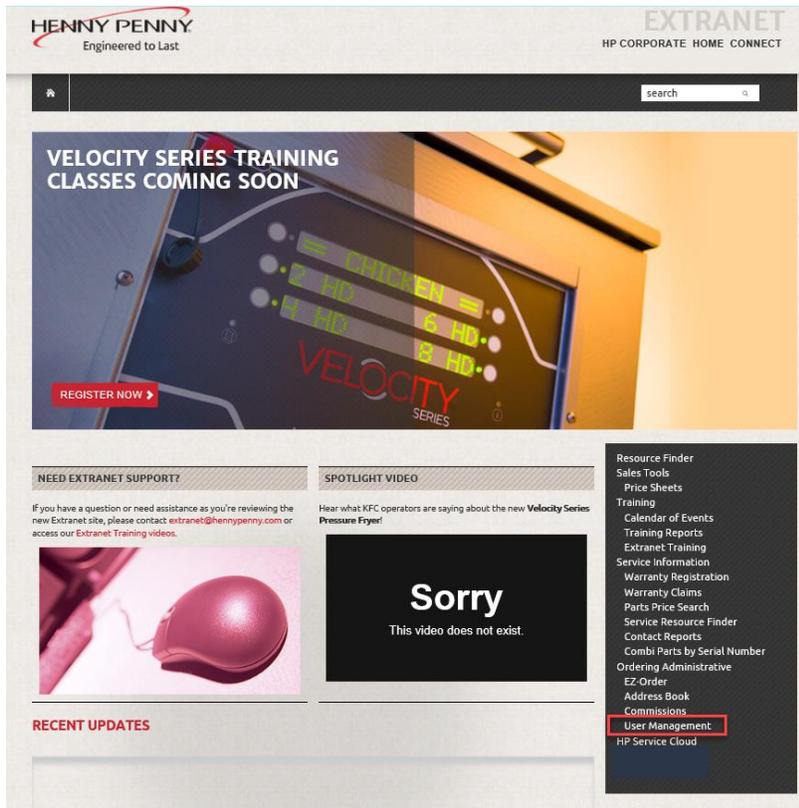
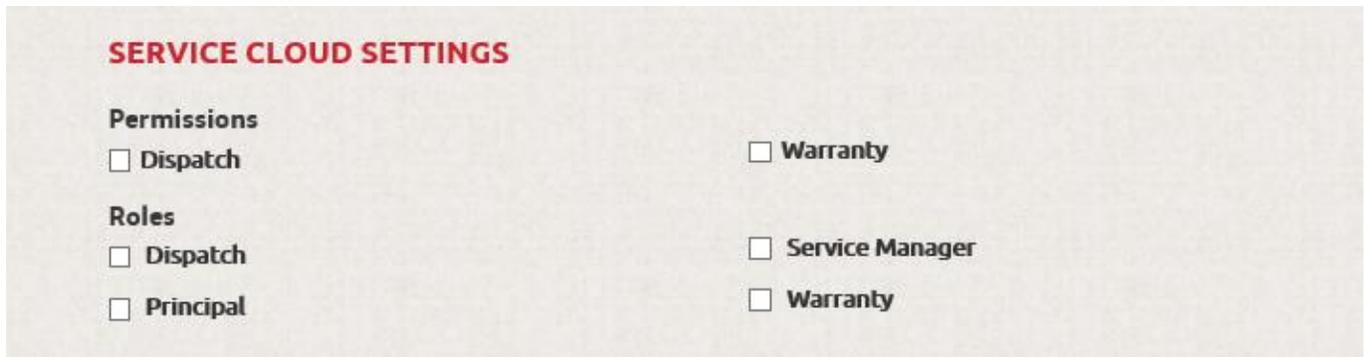
To access the new HP Service Cloud application you must log into the Henny Penny extranet as you do today for creating Warranty Claims. Your login username and password will not change for the Extranet. This is the same way you login today.



Extranet “Principal” users with User Management permissions can manage the permissions in the User Management section for users within their account. If a principal wants to manage all warranty claim requests for their company, they can just not assign them this role or permission to other users.

The Permissions section in the screen below gives a user ability to view or create a warranty claim within HP Service Cloud. The Roles Section allows you to dictate who owns the main management of the warranty claims and will receive the email notifications from the system.

For International Service Partners the Dispatch Permissions and Roles should not be applied and they do not participate in the Service Cloud Dispatch procedures with Henny Penny.

1.2 CREATING A MANUAL WARRANTY CLAIM

To create a warranty claim, log into HP Service Cloud I and select the “Warranty” link at the top of the screen.

Support Home Ask a Question **Warranty** tracya@pht...

We're here to help

- 
Pressure Fryer
11 more >
- 
Open Fryer
10 more >
- 
Holding Cabinets
4 more >
- 
Merchandising & Display
3 more >
- 
Parts
- 
Rotisserie
2 more >

Select the "Manually Create Warranty Claim" button

Support Home Ask a Question **Warranty** Search...

Warranty

Search Type: Summary/Thread Status: Any Show Items: Assigned directly to me

Currently processing claims for parts received by Henny Penny on: 04-17-2017

Manually Create Warranty Claim [View the Warranty Do Not Return Parts List](#)

Enter a Serial Number for the Claim and click the "Search" button

Serial Number Search

To file a claim with Henny Penny, please input a serial number.

Contact Us

- [? Ask a Question](#)
- [Give Feedback](#)

This will bring up the equipment details for you to review to ensure it's the right equipment.

Select "Create Warranty Claim" when ready.

Verify Unit Details	
Unit Information	
Serial Number	BA1212003
Model	OFE321.02
Registered	Y
Registration Information	
Install Address 1	CFA
Install Address 2	1609 Montgomery Hwy S
City	Hoover
State	AL
ZipCode	35216
Warranty Information	
Install Date	2013-04-08-04:00
Parts Expiration	2014-04-08-04:00
Labor Expiration	2014-04-08-04:00
Warranty Type	HP 1 YR LABOR WARRANTY

[<-- Back](#) [Create Warranty Claim -->](#)

Begin entering your Claim Details for the Warranty Claim and Submit when complete.

Manually Created Claim for serial BA1212003

Update this Warranty Claim

Unit Information

Serial Number	BA1212003
Model Number	OFE321.02
Parts Warranty Expiration	04-07-2014
Labor Warranty Expiration	04-07-2014

Install Information

Install Date	04-07-2013
Store Organization	
Addr 1	CFA
Addr 2	CFA
City	Hoover
State/Province	AL
Zip/Postal	35216
Country	US

Claim Details

Distributor
PHT West (45)

Your Invoice #

Service Type
-- Please Select --

Type of Call *
-- Please Select --

Call Date *

Unit Returned to Service *

First Day Event *
 Yes No

Service Work Performed By *
-- Please Select --

Technician Name *

Trip Count

Number of Trips *
-- Please Select --

Comments

Attachments

Attach Documents

[Submit Warranty Claim](#)

NOTE: To save the data entered in the parts/labor section, click the checkmark symbol to save.

Again, you can login to HP Service Cloud's Warranty dashboard to check on status changes and progress of the submitted claim.

1.3 VIEWING CREDIT INFORMATION FOR AN APPROVED CLAIM

To view the invoicing information for a warranty claim credit, select the claim from the Dispatch & Warranty dashboard.

Support Home
Ask a Question
Dispatch & Warranty
Search...
anner@hen... ▾

Manually Created Claim for serial BH1608004

This incident cannot be reopened or updated. If you need further assistance, please submit a new question.

Communication History

08/23/2017 08:32 AM

test

Additional Details

Serial Number	BH1608004
Model Number	LVE203.02
Email Address	<input type="text"/>
Reference Number	170823-000005
Status	Solved
Created	08/23/2017 08:29 AM
Updated	08/23/2017 08:40 AM
Address 1	MCDONALD'S
Address 2	9083 MAC DRIVE
City	PUNTA GORDA
State/Province	FL
Zip/Postal	33950
Country	US
Install Date	10/18/2016
Parts Warranty Date	10/18/2018
Labor Warranty Date	10/18/2018
First Day Event	No
Test Unit	No
Incident Type	Warranty Claim
Warranty Type	HP 2 YR LABOR WARRANTY

Credit Memo / Invoice Info

Item Number	Order Number	Invoice Number	Description	Incident ID	Line Number	Credit Amount
Live invoice information will appear here						

Print

1.4 CHANGES IN WARRANTY PROCESS AND REQUIREMENTS

- It is now possible to enter up to 5 service trips per service call, and no longer required to file a warranty claim for each trip. Once selecting the number of trips, HP Service Clud will then populate that number of possible labor entries. The parts section will prompt you to enter the trip number for the part entered. If one trip has zero labor/travel dollars, uncheck the box for that trip, and save the entry of “0” in all fields for this trip. This is the same process if a claim is a parts only claim, you must still uncheck the labor/travel and save the value of “0”.

Trip Count
Number of Trips *
2

You have chosen that it took 2 trip(s) to service this unit. Please enter the parts and labor entries for each trip.

Parts

Trip Number	Quantity	Part Number	Description	Install Date	VAT	Old PIN	New PIN	+
No parts entries. Click the + symbol to add a part entry.								

Labor

Travel Units *
 miles km hours zone

Trip Number	Trip Has Labor	Labor Time (hours)	Travel Distance (miles)	Hourly Rate (dollars)	Total Travel (dollars)	Misc Total (dollars)	Sales Tax (dollars)	Trip Total (dollars)
1	yes							
2	yes							

Labor

Travel Units *
 miles km hours zone

Trip Number	Trip Has Labor	Labor Time (hours)	Travel Distance (miles)	Hourly Rate (dollars)	Total Travel (dollars)	Misc Total (dollars)	Sales Tax (dollars)	Trip Total (dollars)
1	<input type="checkbox"/>	0	0	\$ 0	\$ 0	\$ 0	\$ 0	\$0.00

- In the parts section, there are two new fields, “Old PIN” and “New PIN”. These areas will only highlight if certain part numbers are entered into the claim, being frypot kits for fryers with replacable frypots. It will be required that the PIN of the frypot being removed is entered, and the PIN of the new frypot being installed entered. The PIN (Part Identification Number) ‘s are located on

the back lip of the frypots. Please ensure Technicians are capturing these numbers when replacing these parts.

- It is no longer a requirement that the work order or invoice be attached to the claim submission. However, it must be available to provide upon request from Henny Penny.
- As before, the print claim option will appear after submitting the claim. Please note, that if attaching the printed claim to the part being returned, the entire print out **MUST** be returned, as the top section of the print out contains the incident/reference number of your claim, to match the part being returned to the warranty incident.

Your Warranty Claim has been submitted!

Thanks for submitting your Warranty Claim. Use this reference number for follow up: # **170918-000007**.

PRINT CLAIM

A member of our Warranty Claim department will get back to you soon.

Print Warranty Claim # 170918-000007

CLAIM INFORMATION

Distributor Name	PHT West
Unit Serial Number	BH1606006
Unit Model Number	LVE204.0
Invoice Number	3336
Service Type	First Call
Type of Call	Mfg Call
Call Date	09-13-2017
Unit Returned to Service	09-20-2017
Equipment Failed at Startup	N
Equipment is a Test Unit	
Technician Name	jim
Service Work Performed By	Distributor
Number of Trips	1

PARTS

LABOR

Labor Hours Billed	0
Labor Rate	\$0.00
Travel Distance	0
Total Travel Charges	\$0.00
Misc Charges	\$0.00
Sales Tax	\$0.00

COMMENTS

- test

PART TAG PRINTOUT

The following parts must be returned:

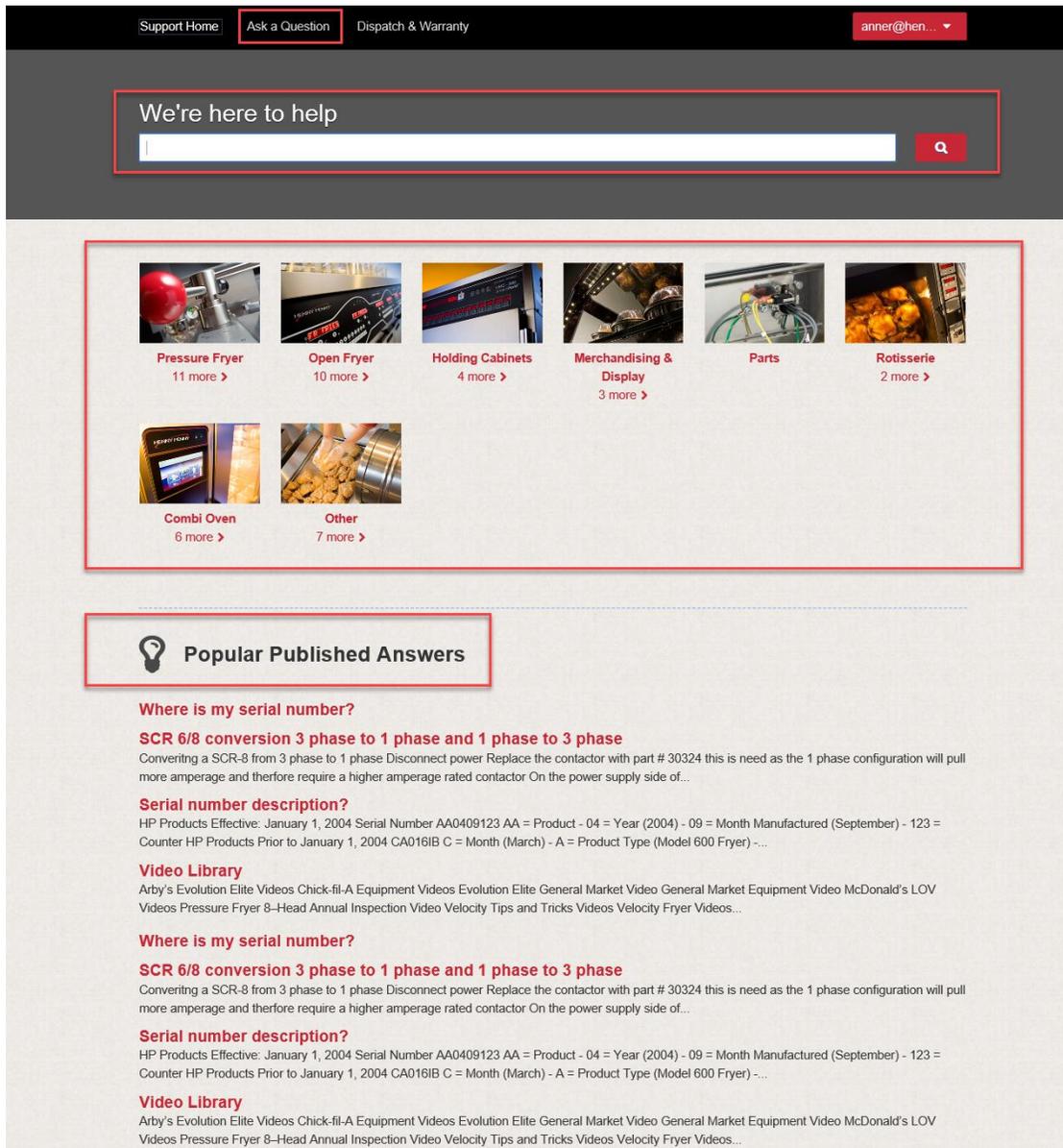
- Responding to adjustments/denials or adding information to a claim: Please either respond to the email sent from HP Service Cloud, or respond in the Portal via the Notes section. This will reopen the incident on HP's side, and allow us to review.

2.0 HP KNOWLEDGE BASE

Part of the HP Service Cloud system will allow you to view knowledge articles on equipment, common FAQ/Questions and Answers, as well as submit a question to Henny Penny regarding equipment or service.

From the HP Service Cloud Support home page you can: 1) Ask a Question 2) Search in the “We’re here to help” search box 3) Browse Equipment Categories 4) View Popular Answers

2.1 HOW TO USE



The screenshot shows the HP Service Cloud Support home page. At the top, there are navigation links: "Support Home", "Ask a Question" (highlighted with a red box), and "Dispatch & Warranty". A user email "anner@hen..." is visible in the top right. Below the navigation is a search bar with the text "We're here to help" and a search icon. Underneath the search bar is a grid of equipment categories, each with a representative image and a link to "more" articles:

- Pressure Fryer (11 more >)
- Open Fryer (10 more >)
- Holding Cabinets (4 more >)
- Merchandising & Display (3 more >)
- Parts
- Rotisserie (2 more >)
- Combi Oven (6 more >)
- Other (7 more >)

Below the equipment categories is a section titled "Popular Published Answers" (highlighted with a red box). This section contains several FAQ entries:

- Where is my serial number?**
 - SCR 6/8 conversion 3 phase to 1 phase and 1 phase to 3 phase**
Converting a SCR-8 from 3 phase to 1 phase Disconnect power Replace the contactor with part # 30324 this is need as the 1 phase configuration will pull more amperage and therefore require a higher amperage rated contactor On the power supply side of...
 - Serial number description?**
HP Products Effective: January 1, 2004 Serial Number AA0409123 AA = Product - 04 = Year (2004) - 09 = Month Manufactured (September) - 123 = Counter HP Products Prior to January 1, 2004 CA0161B C = Month (March) - A = Product Type (Model 600 Fryer) -...
 - Video Library**
Arby's Evolution Elite Videos Chick-fil-A Equipment Videos Evolution Elite General Market Video General Market Equipment Video McDonald's LOV Videos Pressure Fryer 8-Head Annual Inspection Video Velocity Tips and Tricks Videos Velocity Fryer Videos...
- Where is my serial number?**
 - SCR 6/8 conversion 3 phase to 1 phase and 1 phase to 3 phase**
Converting a SCR-8 from 3 phase to 1 phase Disconnect power Replace the contactor with part # 30324 this is need as the 1 phase configuration will pull more amperage and therefore require a higher amperage rated contactor On the power supply side of...
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 - Video Library**
Arby's Evolution Elite Videos Chick-fil-A Equipment Videos Evolution Elite General Market Video General Market Equipment Video McDonald's LOV Videos Pressure Fryer 8-Head Annual Inspection Video Velocity Tips and Tricks Videos Velocity Fryer Videos...

Ask a Question: This will submit a question to the HP Tech Service team to review and respond.

Submit a question to our support team.

Our dedicated staff will respond within 48 hours.

Tips:

- 👍 Include as many details as possible

Subject *

Product

Category

Serial Number

Model Number

Severity

Question *

Attach Documents

Attach Documents

Searching by Product Category will bring up all applicable articles and answers based on your selection.

Support Home Ask a Question Dispatch & Warranty Search in 'Pressure Fryer' anner@hen... ▾

Pressure Fryer





PXE-100



PFE-500



PFE-561



PFE-580



PFE-590



PFE-591



PFE-592



PFG-600



PFG-690



PFG-691



PFG-692

💡 Popular Published Answers

Where is my serial number?

Serial number description?
HP Products Effective: January 1, 2004 Serial Number AA0409123 AA = Product - 04 = Year (2004) - 09 = Month Manufactured (September) - 123 = Counter HP Products Prior to January 1, 2004 CA0161B C = Month (March) - A = Product Type (Model 600 Fryer) ~...

Video Library
Arby's Evolution Elite Videos Chick-fil-A Equipment Videos Evolution Elite General Market Video General Market Equipment Video McDonald's LOV Videos Pressure Fryer 8-Head Annual Inspection Video Velocity Tips and Tricks Videos Velocity Fryer Videos...

Temperature Probe Resistance / Ohm Chart

Why "Filter Lockout" doesn't clear after filtering?
Background - Filter Lockout is a Special Programming option enabled by the customer or pre-programmed to a customer's software specifications to ensure that after a pre-determined number of cook cycles the fryer must be filtered. When filter lockout...

You can further refine by choosing a model number such as PXE-100.

Pressure Fryer > PXE-100

PXE-100



Popular Published Answers

Where is my serial number?

Serial number description?

HP Products Effective: January 1, 2004 Serial Number AA0409123 AA = Product - 04 = Year (2004) - 09 = Month Manufactured (September) - 123 = Counter HP Products Prior to January 1, 2004 CA0161B C = Month (March) - A = Product Type (Model 600 Fryer) -...

Temperature Probe Resistance / Ohm Chart

PXE-100 E-10 Tech

What does the letter after E-10 mean?

E-10 High Limit Tripped E-10A - tripped above 300F E-10B - tripped below 300F E-10C - tripped while cooking E-10D - tripped <5min of Auto Filter - High limit tripped less than 5 minutes after vat was performing an AutoFilter and the control returned...

Henny Penny Error codes

PXE-100 E-41 Programming Settings Lost

PXE-100 Not Pumping

PXE-100 E-18 Level Probe Failure

PXE-100 E-5 Oil Too Hot

[Show more Published Answers for PXE-100 >](#)

Interactive Guides are included to walk you through certain questions:

Where is my serial number?

Published 04/12/2017 02:28 PM | Updated 05/02/2017 10:32 AM

This guide will help you find the serial number on the data plate.

Where is my serial number?

[Open Fryer?](#) [Holding?](#) [Combi?](#) [Rotisserie?](#) [Display?](#)

[Pressure Fryer?](#)

[Notify Me](#) [Email this page](#) [Print](#) [Share](#)

Where is my serial number?

Published 04/12/2017 02:28 PM | Updated 05/02/2017 10:32 AM

This guide will help you find the serial number on the data plate.

Where is my serial number?

- Open Fryer?
- Holding?**
- Combi?**
- Rotisserie?**
- Display?**
- Pressure Fryer?**

What is your model?

LOV

Inside far left door or engraved on left side.



Contact Us

- [? Ask a Question](#)
- [📢 Give Feedback](#)

Published Answers

- 💡 [Smart Combi Serial Number](#)
- 💡 [Series 200 LOV fryer production start](#)
- 💡 [Serial number description?](#)
- 💡 [SpaceSaver Combi Oven Water Pipe](#)
- 💡 [Why "Filter Lockout" doesn't clear after filtering?](#)

2.2 NOTIFY ME FEATURE

There are two ways to stay up to date on any knowledge article changes.

By clicking on your user name in the red box in the upper right hand corner and clicking on “Account Overview” and then manage your notifications.

The screenshot shows the 'Account Overview' page. At the top, there is a navigation bar with links for 'Support Home', 'Ask a Question', and 'Dispatch & Warranty'. A search bar is located to the right of these links. In the top right corner, there is a red box containing the user's email address 'anner@hen...' with a dropdown arrow. Below the navigation bar, the page title 'Account Overview' is displayed. The main content area is divided into two sections. On the left, there is a section titled 'My Support Questions' which contains a table with the following data:

Subject	Reference #	Status	Date Created
test	170920-000012	Unresolved	09/20/2017
	170830-000013	Solved	08/30/2017
testing a dispatch	170830-000000	Solved	08/30/2017
	170818-000005	Parts Review	08/18/2017

Below the table, there is a link that says 'See all my support questions'. On the right side of the 'My Support Questions' section, there is a 'Links' box containing two links: 'Update your account settings' and 'Manage your notifications'.

Now you can click on the “Add Notifications” box and select a model only to be notified on or drill down to a specific topic on that model to be notified any time a new article is published or is updated.

The screenshot shows the 'Notifications' page. At the top, there is a navigation bar with links for 'Support Home', 'Ask a Question', and 'Dispatch & Warranty'. A search bar is located to the right of these links. In the top right corner, there is a red box containing the user's email address 'anner@hen...' with a dropdown arrow. Below the navigation bar, the page title 'Notifications' is displayed. The main content area is divided into two sections. The first section is titled 'Answer Notifications' and contains a light blue box with the text 'You currently don't have any answer notifications.' The second section is titled 'Product/Category Answer Notifications' and contains a light blue box with the text 'You currently don't have any product or category answer notifications.' Below this text, there is a red button with the text 'Add Notifications'.

Support Home Ask a Question Dispatch & Warranty Search... anner@hen...

Notifications

Answer Notifications

You currently don't have any answer notifications.

Product/Category Answer Notifications

Product - Pressure Fryer / PXE-100
Subscribed on 09/20/2017
No Expiration Date

[Delete](#)

[Add Notifications](#)

The second way to use the “notify me” feature is if you are in a specific article and want to be notified anytime it is updated, you can click on the “notify me” button in the lower middle area of the article.

Support Home Ask a Question Dispatch & Warranty Search... anner@hen...

Video Library

Published 05/11/2017 02:28 PM | Updated 05/11/2017 04:01 PM

Where can I find video's?

- [Arby's Evolution Elite Videos](#)
- [Chick-fil-A Equipment Videos](#)
- [Evolution Elite General Market Video](#)
- [General Market Equipment Video](#)
- [McDonald's LOV Videos](#)
- [Pressure Fryer 8-Head Annual Inspection Video](#)
- [Velocity Tips and Tricks Videos](#)
- [Velocity Fryer Videos](#)
- [Wendy's SpaceSaver Videos](#)

[Notify Me](#) [Email this page](#) [Print](#) [Share](#)

Is this answer helpful? [Yes](#) [No](#)

Contact Us

- [Ask a Question](#)
- [Give Feedback](#)

Recently Viewed

- SCR 6/8 conversion 3 phase to 1 phase and 1 phase...
- Where is my serial number?
- LVE-20X E-21 Recovery Fault
- PFE-500 W-7 Low Amps

Published Answers

- Check Pan Evolution Elite
- Technical Training Information

3.0 BROWSER SUPPORT AND BEST PRACTICES

3.1 BROWSERS SUPPORTED BY HP SERVICE CLOUD

Web Browsers for Standard Page Sets

The following web browsers are **supported** by Customer Portal's standard page set.

Table 1: **Supported Customer Web Browsers**

Browser	Supported Version(s)
Internet Explorer	11.0, Edge
Chrome	49 or newer
Firefox	45 or newer
Safari*	9.0

* Mac/Safari is NOT **supported** by the OKCS feature of Service Cloud

3.2 BEST PRACTICES/TIPS

- Users must login EVERY time via <https://extranet.hennypenny.com/> to be authenticated. You CANNOT bookmark the Service Cloud portal's URL (hennypenny.custhelp.com/app/home) and return via it. The extranet.hennypenny.com portal is what authenticates your user for security purposes.
- Do not use browser back arrow - use the navigation links on the Service Cloud Screen.
- If you wish to logout of HP Service Cloud and go back to the HP Extranet select the "Extranet" link at the top of the webpage. This will return you to the normal Henny Penny Extranet home page.
- If you login and see a "No Page Found" error message and the end of the URL indicates "nopincipal" like below it means no Principal user account has been setup for your distributor in the Henny Penny Extranet. This is required for any Distributor Extranet account so please contact us to setup.

