A **Choose Service Type:** **Seagate** **Repair** **Collection**

Seagate Flow

Collection Flow

B **Choose Customer Type**

Walk in

Warranty

Check

Ask

1. AD?
2. Manufacturers Warranty

1. Rework Case?
2. Insuring Company

#WI 1   #WI 2

1. Yes or 2. No

1. No

#RW

1. Yes

Check in

Check
1. AD?
2. Manufacturers Warranty

Check fault symptoms

#EW 1

1. No + 2. Yes

1. & 2. Yes or 1. Yes + 2. No

Same

Different

Ask customer send unit back to service centre

Check insuring company

Check-in as rework

New case check-in (If AD may need incident report)

Digital Hospital or Dr. Geek

1 Care

#EW 2

1. & 2. No

Incident Report

Advise customer possible ++ charges

EW incident Report

Check in