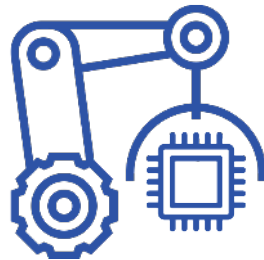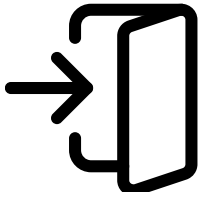# Cohu | Customer Portal

Web-based self-service application
accessible to Cohu customers providing a
single point of contact for services and information.
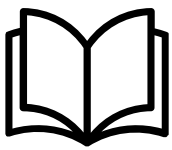
USER GUIDE

INSTALLED BASE

Search for asset details and
view the warranty and contract details.

Login

To access the Cohu Customer Portal please visit [insert hyperlink or location] or www.cohu.com/contact-help-center

Overview User Guide

To access a high-level overview of the features of the Customer Portal, including how to login, navigate and search, please visit [insert hyperlink or location]
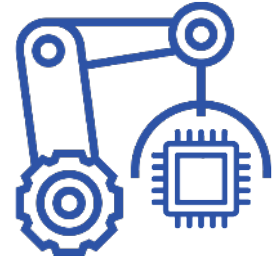
Technical Support

If you require any technical support please contact us via email: customerportal@cohu.com

Cohu Confidential

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INSTALLED BASE

Search for asset details and view the warranty and contract details.

View Install Base

The Installed Base subject area of the Customer Portal provides customers with consolidated details of assets, such as the asset status, asset serial numbers, location, and their warranties associated.

View Warranty/Contracts

The Installed Base subject area of the Customer Portal provides customers with consolidated details of Warranty and Contract details.
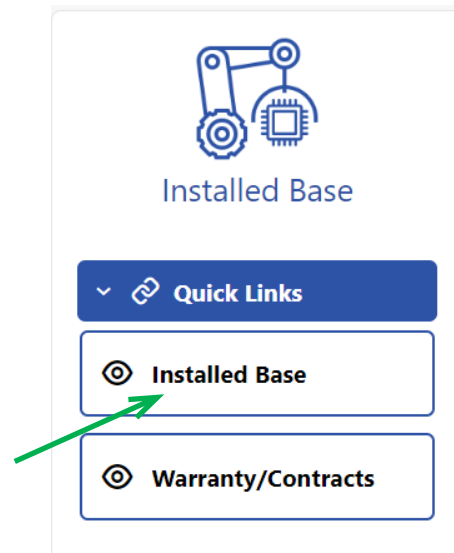
View Installed Base
....
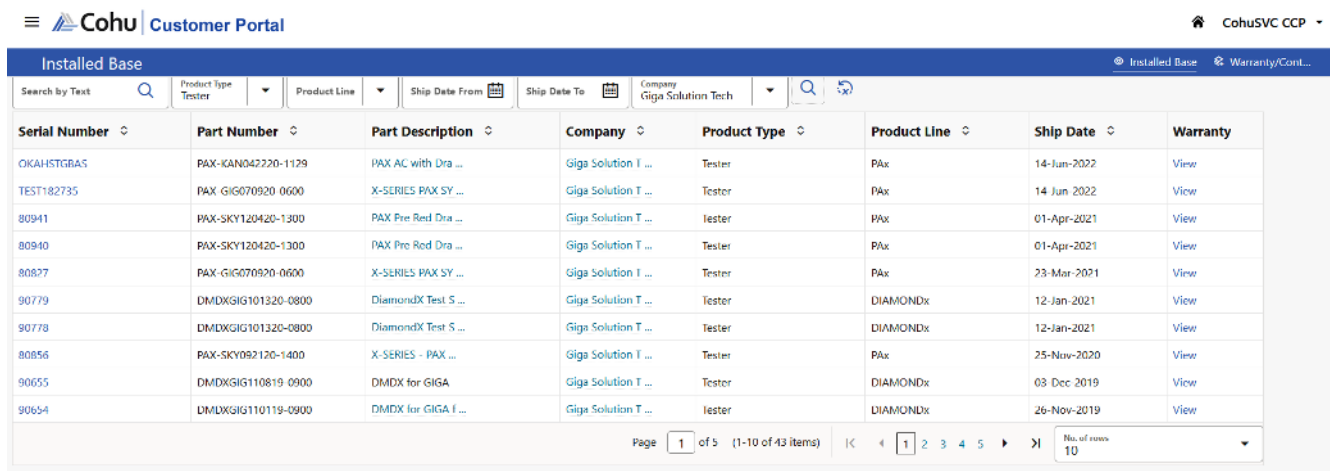
Step #1

Select Installed Base

Click on Installed Base. From Quick Links, select Installed Base or select Installed Base from the Top-Right hand side of the Installed Base subject area.

Installed Base

Quick Links

Installed Base

Warranty/Contracts

Cohu

Step #2

View Results

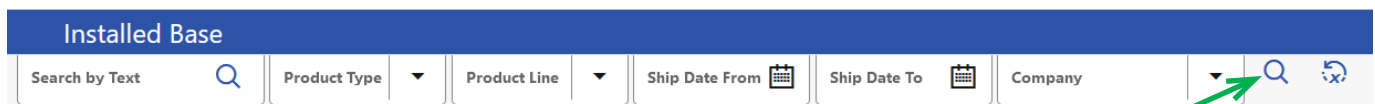A window will appear displaying your company assets.

Step #3

Search

Use the Search Bar to find assets

- Search by Text: *serial number, part number, part description etc.*
- Product Type: *Handler or Tester*
- Product Line: *examples MATRiX (handler) or Diamondx (Tester)*
- Ship Date From and To: *Time-base range of assets*
- Company: *Your company's legal entities*

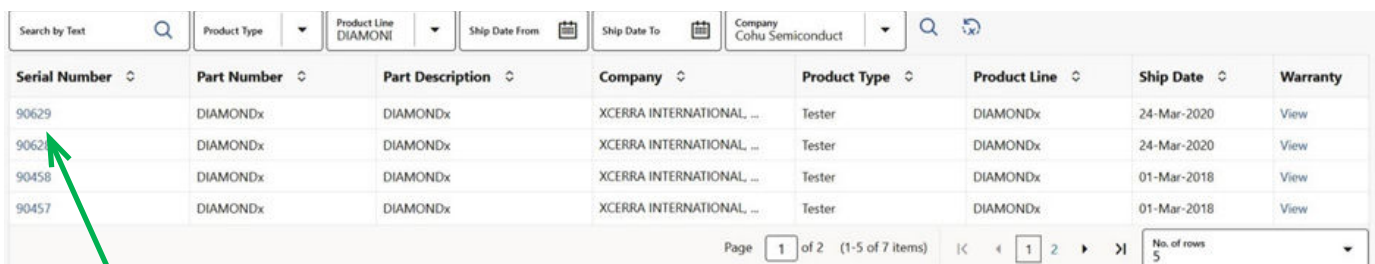*To make a selection, select the Magnifier Icon*

Step #4

Search Results

A window will appear displaying your search results.

- Select Serial Number to see more details

Step #5

Install Base Details

A new window will display detailed asset information

To view Warranty/Contact information select "Click here"

Reset Search

Use the reset button to clear results

Navigation

Use Scroll Bar to search for information

View Warranty/Contracts
....

Step #1
Select Installed Base

From Quick Links, select Warranty/Contracts or select Warranty/Contracts from the Top-Right hand side of the Installed Base subject area.

Installed Base

Quick Links

Installed Base

Warranty/Contracts
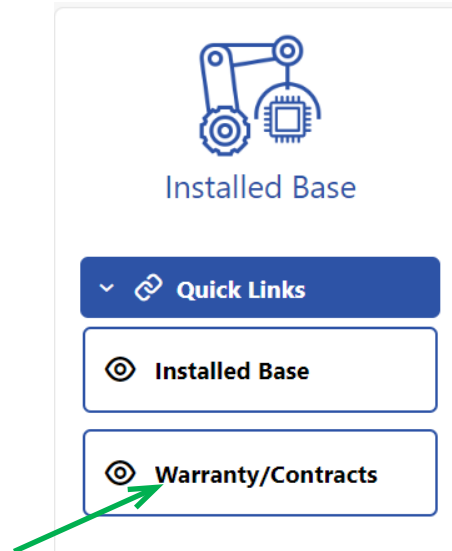
Step #2
Search by Serial Number

Click the Serial Number down arrow to select the serial number
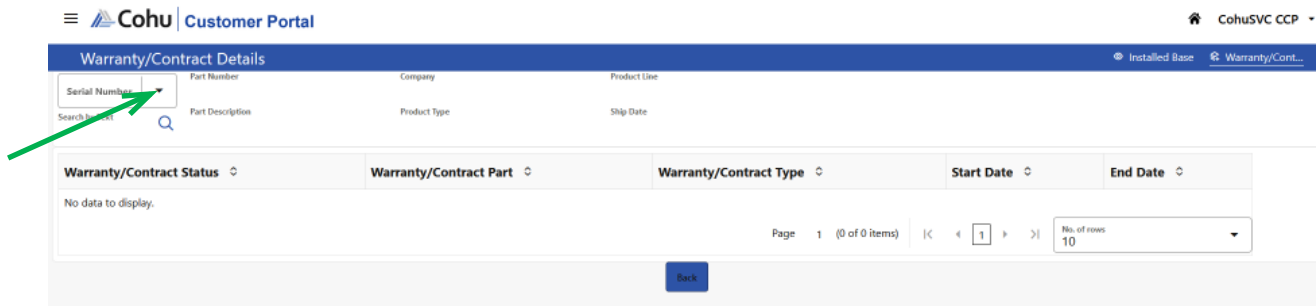
Step #3
Search Results

A window will appear displaying your search results.

Warranty/Contract Status	Warranty/Contract Part	Warranty/Contract Type	Start Date	End Date
Active	12MonthParts	Warranty Part	27-May-2022	26-May-2023
Active	3MonthLabor	Warranty Labor	27-May-2022	26-Aug-2022
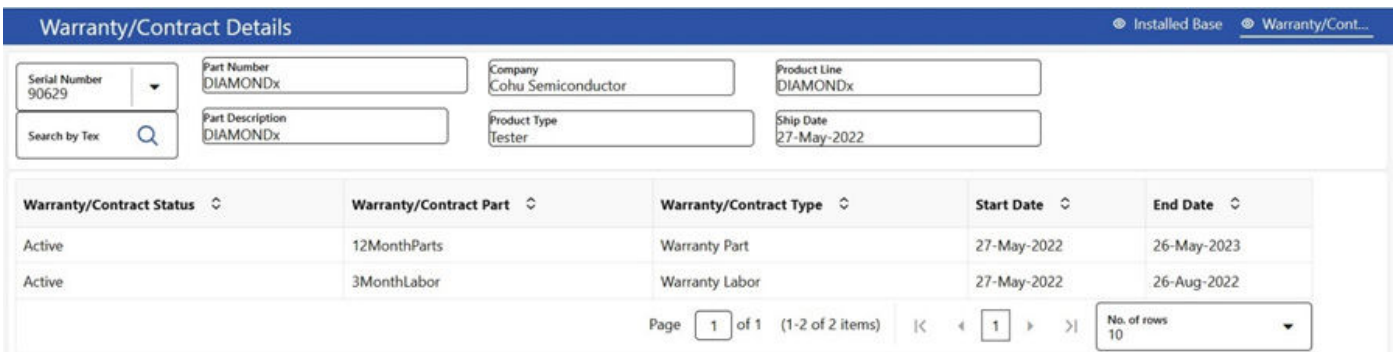
1.   What Quick Links are available?

- *Installed Base*
- *Warranty/Contract*

2.   What parameters can be used to search the asset details?

- *Serial Number*
- *Part Number*
- *Product*
- *Product Line*
- *Ship Date From*
- *Ship Date To*
- *Company Name*

3.   How can I view the warranty details of the items?

The warranty details of the items can be viewed through the Quick Links provided under the installed base subject area, from the home screen, and from the menu list icon on the portal.

4.   What parameters can be used to search the warranty/contract details?

- *Serial Number*
- *Part Number*
- *Company*
- *Product Line*
- *Part Description*
- *Product Type*
- *Ship Type*

5.   What are the various statuses of the installed base subscription?

- *Active*
- *Expired*
- *Other include:*
    - *Draft*
    - *Closed*
    - *Cancelled*
    - *Under the Amendment*
    - *Pending Approval*
    - *On-hold*
    - *Suspended*

6. **What is the Active state?**

7. **What is the Expired state?**

The contract end date or line end date or system end date is in the past.

8. **What is the Draft state?**

The subscription is being entered and is not yet activated. The line is amended but not submitted.

9. **What is the Closed state?**

The line or the system is closed i.e., the line might be amended with a date in the past, or the line is closed. This includes user errors.

10. **What is the Canceled state?**

The subscription or line is canceled. User errors (in draft status).

11. **What is the Under the Amendment state?**

The subscription or line is under the amendment.

12. **What is the Pending Approval state?**

The subscription is activated but not yet active. (This will be a rare case as subscriptions get approved immediately.)

13. **What is the On-hold state?**

The subscription of lines is on-hold. (This will be applied for arrear bill lines so that they will not be billed automatically.)

14. **What is the Suspended state?**

The line or system is suspended. (Not closed and this can be reverted.)

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