

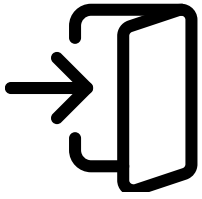
*Web-based self-service application
accessible to Cohu customers providing a
single point of contact for services and information.*

USER GUIDE

SERVICE REQUEST

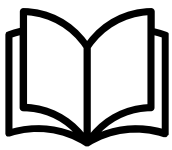


*Use the assigned tracking number to identify
the status of Purchase Orders created.*



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



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SERVICE REQUESTS



Create a new service request for logistics, field service support, application type, and respective subtypes. View the status of service requests.

Create Service Requests

The Service Request subject area of the Customer Portal allows customers to create a Service Request related to field service, logistics, and application issues.

View Service Requests

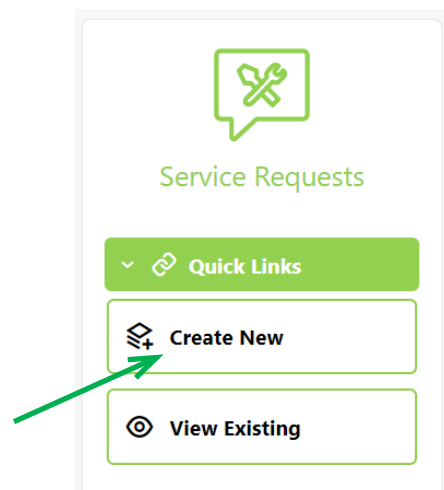
The Service Request subject area of the Customer Portal allows customers to track an existing Service Request.

Create a Service Request

Step #1

Select Create New

Click on Service Requests. From the Quick Links select Create New or select Create New from the Top-Right hand side of the Service Request subject area.



Example of a Field Service Support Request

Step #1

Select Request Type

Select Request Type and Field Service Support

The screenshot shows the 'Service Request | Create' form. The 'Request Type' dropdown menu is open, showing 'Field Service Support' as the selected option. A green arrow points to this selection. The 'Request Sub Type' dropdown menu is also open, showing options: 'Issue Tracking List', 'Other', 'Remote Support', 'Request for Information', 'Scheduled Request', 'Training', and 'Unscheduled Request'. The form includes sections for 'System Information' and 'Additional Details', with fields for 'Title' and 'Problem Description/Additional Remarks'.

Step #2

Select Sub Type and indicate System Down status

- Select Sub Type
- System Down select Yes or No

The screenshot shows the 'Service Request | Create' form. The 'Request Sub Type' dropdown menu is open, showing options: 'Issue Tracking List', 'Other', 'Remote Support', 'Request for Information', 'Scheduled Request', 'Training', and 'Unscheduled Request'. A green arrow points to 'Issue Tracking List'. The 'System Down' status is selected as 'No' (radio button). A green arrow points to the 'No' radio button. The form includes sections for 'System Information' and 'Additional Details', with fields for 'Title' and 'Problem Description/Additional Remarks'. There is an 'Add / View Attachments' button and a 'Submit' button.

Step #3

Input Title and Problem Description

- Select Title: Specify relevant notes on Title for this Service Request need. (i.e., PM, Repair Support for and etc.)
- Select Problem Description: Provide any support & relevant details and information.
- Attachments: Attach any relevant information of the problem and issue. (i.e., Photos, Statistics, Data and etc.)

Service Request | Create

Request Type *
Field Service Su...

Request Sub Type *
Unscheduled Req

System Down

☐ Yes ☒ No

> System Information

> Additional Details

Title *

Add View Attachments

Problem Description/Additional Remarks: *

Submit

Step #4

Input and Validate System Record

- Expand System Information
- Input System Serial Number for the existing System Asset validation. (i.e., CFG10001234567, 16798 & etc.)
- Select the relevant System Product Line if required. (i.e., Matrix, NY20, DiamondX and etc)
- Select the relevant Site Location if required. (i.e., System is located.)
- Provide Part Number, Description, Software Version info if available

Service Request | Create Create New View Existing

Request Type *
Field Service Su... Request Sub Type *
Other System Down
☐ Yes ☒ No

System Information (Either Serial Number or Product Line is Mandatory)

System Serial Number

Product Line

Company

Location *

Part Number

Part Description

Software Version

Primary Contact

Note: Some of Request Sub Type are required: System Serial Number Validation. (i.e., Scheduled / Unscheduled / Remote Support Request)

Service Request | Create

Request Type *
Field Service Su... Request Sub Type *
Request for Inforr System Down
☐ Yes ☒ No

System Information (Either Serial Number or Product Line is Mandatory)

System Serial Number

Product Line

Part Number

Part Description

System Serial Number *
1000-JP01246

Product Line
ASL1

Confirmation

System Serial Number validation successful
Serial Number available in the records

Step #5

Submit Service Request for complete

- Select Submit Button once Service Request is ready for submission and a Confirmation message pop up when Service Request is successfully submitted.
- Select Done to close & complete the Request.

Service Request | Create [Create New](#) [View Existing](#)

System Information

System Serial Number * 1000-JP01248 ✓

Product Line ASL1

Company Infineon Technologies EPI Services, Inc.

Location Infineon Technologies EPI Services, Inc.-c/o DHL Global Forwarding, 6800 Gateway Park Drive, San Diego, CA, 92154

Part Number A1K-INF071817-0900

Part Description ASL 1000 System

Software Version

Primary Contact * Eduardo Covarrubias

Additional Details

Title * Service Support for Tester ASL-33 - Intermittent Parameter Calibration failed.

Add / View Attachments

Problem Description/Additional Remarks: * Verified and confirmed with other good boards - problem is still persistent.

Submit

Confirmation

Dear Eduardo Covarrubias

Your SR request created successfully.

Service Request No: 1017619

Regards
Cohu SR Team

Done

Step #6

Check Records and Status

- Select View Existing Service Request to check the submitted records and status.
- Select the Number and click the last SR created which is always display on the top line.

Service Requests | View [Create New](#) [View Existing](#)

Search by Text Product Line Location Filter by Status

Number	Last Updated	Type	Sub Type	Product Line	Status	Title	Cohu Entity	Company	RMA Shipform	Submitted By
1017619	19-Jul-2022	Field Service Support	Unscheduled Request	ASL1	In Progress	Service Support ...	Xcerra Corporation	Infineon Technologies EPI Services, Inc.		eduardo.covarrubias@c
1017606	19-Jul-2022	Field Service Support	Other	Matrix	Awaiting Service Mgt	Service Support ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (56645-D)		eduardo.covarrubias@c
1017600	19-Jul-2022	Field Service Support	Other	Matrix	Awaiting Service Mgt	Unscheduled Rep ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (56645-D)		eduardo.covarrubias@c
1015671	15-Jul-2022	Field Service Support	Other	Matrix	Awaiting Service Mgt	Training Reques ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (56645-D)		eduardo.covarrubias@c
1013670	15-Jul-2022	Field Service Support	Other	Matrix	New	Training Reques ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (56645-D)		eduardo.covarrubias@c
1015633	14-Jul-2022	Field Service Support	Other	MT9928	New	Training Reques ...	Cohu GmbH	Infineon Technologies (Malaysia) Sdn Bhd (56645-D)		eduardo.covarrubias@c

Page 1 of 1 (1-6 of 6 items) No. of rows 10

Review the contents of created Service Request contents for completion. (i.e., Details, Messages & Attachment)

Select the Back Cursor: Return to View Existing Menu.

Service Request | View #1017619 Create New View Existing

Service Request No: 1017619 Submitted By: eduardo.covarrubias@cohu.com Request Type: Field Service Support System Down: No
 Status: In Progress Created On: 19-Jul-2022 Request Sub Type: Unscheduled Request

Title: Service Support on ASL#33 - Intermittent Parametric Calibration failed

Problem Description/Additional Remarks: Verified and confirmed with other set of boards - still persistent.

Details Messages Attachments

System Information

System Serial Number: 1000-JP01246 ☒ Product Line: ASL1 Cohu Entity: Xcena Corporation Company: Infineon Technologies EPI Services, Inc.

Location: c/o DHL Global Forwarding, 6800 Gateway Park Drive, SAN DIEGO, CA 92154, UNITED STATES. Part Number: Part Description: Software Version: V1.2.34

Primary Contact: Eduardo Covarrubias

Additional Details

PO Number: Shipping Remarks:

Create New View Existing

Company: Infineon Technologies EPI Services, Inc.

Example of an Applications Support Request

Step #1

Select Request Type

Select Request Type and Applications

Service Request | Create Create New View Existing

Request Type: Applications Request Sub Type: SELECT

System Information

System Serial Number: ☒ Part Number:

Apps Production Issue
 Apps Request for Information
 Apps Unison/Programming Issue
 Other - Apps

Step #2

Select Sub Type and indicate System Down status

- Select Sub Type
- System Down select Yes or No

Service Request | Create Create New View Existing

Request Type: Applications Request Sub Type: SELECT

System Information

System Serial Number: ☒ Part Number:

Apps Production Issue
 Apps Request for Information
 Apps Unison/Programming Issue
 Other - Apps

System Down: ☒ Yes ☐ No

Company: Location: Primary Contact: Software Version:

Step #3

Input Title and Problem Description

- Select Title: Specify relevant notes on Title for this Application Service Request need
- Select Problem Description: Provide any support & relevant details and information.
- Attachments: Attach any relevant information of the problem and issue. (i.e., Photos, Data Logs, and test program, etc.)

The screenshot shows the 'Service Request | Create' form. At the top, there are dropdowns for 'Request Type' (Applications) and 'Request Sub Type', and radio buttons for 'System Down' (Yes/No). Below this is the 'System Information' section with fields for 'System Serial Number' (with a green checkmark), 'Product Line', 'Company', 'Location', 'Part Number', 'Part Description', 'Software Version', and 'Primary Contact'. The 'Additional Details' section contains 'PO Number', 'Shipping Remarks', 'Title' (circled in blue with an 'Add / View Attachments' button), and a large text area for 'Problem Description/Additional Remarks'. Green arrows point to the 'PO Number', 'Shipping Remarks', 'Title', and 'Problem Description/Additional Remarks' fields. At the bottom are 'Submit' and 'Back' buttons.

Step #4

Input and Validate System Record

- Expand System Information
- Input System Serial Number for the existing System Asset validation. (i.e., CFG10001234567, 16798 & etc.)
- Select the relevant System Product Line if required. (i.e., Matrix, NY20, Diamondx and etc.)
- Select the relevant Site Location if required. (i.e. System is located.)
- Provide Part Number, Description, Software Version info if available

The screenshot shows the 'Service Request | Create' form with the 'System Information' section expanded. Green arrows point to the 'System Serial Number' (with a green checkmark), 'Product Line', 'Company', 'Location', 'Part Number', 'Part Description', and 'Software Version' fields. The 'Request Type' is set to 'Applications' and 'Request Sub Type' is empty. The 'System Down' radio buttons are set to 'No'. The 'Primary Contact' field is empty. At the bottom are 'Submit' and 'Back' buttons.

Step #5

Submit Service Request for complete

- Select Submit Button once Service Request is ready for submission and a Confirmation message pop up when Service Request is successfully submitted.
- Select Done to close & complete the Request.

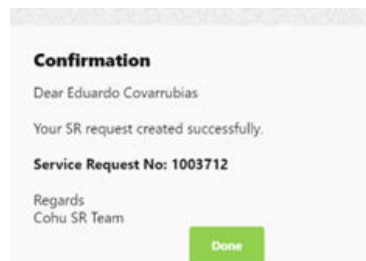
Additional Details

PO Number Shipping Remarks

Title 1 Add / View Attachments

Problem Description/Additional Remarks *

Submit Back



Step #6

Check Records and Status

- Select View Existing Service Request to check the submitted records and status.
- Select the Number and click the last Sales Order created which is always display on the top line.

Service Request | Create Create New View Existing

Request Type: Applications Request Sub-Type: System Does: Yes No

System Information

System Serial Number * Product Line Company Location

Part Number Part Description Software Version Primary Contact

Additional Details

PO Number Shipping Remarks

Title 1 Add / View Attachments

Problem Description/Additional Remarks *

Submit Back

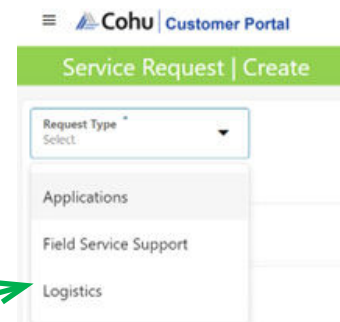
Example of a Logistics Service Support Request

Step #1

Select Request Type

Click the Request Type down arrow to select type of request

- Logistics

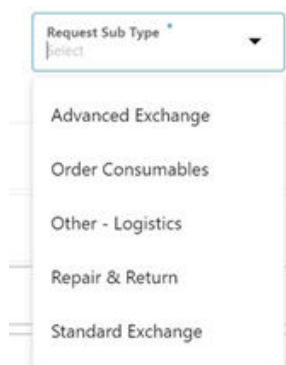


Step #2

Select Request Sub Type

Click the Request Sub Type down arrow to select type of request

- Advanced Exchange** - Use when requesting a part prior to return of the defective, (pre-shipment, system down, spare not available on-site)
- Order Consumables** – for consumables items only
- Other Logistics** - If unsure or unable to order replacement or consumable or any query on board exchange, you **may select other**
- Repair & Return** - Use when the same serial number defective needs to be received by Cohu, repaired, and returned back. (Subject to certain parts only)
- Standard Exchange** - Use when ordering a part to replace a defective where an immediate replacement is not required



Step #3

Select if System is Down

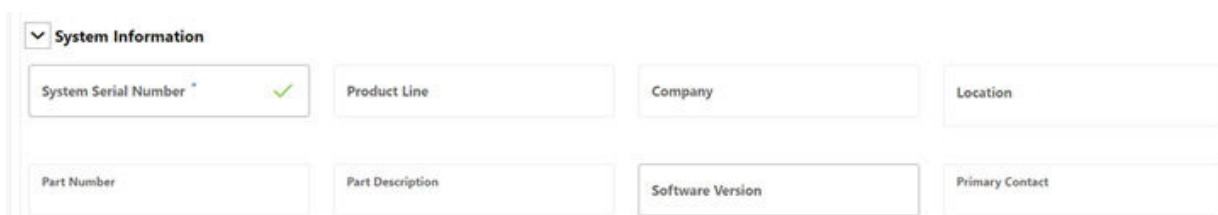
Click on Yes or No



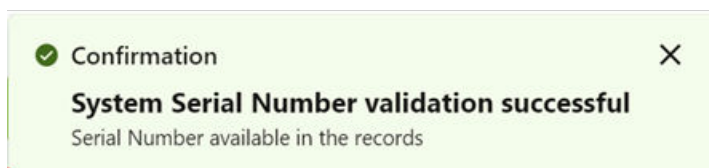
Step #4

Enter System Information

- Enter your system serial number
- Select “tick” for the portal to validate
- Once system serial number validated pass, the remaining fields will be automatically populated
- You may indicate Software Version field
- You may choose Primary contact if there is more than one contact



- When complete you will receive a pop-up message after validation



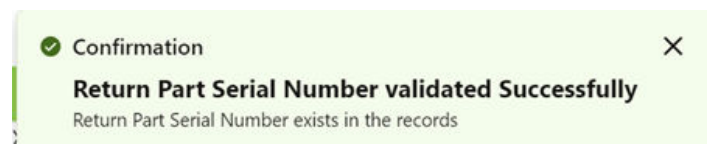
Step #5

Enter Returned Part Information

- Enter the part number, select "tick" for validation
- Enter the serial number, select "tick" for validation
- Enter the remaining mandatory (*) fields
- You may choose Primary contact if there is more than one contact

 A form titled "Returned Part Information (Please enter the exact part number of the failing module you want to exchange)". It contains several input fields: "Part Number" with a green checkmark, "Serial Number" with a green checkmark, "Failure Timeframe" with a dropdown arrow, "Reason For Return" with a dropdown arrow, "Part Description", "Part Revision", and "Date of Failure" with a calendar icon.

- When complete you will receive a pop-up message after validation



Step #6

Enter Additional Information (if relevant)

- PO Number
- Shipping Remarks

 A form titled "Additional Details". It contains two input fields: "PO Number" and "Shipping Remarks".

Step #7

Add Attachments (if relevant)

Title will be auto defined once system and part number have been entered.

- You may attach documents. Files type that can be supported are:
 - JPG
 - PDF
 - Word (.doc, .docx)
 - Excel (.xlsx)

 A form titled "Attachments". It has a button "+ Add Files". Below it is a table with headers "FileName", "FileType", and "Delete". The table is currently empty, with the text "No data to display." below it. There is an "OK" button in the bottom right corner.

Video files are not supported as an attachment

- You may enter any information or remarks

Problem Description/Additional Remarks: *

Step #8

View Confirmation

- When complete, press the Submit button
- A confirmation pop-up screen will appear

Confirmation

Dear

Your SR request created successfully.

Service Request No: 1003137

Regards
Cohu SR Team

Done

- You will receive a message confirming that the Service Request is being processed
- You may communicate with Cohu Customer Service through this messaging system

Details Messages Attachments

New Message

Sender	Message
CohuSVC.Integ...	Your order 1003137 is being processed



RMA Ship Form

Before you return any material back to Cohu, you must print and affix the RMA Ship Form to the item being returned.

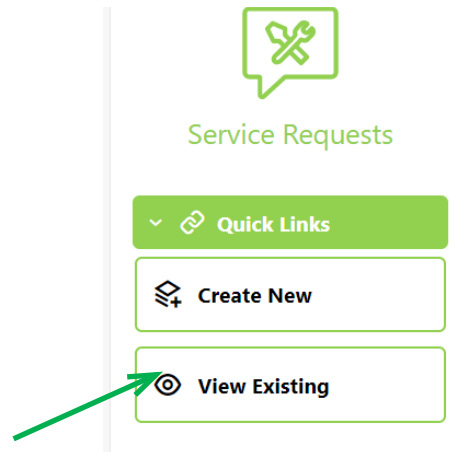
The form is located at column to download.

View Existing Service Requests

Step 1

Select View Existing

From the Quick Links select View Existing or select View Service Request from the Top-Right hand side of the Service Request subject area.



Step 2

Search and filter Existing Service Request Records

- Click View Existing: To display a list of created Service Request Records.
- Search for Service Records can apply: Search & Filter (i.e., Product Line, Location and Status)
- Click Reset Icon: To reset all search field and the previous filters.
- Click No. of Rows: To allow number of SR Records to show up on each page. (i.e., 5,10,20....)

The image shows a screenshot of the 'Service Requests | View' interface. At the top, there is a search bar labeled 'Search by Text' and several filter dropdowns for 'Product Line', 'Location', and 'Filter by Status'. A 'Reset Filter' button is also present. Below the filters is a table with columns: Number, Last Updated, Type, Sub Type, Product Line, Status, Title, Cohu Entity, Company, RMA Shipform, and Submitted By. The table contains six rows of data. At the bottom right, there is a 'No. of rows' selector set to 10. Green arrows point to the search bar, the filter dropdowns, the 'Reset Filter' button, and the 'No. of rows' selector.

Number	Last Updated	Type	Sub Type	Product Line	Status	Title	Cohu Entity	Company	RMA Shipform	Submitted By
1017819	19-Jul-2022	Field Service Support	Unscheduled Request	ASL1	In Progress	Service Support ...	Xcerra Corporation	Infineon Technologies EPI Services, Inc.		eduardo.covarrubias@c
1017806	19-Jul-2022	Field Service Support	Other	Matrix	Awaiting Service Mgt	Service Support ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (S6645-D)		eduardo.covarrubias@c
1017800	19-Jul-2022	Field Service Support	Other	Matrix	Awaiting Service Mgt	Unscheduled Rep ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (S6645-D)		eduardo.covarrubias@c
1015671	15-Jul-2022	Field Service Support	Other	Matrix	Awaiting Service Mgt	Training Reques ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (S6645-D)		eduardo.covarrubias@c
1015670	15-Jul-2022	Field Service Support	Other	Matrix	New	Training Reques ...	Delta Design, Inc.	Infineon Technologies (Malaysia) Sdn Bhd (S6645-D)		eduardo.covarrubias@c
1015632	14-Jul-2022	Field Service Support	Other	MT9928	New	Training Reques ...	Cohu GmbH	Infineon Technologies (Malaysia) Sdn Bhd (S6645-D)		eduardo.covarrubias@c

Step 3

Review and Update Service Requests Records

Select Service Request Number for review:

- Check status
- Check and communicate the progress thru messages
- Check on upload/download attached documentation
- Click Back Cursor - return to View Existing Panel

Service Request | View #1017619 Create New View Existing

Service Request No. 1017619	Submitted By eduardo.covarrubias@cohu.com	Request Type Field Service Support	System Down No
Status In Progress	Created On 19-JUL-2022	Request Sub Type Unscheduled Request	

Title
Service Support on ASL#33 - Intermittent Parametric Calibration failed

Problem Description/Additional Remarks
Verified and confirmed with other set of boards - still persistent.

Details Messages Attachments

System Information

System Serial Number 1000-IP01246	Product Line ASL3	Coho Entity Kuma Corporation	Company Indivision Technologies EPI Services, Inc.
Location c/o DHL Global Forwarding, 6800 Gateway Park Drive, SAN DIEGO, CA 92154, UNITED STATES	Part Number	Part Description	Software Version V1.234
Primary Contact Eduardo Covarrubias			

Additional Details

PO Number	Shipping Remarks
-----------	------------------

- Select Messages: Pop up fields for composing message and documents attachment related to this Service Request
- Click Send: To complete (response, follow up, acknowledge, sign-off, and etc.)
- Select Attachment: To view and check the relevant documents availability or required

Details **Messages** Attachments

Problem Description/Additional Remarks
Verified and confirmed with other set of boards - still persistent.

Message

New Message*
Enter Message

Attachments
Select a file or drop one here.

Sender
No data to display.

Send **Cancel**

Step 5

Complete Issue Details

Key in specifics of issue in each field

- Root Cause
- Preventative Actions
- Solutions Description
- User Confirmation Comments
- User Confirmation Date

Issue Details

Problem Category Production	Root Cause Root Cause	Preventive Actions	Solution Description
User Confirmation Comments	User Confirmation Date		

Step #6

Complete Additional Details

Key in specifics of issue in each field

- Title*
- Problem Description/Additional Remarks*

> Additional Details

Title *

Add / View Attachments

Problem Description/Additional Remarks: *

Please enter details about the problem encountered

Submit Back

Step #7

Attachments

- Select add Files and browser for attachment
- Select Ok

Files type that can be supported are:

- JPG
- PDF
- Word (.doc, .docx)
- Excel (.xlsx)
- .txt
- .log

Video files are not supported as an attachment

Attachments

+ Add Files

FileName	FileType	Delete
No data to display.		

OK

Step #8

View Confirmation

- When complete, press the Submit button
- A confirmation pop-up screen will appear

Confirmation

Dear

Your SR request created successfully.

Service Request No: 1003137

Regards
Cohu SR Team

Done

- You will receive a message confirming that the Service Request is being processed
- You may communicate with Cohu Customer Service through this messaging system

Details Messages Attachments

New Message

Sender	Message
CohuSVC.Integ...	Your order 1003137 is being processed

1. What Quick Links are available?

- *Create New*
- *View Existing*

2. What are the different types of Service Request that can be created?

- *Logistics*
- *Field Service Support*
- *Application Type*

3. What are the various search parameters used to search?

- *Status*
- *Location*
- *Service Request Type*
- *Product Line (models)*

4. How can I determine the details of the Service Request if the queries only contain service request numbers?

Based on the product line selected during the creation of the Service Request, the queue will be assigned to the Service Request. With this data, the details of the Service Request can be obtained.

5. Do I need to input the asset serial number when creating a Service Request?

*Serial numbers are **mandatory** for the following subtypes:*

- *Scheduled requests*
- *Unscheduled requests*
- *Remote support*
- *Other*
- *Training*
- *Issue tracking list*
- *Request for information*

6. What is the system serial number validation?

While creating the Logistics Service Request, the serial number field plays an important role. Entering the serial number will auto-populate the customer details. If the serial validation runs successfully, only then are the details auto-populated, otherwise, the validation fails.

7. Can a Service Request be created if the serial number validation fails?

No, a Service Request cannot be created if the serial number validation fails.

8. Can changes to the type and subtype be made in the Customer Portal?

No, changes to the Service Request type and subtype cannot be made in the portal.

9. What happens if the serial number validation of part details fails during an Service Request creation?

If the serial number validation of part details fails during the SR's creation, you will not be able to create an Serial Request in the portal.

10. What are the validations to be completed in order to create a Service Request?

- System serial number
- Returned part details.

11. Who other than the primary contact listed can create a Service Request?

Other than the primary contact, a service request can be raised by someone else. But the contact should be listed under the contact list in the service request created.

12. What are the various statuses for Field Service Support?

- New
- In-progress
- Resolved

13. What is the Awaiting Service Manager status?

*S1 - the service request asset/serial number does not have an associated contract (or subscription)
S2 - when the subtype Request for Information is selected, irrespective of warranty or contract check*

14. What is the Expired state?

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

15. How do you create a Field Service Request?

Select the type Field Service Support when creating a Service Request.

16. Can I interact with a Field Service Engineer through the portal?

Yes, you can interact with a Cohu Field Service Engineer through the messages option.

17. Can I add an attachment to a Service Request?

Yes, when creating a service request, you can add relevant documents.

18. What is the maximum file size of an attachment?

The document size is restricted to a maximum of 10 MB.

19. What file type attachments can be supported?

- *JPG*
- *PDF*
- *Word (.doc, .docx)*
- *Excel (.xlsx)*
- *.txt*
- *.log*

Video files are not supported as an attachment.

20. What is the Quality Issue Number?

The Quality Issue Number is updated in the Service Request by Cohu. This is used by the Cohu Field Service Engineer for issue tracking purposes.

21. How can I create a Field service support SR in the Customer Portal?

You can create a Field service support SR in the customer portal by selecting the type value as Field service support on the portal.

22. How many subtypes of Field service support SR can be created on the portal?

You can create seven subtypes of Field service support SR. They are:

- *Issue tracking List*
- *Other*
- *Remote support*
- *Request for information*
- *Scheduled request*
- *Training*
- *Unscheduled request*

23. How can I create a Logistics SR in the Customer Portal?

You can create a Logistics SR in the customer portal by selecting the type value as Logistics on the portal.

24. How many subtypes of Logistics SR can be created on the portal?

You can create Five subtypes of Field service support SR. They are:

- *Advanced Exchange*
- *Order Consumables*
- *Other logistics*
- *Repair and Return*
- *Standard Exchange*

25. How can I create an Applications Service Request in the Customer Portal?

You can create an Applications Service Request by selecting the type value as Applications on the portal.

26. How many subtypes of Applications Service Requests can be created?

- Apps production Issue
- Apps Request for information
- Apps unison/Programming Issue
- Apps - Others

27. In which scenarios does the “Awaiting Service Manager” status gets updated for the Service Request?

Awaiting service manager status is updated to the SR in two scenarios:

- S1- Whenever a subscription is not available for the respective serial number of the asset.
- S2 - When the SR subtype is selected as “Request for Information” irrespective of warranty or contract, the status gets updated as “Awaiting Service Manager”.

28. What does the quality issue number refer to in a Service Request?

The Cohu Field Service Engineer uses the quality issue number for issue tracking purposes. It will be updated in the Service Request by Cohu.

29. For a Field Service Support Request, can I create a work order?

No, you cannot create a work order for a Field Service Support Request in the portal.

30. Which subtype of Field Service Support Request does not allow work order creation?

Issue tracking list subtype of Field Service Support Request does not allow work order creation.