
R12.2 Oracle Depot Repair Fundamentals

In this course, students learn to use Oracle Depot Repair to create service requests and repair orders for repair job management, repair order management, and repair resolution management. Students also gain a comprehensive understanding of the integration between Oracle Depot Repair with other Oracle modules. Students learn to use the core of Oracle Depot Repair, which is the Depot Repair Workbench that provides service agents with instant access to customer and Repair Order information. You can access a number of tabs from the Depot Repair Workbench. Some tabs show information about the customer, the Service Request, and the service history of the item. Additionally, they also learn to assign repair jobs to third party organizations.

Objectives

- Create a service request
- Create a repair order
- Process receiving or shipping transactions,
- Manage repair orders
- Receive unplanned returns
- Execute repairs
- Create and book return line manually
- Transfer Install Base ownership
- Create and process repair estimate
- Create and process WIP repair jobs
- Execute outside processing
- View service bulletins

- Process bulk receiving
- Execute repairs using Repair Technician module
- Auto-issue repair items to jobs
- Set up Oracle Depot Repair

Topics

- Overview of Oracle Depot Repair
- Setting Up Oracle Depot Repair
- Using the Depot Repair Workbench
- Bulk Receiving Module
- Repair Technician Module