

## DIGITALEUROPE Service Data Format (known as “DSDF”) is available as latest Revision 1.7

To complement the **IRIS repair codes**, a standardised data transfer format was developed to communicate these codes and all other warranty claim data from repair workshops (ASC’s) to a manufacturer.

This so-called "**EICTA Claim File**" transfer process has evolved over the years to become the generally accepted standard for warranty claim settlement. It allows by simple text file transfer, the bi-directional data link of different software systems at repair workshops (ASC’s) with the IT systems of manufacturers. With many workshops carrying out warranty repairs for a number of manufacturers, having a standardised process of communication is welcomed by workshop owners as it provides great benefit to them. A manufacturer offering communication in this way creates a solid foundation to settle warranty claim payments with ASC’s quickly and efficiently.

Manufacturers are using this comprehensive claim data to closely monitor the performance of their product quality in the market. Combining automatically transmitted **IRIS codes**, product data and used spare parts, the product quality can be monitored and any issues identified quickly.

With this standardised data, manufacturers can evaluate their current product quality in the market and can quickly introduce changes for production improvements.

To accommodate quicker changes in innovation, trends and technology across all industries, shorter and faster product development cycles are being used. As a result, the need for quicker quality data has increased greatly. Nowadays, manufacturers want to monitor the quality data from “**day one**” of the repair process, rather than having to wait for the final claim settlement of the finished repair.

Furthermore, it was recognised that the communication between workshops and service partners needed to be much more effective and automated. In addition to a simple post repair claim transmission for guarantee settlement, the need for various other real time communications, as mentioned below, have been identified and can be communicated by a regularly updated transmission consolidated into a single “Repair Ticket”.

- **Distributors** or **call centers** need a fast communication method, directly with the relevant workshops, to initiate a repair following contact from the end user.
- **Logistic service providers** who will collect and return the customers product need to be notified without delay, to achieve when possible, a same day logistics service.
- During the repair the **workshop (ASC)** will need to order spare parts from the manufacturer and require exact and up to date information about availability and delivery time. This allows them to effectively manage their current repair volumes and customer expectations.
- The **manufacturer** wants to monitor all the details of the repair ticket from day one of the repair process, to monitor the **quality** of the products and for real time visibility of the **customer’s** repair journey.

- In some cases, support is needed for parallel repairs of PCB's or Electronic modules undertaken by different/central workshop, different to those that are repairing the product
- Under certain circumstances a manufacturer may want to provide an exchange product to the customer, rather than repair the customer's original product.
- The **end-user** or the **dealer** wants to be kept informed at **each stage of the repair** process and of the return of his device, in real time. Also, **cost estimates** need to be communicated to the customer or dealer.
- During the repair process the workshop may need to **submit certain documents** to the manufacturer, like photographs of the fault, proof of purchase or a warranty card.
- Finally, the workshop wants to process a **warranty claim settlement** and reconcile his local workshop's IT System with the manufacturer's central **master data** in relation to the repairs they have undertaken.

To accommodate all these different types of communication, with respect to very different individual IT systems at all stakeholders and as an extension of the existing **EICTA Claim File** format, an additional much faster XML-based data transfer with the name "**DIGITAL EUROPE Service Data Format**" (**DSDF**) was developed as a tool for all required service communications.

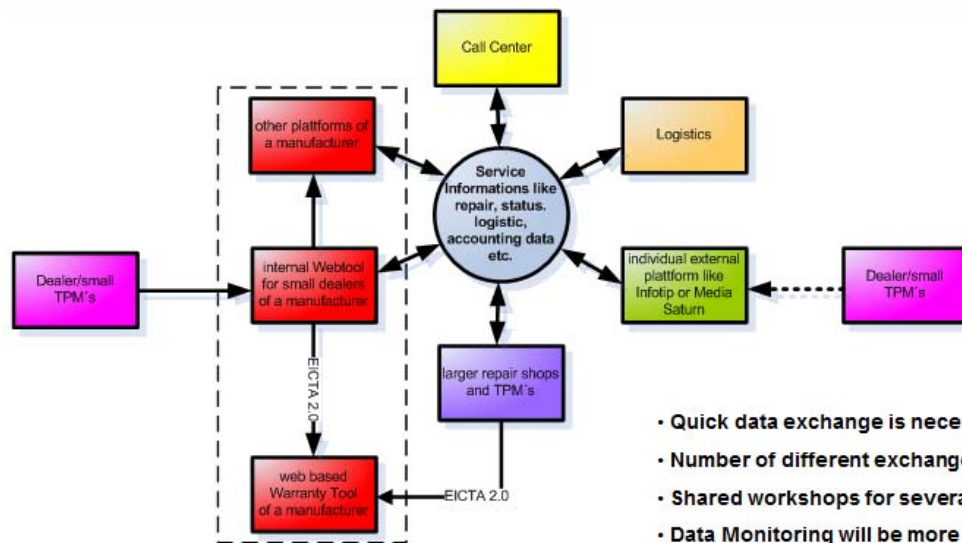
The **DSDF interface** is already being used between manufacturers and medium or larger workshops not only in Europe but around the world.

This standardised **DSDF interface** communication service enables automated and faster repair processes and dataflow between stakeholders, to ultimately return the repaired product as soon as possible back to the end user.

Thanks to this simplified and standardised DSDF communication processes, repair costs can remain stable and therefore also economically repairs on low-cost products can still be performed and scrapping of products can be avoided.

A complete description of **DSDF format** in the latest **version 1.7** plus additional material for description of the technical implementation details are available at the DIGITALEUROPE website by following this link:

<http://www.digitaleurope.org/OurWork/DigitalConsumerPolicyGroup/ConsumerPolicyGroup.aspx>



- Quick data exchange is necessary in the future
- Number of different exchanged data are limited
- Shared workshops for several manufacturers
- Data Monitoring will be more important in the future
- Reduction of redundant jobs and costs at the user
- Key players are able to exchange data with only one format
- Positive feedback of parcel companies UPS and DPD