

How to Log a Service Job for Parents and Students

In preparation for students learning from home during the COVID-19 crisis LWT is moving to a return to base model for service work for parents and students to log jobs directly with us rather than via the school. The following steps outline how to log a job.

Return to base services will be supplied via an Australia Post Return label – these will be supplied free of charge.

Step 1 go to:

<http://service.orderportal.com.au/>

Step 2 – Fill out your personal details

Contact Details

Name of Person Logging Job*:	<input type="text" value="John Smith"/>	
Best Contact Name or Alt Contact:	<input type="text" value="John Smith"/>	
Unit's Owner/User:	<input type="text" value="Mary Smith"/>	
Unit's Owner/User Email:	<input type="text" value="mary.smith@gmail.com"/>	Provide user updates: <input type="checkbox"/>
Organisation:	<input type="text" value="My School Name"/>	
Address*:	<input type="text" value="1 School Road"/>	
Suburb*:	<input type="text" value="Blackburn"/>	Postcode*: <input type="text" value="3130"/>
Phone*:	<input type="text" value="98763333"/>	
Mobile:	<input type="text" value="041666666"/>	
Email*:	<input type="text" value="john.smith@gmail.com"/>	

Step 3 – Provide the Device Details and Job Type

Please note during the COVID-19 crisis we are not providing repair services onsite at residential addresses. Please select under Repair Type – Auspost Return to Base Labels (Residential)

We will supply, free of charge, an Auspost Return Label to return the device to our repair centre.

Option 1 – Job Type Warranty

Use this option if you feel the fault is related to a hardware problem not caused by any physical damage to the device. Please note software issues are not covered by warranty, but as schools may be shut, we'll attempt as best as possible to provide options to get you up and running.

Product Details

Repair Type*:	Auspost Return to Base Labels (Residential) ▾
Serial Number/s(Separate by Commas)*:	R90X2S5W
Description of Product (Brand & Model)*:	Lenovo L390 Yoga
Room Location:	N/A
Service Job Type:	Warranty ▾

Option 2 – Job Type Out of Warranty

Use this option if physical damage has occurred to the device and you need it repaired and your device does not have insurance coverage.

We will send you a quote for the cost of the repair.

Product Details

Repair Type*:	Auspost Return to Base Labels (Residential) ▾
Serial Number/s(Separate by Commas)*:	R90X2S5W
Description of Product (Brand & Model)*:	Lenovo L390 Yoga
Room Location:	N/A
Service Job Type:	Out Of Warranty ▾

Option 3 – Job Type Insurance

Use this option if physical damage has occurred to the device and you need it repaired and your device has insurance coverage via LWT. If using your home insurance please select Out of Warranty.

We will send you an invoice for the cost of the excess. Please note we can't commence the repair until the excess is paid. If you're not sure who your insurance is through just select the brand of the device as we can check based on serial.

Repair Type*:

Serial Number/s(Separate by Commas)*:

Description of Product (Brand & Model)*:

Room Location:

Service Job Type:

Insurance Type:

Who will be paying the excess?:

Step 4 – Add a fault description

The more detail you give here the better. For example, instead of “Not turning on” provide additional details such as “Not turning on and not getting and lights or beeps” or “Not turning on but it beeps twice when I click the power button” or “Turning on not it's not booting to Windows”.

Fault Description*:

Please be specific with fault description - *Vague descriptions may delay your job, incorrect descriptions may lead to you being charged for the job.*

Please provide as much detail as possible eg. If the screen is not working are there any lights on the unit?

Any Troubleshooting Done:

and enter who is paying the excess, please make sure their details are correct

Please where possible ensure that reception knows the location of the unit for repair

Step 5 – Additional Details for Insurance

We need to provide these details to the insurer to get your job approved. Please note insurance will get declined if you say you don't know how the damage was caused or it is deemed not an accident.

Additional Details

Providing the information below will help speed up the claim process

Date that damage occurred:

Location of unit when it was damaged:

Description of how damage occurred:

If you do not know exactly how the damage occurred please provide the following:

Date & Time last seen undamaged:

Date & Time damage first seen:

Where was the unit between these dates & times:

When & How do you believe the damage most likely occurred:

Step 6 – Add pictures of the problem

Especially important for insurance jobs as photos of the damage allow our team to order the right parts and speed up your repair.

Attachments (max. total of 20MB)

No file chosen

Step 7 – Click to Log a Job

Check your details are right and click "log a job".

* Required Fields

What happens now?

Service Job Logged

Thank you for logging your service job we will process this request as soon as possible. If you have any questions regarding this call please call us on 1300 550 717 or email us at service@lwt.com.au.

Your Online Service Job ID is OL215856. Please quote this when making enquires.

A confirmation email has been sent to your email address

You will get an email with your job details as well.

If you have selected a warranty service, we will send you an Auspost label via email. Please note if you do not have a printer, Australia Post will print the label by scanning the barcode off your phone.

Please box up your device safely and take it to an Australia Post outlet.

If you have selected out of warranty we will send you a quote for repair.

If you have selected an Insurance service, we will send you an invoice for the excess payment once we have approval from the insurer to go ahead with the job.

Once the repair is complete we'll mail the unit back to you. Dependant on Australia Post we're hoping turnaround times will be 4 to 6 business days.