

ORDER SPAREPARTS ON PANANET GUIDE

ORDER SPAREPARTS ON PANANET

1. Go to <https://www.panasonic-europe-service.com> and login using your Panasonic account number, username and password.

2. See if the part is available for order and the estimated delivery date

	Part Number	Substitute	Description	Base Price	Exchange Price	Type	Status	Quantity	Order Price	Delivery	Note	Updated
Update	VYK5G58		LCD UNIT	728,88 SEK	SEK	Standard	Available	1	728,88 SEK	29.01.2013		29.01.2013 09:39

3. Order the part
(Go back to first page by clicking "Control Panel" on top of the page) Click on "Parts orders"

Enter your reference and click "Go"

Action New Order **Reference** YOUR REFERENCE Go

Click "Go" to start picking order items

Order

To modify you order number or the transport type please click on the

Order ID	102560105	Customer	0054425140
Status	Draft	Created	29/01/2013
Customer Ref	YOUR REFERENCE	Shipping	Standard
Edit			

To add an order item please select "New Order Item" in the action fi

To delete order items please mark the items in the box on the left si

Action New Order Item Go

Search for the part again by entering article number followed by clicking the button on the right. Choose quantity and reference, then click "Create Item".

New Item

Please enter the part number (or the first digits) in to the field "Part no." and click on the button aside.
Optional you can search for a combination of model and part number.

Model No		...
Part no.	VYK5G58	...
Active	Active	Cancel

To add one of the displayed materials to your order please select the required quantity, fill in your item reference and click on the "Create Item" button.
Afterwards you will get informations about price and availability in the order screen.

Part	Part Name	Quantity	Reference	Repair Type	Order Type	Standard Price	Exchange Price	
VYK5G58	LCD UNIT	1	xxxxx		Standard	728,88 SEK		Create Item

Please use our technical documents to identify the correct part numbers.

Confirm the order by clicking "Submit".

Order

To modify your order number or the transport type please click on the edit button.

Order ID	102560105	Customer	0054425140	Customer Location	0054425140
Status	Draft	Created	29/01/2013	Ordered	
Customer Ref	YOUR REFERENCE	Shipping	Standard	System Reference	
Edit Submit					

To add an order item please select "New Order Item" in the

To delete order items please mark the items in the box on the

Action

Meddelande från webbsida

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You are ready to submit a parts order? Please remember that once it is sent it cannot be modified, would you like to proceed?

	Item ID	Order ID	Reference	Created	Qty	Part	Subst	Description	Price	Delivery	Type	Status	Authorisation	Attention
☐	102560145	102560105	XXXXX	29.01.2013	1	VYK5G58					Standard	Draft Order	None	OK

PROBLEMS or questions regarding AVAILABILITY or DELIVERY?

Please **ALWAYS** enter all fields in the below form and Email it to:
eu.spares@eu.panasonic.com

<i>In order for us to provide a 1st class service and assist your turn around times please provide the following details to us (in English) on all enquiries</i>
Your Details
Panasonic Account number:
Your Name:
Name of Company:
Telephone number:
Country that you are based in:
Query Details
1. Full Model number (including suffix):
2. Serial Number:
3. Date the product was purchased (optional):
4. Date the fault was reported:
5. Date the product arrived with you:
6. Full details of the Fault:
7. Any previous service history:
8. Any parts already fitted:
9. Jpeg Images / Movie clips (please attach if appropriate)
For technical advice please email av.technical@eu.panasonic.com
For spares advice please email: eu.spares@eu.panasonic.com
Business Hours: Mon-Thurs 09:00-17:30, Fri 09:30-17:30 (GMT)
PLEASE ALWAYS WRITE "PNO" IN FRONT OF THE MAIL SUBJECT