



SONY[®]

VAIO[®] Authorized Servicer Program

**Provide your customers
with total solutions.**

THE NEW WAY OF BUSINESSSM

Why Just Close a Deal When You can Open a Relationship?

Today's corporate clients want more than a computer. They want service. They want someone who will be there. Someone to help maintain it.

As a member of the Sony VAIO Authorized Servicer Program (ASP), that's exactly what you will be able to offer.



Provide Total Solutions

- Around-the-clock, web-based technical support
- Business hours, phone-based technical support
- Overnight delivery of parts
- Sony-trained technicians
- Sony Full-Service Repair Facility signage



Provide Yourself with Bottom Line Benefits

- Earn competitive reimbursement for servicing Sony VAIO products
- Obtain valued positioning as a "Total Solution Provider"
- Exceed client expectations
- Position yourself as the start-to-finish, one-stop shop for all your clients' computer needs



Let's Get It Started

If you are a Select Authorized Reseller that supports the VAIO notebook and desktop computers, or an independent, nationally-recognized Authorized Servicer that focuses on the corporate market:

- Ask your Sony sales or service representative for participation documents or go to www.sony.com/asp and click on the link "**How to become an Authorized Servicer**"



Authorization Requirements

- A+ Certification of Technicians
- Test Equipment/Service Environment
 - Candidate must provide photos
- Authorization Fee (includes ESI subscription)
 - \$500 annually per customer
- In-Warranty Claim Submission and Parts Ordering
 - Must use SPAN and Service Bench
- Credit Line
 - \$5K Credit Line
- Insurance
- Sony Authorized Servicer Agreement must be executed annually.
- Sony authorization approval process must be completed.

Online Accessibility

Sony's ASP website enables a complete and easy interactive experience.

As a member of the Sony VAIO Authorized Servicer Program (ASP), you will receive access to an online, centralized gateway that links your service needs.



Authorized Servicer Portal

- Requires User ID and Password
- Parts Lookup and Ordering
- Service Manuals and Updates
- Claims Filing
- Policies, Procedures, and Forms
- Warranty Information



Sony Parts Access Network Page

- Accessed through the main ASP portal page (www.sony.com/asp)
- Location: Sony World Parts Center in Kansas City, MO
- Parts Account Setup Information
- Phone Number for Questions
- Cut-off Times for Placing Parts Orders
 - Internet, Facsimile and Telephone



Claim Management Page

- Requires User ID and Password
- Input Warranty Claims
- Make Administrative Corrections
- View Individual Claim Information
- Check Rejection Codes
- Run Claim, Payments and Rejections Reports
- Check Repair History



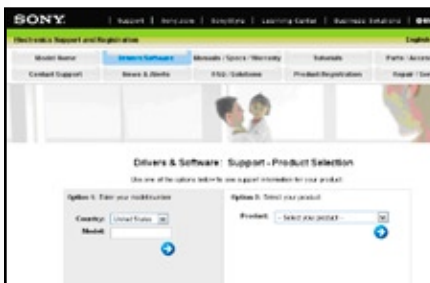
VAIO Service Information (VSI) Page

- Accessed through the main ASP portal page (www.sony.com/asp)
- Requires Product Code and Serial Number OR Service Tag Number
- Model Level Build of Materials includes:
 - Original Shipping Configuration Data
 - Service Part Numbers
 - Manufacturing Date
 - Warranty Status / Verification



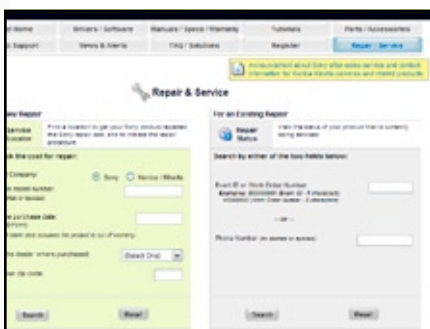
Electronic Service Information (ESI) Page

- Requires User ID and Password
- Confidential Repair Documentation includes:
 - Service Manuals
 - Assembly/Disassembly Instructions
 - Service Bulletins



VAIO Support Portal

- BIOS and Drivers
- Software Updates
- Knowledgebase
- User Manuals
- Specs



Repair Request and Status Status Portal

- Check Repair Status
- Create Work Order RMA to Send to Depot

Support Levels	
Tier 1	<p>Web Support</p> <p>First level of support should always be through Sony support websites.</p>
Tier 2	<p>Reseller Support</p> <p>Second level of support should be with the Reseller where unit was originally purchased. If issue is not resolvable at the Reseller level, Sony has a dedicated support line to assist B2B Resellers providing direct access to Tier 2 support at 888-476-6938. 5 am to 9 pm PST, 7 Days a Week</p>
Tier 3	<p>Sony Repair Depot</p> <p>If unit needs to be serviced, expedited repair* for corporate customers is available at Sony's Depot Facility. Once unit has been shipped for repair, status can be viewed online at www.sony.com/repair, through email at vaio2b@am.sony.com, or by calling 866-942-9667. 9 am to 4 pm PST M-F</p>

*Repair must be arranged in advance to qualify for expedited service.

CONTACT

Your Sony Sales/Service Representative OR Sony Field Service Administration at warranty.admin@am.sony.com or Warranty Administration at 816-880-4977.

Application

A prospective ASP packet will be mailed to you. This packet will contain such information as a Business Survey, Checklist of Repair Equipment, Request for VSI setup, and a credit information request required for setup of a Parts Account with Sony. All applicable requests should be filled out completely and returned as soon as possible to the Sony Electronics Inc, Warranty Administration address noted within the packet.

Review Period

Upon receipt of the completed service packet, and an affirmative response from VAIO Service, the ASP will be sent a "Welcome" package, which will include the new servicer account number, authorization and sign-on codes for Service information and Sony Parts.

Acceptance

Once assigned a vendor number from Sony, the ASP will have a user number setup within ServiceBench (the application that processes Sony warranty claims).

SONY

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Printed USA 9/06