



Work Orders User Guide V.2.

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Overview

This document offers step-by-step instructions for using the Lenovo Service Portal (Next Generation Service Portal). It also explains how the NGSP portal integrates with the Lenovo Warranty process.

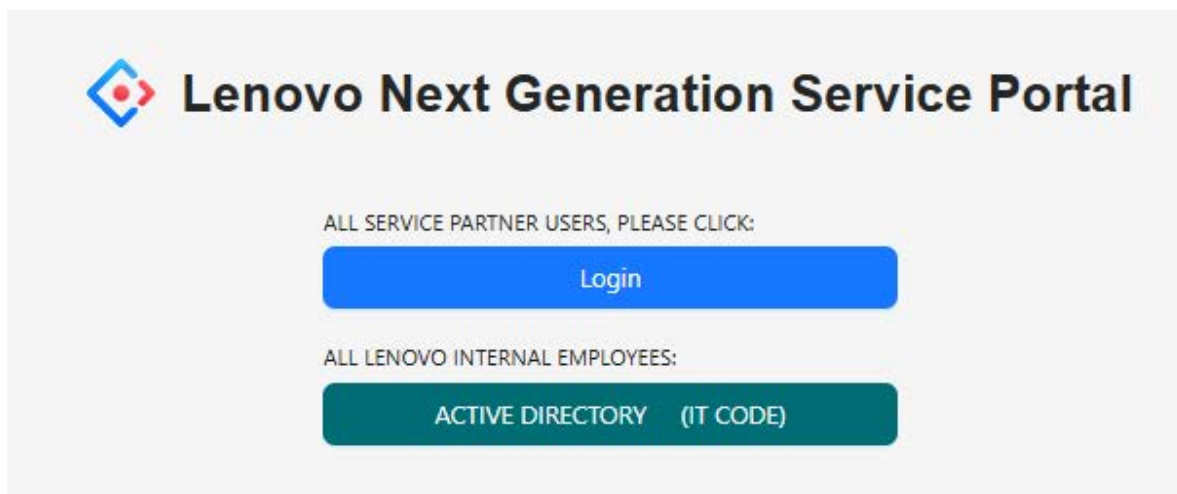
Getting Started

Through the NGSP Portal, users can access Lenovo's web-based services to manage work orders and cases, update location details, and oversee contacts and user accounts. To log in and begin using the portal, the following requirements must be met:

- Users must have an email account associated with the Location's domain. Registration requires an invitation from the Location's ASP Admin or an ASP Admin L2. Access to the documentation available in the Service Support Guide (SSG).
- Users should be able to reference the Service Support Guide (SSG) for detailed instructions and support materials.

How to Sign In

- Portal URL: <https://ngsp.lenovo.com>



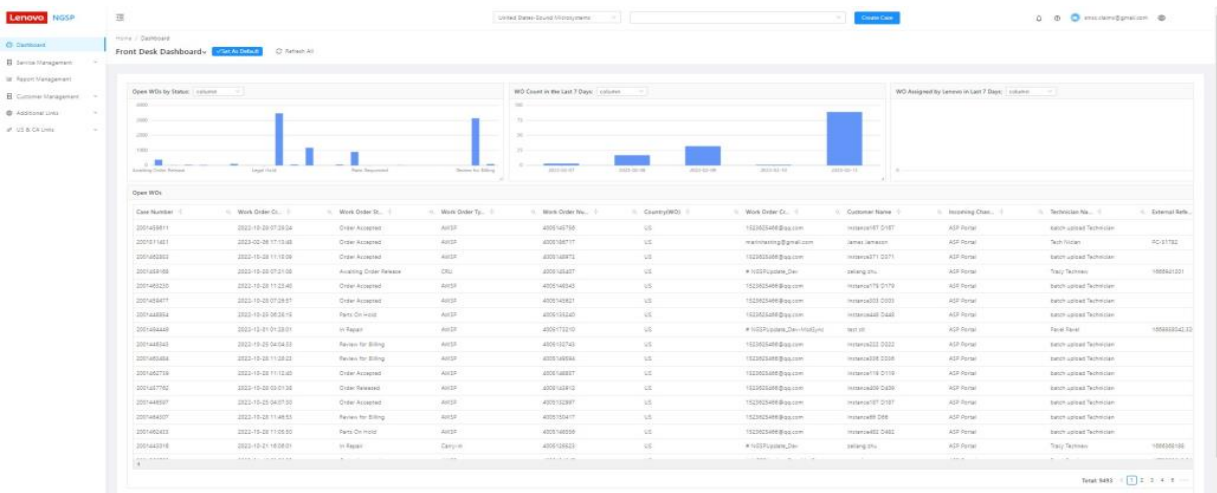
Password requirements

- Passwords must be 8 to 20 characters long.
- They may include both uppercase and lowercase letters.
- They may also include numbers and special characters (such as !, ', \$, %, etc.).
- Passwords are case sensitive

Dashboard Overview

Your landing page will vary depending on your user role. You can customize it by selecting “Set as default.”

- ASP Admin Users: Front Desk Dashboard
- ASP Technicians: Technician’s Workbench



Warranty Orders

Warranty requests consist of two steps: Cases and Work Orders.

Case creation

If you are assigned to multiple locations, be sure to select the correct location first before creating a case and its corresponding work order.

The screenshot shows the 'Case' creation form with a dropdown menu for 'Location'. The dropdown is open, showing the following options:

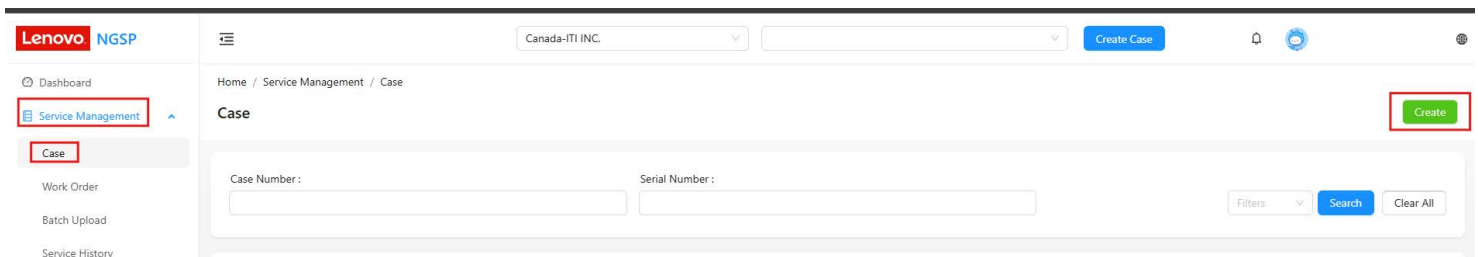
- United States-Sound Microsystems
- Canada-Compugen Inc
- United States-Sound Microsystems
- Canada-Coreio CANADA Inc
- United States-Hamburg Area School District
- Canada-PSPD CompuCom CA
- United States-CELL

To create a case, you may use either of the following options:

- Click on “Create Case” from the top menu.

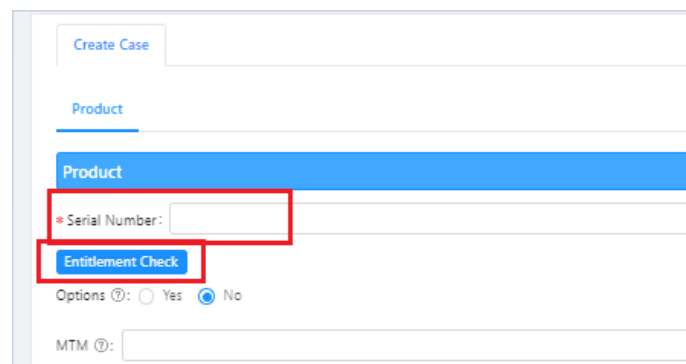


- Or, from the left navigation panel, select “Service Management”, then choose “Case”, and click “Create.”



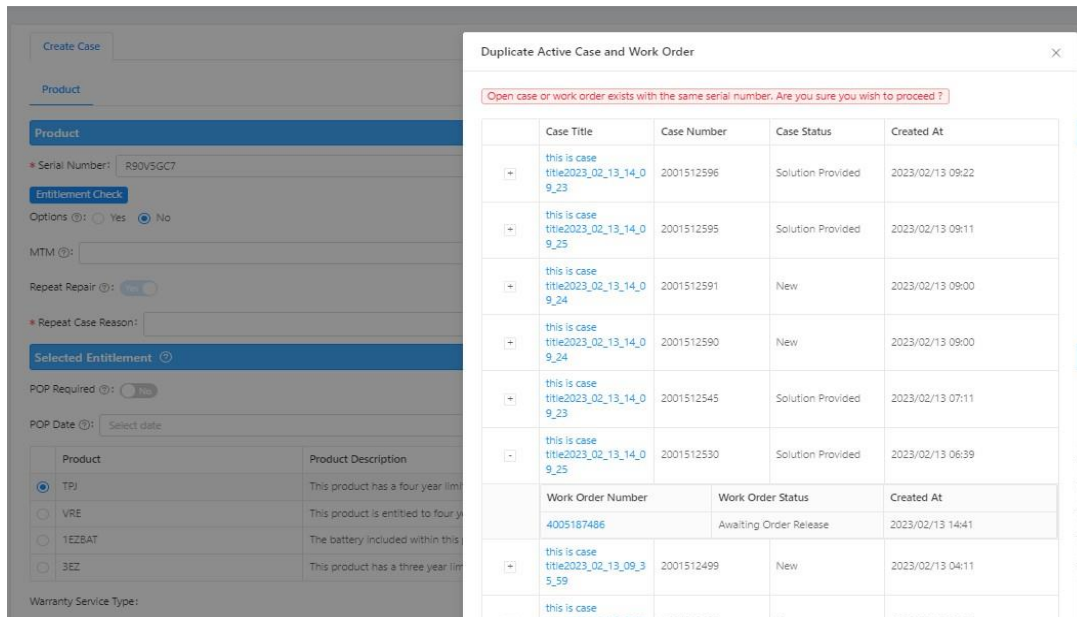
Product Selection

To begin the case creation process, enter the unit’s serial number and click “Entitlement Check”. The system will then display the entitlement details for the entered serial number.

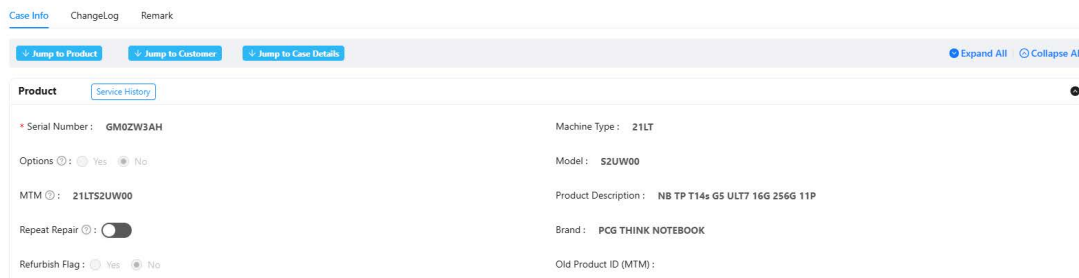


❗ If the unit has already been repaired at your location, a Duplicate Active Case & Work Order pop-up will appear. This allows you to review the SN’s repair history and decide whether a new case is necessary.

By clicking the Case or WO hyperlink, the existing record will open in a new tab for reference.

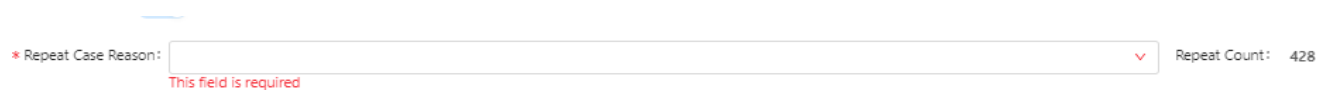


To close this window, simply click on the upper right X. You will return to the case creation page and the unit's information will be displayed.



Repeat Case Reason

If the serial number shows a previous repair (either at your location or by Lenovo), the system will prompt you to select a Repeat Case Reason.



i Important: This field is used for **record-keeping** only and is different from the **AWSP Repeat Repair** section found in the Work Order. The AWSP section may affect labor reimbursement, while the Repeat Case Reason does not.

If your location **has not serviced the unit within the last 30 days**, simply select **“Other”** as the Repeat Case Reason and continue creating the order.

Serial Number Coverage

This section displays the types of coverage associated with the unit’s serial number.

SN Coverage

Premier Service : Premier Support	Hard Drive Retention : <input checked="" type="checkbox"/>
Accidental Damage Protection : <input type="checkbox"/>	Sealed Battery : <input checked="" type="checkbox"/>
International Entitlement : <input type="checkbox"/>	Tech Installed CRU : <input type="checkbox"/>
Other Entitlement :	AIPC Support : <input type="checkbox"/>

Customer section

Complete the customer details, which may later be used as the shipping address for parts.

Clicking on **Search Customer** will open a pop-up window. This allows you to look up existing contacts by first name, last name, or contact ID (if known).

Customer ✖

[Search Customer](#)
[Clear All](#)
[Address Validation](#)

* First Name : <input type="text"/>	* Last Name : <input type="text"/>
Company Name : <input type="text"/>	Business Partner Number : <input type="text"/>
House Number : <input type="text"/>	Customer ID <input type="text"/>
* Customer Address1 : <input type="text"/>	Customer Address2 : <input type="text"/>
* Customer City : <input type="text"/>	* State/Province : <input type="text"/>
* Country/Region : <input type="text" value="Canada"/>	* Customer Postal Code : <input type="text"/> Look up
* Customer Email : <input type="text"/>	* Customer Contact Number <input type="text" value="1"/>

Notify Customer on Update :
Survey Preference :

Additional Addresses

[New Address](#)

Address Type	House Number	Street 1	Zip/Postal Code	Action
<p>No data</p>				

To locate an existing customer, click **“Search Customer.”** Enter any details you remember—such as first name, last name, or customer ID—and then click **“Search.”**

The system will display all matching results below. Select the correct contact from the list and click **“OK”** to confirm.

Search Customer
×

Retrieved Customer

Customer ID	First Name	Last Name	Company Name	Business Partner Number	Customer Email	Customer Contact Number	Address
 No data							

If you prefer to enter customer details manually, complete all fields marked with a red asterisk (required fields).

Once all required information is filled in, select **“Address Validation”**. This step ensures the address is accurate and prevents errors, which is especially important since the information may be used for parts shipment.

Case Information

- **Case Title:** This is a required field used for record-keeping. A clear title will also help you identify and manage cases more easily.
- **Problem Description:** Provide a brief summary of the issue or failure affecting the unit.

Diagnostic information

The field **“Used Lenovo Diagnostics Code”** is automatically set to **“NO.”** When this is the case, you must select a **No Diagnostic Reason** from the drop-down menu. Please choose **“BP”** from the list to proceed.

Diagnostics Information

Used Lenovo Diagnostic Code :

Is Dispatch Validation :

PD Code :

* No Diagnostic Reason :

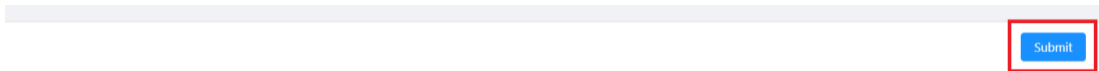
Diagnostic Result :

CEC Related information

The fields for **Case Priority**, **Impact**, and **Urgency** are automatically predefined. These values are non-editable.

CEC Related Information	
Case Type: Service Delivery	Incoming Channel: ASP Portal
Case Priority: Priority-3 (Med)	Urgency: Med
Shipping Instruction: <input type="text"/>	Impact: Moderate

Once all required information has been completed and carefully reviewed, click “**Submit**” to create the case. This action will allow you to proceed with the Work Order.



Cancelling a Case

If you realize that incorrect information was entered in a case, or if the case is no longer needed because no work order will be submitted, you can cancel it.

After the case has been submitted, a “**Cancel Case**” option will appear at the bottom of the page. Select this option to cancel the case.



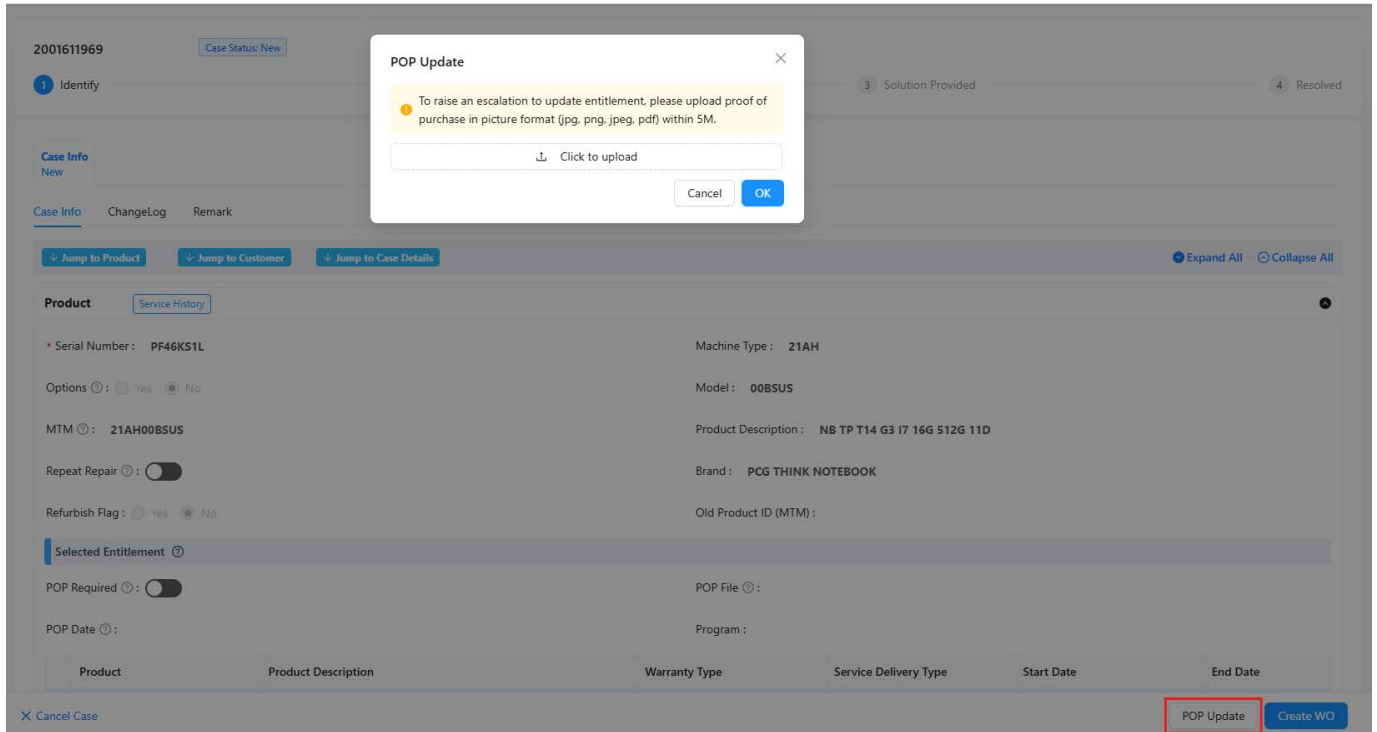
Proof of Purchase (POP) Upload

If the unit is out of warranty and the Registrations team has not been contacted, the system will request a Proof of Purchase (POP) when creating the Work Order.

The POP must be attached to the case so Lenovo can review and approve it, if applicable.

To upload the POP:

- Click on “POP Update” at the bottom of the case.
- A pop-up window will appear.
- Select the file from your desktop and upload it.

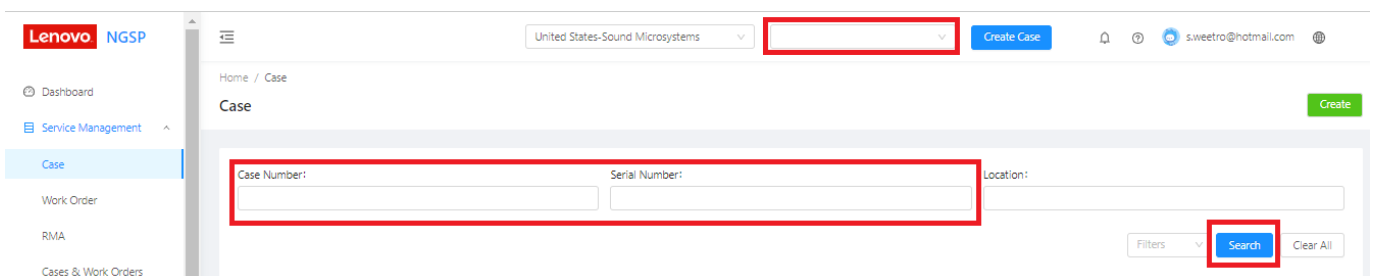


Creating a Work Order

A Work Order can be created either from a newly created case or by reusing an existing case that is still open.

To search for an existing case:

- Enter the case number directly into the search box at the top of the page.
- Alternatively, go to Service Management → Case and fill in one of the available fields.
- If you don't remember the case number, enter the unit's serial number and click "Search."



To proceed with the Work Order submission process, click on “Create Work Order.”

Preferred Onsite Date

Preferred Onsite Start Date 1 :	Preferred Onsite Start Date 2 :
Preferred Onsite End Date 1 :	Preferred Onsite End Date 2 :
Preferred Onsite Time Zone :	

X Cancel Case
POP Update
Create WO

Work Order Type

From the Work Order Type drop-down list, always select AWSP if it is not already pre-populated by the system.

Case Info
Create WO

WO

Last modified date:

[Jump To Parts](#) [Jump To Service](#)

Work Order Information

Work Order Info

* Work Order Type : <input type="text" value="AWSP"/>	* Order Type : <input type="text"/>
Technician Name : <input type="text"/>	External Reference Number : <input type="text"/>
Exception Approval Code : <input type="text"/>	Repeat Repair : <input type="radio"/> No
* Part Ship To Location : <input type="text"/>	AWSP Repeat Repair : <input type="radio"/> No
* Repair Location : <input type="text" value="Customer"/>	Work Order Priority : Premier
Program :	Refurbish Flag : <input type="radio"/> Yes <input checked="" type="radio"/> No

Service Type

There are seven distinct Service Type options available. To view them, click on the drop-down menu and select the appropriate Service Type for your case.

- **Accidental Damage Warranty**

Select this option for units that have suffered accidental drops or spills, provided the unit is covered.

- **Customer Limited Warranty**

Use for standard warranty repairs. Work Orders may be entitled electronically or by proof of purchase. Labor reimbursement is based on the actual service type (On-Site or Bring-In).

- **DOA (Defective on Arrival)**

Choose this option if a replacement part received from a previous Work Order arrives defective or damaged by courier.

- Only the FRU number from the original Work Order will be displayed.
- Must be submitted against the same serial number within 30 days of the original part's delivery date.
- Enter the original Work Order number in the "Original DOA WO Number" field.
- Select "Part DOA" from the Repeat Repair Reason.
- No additional parts can be ordered.
- If the 30-day time-frame has passed, the order will not be dispatched and must be canceled.

- **Labor Only**

Select when a service is performed but no part is required. These Work Orders are subject to manual audit. Full documentation of the service performed and a Lenovo Service Tip in the case are mandatory. Lenovo reimburses Authorized Warranty Service Providers (AWSPs) for eligible labor-only repairs.

Not eligible for reimbursement: adjustments of customer-level controls (e.g. , monitor settings), software problems or updates (OS, applications, firmware, BIOS), installation, configuration, setup, telephone assistance, or customer training.

Types of Labor Only Work Orders:

- ADP – Service Code confirming repair is mandatory.
- Standard – Service Code confirming repair is mandatory.
- Software/Firmware – PD code is mandatory. Format: PDTHT002998 (where "PDT" is added if entered manually). Alternatively, use the PD tree button.
- CritSit – CritSit Case number is mandatory.

- **Engineering Change (ECA)**
Select only when a valid ECA has been issued by Lenovo. The ECA Number must be entered in the designated field.
- **Option Claim Order**
Use for repairs on external options such as keyboards or docks. This option will be pre-populated if “Yes” was selected for Options in the Product section of the case. A Proof of Purchase (POP) must be attached for validation and approval.
- **Pre-Customer Limited Warranty**
This option has been discontinued and is no longer supported. Do not select this Order Type under any circumstance.

Technician

Select your technician from the drop-down list. If the technician you need is missing, refer to the Profile Managing and User Guide for instructions on updating your profile.

External Reference Number

This field is your BP reference and will appear on the parts packing list document. It is recommended to complete this field. Note that the maximum length is 35 characters.

Repeat Repair

This setting does not affect labor reimbursement.

If set to “Yes”, the Repeat Repair Reason becomes mandatory and must be selected from the drop-down menu.

AWSP Repeat repair

This section will show if a previous Work Order has already been created in system within the past 30 days.

If the “AWSP Repeat repair” toggle is set to “Yes”, labor reimbursement might be blocked.

[Work Order Information](#)

Work Order Info

<p>* Work Order Type: <input type="text" value="AWSP"/></p> <p>Technician Name: <input type="text"/></p> <p>Exception Approval Code: <input type="text"/></p> <p>* Part Ship To Location: <input type="text"/></p> <p>* Repair Location: <input type="text"/></p> <p>Program: <input type="text"/></p>	<p>* Order Type: <input type="text" value="Customer Limited Warranty"/></p> <p>External Reference Number: <input type="text"/></p> <p>Repeat Repair : <input type="radio"/> No</p> <p>AWSP Repeat Repair: <input type="radio"/> No</p> <p>Work Order Priority: Premier</p>
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Part Ship-To Location

Select where you would like the parts to be shipped from the drop-down menu. The available options are:

- Customer – Ship directly to the customer’s address.
- Technician – Ship to the assigned technician.
- Dealer – Ship to the dealer location.
- Alternate – when this option is selected a pop-up window will appear

Part Ship To Location: Alternate

First Name	Last Name	Mobile Phone	Email Addr	House NO / Street 1 / Street 2	City	State/Province	Postal Code	Country/Region
<input type="radio"/>	yang	yang	+18888888888	email@email.com	88888 / 888 SSSSS JJJJJJ	SSSSSS	98104	
<input type="radio"/>	yonghui1190	wang	+59315567676767	yonghuiwang1@lenovo.com	666 / haidian	beijing	2617	

< 1 2 3 4 5 >

Create New Address

* First Name * Last Name * Mobile Phone * Email Addr

House NO * Street 1 Street 2

* City * Country/Region * Postal Code * State/Province

Cancel Save

i You can either enter the required shipping information or select from an already saved address.

Repair Location

This field is not mandatory, but it is important to complete as it is used for tax calculations. Make sure to select the appropriate option from the drop-down menu before proceeding.

* Part Ship To Location: Alternate

* Repair Location: ^

Program:

Initial Diagnost

KEY DATES

Customer
Technician
Alternate
Dealer

Initial Diagnostics

Actual Performed Date

Enter the date on which the diagnostic was performed. If you complete this field after submitting the Work Order, the Diagnostic Notes and Repair Notes fields will become mandatory, and Labor will be created in Fixed status. This is the recommended process.

Diagnostic Notes

While not mandatory at this stage, it is strongly advised to complete it with repair-related comments. It will become mandatory when:

- You finish the repair, or
- You have entered the **Actual Performed Date** during Work Order creation.

PD Code

Select a Lenovo Service Tip using the “View PD Guide” button.

If you already know the Tip number, enter it directly into the designated field.

i When creating a Labor Only Work Order with the “Software” type, you must provide a valid Tip number.

These Work Orders are subject to manual audit, and a valid PD code is required for approval.

Initial Diagnostics

KEY DATES

Actual Performed Date ⓘ:

PRODUCT INITIAL CONDITION

Diagnostic Notes:

PD Code [View PD Guide](#)

IRIS Code [Add IRIS Code](#)

In the pop-up window, click the “**Tips Viewer**” icon to search for and select the corresponding Tip Number.

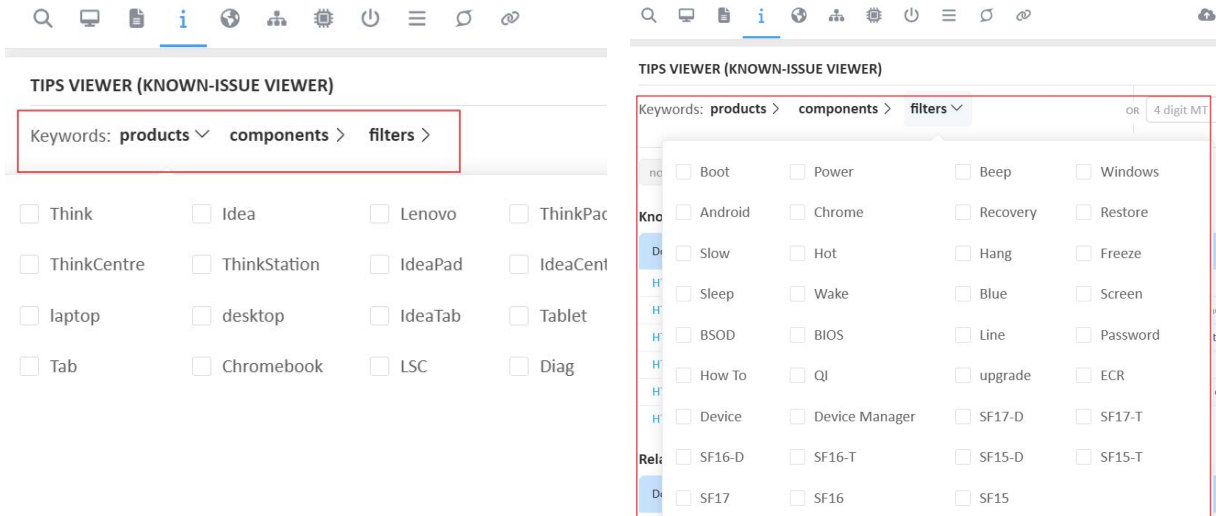
The screenshot shows the 'TIPS VIEWER (KNOWN-ISSUE VIEWER)' interface. At the top, there are navigation icons and a language dropdown set to 'English'. Below this, a search bar contains the text '4 digit MT' and a 'search' button. To the right of the search bar is a 'RESET' button and a 'SHOW SELECTED DOCUMENTS' button. Below the search bar, there are filters for 'products', 'components', and 'filters'. The main content area is divided into two sections: 'Known Issue' and 'Related Info'. Each section contains a table with columns for 'Doc id', 'Document Title', 'Last Update', and 'Select'. The 'Known Issue' section lists various issues such as 'Android Upgrade Matrix', 'Warning message "The connected AC adapter has a lower wattage than the recommended model"', and 'Dock Guidelines and Troubleshooting when connected to Lenovo or Non-Lenovo systems'. The 'Related Info' section lists documents like 'Keeping your computer clean – Notebooks, All-in-One Desktops, Tiny-in-One, and Monitors' and 'Connecting your smartphone to PC'. At the bottom left, there is a legend for 'Service Confidential' and 'Service Critical'.

i The system will allow you to select a Tip Number that may not be valid for the serial number being serviced. Please make sure to confirm that the selected Tip matches the unit.

On the **Tips Viewer** page, you can refine your search using the following options:

- Filters located at the top of the page.
- Enter the device’s **Machine Type** (MT) and a keyword in the search field to narrow down results.

This close-up screenshot shows the search bar area of the 'TIPS VIEWER (KNOWN-ISSUE VIEWER)' interface. It highlights the search input field containing '4 digit MT', the 'search' button, and the 'RESET' button. The search bar is part of a larger navigation area that includes filters for 'products', 'components', and 'filters'.



Document Title and Tip Validation

- The Document Title section provides a brief description of the Tip information. This helps you identify which Tip may be related to the issue being addressed.
- To confirm the Tip details, left-click on the blue “Document ID.”
- You will then be directed to the full document information, where you can verify that the selected Tip is correct for your unit and the specific problem.



To select a Tip, simply click the blue “Copy” option located under the PD Code column on the right side of the page. Once copied, close the window to continue with your Work Order.

Known Issue

Send	Doc Id	Alias	Series	Document Title	PD Code
	a8_50_tablet_q		IT:A8-50	Quick Start Guide (Multiple Languages) - A8-50 Tablet (A5500)	copy
Select	ACC100372		Accessories	Accessories and Options Warranty Lookup	copy
Select	ACC500194		Accessories	ThinkBook Integrated Earbuds/ThinkPad Integrated Earbuds - Overview	copy
Select	DS550872		TP:T14 Gen 2 (...)	Lenovo Battery Firmware Update Utility for Windows 10 (32-bit, 64-bit) - ThinkPad	copy
	FAQ194		IT:A1000	How to check the tablet build number - IdeaPad A1000 Tablet	copy
	FAQ196		IT:A1000	How to insert a memory card - IdeaTab A1000 Tablet	copy
	FAQ197		IT:A1000	How to insert a SIM card - IdeaTab A1000	copy

After selecting and copying the Tip, you will return to the Initial Diagnostics section. The selected Tip’s information will automatically populate in the corresponding fields

Initial Diagnostics

KEY DATES

Actual Performed Date ⓘ:

PRODUCT INITIAL CONDITION

Dagnostic Notes:

PD Code [View PD Guide](#)

PDTH510459

PD Code ⓘ	PDTH510459
PD Level1 ⓘ	KB Tips
PD Level2 ⓘ	KB Tips
Symptom	Dock Guidelines and Troubleshooting when connected to Non-Lenovo systems
Updated At	2025-06-30 14:16:58

If you need to remove the selected Tip, simply click the “Delete” option located at the bottom of the Tip information.

Service Level Information

Actual Service Type

Select the appropriate option from the drop-down menu. There are three available choices:

- On-Site – Eligible for labor and travel reimbursement.
- Bring-In – Eligible for labor reimbursement only.
- Parts Only – No reimbursement.

ⓘ Do not select “Parts Only” unless you are expressly instructed by Lenovo. Choosing this option will block labor reimbursement.

Repair Notes

This field is not mandatory during the initial stage of Work Order submission. It will become mandatory if:

- You complete the Actual Performed Date, or
- You are finalizing the repair.

Best Practices

- Provide sufficient detail to describe the repair performed or required.
- These notes may be used for audit purposes, so clarity and completeness are essential.
- You may also add any additional comments that help explain the repair context or decisions made.

Repair Notes – Special Requirements

Labor Only Work Orders

- You must include a full description of the service performed. This ensures proper documentation and supports audit validation.

Accidental Damage Work Orders

- Provide a detailed description of the accident (e.g., drop, spill).
- Document the hardware damage observed.
- List the steps taken to repair the unit.

Once you have completed and reviewed all required information, click the “Submit” option located at the bottom of the page to finalize your Work Order.

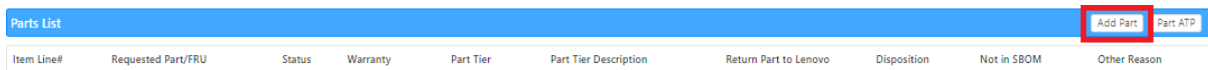
❗ If any mandatory field is missing, the Work Order will not be submitted. The system will highlight the incomplete field in red so you can correct it.

Additionally, a pop-up warning will appear if the assigned technician is not qualified to perform the repair.

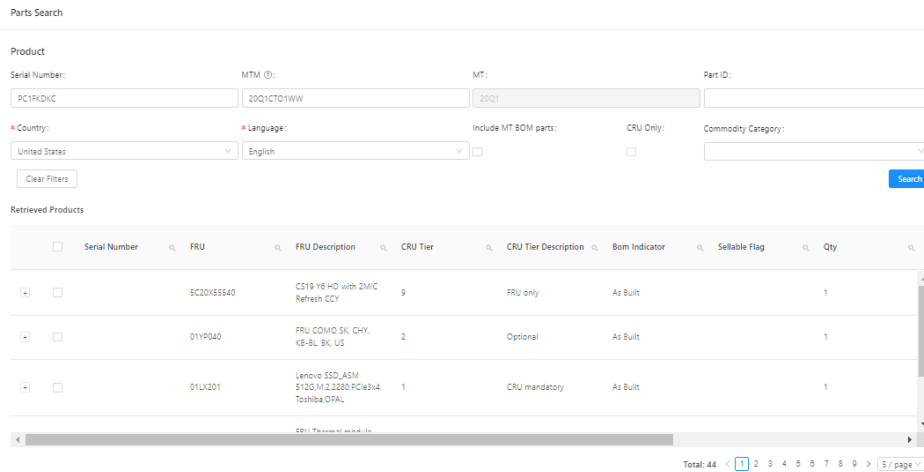
Parts List

To begin requesting parts, click the “Edit WO” option located at the bottom of the page.

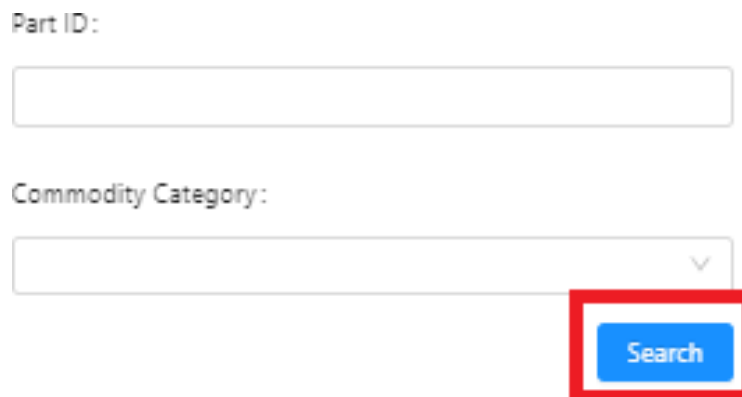
When the Work Order enters edit mode, additional options will appear on the page. To request parts, go to the Parts List section and click on the “Add Part” option.



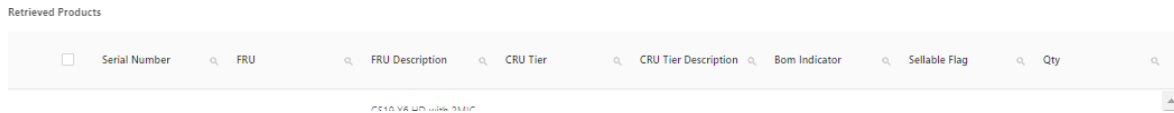
a pop-up window will appear displaying the unit’s information along with the unit’s Bill of Materials (**BOM**). From this list, you can select the appropriate part needed for the repair, ensuring that the request is tied directly to the unit’s specifications.



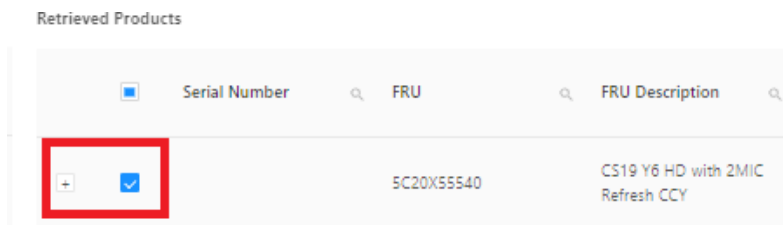
To make locating the correct part easier, you can use the filters located at the upper side of the window to narrow down your search.



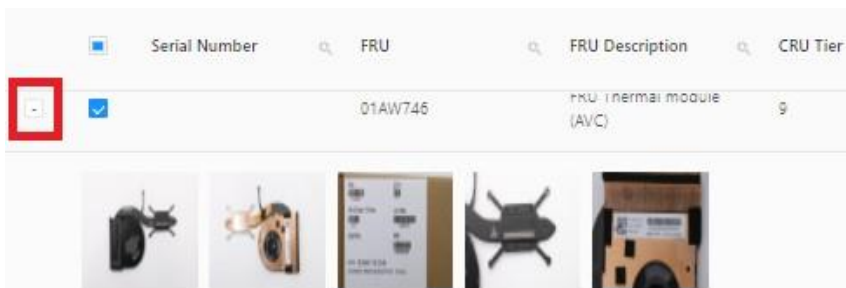
When you are in the Retrieve Product section, you can also use the magnifying glass icons located next to each category to refine your search.



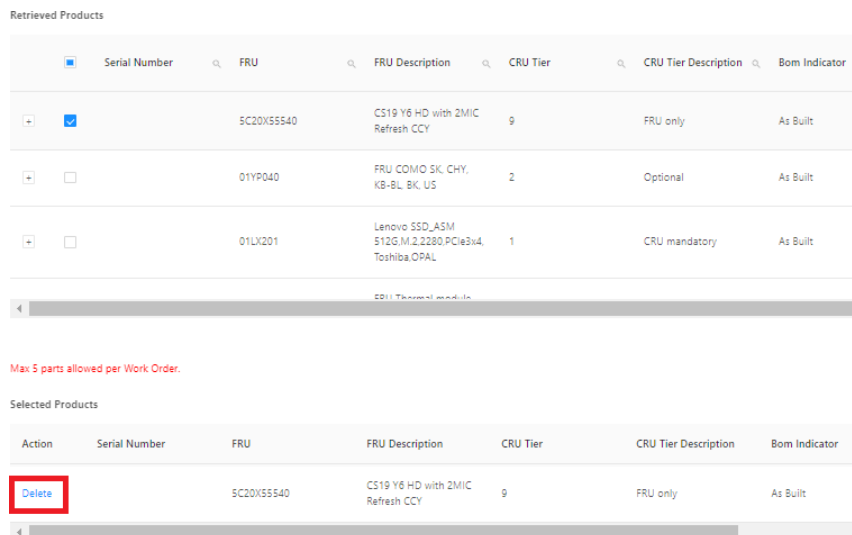
select the required item by clicking the checkbox on the left side of the part entry



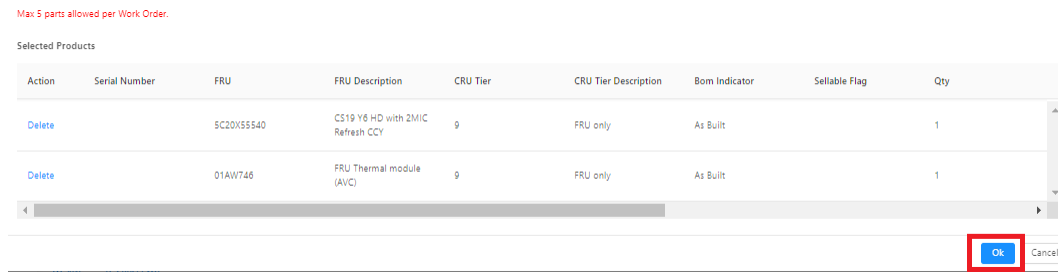
when you click on the “+” icon located to the left of a part entry, the system will display photos of the selected part, if available.



All selected parts will be listed on the “Selected Products” section listed below. To delete an already selected part, simply click on the “Delete” blue written option next to each part.



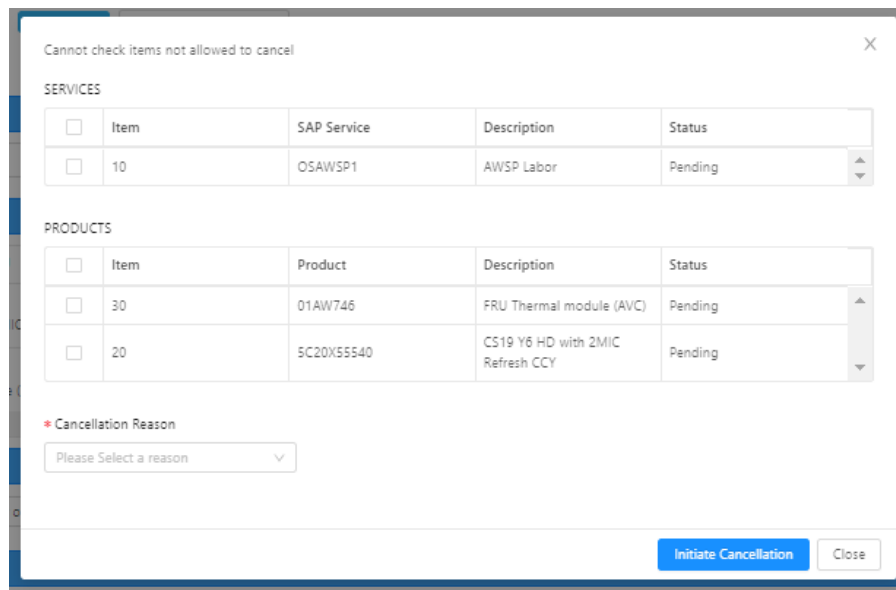
the system will display the maximum number of parts you are allowed to select per Work Order in red (limited to **3 parts for US and CA**). After you have selected all the necessary parts, simply click “Ok” at the bottom of the page to confirm your selections and proceed.



you will return to the Work Order page, where all the parts you selected will be listed under the Parts List section. If you realize that a part was missed, you can simply go back to the Add Part section to include the additional item.

Cancellation Process

Before dispatching, you can choose to cancel either the entire Work Order or just a specific part that has already been selected. To do this, click on “**Cancel WO**”, and a pop-up window will appear. If a wrong part has been selected, make sure to only select the part that needs to be cancelled, rather than cancelling the entire Work Order.



The cancellation of a Work Order or part can only be performed before clicking on **Dispatch**. Once Dispatch has been initiated, **cancellations should no longer be made from your end**; instead, you must contact the **SMSC** for assistance.

If you need to cancel the entire Work Order, ensure that you also select **Labor Reimbursement** under the Services section, along with each part that is being cancelled. Additionally, a cancellation reason is mandatory, and you must choose the most appropriate option from the drop-down menu provided.

Cannot check items not allowed to cancel X

SERVICES

<input type="checkbox"/>	Item	SAP Service	Description	Status
<input type="checkbox"/>	10	OSAWSP1	AWSP Labor	Pending

PRODUCTS

<input type="checkbox"/>	Item	Product	Description	Status
<input type="checkbox"/>	30	01AW746	FRU Thermal module (AVC)	Pending
<input type="checkbox"/>	20	5C20X55540	CS19 Y6 HD with 2MIC Refresh CCY	Pending

* Cancellation Reason

Please Select a reason

Once you have completed the cancellation steps, click on “Initiate Cancellation” to confirm the action. After all required parts have been selected and the cancellation process is finalized, you can continue by clicking “Dispatch” at the bottom of the page.

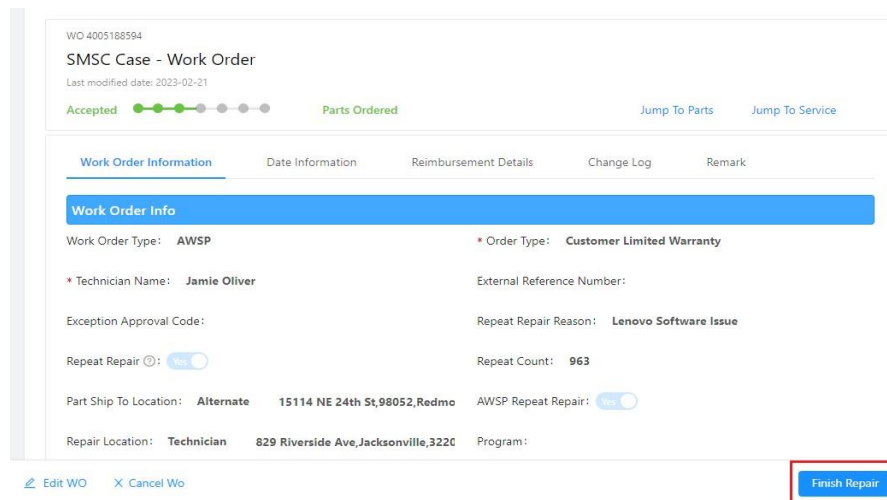
The Dispatch option will only be visible when the Work Order is in **edit mode**. At this stage, the system will also display a pop-up notification if the unit is out of warranty, prompting you to attach a Proof of Purchase (**POP**) to the case.

Finish Repair

The Finish Repair function is used to inform Lenovo that the repair has been completed. To finalize the process, you must complete the Actual Perform Date field and then click “Finish Repair” at the bottom of the Work Order.

ⓘ Please note that failure to select **Finish Repair** will place the order on hold for labor reimbursement, and payment (if applicable) will not be released until the process is completed.

This action is not tied to the part’s status, meaning you can select Finish Repair at any point during Work Order creation. However, it is advisable to create the Work Order with labor already in **Fixed** status, as outlined in page 16 of the guide.



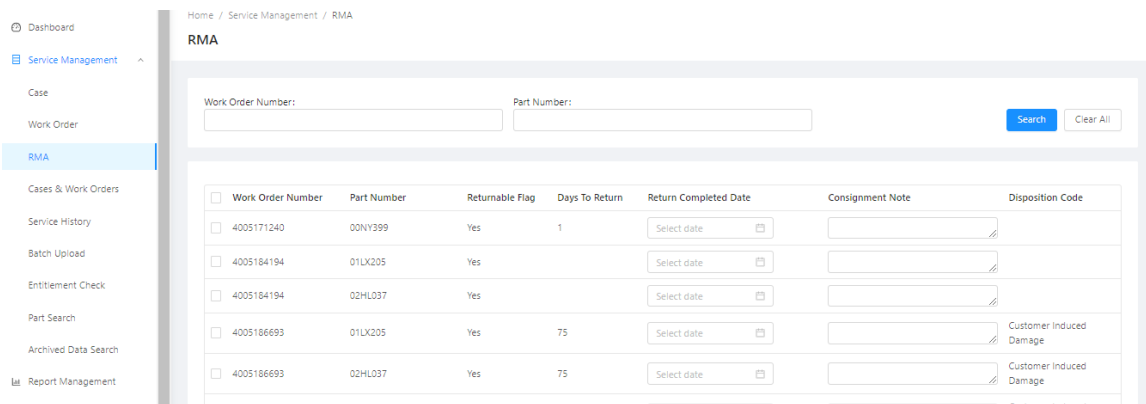
Work Order flow

Once you have Dispatched your Work Order, the order statuses will automatically update. Below is the standard sequence for a Work Order created with labor already in Fixed status:

Awaiting Order release ➔ Order Accepted ➔ Repair Completed ➔ Repair Completed ➔ Repair Completed ➔ Repair Completed ➔ RMA in Progress ➔ Completed ➔ Closed

Return Merchandise Authorization (RMA)

The RMA section allows you to keep track of parts that are pending return. To access it, go to the Service Management section and select RMA to view the report. Within this report, you will see a countdown displayed on the left side under “Days to Return”, which indicates the remaining time available to return each part. This helps ensure timely returns and prevents delays in processing.



i According to Lenovo’s Terms and Conditions, you have **30 days** to return parts back to Lenovo. If you require a return extension or a new return label, please contact the SMSC at smsc@lenovo.com.

Service Management Support Center

The SMSC is available Monday through Friday, from 9:00 A.M. to 5:00 P.M. Eastern Standard Time. You may reach the SMSC through the following contact channels:

- E-mail: smsc@lenovo.com
- Phone: 800-426-3391