Rednote_Segment HCI Service 01129 Segment Home/C&I All String products automated PUK

Description:
We would like to inform you that the process for creating the PUK (Personal Unblocking Key) has been changed for our customers.

Problem:
The PUK requests caused a considerable number of service requests at the contact center.
The previous PUK process could not be carried out in a cost-covering manner.

Problem solving:
Our customers can now create their Inverter PUK 1.0 (Firmware < 4.0) **free of charge** and independently in the Online Service Center (OSC).

This adjustment aims to improve our service and offer our customers more flexibility and convenience.
Customers simply need to log into their OSC account and follow the instructions under the "Self Help" menu item to generate their PUK.

All Home and C&I customer groups are affected.

PUK creation at the Contact Center will only take place in exceptional circumstances.

By switching to the free and always available PUK procedure, which is placed in the OSC, we reduce the volume in the contact center by up to 6% and create greater customer satisfaction through the always available and free of charge solution.

Waiting times are minimized, billing is eliminated, and the freed-up resources can be used for higher-value activities.

The invoicing for PUK generation will be stopped with the go-live of the new PUK process (end of June 2024).

The system will be available from end of June 2024.

In July 2024, a marketing campaign will be launched on several channels to direct customers to the OSC for PUK requests.

Please note this change in your daily work and inform our customers accordingly if any questions arise.

Author: Daniel Konhäuser
Release: Thomas Bausewein

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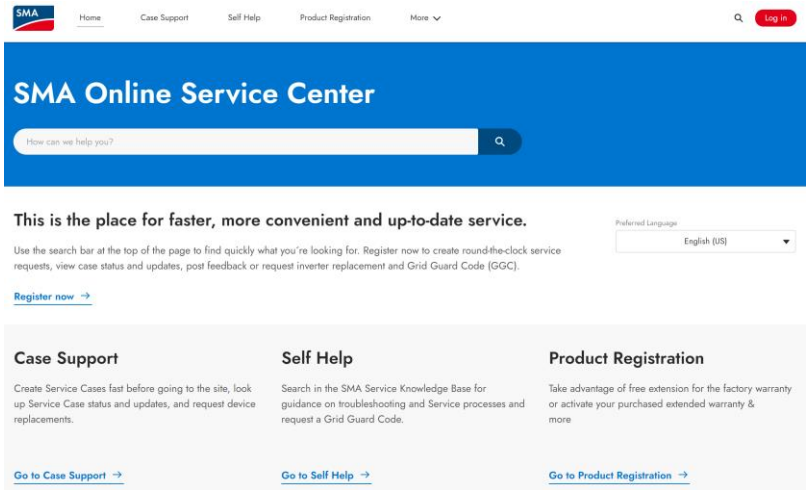
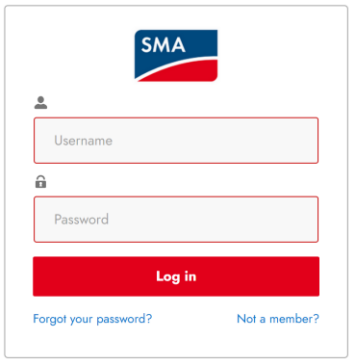
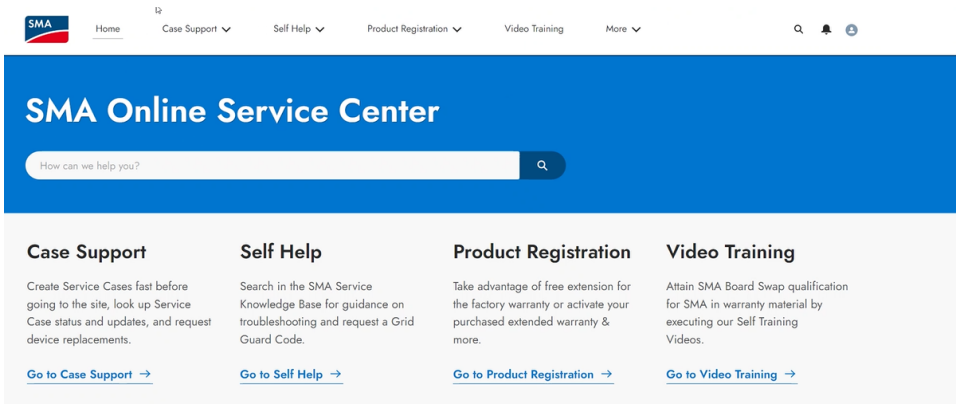
OSC-Procedure:







Search in the SMA Service Knowledge Base

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Release: Thomas Bausewein

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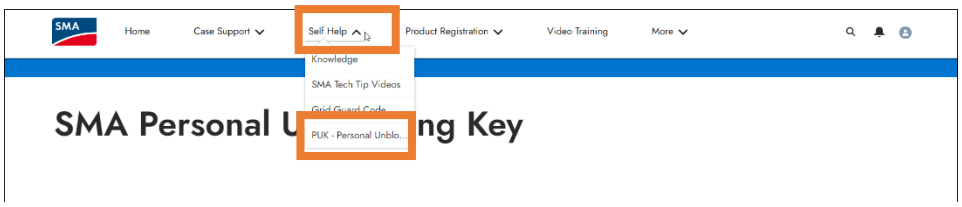
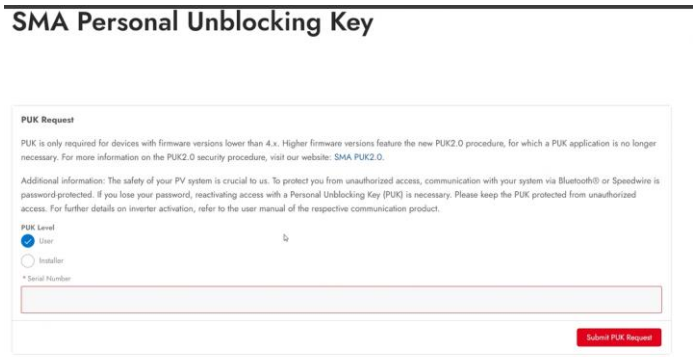
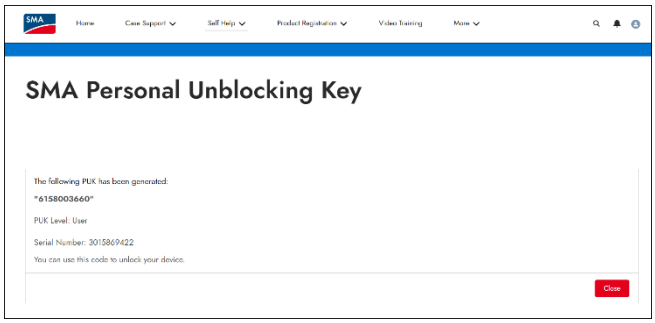
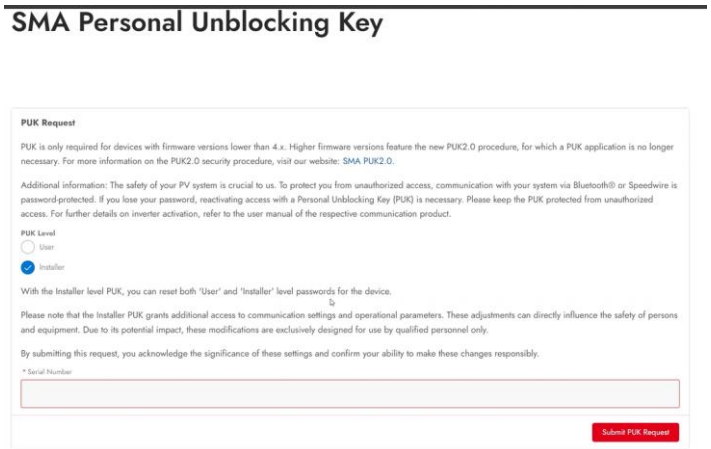


End-Customer:





Installer:



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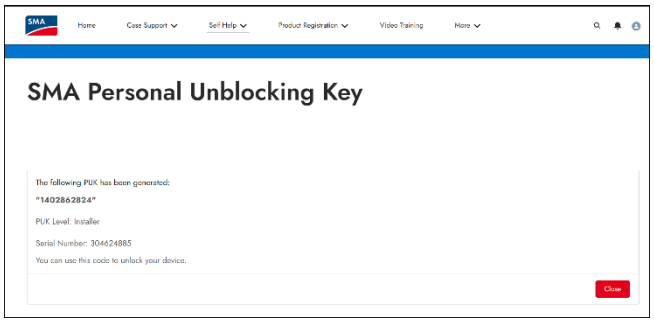

- **Installer gets another PUK number than end customer with different permissions.**
- **The system will inform the customer if the serial number is invalid.**
- **The system will inform the customer if the PUK 1.0 procedure is not applicable.**

External communication:

NEW! Get PUK-codes anytime through the SMA Online Service Center

When the PIN-code to access an inverter is no longer available, you need a security code called PUK-code to generate a new password. Now, for inverters with firmware inferior to 4.xx, you can easily obtain a PUK-code 24/7 and free of charge through the SMA Online Service Center. Make sure the latest firmware is installed on the inverter. For inverters with a firmware superior to 4.xx, the existing procedure called PUK 2.0 remains unchanged.

How to obtain a PUK-code for inverters with a firmware inferior to 4.xx:

- Log into the SMA Online Service Center or create an account if you don't have one.
- Select 'Self Help' from the top menu.
- Click on 'PUK - Personal Unblocking Key' in the drop-down menu.
- Enter the serial number of the device.
- You will receive the PUK-code immediately.

As an installer, you can request up to 25 PUK-codes per day. If you need more, you must create a service request in the SMA Online Service Center. Installation owners can also request a PUK-code for their home devices by following the same procedure.

Are you new to the SMA Online Service Center? Watch this video.

CTA: Go to the SMA Online Service Center

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