



MANITOWOC Claims Process System User Guide

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MANITOWOC Claims Process System User Guide



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WARRANTY VERIFICATION

(date of equipment install)

- Enter serial number to obtain install date, click "Next" to proceed.

Home Warranty Verification Complete Warranty Registration Upload Equipment Photos

Warranty Verification

* Serial Number:
1120563073

To determine if your equipment is under warranty, please enter the serial number.
Click the **NEXT** button to determine warranty status.

Next

- As seen below, serial number information will be displayed.

Home Warranty Verification Complete Warranty Registration Upload Equipment Photos

Warranty Search Results:

* Would you like to register this product?
No

Serial Number: 1120563073

Asset Warranties

Serial Number: 1120563073	
Manitowoc Ice	JCT1500-261 REMOTE COND JCT1500 230V/60HZ
Shipped Date	Original Installed Date
Aug 29, 2019	Nov 18, 2019

Non-Residential Warranty Information*

Additional Details :
The Warranty Information is currently not available for that Serial Number in the Call Tracking and Claims Processing Systems. Thank you.

* All residential warranties are for (12) months from the sale date.

Previous Next

WARRANTY REGISTRATION

- Link to warranty registration: <https://manitowocice.force.com/claims/s/warranty-registration>
Click on the **Complete Warranty Registration** tab.

Home Warranty Verification Complete Warranty Registration Upload Equipment Photos

- Enter the serial number and click Next on the right of the screen. *If the serial is not valid, navigate to the Warranty Verification site.

* Enter your Serial Number:
1120563073

☐ Non-Serialized Item

Next

- In the Asset Warranties section, complete all fields if information is known. Asterisk [*] fields are required.
Note: If install date is unknown, use ship date displayed.
Click Next at the right of the screen.

MINITOWOC Search... Lonnie Weaver

Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More ▾

Asset Warranties

Serial Number: 1120246194
 Maniowoc Ice IY1474C 161 HALF DICE I1470 CVD
 Shipped Date: Jan 27, 2017 Original Installed Date: Not Populated

Non-Residential Warranty Information*

Parts Standard Duration:	3 Years	Standard Labor:	3 Years
COMPRESSOR Warranty			
Parts Duration:	5 Years		
EVAPORATOR Warranty			
Parts Duration:	5 Years	Labor Duration:	5 Years

Assignment Rule: Maniowoc Ice_CUBER
 Warranty Code: 3SPL_5.COMPP_5.EVAPPL

* All residential warranties are for (12) months from the sale date.

Purchase Date: Jan 16, 2017
 * Install Date: Jan 19, 2017
 Asset Location Details ⓘ

Previous Next

- In the Owner Information section, complete all fields if information is known. Asterisk [*] fields are required. If the Equipment Location is the same as the Owner, check the box on the lower left corner on the bottom of the screen.

Click Next on the bottom right of the page.

Owner Information

* Business/Individual
 Business

* Company: ABC Business

First Name:
 Last Name:
 Owner Email: email@email.com
 * Owner Phone: 777-777-7777

* Address Line 1: 123 Any Street
 Address Line 2:
 Address Line 3:
 Suite/Apartment/Room #:
 * City/Town: Milwaukee
 * Country: United States
 * State/Province: Wisconsin
 * Postal/Zip Code: 53224

☐ Check this box if the Equipment Location is the same as the Owner Location

Previous Next

- In the Equipment Location section, complete all fields if information is known. Asterisk [*] fields are required. If the Chain Name field is not a Chain account, select "None" from the dropdown list.

Click Next on the bottom right of the page.

Equipment Location

* Location Name ⓘ
 ABC Business

* Location Type
 Commercial

Location Phone Number

Contact Name

Store #

* Contact Phone
 777-777-7777

Contact Email
 email@email.com

* Chain Name ⓘ
 NONE

* Address Line 1
 123 Any Street

Address Line 2

Address Line 3

Suite/Apartment/Room #

* City/Town
 Milwaukee

* Country
 United States

* State/Province
 Wisconsin

* Postal/Zip Code
 53224

Previous Next

- Attach a proof of purchase or proof of installation, if available, by uploading from your local network or drag and dropping. Click the check box at the bottom left under “Need to register another serial number at the same address?”.

Click Next at the right of the page.

Attach Files (Max file size 2 MB)

Notice: Proof of Purchase is required for warranty registration

Even if it is not required including the Proof of Purchase/Installation may help expedite warranty claim processing in the case you have a warranty failure.

Proof of Installation

Upload Files Or drop files

Proof of Purchase

Upload Files Or drop files

Need to register another serial number at the same address?

☐ Check here

Next

You will receive a confirmation that the serial number is registered, Click Next.

Serial Number 1120563073 has been registered.

Next

*When registering the serial numbers is complete, address information will populate for each serial number when you start a claim using the next step.

LOG IN

To log into the Claims Processing System (CPS), copy and paste the link below into either Google Chrome or Microsoft Edge browser.

<https://manitowocice.force.com/claims/s/>

Click on “Login” on the top right corner and enter your username and password to access the CPS.



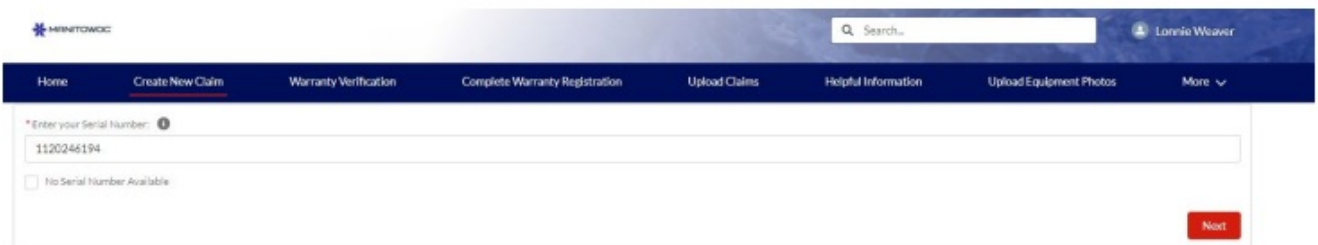
CLAIM CREATION

- To create a claim, click on the **Create New Claim** in the header.

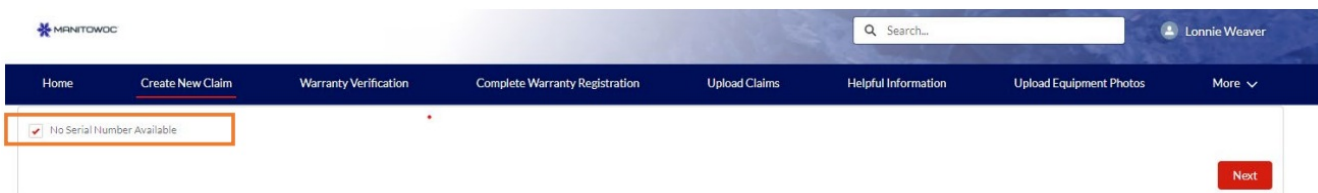
Note: One serial number is allowed per claim.



- Enter the serial number and click Next on the right of the screen. If the serial number is not valid, you will receive an error.



- If you have an invalid serial number, navigate to the Warranty Verification site to confirm. *If serial number is not valid, contact Manitowoc Ice.



Note: Serial number has not been registered prior to filing a claim, registration will be required at this time. Serial number has been registered already and is correct, just continue through screens.

- Choose a Claim Type from the dropdown list.**

Create New Claim:

Claim Type: -- None --

STANDARD WARRANTY
EXTENDED WARRANTY
REPLACEMENT PART
STARTUP
INSTALLATION
PREVENTATIVE MAINTENANCE
SPECIAL SERVICES
GOODWILL
FIELD TEST
CAMPAIGN/RE-WORK
OTHER

Other: Concessions and claims that do not fit any other category.

* Charge Type: -- None --

Labor Only - Select if you WILL NOT be claiming an OEM Manitowoc part number for reimbursement.
Labor & Part - Select if you WILL be claiming an OEM Manitowoc part number for reimbursement and labor.
Part Only - Select if you WILL be claiming for an OEM Manitowoc part number and no labor.

Next

- Choose a Charge Type based on Labor Only, Labor & Part or Part Only. *Part Only claim type can only be filed by a Distributor.

Create New Claim:

* Claim Type: -- None --

Please enter a value.
Standard Warranty: Labor and/or parts for a product in warranty.
Extended Warranty: Warranty claim for a product that has warranty coverage beyond the standard warranty period.
Replacement Part: Replacement parts warranty only.
Start Up: Equipment startup.
Installation: Equipment installation claims.
Preventive Maintenance: Preventive maintenance & performance check work.
Special Services: Site surveys.
Goodwill: Concessions.
Field Test: Field test worked performed as directed by the manufacturing facility.
Campaign/Re-work: Rework, Retrofit or Upgrades claims.
Other: Concessions and claims that do not fit any other category.

* Charge Type: -- None --

-- None --
Labor Only
Labor & Part
Part Only

Next

- Once the Charge Type has been selected, the Concessions/Authorizations screen will be displayed. If a claim is being filed with a Concession number provided, it will need to be selected at this time.

Claim Type: STANDARD WARRANTY Charge Type: Labor & Part

Concessions/Authorizations

Concession #	Asset	Concession Type	Authorization Details	Action

Previous Next

Serial Number Details

Asset Serial Number: 1120494770 Asset Item Number: CVDF2100-263

Brand ERP: MANITOWOC ICE

Purchase Date: Original Install Date: 2/24/2020

Current Warranty Registration:

Product Series:

Description:

System Information

Asset Name: 1120494770

- A claim number will be auto-generated at this time and displayed in the upper lefthand corner of this screen. If claim requires a "Concession" and it was not viewed in the previous step, add "Concession" number in the "Authorization Number" field, complete "Authorized By" field.
- Complete all fields if information is known. Asterisk [*] fields are required.

MINITOWOC Search... Lonnie Weaver

Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More ▾

Claim Number: CL-0033386 Claim Information: Type: STANDARD WARRANTY Status: DRAFT Serial Number: 1120246194 Claim Totals: Total Requested: 0.00 Total Approved: 0.00

Service Incident Summary

*Service Incident Summary
My product needs to be reviewed.

*Failure Date: Jul 18, 2022 *Currency: USD - US Dollar
*Service Completed Date: Aug 1, 2022 No of Trips to Job Site: Customer Incident Number:

Authorization Number: Authorized By: End User Acceptance Name: Technician ID: Technician Name:

Exit to Claim Detail ⓘ Next

- In the “Submitter Account” section, complete all applicable fields if information is known. Asterisk [*] fields are required.

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Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More ▾

Submitter Account

Helpful Hint: If you need to change the location you are reporting this claim under, click the (x) button to clear the defaulted account. (Up to 10 accounts will display in the drop down when an account is cleared. If you do not see the account you are looking for, you can search by company name, address, city, etc.)

*Submitter Account: ABC EQUIP & REFRIGERATION PO BOX 69 BLEND FALLS New York 12801-0069 United States CSR Number: 67357 *Claim Submitter Email: lonnie.weaver@pentair.com *Claim Submitter Phone: 777-777-7777

*Did Your Company Complete This Service Call? Yes

Submitter to Claim Reference Information
Information Submitter wants to reference to this claim.

Invoice Number: Invoice Date: Reference Information: Store Number: *Service Company Sold Product: Yes *Service Company Leased Product: No

Exit to Claim Details ⓘ Previous Next

*This Step is for Distributors Only

- To send a request to have a servicer account added, click on the down arrow next to Submit Claim at the top right of the page and select Sub-Agent Request. A popup window displays. Enter the company information and click Next, Click Finish on the confirmation message.

Manitowoc

Search...

Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More

Claim CL-0033386

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type: Labor Only

Asset Brand: MANITOWOC ICE

Serial Number: 1120246194

Claim Totals
Total Requested: 0.00 USD
Total Approved: 0.00 USD

Sub-Agent Request
Update Registration
Delete
Print Claim PDF

Guidance for Success
Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item
The Charge Type for this Claim is Labor Only, to apply labor to the Claim please enter your Causal Part below and hit Next. The flow will take you through the process of adding Labor to this claim.

Input Part Number

000000002	Manitowoc Ice	TUBE HOLDERS VINYL
000000003	Manitowoc Ice	TUBE HOLDERS VINYL
000000004	Manitowoc Ice	TUBE HOLDERS VINYL
000000005	Manitowoc Ice	TUBE HOLDERS VINYL
000000006	Manitowoc Ice	TUBE HOLDERS VINYL
000000007	Manitowoc Ice	TUBE HOLDERS VINYL
000000008	Manitowoc Ice	GUARD DUPP VALVE
000000009	Manitowoc Ice	ELBOW-BARBED 90D, 1 INVL

Sub-Agent Request

*Service Company Name

Complete this field.

*Address

*City

*Country

--- Please Select ---

*State/Province

--- Please Select ---

*Postal/ZIP Code

Sub-Agent Email
you@example.com

*Sub-Agent Phone

Please fill out this field.

Next

Sub-Agent Request

Your Request Has Been Submitted.

Previous Finish

- In "Service Incident Line" section, enter causal part number and select appropriate brand. Each claim requires at least one "Causal Part" for warranty processing.

Claim
CL-0033368

+ Follow

Enter Service Details

Enter Submitter Details

Submit Claim ▾

Claim Information

Type: STANDARD WARRANTY
Status: DRAFT

Charge Type

Labor Only

Asset Brand

MANITOWOC ICE

Serial Number

1120494770

Claim Totals

Total Requested: 0.00 USD



Service Incident Lines

Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter **Service Incident Lines** Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

The Charge Type for this Claim is Labor Only, to apply labor to the Claim please enter your Causal Part below and hit Next. The flow will take you through the process of adding Labor to this claim.

Input Part Number

000006050



000006050

Manitowoc Ice

WATER INLET (WATER COOLED CONDENSER)

Next

Service Incident Line Number ▾	Causal Part?	UOM ▾	Requested Qty ▾	Requested Rate/Charge ▾	Total Requested ▾
--------------------------------	--------------	-------	-----------------	-------------------------	-------------------

Claim
CL-0033368

+ Follow

Enter Service Details

Enter Submitter Details

Submit Claim ▾

Claim Information

Type: STANDARD WARRANTY
Status: DRAFT

Charge Type

Labor Only

Asset Brand

MANITOWOC ICE

Serial Number

1120494770

Claim Totals

Total Requested: 0.00 USD



Service Incident Lines

Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter **Service Incident Lines** Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

The Charge Type for this Claim is Labor Only, to apply labor to the Claim please enter your Causal Part below and hit Next. The flow will take you through the process of adding Labor to this claim.

Input Part Number

000006050



000006050

Manitowoc Ice

WATER INLET (WATER COOLED CONDENSER)

Next

Service Incident Line Number ▾	Causal Part?	UOM ▾	Requested Qty ▾	Requested Rate/Charge ▾	Total Requested ▾
--------------------------------	--------------	-------	-----------------	-------------------------	-------------------

MANITOWOC

Search...

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Claim CL-0033392

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information Type: STANDARD WARRANTY Status: DRAFT Charge Type: Labor & Part Asset Brand: MANITOWOC ICE Serial Number: 1120494770 Claim Totals Total Requested: 0.00 USD

Service Incident Lines Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

Input Part Number 000000050 ManItowoc Ice WATER INLET (WATER COOLED CONDENSER)

☒ Causal Part? ☐ Non-Part Related Service Line

Next

Service Incident Line Number	Causal Part?	UOM	Requested Qty	Requested Rate/Charge	Total Requested
------------------------------	--------------	-----	---------------	-----------------------	-----------------

*See next page for **NO CAUSAL PART** selection if no part was replaced.

- If there is no physical part number replaced, user will be required to enter a "NO CAUSAL PART" as a repair as shown below. Selection for "No Causal Part" needs to be related to equipment repair. Click "Next" to proceed.

Claim CL-0033368

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information Type: STANDARD WARRANTY Status: DRAFT Charge Type: Labor Only Asset Brand: MANITOWOC ICE Serial Number: 1120494770 Claim Totals Total Requested: 0.00 USD

Service Incident Lines Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

The Charge Type for this Claim is Labor Only, to apply labor to the Claim please enter your Causal Part below and hit Next. The flow will take you through the process of adding Labor to this claim.

Input Part Number NO CAUSAL PART

<input checked="" type="checkbox"/>	NO CAUSAL PART - ELECTRICAL	ManItowoc Ice	NO CAUSAL PART - ELECTRICAL
<input checked="" type="checkbox"/>	NO CAUSAL PART - EQUIPMENT REPLACEMENT	ManItowoc Ice	NO CAUSAL PART - EQUIPMENT REPLACEMENT
<input checked="" type="checkbox"/>	NO CAUSAL PART - FIELD TEST	ManItowoc Ice	NO CAUSAL PART - FIELD TEST
<input checked="" type="checkbox"/>	NO CAUSAL PART - FIRMWARE	ManItowoc Ice	NO CAUSAL PART - FIRMWARE
<input checked="" type="checkbox"/>	NO CAUSAL PART - INSTALLATION	ManItowoc Ice	NO CAUSAL PART - INSTALLATION
<input checked="" type="checkbox"/>	NO CAUSAL PART - MECHANICAL	ManItowoc Ice	NO CAUSAL PART - MECHANICAL
<input checked="" type="checkbox"/>	NO CAUSAL PART - NO SUB SYSTEM	ManItowoc Ice	NO CAUSAL PART - NO SUB SYSTEM

MANITOWOC

Search...

Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More

Claim CL-0033393

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information Type: STANDARD WARRANTY Status: DRAFT Charge Type Labor & Part Asset Brand MANITOWOC ICE Serial Number 1120494770 Claim Totals Total Requested: 0.00 USD

Service Incident Lines Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

Replacement Part Number

NO CAUSAL PART - ELEC

NO CAUSAL PART - ELECTRICAL Manitowoc Ice NO CAUSAL PART - ELECTRICAL

Next

Service Incident Line Number	Causal Part?	UOM	Requested Qty	Requested Rate/Charge	Total Requested
------------------------------	--------------	-----	---------------	-----------------------	-----------------

- *Complete all required fields. *Manitowoc Ice requires RM Tag# for each part replaced. Asterisk [*] fields are required. Click "Next" to proceed.

Claim CL-0033368

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information Type: STANDARD WARRANTY Status: DRAFT Charge Type Labor Only Asset Brand MANITOWOC ICE Serial Number 1120494770 Claim Totals Total Requested: 0.00 USD

Service Incident Lines Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Part Service Line Details:

Part Number: 000006050

Part Number Description: WATER INLET (WATER COOLED CONDENSER)

Component Code: VALVE, WATER

* Customer Complaint

NO WATER

* Failure Mode

--None--

Replacement Part S/N (New)

* RM Tag#

Previous Next

Requested Qty	Requested Rate/Charge	Total Requested
---------------	-----------------------	-----------------

Claim
CL-0033368

[+ Follow](#)
[Enter Service Details](#)
[Enter Submitter Details](#)
[Submit Claim](#)

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor Only

Asset Brand
MANITOWOC ICE

Serial Number
[1120494770](#)

Claim Totals
Total Requested: 0.00 USD

✓

✓

✓

Service Incident Lines

Review Claim

Guidance for Success
Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter
Service Incident Lines
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Concessions
Review Claims Details
Create Partial Clone

Part Service Line Details:
Part Number: 000006050
Part Number Description: WATER INLET (WATER COOLED CONDENSER)

Component Code: VALVE, WATER

* Customer Complaint
NO WATER

* Failure Mode
CLOSED

* Corrective Action
REPLACED

Replacement Part S/N (View)

* Rm Tag#
444777C

Previous

Next

Service Incident Line Number	Causal Part?	UOM	Requested Qty	Requested Rate/Charge	Total Requested
------------------------------	--------------	-----	---------------	-----------------------	-----------------

- If no causal part is used for repair, complete the required fields. Asterisk [*] fields are required. Click “Next” to proceed.

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Claim
CL-0033368

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[Enter Submitter Details](#)
[Submit Claim](#)

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor Only

Asset Brand
MANITOWOC ICE

Serial Number
[1120494770](#)

Claim Totals
Total Requested: 0.00 USD

✓

✓

✓

Service Incident Lines

Review Claim

Guidance for Success
Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

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Service Incident Lines
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Review Claims Details
Create Partial Clone

Part Service Line Details:
Part Number: NO CAUSAL PART - ELECTRICAL
Part Number Description: NO CAUSAL PART - ELECTRICAL

Component Code: NO COMPONENT CODE - ELECTRICAL

* Customer Complaint
WIRE BURNED

* Failure Mode
INEFFICIENT

* Corrective Action
REPAIRED

Replacement Part S/N (View)

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Claim
CL-0033368

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[Submit Claim](#)

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor Only

Asset Brand
MANITOWOC ICE

Serial Number
[1120494770](#)

Claim Totals
Total Requested: 0.00 USD

✓

✓

✓

Service Incident Lines

Review Claim

Guidance for Success
Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

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Labor for Part Number: NO CAUSAL PART - ELECTRICAL
Part Number Description: NO CAUSAL PART - ELECTRICAL

* Expense Type

Hourly

* UOM

HR

* Qty

2.00

* Requested Rate

100.00

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Claim
CL-0033368

[+ Follow](#)
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[Enter Submitter Details](#)
[Submit Claim](#)

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor Only

Asset Brand
MANITOWOC ICE

Serial Number
[1120494770](#)

Claim Totals
Total Requested: 200.00 USD

✓

✓

✓

✓

Review Claim

Guidance for Success
Review Claim Details and Service Incident Lines tab to confirm all necessary information has been entered on the claim. Once your review is complete, click on the SUBMIT button at the top the claim.

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Create Service Line Item
The Charge Type for this Claim is Labor Only; to apply labor to the Claim please enter your Causal Part below and hit Next. The flow will take you through the process of adding Labor to this claim.

Input Part Number

☐ Non-Part Related Service Line

[Next](#)

Service Incident Line Number	Causal Part?	UOM	Requested Qty	Requested Rate/Charge	Total Requested
Labor - HOURLY	✓	HR	2.00	100.00	200.00

- Enter labor charges. Asterisk [*] fields are required. Click on next to proceed.

Manitowoc

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Claim CL-0033368

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor Only

Asset Brand
MANITOWOC ICE

Serial Number
1120494770

Claim Totals
Total Requested: 0.00 USD

Service Incident Lines

Review Claim

Guidance for Success

Enter Service Incident Lines via the Service Incident Line tab below the colored path bar.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Labor for Part Number: 00006050
Part Number Description: WATER INLET (WATER COOLED CONDENSER)

*Expense Type
Hourly

*UOM
HR

*Qty
1.50

*Requested Rate
100.00

Previous Next

- To enter Non-Part Related Service Line(s), select Labor, Travel, or Other. Asterisk [*] fields are required.
 Selections:
Labor – This should only be used for additional labor when required.
Travel – If authorized, enter travel hourly per contract.
Other – For additional charges, example refrigerant; opening the refrigeration system; sales tax; fuel surcharge, etc.

Manitowoc

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Claim CL-0033368

+ Follow Enter Service Details Enter Submitter Details Submit Claim

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor Only

Asset Brand
MANITOWOC ICE

Serial Number
1120494770

Claim Totals
Total Requested: 150.00 USD

Review Claim

Guidance for Success

Review Claim Details and Service Incident Lines tab to confirm all necessary information has been entered on the claim. Once your review is complete, click on the SUBMIT button at the top the claim.

Chatter Service Incident Lines Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

The Charge Type for this Claim is Labor Only, to apply labor to the Claim please enter your Causal Part below and hit Next. The flow will take you through the process of adding Labor to this claim.

☒ Non-Part Related Service Line

Non-Part Related Service Line Details:

*Service Incident Type
Labor

-- None --
Labor
Travel
Other

Next

Submit Claim

- The claim can be submitted once all steps in the progress bar are green, Review Claim will remain blue. To review what you have entered, click on Review Claim Details. When you are ready to submit the claim, click Submit on the top right of the screen.

MANITOWOC

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Claim CL-0033393

+ Follow Enter Service Details Enter Submitter Details **Submit Claim ▾**

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor & Part

Asset Brand
MANITOWOC ICE

Serial Number
1120494770

Claim Totals
Total Requested: 323.00 USD

Review Claim

Guidance for Success

Review Claim Details and Service Incident Lines tab to confirm all necessary information has been entered on the claim. Once your review is complete, click on the **SUBMIT** button at the top of the claim.

Chatter **Service Incident Lines** Attachments Concessions Review Claims Details Create Partial Clone

Create Service Line Item

Input Part Number

☐ Causal Part? ⓘ

☐ Non-Part Related Service Line

Next

Service Incident Line Number ▾	Causal Part?	UOM ▾	Requested Qty ▾	Requested Rate/Charge ▾	Total Requested ▾
Parts - 000006050	✓	EA	1.00	123.00	123.00 ▾
Labor - HOURLY	✓	HR	2.00	100.00	200.00 ▾

- A pop-up window will display asking you to confirm you want to submit the claim, click Next.

MANITOWOC

Search...

Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More ▾

Claim CL-0033393

+ Follow Enter Service Details Enter Submitter Details **Submit Claim ▾**

Claim Information
Type: STANDARD WARRANTY
Status: DRAFT

Charge Type
Labor & Part

Asset Brand
MANITOWOC ICE

Serial Number
1120494770

Claim Totals
Total Requested: 323.00 USD

Review Claim

Guidance for S

Review Claim Det

Chatter **Service**

Create Service Lin

Input Part Number

☐ Causal Part? ⓘ

☐ Non-Part Related Service Line

Next

Submit Claim

You are about to submit claim CL-0033393. The claim will be locked once it is submitted. Are you sure you want to submit?

Click the Next button if you would like to submit this claim

Next

Service Incident Line Number ▾	Causal Part?	UOM ▾	Requested Qty ▾	Requested Rate/Charge ▾	Total Requested ▾
Parts - 000006050	✓	EA	1.00	123.00	123.00 ▾
Labor - HOURLY	✓	HR	2.00	100.00	200.00 ▾

MANITOWOC

Search...

Home Create New Claim Warranty Verification Complete Warranty Registration Upload Claims Helpful Information Upload Equipment Photos More ▾

Claim CL-0033393

+ Follow Enter Service Details Enter Submitter Details **Submit Claim ▾**

Claim Information
Type: STANDARD WARRANTY
Status: **SUBMITTED**

Charge Type
Labor & Part

Asset Brand
MANITOWOC ICE

Serial Number
1120494770

Claim Totals
Total Requested: 323.00 USD

Chatter **Service Incident Lines** Attachments Concessions Review Claims Details Create Partial Clone

Post

Share an update...

Share

- To print a claim, click on the “Submit Claim” drop down and select “Print Claim PDF”.

The screenshot shows the Manitowoc claim management interface. At the top, there's a navigation bar with links like Home, Create New Claim, Warranty Verification, Complete Warranty Registration, Upload Claims, Helpful Information, Upload Equipment Photos, and More. Below this, the claim details for CL-0033393 are displayed. The claim status is DRAFT. A progress bar shows the steps: Create New Claim, Enter Service Details, Enter Submitter Details, and Submit Claim (which is highlighted). A dropdown menu is open for the Submit Claim button, showing options: Sub-Agent Request, Update Registration, Delete, and Print Claim PDF (which is highlighted). Below the progress bar, there's a 'Guidance for Success' section with instructions to review claim details and service incident lines. At the bottom, there's a table for 'Service Incident Lines' with columns: Service Incident Line Number, Causal Part?, UOM, Requested Qty, Requested Rate/Charge, and Total Requested. The table contains two rows: Parts - 000006050 and Labor - HOURLY.

Service Incident Line Number	Causal Part?	UOM	Requested Qty	Requested Rate/Charge	Total Requested
Parts - 000006050	✓	EA	1.00	123.00	123.00
Labor - HOURLY	✓	HR	2.00	100.00	200.00

PDF Image 1

The screenshot shows the 'Print Claim PDF' window. The window title is 'Print Claim PDF'. It displays the claim details for CL-0033393. The claim status is SUBMITTED. The submitter information is shown, including the company name, address, and contact details. The equipment information is also displayed, including the serial number, brand, and model. The window has a 'Cancel' button at the bottom right.

Claim Number: CL-0033393

Submitted By: [Name]
 Custom Modified By Name: [Name]
 Claim Type: STANDARD WARRANTY
 Authorization Number: [Number]

Submitted Date: 08/09/2022
 Custom Last Modified By Date: 08/09/2022
 Claim Status: SUBMITTED
 Authorized By: [Name]
 Closed Date: [Date]

Submitter

Invoice Number: [Number]
 Submitted By: [Name]
 Company Name: [Name]
 State #: [State]
 Address 1: [Address]
 Address 2: [Address]
 City/Town: PORTLAND
 Country: [Country]
 Email: [Email]
 Submitter Performed Work?: Yes

Invoice Date: [Date]
 Reference Info: [Info]
 Branch CSM: [Name]
 Address 1: 901 SE STEPHENS ST
 Address 2: [Address]
 State/Province: Oregon
 Postal/Zip Code: 97214-4667
 Phone: (503) 301-1515
 Service Company Sold Product: No
 Service Company Leased Product: No

Equipment

Equipment Information

Serial Number: 1120494770
 Brand: Manitowoc Ice
 Purchase Date: [Date]
 Model Item Number: CVDF2100-263
 Item Description: [Description]
 Install Date: 03/01/2019

PDF Image 2

Print
Total: 3 sheets of paper

Printer
MIINFO902 on mlps001

Copies
1

Layout
☒ Portrait
☐ Landscape

Pages
☒ All
☐ Odd pages only
☐ Even pages only
 e.g. 1-5, 8, 11-13


Color
Color

Print on both sides
Print on one side

More settings

Print using system dialog (Ctrl+Alt+P)

Print Cancel



Claim Number: CL-0033393

*Submitted By:		*Submitted Date:	08/09/2022
*Customer Modified By Name:		*Customer Last Modified By Date:	08/09/2022
*Claim Type:	STANDARD WARRANTY	*Claim Status:	SUBMITTED
*Authorization Number:		*Authorized By:	
		*Closed Date:	

Submitter

*Invoice Number:		*Invoice Date:	
*Submitted By:		*Reference Info:	
*Company Name:		*Branch CSR:	
*Store #:		*Address 1:	901 SE STEPHENS ST
*Address 2:		*Address 2:	
*City/Town:	PORTLAND	*State/Province:	Oregon
*Country:	United States	*Postal/Zip Code:	97214-4667
*Email:		*Phone:	1203581315
*Submitter Performed Work:	Yes	*Service Company Sold Product:	No
		*Service Company Leased Product:	No

Equipment


Equipment Information

*Serial Number:	1120494770	*Model Item Number:	CVDF2100-243
*Brand:	Manitowoc Ice	*Item Description:	
*Purchase Date:	08/08/2022	*Install Date:	03/01/2019
*Failure Date:		*Repair Completed:	08/08/2022


Owner Information

*Business/Individual:	Business	*Company:	BURY TUESDAY
*First Name:		*Last Name:	
*Address Line 1:	2512 23RD AVE S	*Suite/Apartment/Room#:	
*Address Line 2:		*Address Line 3:	
*City/Town:	FARGO	*State/Province:	North Dakota
*Country:	United States	*Postal/Zip Code:	58103
*Owner Phone:	701-322-2002	*Owner Email:	

- Your claim has been submitted and the status is updated. After the claim is submitted you can still add comments on the Chatter tab and upload files on the Attachments tab.


 Search...

[Home](#)
[Create New Claim](#)
[Warranty Verification](#)
[Complete Warranty Registration](#)
[Upload Claims](#)
[Helpful Information](#)
[Upload Equipment Photos](#)
[More](#)


 Claim **CL-0033393**
+ Follow
Enter Service Details
Enter Submitter Details
Submit Claim

Claim Information	Charge Type	Asset Brand	Serial Number	Claim Totals
Type: STANDARD WARRANTY	Labor & Part	MANITOWOC ICE	1120494770	Total Requested: 323.00 USD
Status: SUBMITTED				

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[Service Incident Lines](#)
[Attachments](#)
[Concessions](#)
[Review Claims Details](#)
[Create Partial Clone](#)

Post

To share information with Manitowoc Ice claim processor enter note here.



Add Topic

To: CL-0033393

Share

- To create an additional claim, click on "Create New Claim"

Claim
CL-0033393

[+ Follow](#) [Enter Service Details](#) [Enter Submitter Details](#) [Submit Claim](#)

Claim Information
 Type: STANDARD WARRANTY
 Status: SUBMITTED

Charge Type
Labor & Part

Asset Brand
MANITOWOC ICE

Serial Number
[1120494770](#)

Claim Totals
 Total Requested: 323.00 USD

Chatter | [Service Incident Lines](#) | [Attachments](#) | [Concessions](#) | [Review Claims Details](#) | [Create Partial Clone](#)

Post

Share an update...

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To share information with Manitowoc Ice claim processor enter note here.

[Like](#) [Comment](#)

Write a comment...

Claims File/Attachment Migration:
 Thank you for using the new Manitowoc Ice Claims System. We are currently migrating all historical claims files and attachments. If a previous claim is missing its attachments they will be migrated shortly from the old Claims System. We expect all claim files to be migrated by 4/30/2022. This will not effect processing times or processing status of your current claims. Thank you for your patience.

Claims
My Open Claims

6 items • Sorted by Claim Number • Filtered by My claims • Claim Status • Updated a minute ago

Search this list...

	Claim Number	Claim Status	Submitter Account	Date Submitted	Last Edited By
1	CL-0033368	DRAFT	THERMAL SUPPLY PORTLAND OR		
2	CL-0033388	DRAFT	THERMAL SUPPLY PORTLAND OR		
3	CL-0033389	DRAFT	THERMAL SUPPLY PORTLAND OR		
4	CL-0033390	DRAFT	THERMAL SUPPLY PORTLAND OR		
5	CL-0033391	DRAFT	THERMAL SUPPLY PORTLAND OR		
6	CL-0033392	DRAFT	THERMAL SUPPLY PORTLAND OR		

Claim Type

- **Campaign/Re-work:** Rework, Retrofit or Upgrades claims.
- **Extended Warranty:** Warranty claim for a product that has warranty coverage beyond the standard warranty period.
- **Field Test:** Field test worked performed as directed by the manufacturing facility.
- **Installation:** Equipment installation claims.
- **Preventive Maintenance:** Preventive maintenance & performance check work.
- **Replacement Part:** Replacement parts warranty only.
- **Special Services:** Site surveys.
- **Standard Warranty:** Labor and/or parts for a product in warranty.
- **Start Up:** Equipment startup.
- **Goodwill:** Concessions
- **Other:** Concessions and claims that do not fit any other category.

Claim Status

- **Draft** – Claim has been created and saved.
- **Submitted**– Claim has been submitted to processing center.
- **Received** – Claim has been received by claim processing center.
- **Approved** – Claim has been reviewed and approved for payment.
- **Approved-Adjusted** – Claim has been reviewed, approved for payment with adjustments made to the claim.
- **Approved By Hub** – (not currently used in the United States)
- **Approved Adjusted by Hub** – (not currently used in the United States)
- **Awaiting Parts Return** – Claim payment is being held until required parts are returned to the manufacturing facility.
- **Awaiting Invoice** – Invoice is needed from claim submitter.
- **Awaiting Payment Processing** – Claim review has been completed and payment is in process. Once payment is completed, claim status will change to Processed for Payment.
- **Invoice Attached** – Status after claim in “Awaiting Invoice” is resubmitted by claim submitter.
- **Pending for Information** – External – Claim is being held pending further information from claim submitter (claim is opened for submitter to make changes and resubmit).
- **Pending for Information** – Internal – Claim is being held pending further information from technical support or other internal source.
- **Resubmitted** – Status after claim in “Pending for Information – External” is resubmitted to manufacturer.
- **Processed for Payment** – Claim has been entered into Service Maintenance by claim processor.
- **Denied** – Claim has been reviewed and denied for payment.
- **Denied By Manufacturer** – (not currently used in the United States)

Customer Support

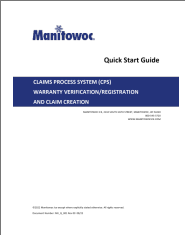
MANITOWOC ICE, 2110 SOUTH 26TH STREET, MANITOWOC, WI 54220

800-545-5720

WWW.MANITOWOCICE.COM



Documents / Resources

	<p>MANITOWOC Claims Process System [pdf] User Guide Claims Process System, Process System, Claims System</p>
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References

-  [Manitowoc - Engineered For Ease](#)

-  [Claims](#)
-  [Claims](#)

Manuals+.