

- Function: Claim processing and warranty guidelines for service agents
- Features: Warranty claim entry, claim list management, serial number lookup
- Manufacturer: Global Warranty

Product Usage Instructions

Warranty Guidelines and Helpful Information: To ensure warranty claims are processed correctly:

- Record and use the exact serial number listed on the equipment.
- For Walk-ins, use the box serial number for the box and door issue and the unique serial number from the Tag for Refrigeration/Freezer.
- Enter any alphanumeric characters in front of the serial number for correct model identification.
- Always verify the model and equipment location before starting a warranty claim.
- Keep receipts for purchased parts as evidence for reimbursement.
- Obtain a work authorisation number for efficient claim processing (recommended).

Parts Exchange within Warranty Period

If equipment is within the 1-year warranty period:

- Exchange parts at the OEM wholesaler.
- Do not remove the wholesaler's information from the component.
- Contact the service department for guidance on exchanges.

Customer Responsibility:

- Note that normal wear items like light bulbs, cleaning, and preventive maintenance are customer responsibilities.

Email Communication

Ensure the correct email address is in the claim for information clarity and communication.

Manufacturer's Warranty Guidelines:

Follow specific guidelines communicated by the manufacturer for claim processing.

Entering a Claim

- Purpose: To show the Service Agent how to use Global Warranty to enter a New Claim and search for a Serial Number. Check claim status. Upload receipts.

Log in to Global Warranty

- Go to <http://globalwarranty.davisware.com/globalwarranty/>
- Your Login information is the same as Warranty Central. You can obtain the login information from your manufacturer if you have forgotten it or do not have a login or password. The login for Global Warranty is case sensitive. Some accounts that were merged will have to be reset. Contact your manufacturer's service department.

A screenshot of a web-based login form titled "User Login". The form has a blue header with a yellow and blue icon of a person and a key. Below the header, there are two input fields: "User Name:" with the placeholder text "EnterLoginID" and "Password:" with a masked password ".....". To the left of the password field is a link that says "Forgot Password?". At the bottom right of the form is a yellow "Login" button.

**When you log in to Global Warranty, you will first see the “Claim List”.
More on this latter.**

GlobalWarranty 06/23/2015 7:38:04 AM Home | Logout | Contact Us |

Home Live Support Downloads Company: Login Date Time 06/23/2015 7:37:36 AM

Warranty Claims | Maintenance | Report Generator | Upload/Download Files | User: 1005 Sponsor Code:

Claim List

Criteria

Manufacturer Code Authorization# Invoice# Reference# Search New Claim

Service Agent Name Claim Status

Date Ranges

Details

Mfg	Ref#	SA Name	Serial#	Login Name	Auth#	Invoice#	Created Date	Auth Date	Submit Date	Appr Date	Claim Amt	Claim Status
NOR	886580	BROWN'S REFRIGERATION	F23S-13020065			104598	06/17/2014		06/17/2014	08/01/2014	638.10	SUBMITMFG
NOR	886117		13041422		55863619	62911	05/27/2014		06/19/2014	08/01/2014	1018.86	SUBMITMFG
NOR	886780	R R SERVICES INC	14051398			16958	06/24/2014		06/24/2014	08/25/2014	646.15	SUBMITMFG
NOR	886814	BTU SYSTEMS LLC	F23S-12090045			26579	06/25/2014		06/25/2014	08/04/2014	1141.47	SUBMITMFG
NOR	886908		14010953			A1026	07/01/2014		07/01/2014	08/01/2014	384.09	SUBMITMFG
NOR	886948	MASTERCRAFT REFRIGERATION	13101406		13101406	14437	07/02/2014		07/02/2014	08/04/2014	1182.00	SUBMITMFG
NOR	886141	D & M REFRIGERATION, INC	14040007		64194733	2298-72856	05/28/2014		07/02/2014	08/25/2014	2133.50	SUBMITMFG
NOR	886732	GKT REFRIGERATION INC	14051398		79534096	10583/10587	06/23/2014		07/02/2014	08/22/2014	1885.81	SUBMITMFG
NOR	886314	MCELMOYL REFRIGERATION, INC	14030181		31160980	29081	06/04/2014		07/02/2014	08/25/2014	2024.36	SUBMITMFG
NOR	886946	MASTERCRAFT REFRIGERATION	13101406		13101406	14460	07/02/2014		07/02/2014	08/12/2014	702.50	SUBMITMFG
NOR	886522	AJM AIRTECH MECHANICAL	13111522		98301178	7318	06/13/2014		07/03/2014	08/04/2014	414.71	SUBMITMFG
NOR	886809	ALLEGHENY REFRIG SERVICE CO	13051812		65154672	71380	06/25/2014		07/03/2014	08/13/2014	506.60	SUBMITMFG
NOR	886333	THOMAS REFRIGERATION	12010792		20118195	002608	06/05/2014		07/04/2014	08/04/2014	843.36	SUBMITMFG
NOR	886986	THOMAS REFRIGERATION	13060100			002651	07/04/2014		07/04/2014	08/04/2014	1166.15	SUBMITMFG
NOR	886987	THOMAS REFRIGERATION	14010003			002655	07/04/2014		07/04/2014	08/04/2014	611.01	SUBMITMFG

12345678910...

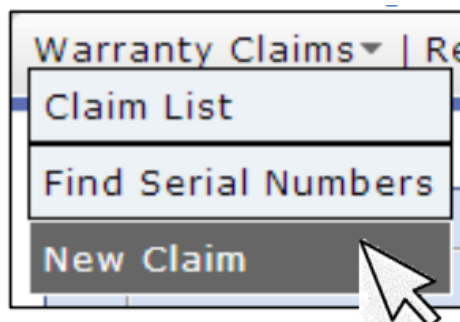
Total No. Of Records: 255

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Find the “Warranty Claims” menu from the upper left of the screen and hover your mouse over it.



When the menu opens, select “New Claim” from the list.



Enter the Exact serial number and tab out of the cell. The model number will be displayed below the serial number at a minimum. The warranty days are now visible in the lower right corner. Include alphanumeric characters if applicable.

Warranty Claims | Report Generator | Registration | User : 10000466 Sponsor Code : AJA

Header

Sponsor Code	AJA	Reference		View Report
Manufacturer Code	AJA - AJANTUNES	Authorization Number		Send Email
Account Number	10000466	Created Date		Policy
Service Agent	COMMERCIAL KITCHEN PARTS & SERVICE	Claim Status		
Location	COMMERCIAL KITCHEN PARTS & SERVICE	Original Submitted Date		
Labor Rate Code	RC52 52 .52	Submitted Date		
Warranty Type	Select	Distributor Submitted Date		
Currency Code	USD	Approved Date		
Currency Factor	1.0000	Paid Date		

Send Email To SA

Summary

<p>Serial 13071595</p> <p>Model CM-100</p> <p>Store Number</p> <p>Name</p> <p>Name2</p> <p>Contact</p> <p>Address</p> <p>Address2</p> <p>City</p> <p>Country UNITED STATES - US</p> <p>Latitude</p> <p>Longitude</p> <p>Territory</p> <p>Telephone</p>	<p>WO#</p> <p>Work Order Date</p> <p>Requested By</p> <p>Requested Date</p> <p>Completed By</p> <p>Completed Date</p> <p>Customer Acceptance</p> <p>Cause Code</p> <p>Action Code</p> <p>Fault Code</p> <p>Action</p> <p>Installed Date 07/29/2013</p>	<p>SA Dispatcher Name</p> <p>SA Dispatcher Phone</p> <p>Processed By</p> <p>Authorized By</p> <p>Invoice#</p> <p>Payment Type</p> <p>Mfg.Credit#</p> <p>WO Status</p> <p>Claim Download</p> <p>Tax Code</p> <p>Last Processed By (Mfg)</p> <p>Last Processed On (Mfg)</p> <p>Last Processed By (SA)</p> <p>Last Processed On (SA)</p> <p>Last Processed By (Dist)</p> <p>Last Processed On (Dist)</p>
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Update Address

Validate & GeoCode

Complaint

Cause

Warranty Days Left : 230

Labor Warranty Days Left : 230

Fill out the necessary information from the store number down to the complaint.

The required information is highlighted by a red asterisk (*) in blue text.

Warranty Claims | Report Generator | Master Accounts

Header

Sponsor Code
 Manufacturer Code
 Account Number 500495
 Service Agent
 Location
 Labor Rate Code RC00 00 00
 Warranty Type Select
 Currency Code USD
 Currency Factor 1.0000

Reference
 Authorization Number
 Created Date
 Claim Status
 Original Submitted Date
 Submitted Date
 Distributor Submitted Date
 Approved Date
 Paid Date

View Report
 Send Email
 Policy

Summary

Serial R23S-15030004
 Model R23-S-NDG
 Store Number
 Name
 Name2
 Contact
 Address
 Address2
 City
 Country United States - US
 Latitude
 Longitude
 Territory
 Telephone

WO#
 Work Order Date
 Requested By
 Requested Date
 Form Completed By
 Work Completed Date
 Customer Acceptance
 Complaint Code
 Action Code
 Fault Code
 Action
 Installed Date 04/30/2015

SA Dispatcher Name
 SA Dispatcher Phone
 Processed By
 Authorized By
 Invoice
 Payment Type
 Mfg.Credit#
 WO Status
 Claim Download
 Tax Code
 Last Processed By (Mfg)
 Last Processed On (Mfg)
 Last Processed By (SA)
 Last Processed On (SA)
 Last Processed By (Dist)
 Last Processed On (Dist)

Extra Fields
 Extra Field1
 Extra Field2
 Compressor
 Warranty
 WCID

Warranty Days Left : 1026
 Labor Warranty Days Left : 1026

Total

	Actual Amount	Approved Amount
Other Charges		
Parts Total		
Labor Total		
Tax Total		
Grand Total		
Rejected Amount		

Confirmation
 Save Cancel

Warranty Claim Policy Review

1. In the claim summary screen
2. Click on the policy button.

Warranty Claims | Report Generator | Master Accounts | User: 1005 | S | Code:

Claim

Sponsor Code
 Manufacturer Code
 Service Agent Name
 Labor Rate Code
 Warranty Type
 Use Home Currency
 Code

Claim is valid
 Reference 087497
 Authorization No
 Claim Status SUBMITMFG
 Currency Code USD
 Currency Factor 1.0000

Created Date 07/28/2014 09:09 AM
 Original Submitted Date
 Submitted Date
 Distributor Submitted Date
 Approved Date 07/29/2014 01:31 PM
 Paid Date

Send Email
 Policy

Summary
 Equipment Labor Details(1) Parts(0) Service Company File Room(0) Activity(3) Audit(0) Contacts RMA Lines History(4) Pinfo

Summary
 Serial R23S-12080189
 WO# 2004-125
 SA Dispatcher Name
 Extra Fields

3. The policy pop-up is displayed.

Currency Factor : 1.0000

Paid Date

Policies

Welcome, and thank you for servicing this Master-Bilt unit. In the interest of good relations and customer communication, listed below are the Master-Bilt Warranty guidelines and service exclusions. Please review and if unclear or questions arise please contact our Master-Bilt Service Dept @ 800-684-8988 . Thank you!

Labor and Travel: Master-Bilt warranty labor allowance amounts cover total time needed to diagnose a problem and complete needed repairs. An additional 1-hour temperature pull down is allowed (only for part change outs that require the equipment to be shut down.) The warranty packet that you received from covers standard reasonable service times.

Master-Bilt warranty will credit one charge from the following three choices:
Truck/Service Charge; Travel: Travel is 1 hour maximum unless pre-approved;
Mileage: Mileage is paid using Federal Guidelines.

Fault Code

Last Processed O

- Review. This information is available on every claim and does not normally change, but is reviewed annually.

Select the “Save” button. After you click the “Save” button in the lower right corner of the page, you will see additional tabs to the right of the summary.

Depending on the size of the computer screen, scrolling up and down, left and right on the page may be needed.

Warranty Claims | Report Generator | Registration |

User : 10000466 Sponsor Code : AJA

Header

Sponsor Code: AJA
Manufacturer Code: AJA-AJANTUNES
Account Number: 10000466
Service Agent: COMMERCIAL KITCHEN PARTS & SERVICE
Location: COMMERCIAL KITCHEN PARTS & SERVICE
Labor Rate Code: RCS2 52 .52
Warranty Type: Select
Currency Code: USD
Currency Factor: 1.0000

Reference: 619936
Authorization Number: 1084
Created Date: 12/10/2013 08:02 AM
Claim Status: Staging
Original Submitted Date:
Submitted Date:
Distributor Submitted Date:
Approved Date:
Paid Date:

View Report
Send Email
Policy

Summary
Equipment
Labor Details(0)
Parts(0)
Service Company
Activity(0)
File Room(0)
Audit(0)
Po Info(0)
Contacts(0)
Complaint(0)

Summary

Serial: 13071595
Model: CM-100
Store Number:
Name: Frontera Grill
Name2:
Contact: Ted Banks
Address: 445 N Clark St
Address2:
City: San Antonio
St: TX
Zip: 60654
Country: UNITED STATES - US
Latitude: 0.0000000
Longitude: 0.0000000
Territory:
Telephone: (555) 555-5555

WO#:
Work Order Date: 12/10/2013
Requested By:
Requested Date:
Completed By:
Completed Date:
Customer Acceptance:
Complaint Code:
Cause Code:
Action Code:
Fault Code:
Action:

SA Dispatcher Name:
SA Dispatcher Phone:
Processed By:
Authorized By:
Invoice#:
Payment Type:
Mfg. Credit#:
WO Status:
Claim Download:
Tax Code:
Last Processed By (Mfg):
Last Processed On (Mfg):
Last Processed By (SA):
Last Processed On (SA):
Last Processed By (Dist):
Last Processed On (Dist):

Complaint
Enter the complaint here

Cause

Installed Date: 07/29/2013

Warranty Days Left : 230
Labor Warranty Days Left : 230

The claim status will automatically change to “Staging” at this point.

You can leave the “new claim” screen or log off the global warranty program after you select save and the information will be saved.

Reference	619936	View Report
Authorization Number	1084	Send Email
Created Date	12/10/2013 08:02 AM	Policy
Claim Status	Staging	
Original Submitted Date		
Submitted Date		
Distributor Submitted Date		
Approved Date		
Paid Date		

Click on the “Labour Details” tab to enter the time on the calendar, travel time, and mileage.

Summary Equipment Labor Details() Parts()

Click on the “Add Labour Line” button near the bottom right of the page.

t Labor Details(1) Parts(2) Service Company Activity(1) File Room(1) Audit(102) Contacts(0) Complaint(1)

Work Date	Hours Type	App. Hours Type	Hours	App Hours	Charge Rate	App Rate	Travel Hours	App. Travel Hours	Miles	App. Miles	Charge Amt

Rate

2.00	<input type="text"/>	=	<input type="text"/>
0.50	<input type="text"/>	=	<input type="text"/>
20.00	<input type="text"/>	=	<input type="text"/>

Technician

Time Started Time O

No of Trip

Sub Agent

Add Labor Line Edit

Total

Enter the necessary information into the “Actual” column on the window that has opened. Click the “Save” button on the window when done.

- Note 1: Technician is a required field.
- Note 2: The “Actual” column is for use by Authorised Service Agents.
Manufacturer logins will fill in the “Approved” column when necessary. You

can enter labour hours by either entering a “Time Started” and “Time Completed” or directly into the “Hours” field.

- Note 3: You can have more than one labour line.

The screenshot shows a 'Labor Info' window with the following fields and values:

- Technician: Ted Banks
- Date: 12/04/2013
- Time Started: 06:00
- Time Completed: 07:00
- Zero Pricing: ☐ Hold: ☐

A table with two columns, 'Actual' and 'Approved', is highlighted with a red box. The table contains the following data:

	Actual	Approved
Hours Type	Regular	Regular
Hours	1.00	1.00
Travel Hours	0.75	0.75
No. of Trips	1	1
Miles	58.00	58.00
Charge Rate	52.00	52.00
Travel Rate	52.00	52.00
Miles Rate	0.52	0.52
Charge Amt.	121.16	121.16

At the bottom right, there are 'Operations' buttons: 'Save' and 'Cancel'.

Click on the “Parts” tab to enter the items used on the order. If you do not have a part number, you will select the miscellaneous item box and then enter a description.

The screenshot shows a tabbed interface with four tabs: 'Summary', 'Equipment', 'Labor Details()', and 'Parts()'. The 'Parts()' tab is currently selected and highlighted with a yellow border.

Click on “the Add Line Item” button near the bottom right of the page.

Item Number	Description	Quantity	App. Quantity	Unit Price	App. Price

Item Number
Item Description
Qty
Unit Price
App. Price
Extended Price
Other ☐

Old Serial
New Serial
Tracking Number
RMA Number
RMA Required ☒ RMA Qty.
RMA Printed ☐

Tag Number
Reference Number
Invoice Number
Distributor Number
Markup \$ 1 0.00
Markup \$ 2 0.00

Enter the Item Number and Quantity used on the service call. Click the “Save” button when done.

You can enter multiple different item lines.

Miscellaneous Part ☐
Item Number 0012315
Item Description RELAY/HEAT SINK ASSY,
Zero Price ☐ Hold ☐
Quantity 1
Unit Price 88.50
Extended Price 88.50

App. Quantity 1
App. Price 88.50
App. Extended Price 88.50

Old Serial
New Serial
Tracking Number
RMA Number
RMA Required ☐ RMA Qty. 0
RMA Printed ☐ Other ☐

Tag Number
Reference Number
Distributor Number
Markup \$ 1 0.00
Markup \$ 2 0.00

Select Miscellaneous Part to enter anything not identified by a specific part number. When you select the Miscellaneous part, you need to put a short description in the item number field. Examples could be “Hoist”, R404 Refrigerant, etc...



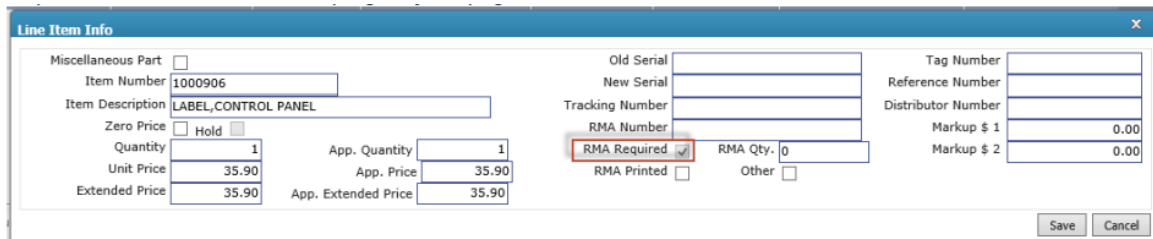
Miscellaneous Part ☐
Item Number 1000906
Item Description LABEL,CONTROL PANEL
Zero Price ☐ Hold ☐
Quantity 1
Unit Price 35.90
Extended Price 35.90

App. Quantity 1
App. Price 35.90
App. Extended Price 35.90

If the part needs to be returned, the “RMA Required” box will be checked. Upon

saving the part, a RMA number will be generated. Click on the individual lines to view different RMA numbers. Master-Bilt will not be using this section at this time – it may be implemented at a later date.

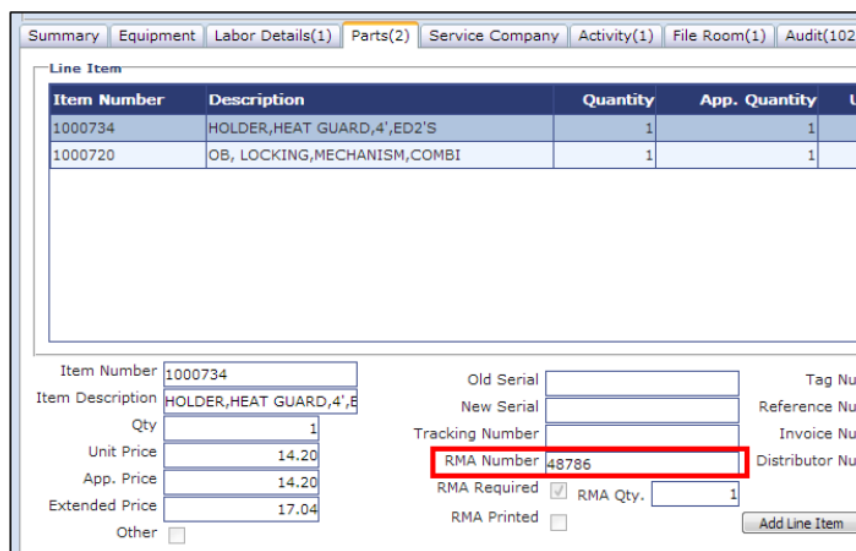
To print the RMA, scroll to the top right of the page and click the “RMA Print” button.



The 'Line Item Info' dialog box contains the following fields:

- Miscellaneous Part: ☐
- Item Number: 1000906
- Item Description: LABEL, CONTROL PANEL
- Zero Price: ☐ Hold ☐
- Quantity: 1
- Unit Price: 35.90
- Extended Price: 35.90
- App. Quantity: 1
- App. Price: 35.90
- App. Extended Price: 35.90
- Old Serial:
- New Serial:
- Tracking Number:
- RMA Number:
- RMA Required: ☒
- RMA Printed: ☐
- RMA Qty.: 0
- Other: ☐
- Tag Number:
- Reference Number:
- Distributor Number:
- Markup \$ 1: 0.00
- Markup \$ 2: 0.00

Buttons: Save, Cancel



The main application window shows the 'Line Item' tab selected. The 'Line Item' table contains the following data:

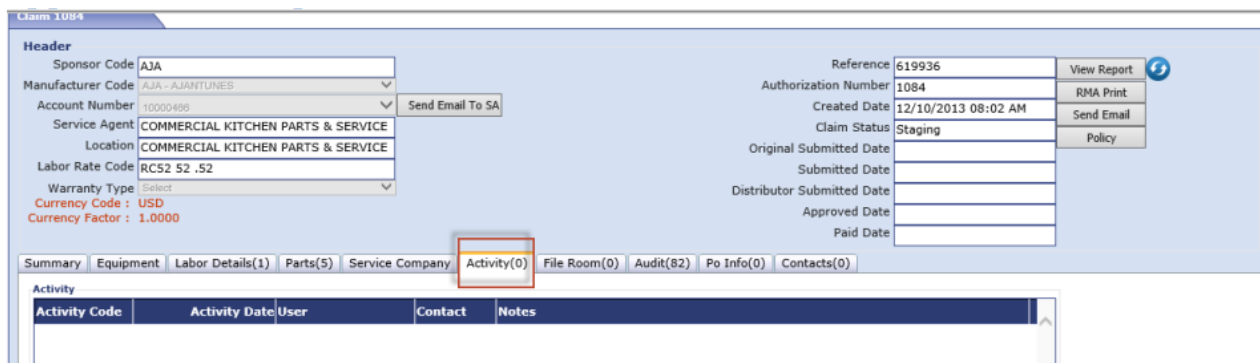
Item Number	Description	Quantity	App. Quantity	U
1000734	HOLDER, HEAT GUARD, 4', ED2'S	1	1	
1000720	OB, LOCKING, MECHANISM, COMBI	1	1	

Below the table, the details for Item Number 1000734 are shown:

- Item Number: 1000734
- Item Description: HOLDER, HEAT GUARD, 4', E
- Qty: 1
- Unit Price: 14.20
- App. Price: 14.20
- Extended Price: 17.04
- Other: ☐
- Old Serial:
- New Serial:
- Tracking Number:
- RMA Number: 48786 (highlighted with a red box)
- RMA Required: ☒
- RMA Printed: ☐
- RMA Qty.: 1
- Tag Number:
- Reference Number:
- Invoice Number:
- Distributor Number:

Buttons: Add Line Item

As an option, you can select the “Activity” tab. This is where you will see any notes returned from the manufacturer for more information, or activity history on the claim. You can see any notes or information about the claim – such as approved date, explanation of reductions, etc



The 'Claim 1084' window shows the 'Activity' tab selected. The 'Header' section contains the following information:

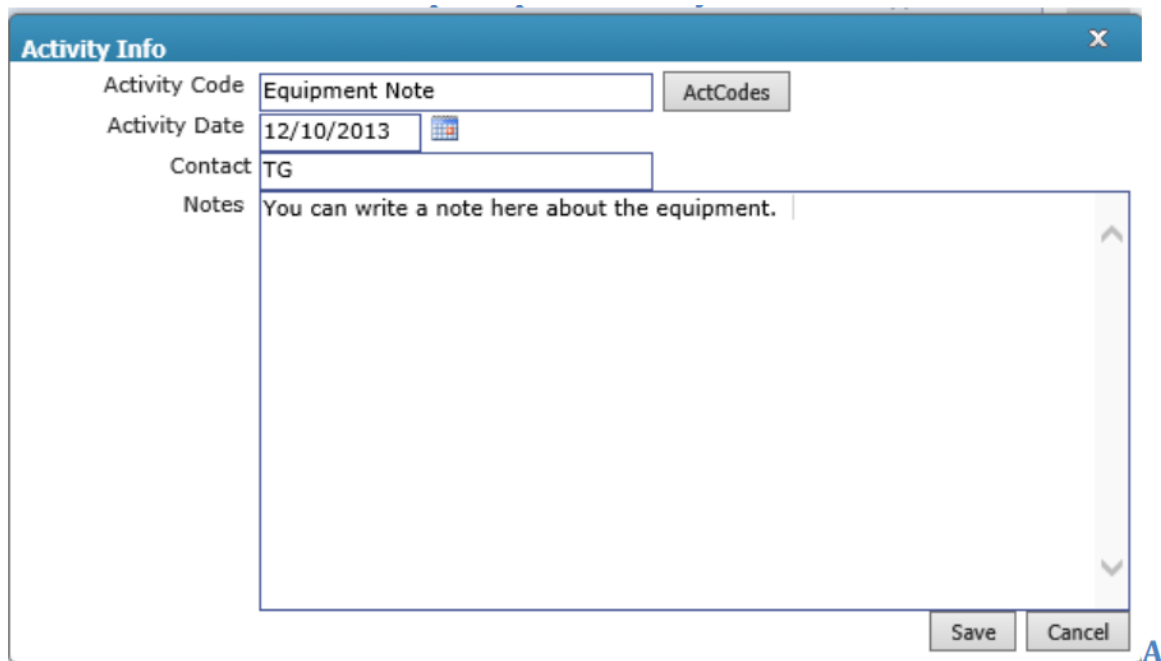
- Sponsor Code: AJA
- Manufacturer Code: AJA - AJANTUNES
- Account Number: 10000498
- Service Agent: COMMERCIAL KITCHEN PARTS & SERVICE
- Location: COMMERCIAL KITCHEN PARTS & SERVICE
- Labor Rate Code: RCS2 52 .52
- Warranty Type: Select
- Currency Code: USD
- Currency Factor: 1.0000
- Reference: 619936
- Authorization Number: 1084
- Created Date: 12/10/2013 08:02 AM
- Claim Status: Staging
- Original Submitted Date:
- Submitted Date:
- Distributor Submitted Date:
- Approved Date:
- Paid Date:

Buttons: View Report, RMA Print, Send Email, Policy

The 'Activity' table contains the following columns:

Activity Code	Activity Date	User	Contact	Notes
---------------	---------------	------	---------	-------

Select the “Add” button to open up the activity info. Enter a note and select Save.



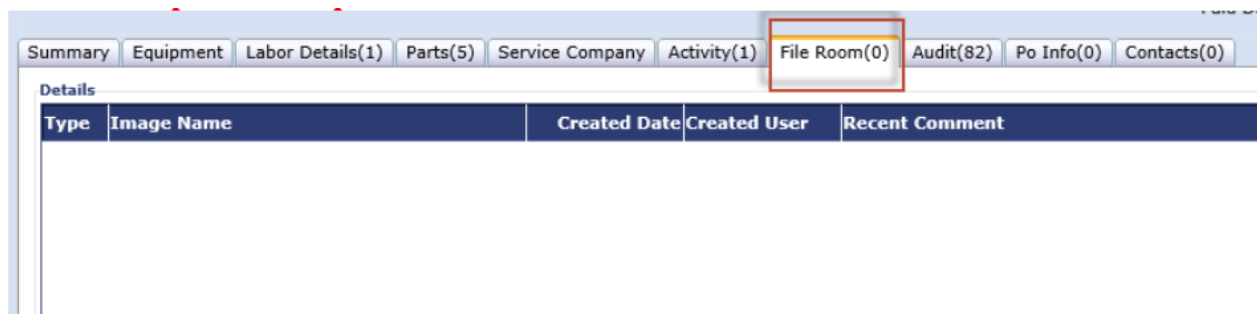
The 'Activity Info' dialog box contains the following fields and controls:

- Activity Code:** A text box containing 'Equipment Note' and an 'ActCodes' button.
- Activity Date:** A date picker showing '12/10/2013'.
- Contact:** A text box containing 'TG'.
- Notes:** A large text area with the placeholder text 'You can write a note here about the equipment.' and a vertical scrollbar.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom right.

Uploading Part Pictures and Receipts

Another option, you can select the “File Room” tab. Examples of files you might want to upload are a picture of the part or piece of equipment, or a copy of the invoice.

- Upload all receipts, including core credit receipts (if applicable). This will save time on the return of claim to request compressor receipts or the purchase price of components. OEM receipts are required for verification of credits due.



The interface shows a tabbed menu at the top with the following tabs: Summary, Equipment, Labor Details(1), Parts(5), Service Company, Activity(1), **File Room(0)** (highlighted with a red box), Audit(82), Po Info(0), and Contacts(0). Below the tabs is a 'Details' section with a table header:

Type	Image Name	Created Date	Created User	Recent Comment
------	------------	--------------	--------------	----------------

Select “Browse” and find the file, then select “Upload”.

Add Files

Select File

Browse...

Select File

Browse...

Select File

Browse...

Select File

Browse...

Select File

Browse...

Operations

Upload

Close

After all entering parts, labour, optional activity and file room, return to the Summary tab.

Summary

Equipment

Labor Details()

Parts()

Select the “Edit” button.

Whenever you leave the “Summary” tab and then return, you will need to select the “Edit” button to enter more information on the “Summary” tab.

Summary

Serial

13071595

Model

CM-100

Store Number

Name

Frontera Grill

Name2

Contact

Ted Banks

Address

445 N Clark St

Address2

City

San Antonio

St, TX

Zip 60654

Country

UNITED STATES - US

Update Address

Latitude

0.000000

Longitude

0.000000

Validate & GeoCode

Territory

Telephone

(555) 555-5555

X

Complaint

Enter the complaint here

Cause

Total

	Actual Amount	Approved Amount	Hold
Freight Amount	0.00	0.00	
Expedited Freight Amount	0.00	0.00	
Diagnostic Fee Amount	0.00	0.00	
Shipping Amount	0.00	0.00	
Travel Amount	0.00	0.00	

WO#

Work Order Date

12/10/2013

Requested By

Requested Date

Completed By

Completed Date

Customer Acceptance

Complaint Code

Select

Cause Code

Select

Action Code

Select

Fault Code

Select

Action

Installed Date

07/29/2013

SA Dispatcher Name

SA Dispatcher Phone

Processed By

Authorized By

Invoice#

Payment Type

Select Type...

Mfg. Credit#

WO Status

Claim Download

Tax Code

Select

Last Processed By (Mfg)

Last Processed On (Mfg)

Last Processed By (SA)

10000466

Last Processed On (SA)

12/10/2013 10:41 AM

Last Processed By (Dist)

Last Processed On (Dist)

Warranty Days Left : 230

Labor Warranty Days Left : 230

Other Charges

	Actual Amount	Approved Amount
Other Charges	0.00	0.00
Parts Total	356.16	356.16
Labor Total	121.16	121.16
Tax Total	0.00	0.00
Grand Total	477.32	477.32
Rejected Amount	0.00	

Operations

Search Claim

Submit Claim

Edit

Enter the information for the remaining fields required shown below.

Warranty Claims * | Report Generator * | Master Accounts * |

Header

Sponsor Code
 Manufacturer Code
 Account Number 500495
 Service Agent
 Location MINNEAPOLIS, MN
 Labor Rate Code RC00 00 00
 Warranty Type Select
 Currency Code USD
 Currency Factor 1.0000

Reference
 Authorization Number
 Created Date
 Claim Status
 Original Submitted Date
 Submitted Date
 Distributor Submitted Date
 Approved Date
 Paid Date

View Report
 Send Email
 Policy

Summary

Serial R23S-15030004
 Model R23-S-NDG
 Store Number
 Name
 Name2
 Contact
 Address
 Address2
 City
 Country United States - US
 Latitude
 Longitude
 Territory
 Telephone

WO#
 Work Order Date
 Requested By
 Requested Date
 Form Completed By
 Work Completed Date
 Customer Acceptance
 Complaint Code
 Action Code
 Fault Code
 Action

SA Dispatcher Name
 SA Dispatcher Phone
 Processed By
 Authorized By
 Invoice
 Payment Type
 Mfg.Credit#
 WO Status
 Claim Download
 Tax Code
 Last Processed By (Mfg)
 Last Processed On (Mfg)
 Last Processed By (SA)
 Last Processed On (SA)
 Last Processed By (Dist)
 Last Processed On (Dist)

Extra Fields
 Extra Field1
 Extra Field2
 Compressor
 Warranty
 WCID

Installed Date 04/30/2015

Warranty Days Left : 1026
 Labor Warranty Days Left : 1026

Other Charges
 Parts Total
 Labor Total
 Tax Total
 Grand Total
 Rejected Amount

Actual Amount
 Approved Amount

Confirmation
 Save Cancel

After you have filled out all the information, select “Save”

After you have filled out all the information, Select “Save”

Warranty Claims * | Report Generator * | Master Accounts * |

Header

Sponsor Code
 Manufacturer Code
 Account Number 500495
 Service Agent
 Location MINNEAPOLIS, MN
 Labor Rate Code RC00 00 00
 Warranty Type Select
 Currency Code USD
 Currency Factor 1.0000

Reference
 Authorization Number
 Created Date
 Claim Status
 Original Submitted Date
 Submitted Date
 Distributor Submitted Date
 Approved Date
 Paid Date

View Report
 Send Email
 Policy

Summary

Serial R23S-15030004
 Model R23-S-NDG
 Store Number
 Name
 Name2
 Contact
 Address
 Address2
 City
 Country United States - US
 Latitude
 Longitude
 Territory
 Telephone

WO#
 Work Order Date
 Requested By
 Requested Date
 Form Completed By
 Work Completed Date
 Customer Acceptance
 Complaint Code
 Action Code
 Fault Code
 Action

SA Dispatcher Name
 SA Dispatcher Phone
 Processed By
 Authorized By
 Invoice
 Payment Type
 Mfg.Credit#
 WO Status
 Claim Download
 Tax Code
 Last Processed By (Mfg)
 Last Processed On (Mfg)
 Last Processed By (SA)
 Last Processed On (SA)
 Last Processed By (Dist)
 Last Processed On (Dist)

Extra Fields
 Extra Field1
 Extra Field2
 Compressor
 Warranty
 WCID

Installed Date 04/30/2015

Warranty Days Left : 1026
 Labor Warranty Days Left : 1026

Other Charges
 Parts Total
 Labor Total
 Tax Total
 Grand Total
 Rejected Amount

Actual Amount
 Approved Amount

Confirmation
 Save Cancel

In the bottom section of the claim page, you can see the claim amounts. Now select the “Submit Claim” button.

Total							
	Actual Amount	Approved Amount	Hold		Actual Amount	Approved Amount	
Freight Amount	0.00	0.00	<input type="checkbox"/>	Other Charges	0.00	0.00	
Expedited Freight Amount	0.00	0.00	<input type="checkbox"/>	Parts Total	415.73	415.73	
Diagnostic Fee Amount	0.00	0.00	<input type="checkbox"/>	Labor Total	121.16	121.16	
Shipping Amount	0.00	0.00	<input type="checkbox"/>	Tax Total	0.00	0.00	
Travel Amount	0.00	0.00	<input type="checkbox"/>	Grand Total	536.89	536.89	
				Rejected Amount	0.00		

Operations

After you select “Submit Claim”, a window will open summarising the claim. If any of the top fields show a red “X”, you will need to fix the issue relating to the claim before you can submit. If you have all green check marks, you can select “Ok”. This submits the claim to the manufacturer.

Claim Submission
Claim Rules

Claim Rules	Rule Status
Claim is in warranty.	✓
Work order date is before current date.	✓
Work request date is before current date	✓
Work completed date is before current date	✓
Request date is before work completed date	✓
Labor date less than current date	✓
Invoice number included	✓
Action section completed	✓
Cause section completed	✓
Customer Acceptance	✓

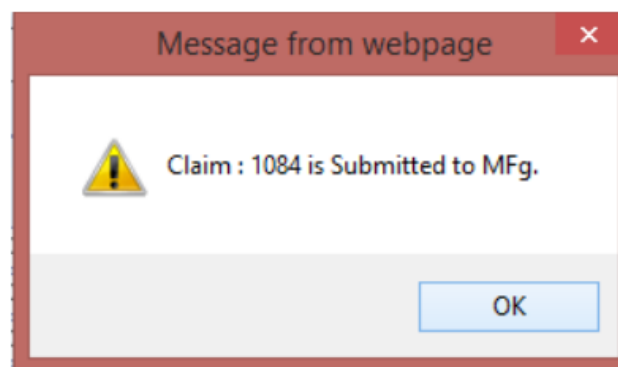
Totals

	Actual Amount	Approved Amount		Actual Amount	Approved Amount
Freight Amount	0.00	0.00	Other Charges	0.00	0.00
Expedited Freight Amount	0.00	0.00	Parts Total	415.73	415.73
Diagnostic Fee Amount	0.00	0.00	Labor Total	121.16	121.16
Shipping Amount	0.00	0.00	Tax Total	0.00	0.00
Travel Amount	0.00	0.00	Grand Total	536.89	536.89
			Rejected Amount	0.00	

☒ Submit Claim

Operations

A dialogue box comes up letting you know that the claim has been submitted to the manufacturer.

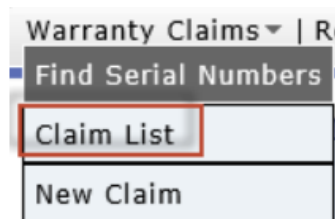


Claim List

Find the “Warranty Claims” menu from the upper left of the screen and hover your mouse over it.



When the menu opens, select “Claim List” from the list.



From the “Claim List” page, you can choose to search for a claim by:

- a. Account Number
- b. Created Date
- c. Approved Date
- d. Authorised Date
- e. Claim Status (See further information below)
- f. Reference Number
- g. Authorisation Number
- h. Invoice Number
- I SO Number

06/23/2015 7:38:04 AM

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Company:
Login Date Time: 06/23/2015 7:37:36 AM

Warranty Claims ▾ | Maintenance ▾ | Report Generator ▾ | Upload/Download Files ▾ |
User: 1005
Sponsor Code:

Claim List

Criteria

Manufacturer Code
Service Agent Name
Authorization#
Claim Status
Invoice#
Reference#
Search
New Claim

Date Ranges

Details

Mfg	Ref#	SA Name	Serial#	Login Name	Auth#	Invoice#	Created Date	Auth Date	Submit Date	Appr Date	Claim Amt	Claim Status		
NOR	886580	BROWN'S REFRIGERATION	F23S-13020065			104598	06/17/2014		06/17/2014	08/01/2014	638.10	SUBMITMFG		
NOR	886117		13041422		55863619	62911	05/27/2014		06/19/2014	08/01/2014	1018.86	SUBMITMFG		
NOR	886780	R R SERVICES INC	14051398			16958	06/24/2014		06/24/2014	08/25/2014	646.15	SUBMITMFG		
NOR	886814	BTU SYSTEMS LLC	F23S-12090045			26579	06/25/2014		06/25/2014	08/04/2014	1141.47	SUBMITMFG		
NOR	886908		14010953			A1026	07/01/2014		07/01/2014	08/01/2014	384.09	SUBMITMFG		
NOR	886948	MASTERCRAFT REFRIGERATION	13101406		13101406	14437	07/02/2014		07/02/2014	08/04/2014	1182.00	SUBMITMFG		
NOR	886141	D & M REFRIGERATION, INC	14040007		64194733	2298-72856	05/28/2014		07/02/2014	08/25/2014	2133.50	SUBMITMFG		
NOR	886732	GKT REFRIGERATION INC	14051398		79534096	10583/10587	06/23/2014		07/02/2014	08/22/2014	1885.81	SUBMITMFG		
NOR	886314	MCELMOYL REFRIGERATION, INC	14030181		31160980	29081	06/04/2014		07/02/2014	08/25/2014	2024.36	SUBMITMFG		
NOR	886946	MASTERCRAFT REFRIGERATION	13101406		13101406	14460	07/02/2014		07/02/2014	08/12/2014	702.50	SUBMITMFG		
NOR	886522	AIM AIRTECH MECHANICAL	13111522		98301178	7318	06/13/2014		07/03/2014	08/04/2014	414.71	SUBMITMFG		
NOR	886809	ALLEGHENY REFRIG SERVICE CO	13051812		65154672	71380	06/25/2014		07/03/2014	08/13/2014	506.60	SUBMITMFG		
NOR	886333	THOMAS REFRIGERATION	12010792		20118195	002608	06/05/2014		07/04/2014	08/04/2014	843.36	SUBMITMFG		
NOR	886986	THOMAS REFRIGERATION	13060100			002651	07/04/2014		07/04/2014	08/04/2014	1166.15	SUBMITMFG		
NOR	886987	THOMAS REFRIGERATION	14010003			002655	07/04/2014		07/04/2014	08/04/2014	611.01	SUBMITMFG		

1 2 3 4 5 6 7 8 9 10 ...

Total No. Of Records: 255

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To view a claim, select “View”.

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Company:
Login Date Time: 06/23/2015 7:37:36 AM

Warranty Claims ▾ | Maintenance ▾ | Report Generator ▾ | Upload/Download Files ▾ |
User: 1005
Sponsor Code:

Claim List

Criteria

Manufacturer Code
Service Agent Name
Authorization#
Claim Status
Invoice#
Reference#
Search
New Claim

Date Ranges

Details

Mfg	Ref#	SA Name	Serial#	Login Name	Auth#	Invoice#	Created Date	Auth Date	Submit Date	Appr Date	Claim Amt	Claim Status		
NOR	886580	BROWN'S REFRIGERATION	F23S-13020065			104598	06/17/2014		06/17/2014	08/01/2014	638.10	SUBMITMFG		
NOR	886117		13041422		55863619	62911	05/27/2014		06/19/2014	08/01/2014	1018.86	SUBMITMFG		
NOR	886780	R R SERVICES INC	14051398			16958	06/24/2014		06/24/2014	08/25/2014	646.15	SUBMITMFG		
NOR	886814	BTU SYSTEMS LLC	F23S-12090045			26579	06/25/2014		06/25/2014	08/04/2014	1141.47	SUBMITMFG		
NOR	886908		14010953			A1026	07/01/2014		07/01/2014	08/01/2014	384.09	SUBMITMFG		
NOR	886948	MASTERCRAFT REFRIGERATION	13101406		13101406	14437	07/02/2014		07/02/2014	08/04/2014	1182.00	SUBMITMFG		
NOR	886141	D & M REFRIGERATION, INC	14040007		64194733	2298-72856	05/28/2014		07/02/2014	08/25/2014	2133.50	SUBMITMFG		
NOR	886732	GKT REFRIGERATION INC	14051398		79534096	10583/10587	06/23/2014		07/02/2014	08/22/2014	1885.81	SUBMITMFG		
NOR	886314	MCELMOYL REFRIGERATION, INC	14030181		31160980	29081	06/04/2014		07/02/2014	08/25/2014	2024.36	SUBMITMFG		
NOR	886946	MASTERCRAFT REFRIGERATION	13101406		13101406	14460	07/02/2014		07/02/2014	08/12/2014	702.50	SUBMITMFG		
NOR	886522	AIM AIRTECH MECHANICAL	13111522		98301178	7318	06/13/2014		07/03/2014	08/04/2014	414.71	SUBMITMFG		
NOR	886809	ALLEGHENY REFRIG SERVICE CO	13051812		65154672	71380	06/25/2014		07/03/2014	08/13/2014	506.60	SUBMITMFG		
NOR	886333	THOMAS REFRIGERATION	12010792		20118195	002608	06/05/2014		07/04/2014	08/04/2014	843.36	SUBMITMFG		
NOR	886986	THOMAS REFRIGERATION	13060100			002651	07/04/2014		07/04/2014	08/04/2014	1166.15	SUBMITMFG		
NOR	886987	THOMAS REFRIGERATION	14010003			002655	07/04/2014		07/04/2014	08/04/2014	611.01	SUBMITMFG		

1 2 3 4 5 6 7 8 9 10 ...

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To view a claim report, select “View Report”

To view a claim report select "View Report"

Claim

Header

Sponsor Code: AJA
 Manufacturer Code: AJA-AJANTUNES
 Account Number: 10000495
 Service Agent: COMMERCIAL KITCHEN PARTS & SERVICE
 Location: COMMERCIAL KITCHEN PARTS & SERVICE
 Labor Rate Code:
 Warranty Type:
 Currency Code: USD
 Currency Factor: 1.0000

Reference: 602223
 Authorization Number:
 Created Date: 11/01/2013 12:00 AM
 Claim Status: NEED MORE INFO
 Original Submitted Date:
 Submitted Date:
 Distributor Submitted Date:
 Approved Date:
 Paid Date:
 View Report
 RMA Print
 Send Email
 Policy

Summary | Equipment | Labor Details(1) | Parts(1) | Service Company | Activity(0) | File Room(0) | Audit(0) | Po Info(0) | Contacts(0)

Summary

Serial: 13071034
 Model: UTX-200L
 Store Number: 210850
 Name: MCDONALD'S
 Name2:
 Contact:
 Address: 2128 SIDNEY BAKER
 Address2:
 City: San Antonio, TX Zip: 78208
 Country: UNITED STATES - US
 Latitude: 0.000000
 Longitude: 0.000000
 Territory:
 Telephone: (830) 792-5575 X:
 Update Address
 Validate & GeoCode

WO#: 0357387
 Work Order Date: 11/01/2013
 Requested By: Melinda
 Requested Date: 11/01/2013
 Completed By: Alexis
 Completed Date: 11/06/2013
 Customer Acceptance:
 Complaint Code:
 Component Code:
 Cause Code:
 Action Code:
 Action: Acquired part and returned disassembled unit and installed new belt and tensioners. Adjusted as necessary and checked unit working properly.
 Installed Date: 07/02/2013

SA Dispatcher Name: Abel Villarreal
 SA Dispatcher Phone:
 Processed By:
 Authorized By:
 Invoice#: 0357387
 Payment Type: --Select Type--
 Mfg.Credit#:
 WO Status: INVOICE
 Claim Download:
 Tax Code:
 Last Processed By (Mfg):
 Last Processed On (Mfg):
 Last Processed By (SA):
 Last Processed On (SA):
 Last Processed By (Dist):
 Last Processed On (Dist):
 Warranty Days Left : 203
 Labor Warranty Days Left : 203

Complaint


Unit is not rolling.

To print a claim report, rt select the printer icon.

CLAIM REPORT

Reference : 602223

Authorization No. :
 Service W/O# : 0357387
 Date : 11/1/2013
 Invoice# : 0357387



Services Company

Name : COMMERCIAL KITCHEN PARTS & SERVICE
 Address :
 City,State,Zip : San Antonio,TX,78207
 Phone : 210-679-3368
 Contact Name : Corinna Cheney
 Account# : 10000466

Model: UTX-200L Serial# : 13071034

Name	Value
Gas	None
Phase	0
Voltage	208

Customer Acceptance Name:

ked unit and found chains unaligned. Tried to align cain but couldn't
 ced both chains due to chains not same length
 abled unit and installed new belt and tensioners. Adjusted as neccessary
 unit and tested unit working properly.

Technician	Hours	Hours Type	Miles	Charge Amount
Villarreal	4.50	regular	100.00	0.00

Total (Section2) : 390.00

SPARE PARTS

Item Number	Item Description	Quantity	Unit Price	Extended Price
7000736	VERTICAL CONVEYOR KIT	1	145.40	145.40

Serial Number of Major Component
 Alexis

Totals
 Handling Allowance (Parts) 21.81
 Total(Section 3) 145.40
 Grand Total 557.21

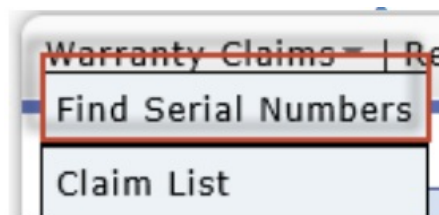
Name of Party Completing this Report Title

Find a Serial Number

Find the “Warranty Claims” menu from the upper left of the screen and hover your mouse over it.



When the menu opens, select “Find Serial Numbers” from the list.



Enter the “Serial Number” and select search.

You will notice that the serial number is autocompleting as you type. You can also search for a serial number by “Name”, “Zip Code”, “Address”, “Telephone #”, “Part Number”, “City”, “Original Invoice Number”, “Model Number”, “State”, and “Store Number”.

A screenshot of the 'Find Serial' form in the GlobalWarranty application. The form is titled 'Find Serial' and has a blue header. It contains several input fields: 'Manufacturer Code' (set to 'AJA - AJANTUNES'), 'Name', 'Zip', 'Serial Number' (with a dropdown menu showing '1306' and a list of serial numbers), 'Address', 'Telephone', 'Part Number', 'City', 'Original Invoice Number', 'Model Number', 'State', and 'Store Number'. A 'Search' button is located at the bottom right. The form also displays user information: 'User : 10000466' and 'Sponsor Code : AJA'.

You can view the summary, prior claims, activities, and model and file room.

Summary	Claims(2)	Activities(0)	Model	FileRoom
Serials Info				
Manufacturer Code	AJA - AJANTUNES			
Serial Number	02111351			
Part Number	9100342			
Description				
Model	MPS-250CV			
Model Description	MULTI PURPOSE STEAMER			
Unit No				
Install Date	01/01/1970			
First Install Date				
Voltage				
Phase				
Gas				
Warranty Days	365			
Labour Warranty Days	365			
Original Invoice No				
Invoice No				
Rep1				
Rep2				
Rep3				
Start UP Price	0.00			
Accept Price	0.00			
Start Up From Recived Date				
Comment				
Notes				
Equipment Usage				
Address Details				
Company Name	JIEFANG ROAD MCD'S			
Company Name2	JIEFANG ROAD MCD'S			
Contact				
Address	JIEFANG ROAD			
Address2				
City,State,Zip	WU HAN	P.R.C	510000	
Country				
Latitude	0.0000000			
Longitude	0.0000000			
Telephone	07348203500			
Store Number				
Dealer Code				
Is Selling Dealer	<input type="checkbox"/>			
Sale Type				
Claim Details				
Total Claims Submitted	0			
Total Claims Rejected	0			
Total Claims Accepted	0			
Total Amount Paid	0.00			
Total Claims Authorized	0			
Registration Details				
Shipping Date	01/03/2003			
Purchase Date				
Is Registered	<input type="checkbox"/>			
Type Of Change				
Status				
Date Registered	01/01/1900			

**Warranty Expired
Labor Warranty Expired.**

Additional Information and Notes

- If you have any questions or need any further information, contact your manufacturer's service department.

Warranty Guidelines and helpful information

- Purpose:** To have warranty claims entered correctly to prevent returns or refusals due to a lack of information or wrong information. By understanding the information needed to have warranty claims processed more quickly.
- When Servicing Equipment, record and use the exact serial number listed on the equipment. If you are servicing a Walk-in, use the box serial number for issues related to the Box and Door only. If you are working on the Refrigeration/Freezer of the walk-in, use the unique serial number from the Tag found on the base plate of the condensing Unit. The serial number must be entered completely.
- Some Cabinets have Alpha Numeric character in front of the serial number and those must be entered for Global Warranty to pull up the correct Model being worked on. Always verify that the model and equipment location are correct when you are starting a warranty claim.
- If you have purchased parts, always keep the receipt. It can be uploaded directly into Global Warranty as evidence for reimbursement.

- Obtaining a work authorisation number from the service department is highly recommended, but not required. Sometimes the manufacturer can assist with parts needed or information on the unit being serviced. The pre-authorisations also help in the efficient processing of a claim for any extenuating circumstances, such as site security requirements or miscellaneous charges that need to be covered. Your service claim will be covered per the Warranty Guidelines of the manufacturer.
 - If the equipment is within the 1-year warranty period, ensure that the parts needed are exchanged at the OEM wholesaler. Do not remove the wholesaler's information from the component; they will need that information to complete the exchange. If you have any questions on what can be exchanged or how to do this correctly, please contact the service department.
 - Please note that normal wear items, such as light bulbs, cleaning, preventive maintenance and calibration are the customer's responsibility and that information needs to be communicated to the customer and billed separately if needed.
 - Ensure that the email address is correct in the claim- so if more information is needed or clarification is required to process the claim, we are contacting the correct person/office where work was completed.
 - The Manufacturer may have more specific Warranty Guidelines that are communicated to the service agents; this information is just a guideline to assist the transition of using Global Warranty to process claims.
- Building a mutual relationship of respect and trust with our service agents is critical to us in keeping our customers happy and having repeat business.

FAQs


Q: Is a work authorisation number necessary for processing a claim?

A: While not required, obtaining a work authorisation number is highly recommended for efficient claim processing.

Q: What should be done if the equipment is within the warranty period?


A: Exchange parts at the OEM wholesaler without removing their information from the component. Contact the service department for guidance if needed.


Documents / Resources

	RSG Service Agent [pdf] User Manual Service Agent, Service, Agent
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References

- [User Manual](#)

 agent, RSG, Service, Service

 RSG Agent

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Email

Website

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e.g. whirlpool wrf535swhz

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