

Cummins Power Products Warranty NG

1. Open an RO and follow Cummins Inc. guidelines for any warrantable failure
2. Create fail code, refer to Warranty Failure Codes Manuals for the proper fail codes. Print screen below with example

Distributor Business Management System

Work Order 001/100/006 - 57230

Location: 001 100 006 NEW HUDSON MW Ref# []
 Customer: 926870 NEW HUDSON BRANCH Bill Type: INTERNAL In-Shop [x] Mobile [] Unit: TEST CPP
 Trans Type: WO WO => Quote Import SQ Order Ref#: 57230 Status: OPEN Scheduled: 24-APR-2006 03:31 PM
 Contact: DAVID BIEGANSKI Phone: 248 573-1900 Bay: [] Promised: 25-APR-2006 03:30 PM

Order | Unit/Products | Failures | Warranty | **Fail Codes** | Readings | Customer | Scheduling

| Vendor | Claim Type | Product Group | Group | Major | Minor | Mode | Location |
|--------|------------|---------------|-------|-------|-------|------|----------|
| CECO | | MR | 15 | NP | TA | SR | AA |
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View Support Plan | Check Coverage | Build Cause Narrative

Create MWO | => Quote | Rebuilt Items | Credit | Job Plan | Items | Total WO | Print WO

FRM-40400: Transaction complete: 2 records applied and saved.
 Record: 1/1 | List of Values | <OSC> <DBG>

If the next print screen will appear, just press the cancel button so a Cummins Inc claim will not be generated.

Distributor Business Management System
Action Edit Query Block Record Field Reports Help

Work Order 001/100/000 | **Warranty Coverage for fail code FH/AS/ID**

Location: 001 100 006
Customer: 926870
Trans Type: WO
Contact: DAVID BIEGANSKI

Vendor: **CECO** | Claim Type: **FACT** | Infant Care Claim#:
Account Code: 67 | Authorization/Certificate#:

Recon Only
Source Code | Build Date | Recon 0 Qty Engine/Part# | Nonstock Type

Routing(0)/Claim(1)/Unit(8) | Failure(3)/Approval(5)

Routing
Mnemonic: **HOVI** | Routing Indicator: | Routing Message: |

Claim
Serial Number: 46394805 | Pay Code: **X**

Unit
Unit Mfg: **UNLISTED** | Unit Config: **ALL**
Unit Model: **ALL** | Appl Code: **0510**

Buttons: Create MWO | Accept | Cancel | Print WO

Vendor identifier - list of values available
Record: 1/1 | List of Values | <OSC> <DBG>

3. Create the warranty header with claim type Other or Ven, routing message "Cummins Power Products" account code 02 pay code V.

Distributor Business Management System - [Work Order 001/100/006 - 57230]

Action Edit Query Block Record Field Reports Help Window

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 Contact DAVID BIEGANSKI Phone 248 573-1900 Bay Promised 25-APR-2006 03:30 PM

Order Unit/Products Failures Warranty Flat Rates Readings Customer Scheduling

Routing(0) Claim (1) Failure (3) Approval (5) Unit (8) Others

| Claim Type | Vendor | Mnemonic | Routing Indicator | Routing Message |
|------------|--------|----------|-------------------|------------------------|
| OTHER | CECO | NOVI | | CUMMINS POWER PRODUCTS |
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View Support Plan Policy Comments Default Warranty Unallocate Warranty

Create MWO => Quote Rebuilt Items Credit Job Plan Items Total WO Print WO

Routing message
Record: 1/1 <OSC> <DBG>

Tab through

Continue with header

Distributor Business Management System - [Work Order 001/100/006 - 57230]

Action Edit Query Block Record Field Reports Help Window

Location 001 100 006 NEW HUDSON MW Ref# NEW HUDSON
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 Contact DAVID BIEGANSKI Phone 248 573-1900 Bay Promised 25-APR-2006 03:30 PM

Order Unit/Products Failures Warranty Flat Rates Readings Customer Scheduling

Routing(0) Claim (1) Failure (3) Approval (5) Unit (8) Others

| Claim Type | Account Code | Pay Code | Infant Care Claim# | Dist. Claim# | Serial Number | Authorization/Certificate# |
|------------|--------------|----------|--------------------|--------------|---------------|----------------------------|
| OTHER | 02 | V | | | LOV 46394805 | |
| | | | | | LOV | |
| | | | | | LOV | |
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| | | | | | LOV | |

View Support Plan Policy Comments Default Warranty Unallocate Warranty

Create MWO => Quote Rebuilt Items Credit Job Plan Items Total WO Print WO

List the Units and Products already attached to the WO.
 Record: 1/1 <OSC> <DBG>

4. Apply all applicable SRTs and Cummins Inc. parts to the warranty claim.

6. In the complaint section of the RO enter the customer's original complaint.

- a. Quantity, Part #, Description, Cost.
- b. all parts on next lines down
- c. Total part cost \$ amount on the next line.
- d. 30% parts mark up \$ amount on the next line.
- e. Total \$ amount on the next line.

Distributor Business Management System - [Work Order 001/100/006 - 57230]

Action Edit Query Block Record Field Reports Help Window

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Order Unit/Products Failures Warranty Flat Rates Readings Customer Scheduling

Details Internal/Projects STD Quote Service Contracts

Subtype VM Vehicle Maintenance All Parts Available
 Bill SRT QUICKSERVE ASAP Response Plan
 Std Service Appointment Ref#
 CUSTOMER InVOICE DATA
 Avail Credit 990,427,854.70 Invoice#
 PO# Date
 Payment CHARGE Invoiced By
 Lost Sale
 Create User/Date CA377 24-APR-2006 03:30 PM Preview Invoice
 Change User/Date CA377 24-APR-2006 04:27 PM Overrides

COMPLAINT
 ENTER THE CUSTOMER'S ORIGINAL COMPLAINT HERE LEAVE A SPACE THEN
 THIS IS A CPP POWER UNIT QUANTITY, PART #, DISC, COST
 1 10000014 TACH \$179.49
 30% PMU \$53.85
 TOTAL \$233.34

Auto Status Add'l Complaint Comments
 Waiting for repair to start, not scheduled

Create MWO => Quote Rebuilt Items Credit Job Plan Items Total WO Print WO

FRM-40400: Transaction complete: 2 records applied and saved.
 Record: 1/1 List of Values <OSC> <DBG>

7. Go to the total screen, misc charges, parts and enter the total cost of the parts claimed from the CCC section then apply warranty. In the same section there is a Parts Mark Up, put the 30% PMU there and apply warranty.

Distributor Business Management System - [Work Order Totals 001/100/006 - 57230]

Action Edit Query Block Record Field Reports Help Window

Location 001 100 006 NEW HUDSON MW Ref#

Customer 926870 NEW HUDSON BRANCH Owner NEW HUDSON BRANCH Avail Credit 990,427,854.70

Trans Type WO Order Ref# 57230 Invoice PO#

Work Order Total Misc Charges Margins

| Name | Quantity | Amount | Extended Amount | Tax District | Flat Rate | Claim Type | Serial Number | Vendor |
|---------------|----------|--------|-----------------|--------------|-----------|------------|---------------|--------|
| ARTS MARKUP | 1 | 53.85 | 53.85 | MICHEX | | OTHER | | |
| PARTS SUPPLIE | 1 | 179.49 | 179.49 | INTERNAL | | OTHER | | |
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Warranty Preview QuickServe

Unique, one or two word description for miscellaneous charge. - LOV
Record: 1/2 <OSC> <DBG>

6. Invoice RO

7. Print the warranty preview to your local file and print the original invoice to your local file.

Distributor Business Management System - [Report Parameters]

Action Edit Query Block Record Field Reports Help

Destination Type: REMOTE FILE Format: PDF

Orientation: PORTRAIT Copies: 1

Destination Name: F:\REPORTS60\BMS\OUTPUT\W

Print Labor Details

OK Cancel

Record: 1/1 <OSC> <DBG>

8. Open lotus notes and attach both the warranty claim and invoice files on the note. Both attachments must be on the note.

