



Online Warranty Interface

Instruction Manual

(Master Distributor Accounts)

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Introduction

Welcome to the Webasto Online Warranty Interface. By creating this virtual environment; we allow our customers to enter warranty claim data ensuring better accuracy and faster processing times. This also ensures that each successful claim submitted will be accompanied by all the required documentation that Webasto requires to process a claim (i.e. heater diagnostic report or a copy of the original invoice). Users of this system will also be able to login and check status of their claims at anytime.

The system has been integrated with a few convenient features that were never possible with our paper process.

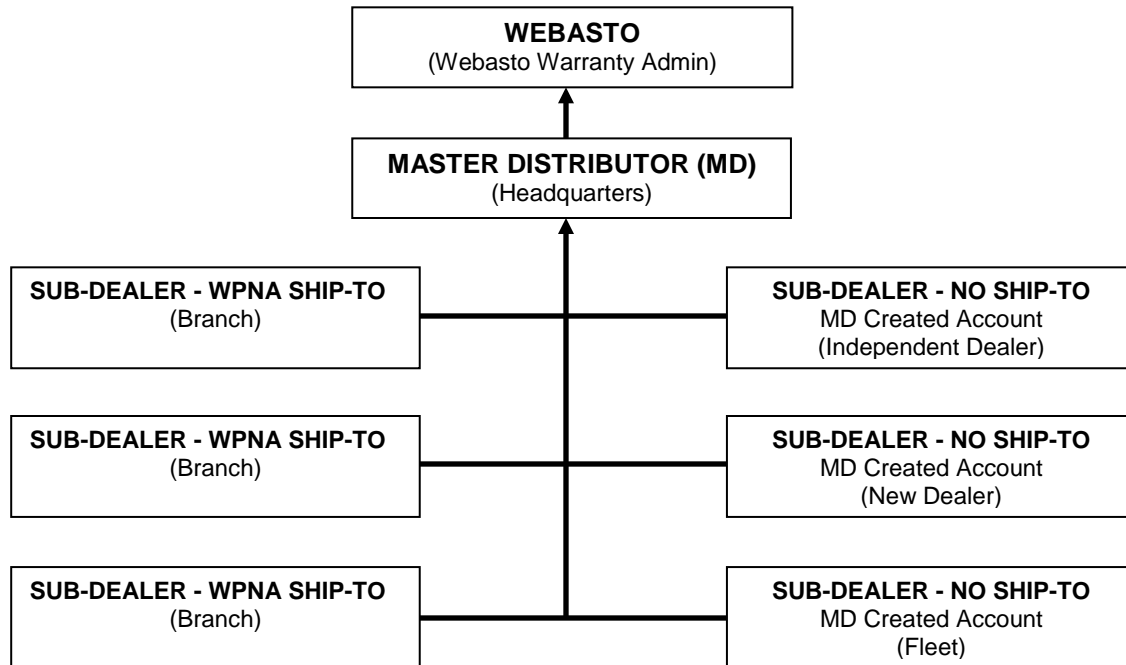
- The ability to check status of a claim.
- Printable reports for each claim.
- Integrated search feature with an array of filters for quick claim retrieval.
- Stored dealer contact information. This removes the repetitive entry of contact data for each claim.
- SSL Secured environment to ensure all personal information transmitted is safe and tamper free.
- Convenient homepage news article which Webasto can communicate any warranty related updates.
- Auto email alerts whenever the status of a claim changes.
- The capability to upload diagnostic reports and invoice copies when required. (System accepts .JPG, .PDF, & .TXT file extensions)

The system is user friendly with self help links throughout the interface. For answers regarding field descriptions, failure codes, or even site navigation, just click on the "Need Help?" link located at the top of the homepage or within any of the warranty claim forms. This document will describe how to create accounts, how to approve or deny a claim, and how to submit a claim.

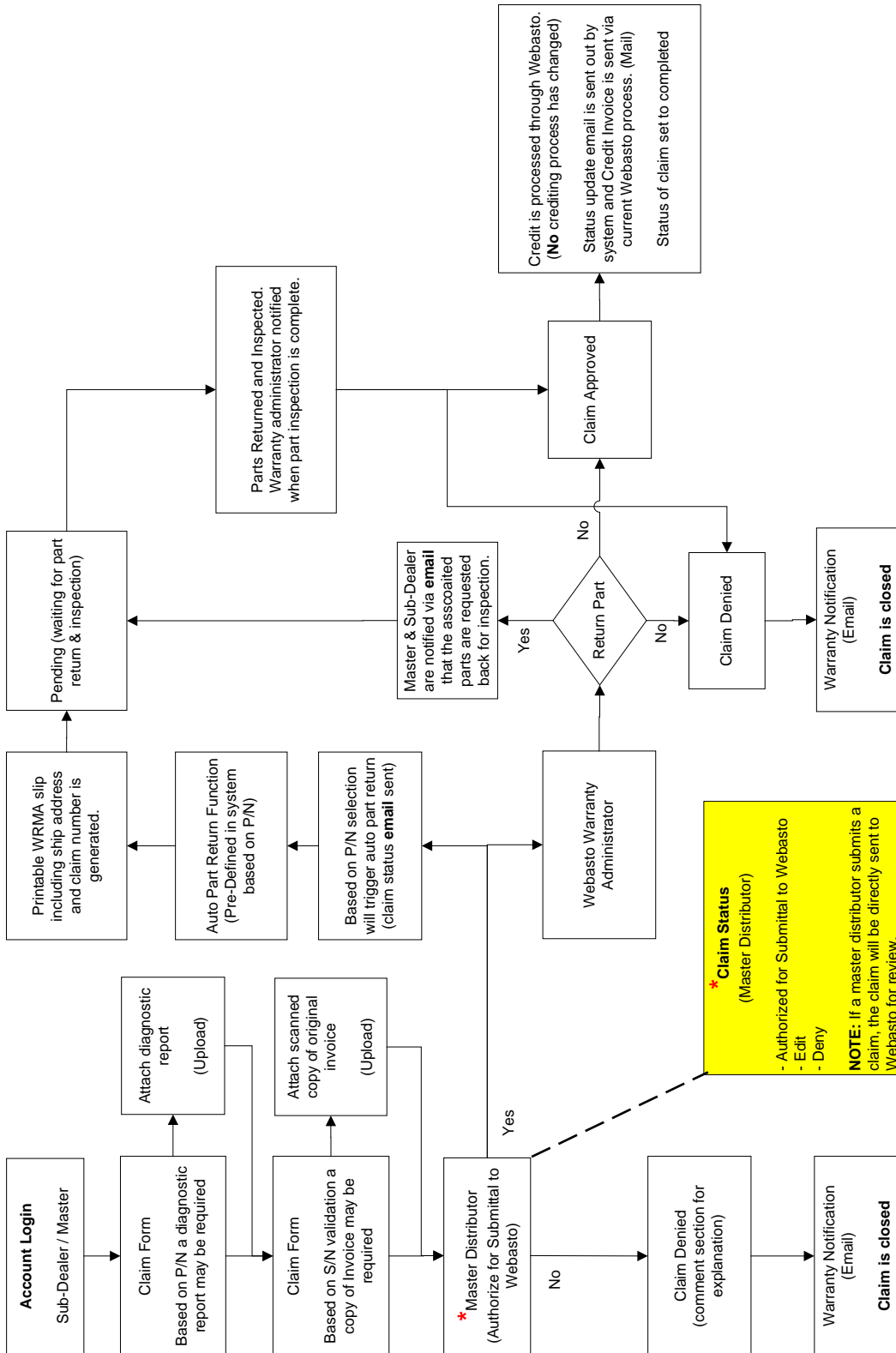
Online Claim Submission Flow

As seen below this details the flow in which the claim will be processed. As all three accounts (Administrator, Master Distributor, or Sub-dealer) have the ability to submit claims, the process flow in which the claim is processed will vary.

When any form of sub-dealer submits a claim it must first pass through their associated master distributor account for an initial review. At this stage the master distributor can deny the claim or authorize it for final review via a Webasto warranty administrator.



Online Warranty Process Flow



Account Functionality

This section describes the functionality of each account level within the online warranty system.

ACCOUNT	DESCRIPTION	FUNCTIONALITY
Master Distributor (Bill-To)	This account will be able to create claims via the master account as well as for any associated sub-dealer account.	<p>The ability to track and view submitted claims from the master account and all associated sub-dealer accounts. This account will receive all associated sub-dealer claims and must "Authorize for Submittal" to Webasto. This account has the authority to deny a claim but not approve it.</p> <p>The master distributor account also has the authority to associate new sub-dealer accounts to their profile as well as create new custom sub-dealers accounts that allow for claim submission.</p>
Sub-Dealer (Ship-To)	This account will be able to create claims under their own account. They are associated directly to the master distributor regarding credit reimbursement.	<p>The ability to view the status of their submitted claims only.</p> <p>ALL claim reimbursement will be directed through the master distributor.</p>
Custom Sub-Dealer (Master Distributor Created Accounts)	These accounts are created by the master distributor and are not associated to Webasto at all. (This is strictly a customer of the master distributor)	<p>The ability to view the status of their submitted claims only.</p> <p>ALL claim reimbursement will be directed through the master distributor.</p>

Required Documentation

Diagnostic Report

As described in the Webasto Policies and Procedures documentation; heater warranty claims without a Webasto diagnostic report will not be processed. The only exception to this rule is the DBW series heater which currently does not offer a standard diagnostic interface. If you do not have a Webasto diagnostic tool one can be purchased. To order, contact either your sales representative or the Webasto order processing desk at 800-860-7866.

For additional information regarding the use of the Webasto PC Diagnostic tool click on the link below.

Copy and paste this link into an address bar: <http://www.techwebasto.com/academy/trainingvideos/warranty-service-training.html>

Original Invoice

All warranty claims require the entry of the product serial number. If the given serial number cannot be validated; the system will require a copy of the original sales invoice for further review.

Scanning Documents

Each diagnostic report must be scanned / saved to the same machine that the claim is being submitted on. The saved file can then be attached to the claim using the browse button that appears on the claim form if a document upload is required. The document may also be saved in any of the following formats; ".jpg, txt" or ".pdf".

Create Account (Master Distributors Only)

To create a new account; select the maintenance tab at the top of the page then user maintenance sub listing. The User Maintenance window will open; click the "Add" button towards the bottom of the screen. Note: if there is no maintenance section, the account has been setup as a Sub-Dealer and no account creation functionality is available.



User Information

This page is broken into three different sections; User Information, Shipping Information, and Billing Information. This is the location that the actual account is created and associated to the appropriate master account.

Field Name	Description
*Username	Use the contact persons email address here. This is standard practice.
*First Name	Use the associated warranty contact information.
*Last Name	Use the associated warranty contact information.
*Password	The initial creation of an account; the password should always be set to: welcome The account holder can change this at a later time.
*E-mail Address	Use the associated warranty contact information.
Customer Group	This is the master account number. This is a non-editable field.
*Resource Level	This is a non-editable field. Default is Sub-Dealer (Ship-To)
*Active	Make sure "Yes" is selected. If "No" is selected during the initial account setup no login email will be sent out. This must then be manually relayed at a later time.

Shipping Information

This information will be pre-filled with any relevant information from the Webasto data center. If creating a "New Customer" (i.e. new customer sub-dealer) account, shipping information must be entered as there will be no data available. Review the information for accuracy.

SHIPPING INFORMATION	
Company / Firm	This is the sub-dealers company name
Contact	Enter the associated sub-dealer's first and last name combined.
First Name	Enter the associated sub-dealer's warranty contact information.
Last Name	Enter the associated sub-dealer's warranty contact information.
Title	This is the professional job title of the sub-dealer's warranty contact.
Address	This is address information for the listed sub-dealer's facility.
City / Town	This is address information for the listed sub-dealer's facility.
State / Province	This is address information for the listed sub-dealer's facility.
Postal Code	This is address information for the listed sub-dealer's facility.
Country	This is address information for the listed sub-dealer's facility.
Phone	Enter the associated sub-dealer's warranty contact information.
Fax	Enter the associated sub-dealer's warranty contact information.
E-mail Address	Enter the associated sub-dealer's warranty contact information.

Billing Information

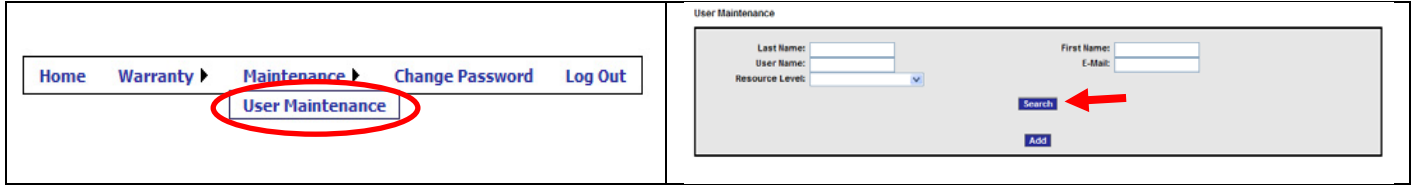
This information will be pre-filled based on the Customer Group field selection. This is the information that Webasto will use for crediting purposes. Verify this information is correct before proceeding.

BILLING INFORMATION	
Company / Firm	This is the master distributor's company name.
Contact	Enter the associated sub-dealer's first and last name combined.
First Name	Enter the associated master distributor's warranty contact information.
Last Name	Enter the associated master distributor's warranty contact information.
Title	This is the professional job title of the warranty contact.
Address	This is address information for the listed master distributor's facility.
City / Town	This is address information for the listed master distributor's facility.
State / Province	This is address information for the listed master distributor's facility.
Postal Code	This is address information for the listed master distributor's facility.
Country	This is address information for the listed master distributor's facility.
Phone	Enter the associated master distributor's warranty contact information.
Fax	Enter the associated master distributor's warranty contact information.
E-mail Address	Enter the associated master distributor's warranty contact information.

After this information is completed click the add button at the bottom of the page. An email will be sent out to the new account holder which will include their login information as well as help documentation to get started using the system.

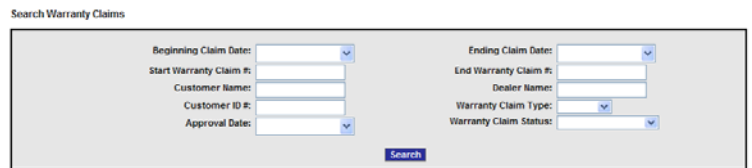
User Account Search

To search for a user account; select the maintenance tab at the top of the page then user maintenance sub listing. This opens the user screen allowing the master distributor to search for existing users in multiple ways. Enter the specific account data and click the search button to view results. NOTE: To view a list of all associated user accounts, leave the search filters blank and click the "Search Button".



Search for a Claim




This function allows the user to search and locate a claim by a multitude of filter functions. To view a list of all claims approved, pending, and denied, leave the search filters blank and click the "Search Button".



Search Result Definitions

The table below will explain the associated columns and their meanings. This will help explain certain levels of claim status.

Warranty Claim Search Results

Warranty Claim Number	Claim Date	Customer Name	Dealer Name	Claim Status	Claim Type			Uploaded Files	Shipping Forms
WPNA1	2/5/2010 4:30:34 PM	Customer 1	Dealer	Webasto Approved	Heater				
WPNA2	2/8/2010 9:50:10 AM	Customer 2	Dealer	Pending	Heater	Edit Claim	Authorize Claim		
WPNA3	2/8/2010 10:19:58 AM	Customer 3	Dealer	Pending	Heater	Edit Claim	Authorize Claim		
WPNA4	2/8/2010 10:23:38 AM	Customer 4	Dealer	Pending	Heater	Edit Claim	Authorize Claim		
WPNA5	2/8/2010 10:27:38 AM	Customer 5	Dealer	Authorized by Dealer	Heater	Edit Claim			

Search returned 5 results
[Search Again](#)

Column Title	Description
Warranty Claim Number	This is an auto generated number given to each claim at the claims inception. This number by default will start with "WPNA" then a number. This however can be replaced with a custom number before the claim is initially submitted. NOTE: After the claim is submitted the claim number cannot be overwritten or replaced.
Claim Date	This is the original submission date the claim was submitted for review.
Customer Name	This is an optional end customer data section that can be used to assist with claim tracking. A customer in this system is defined as end user information.

Column Title	Description
Dealer Name	This is the default master data also known as billing information.
Claim Status	<p>This is the actual status of the claim throughout the claim process. There are multiple status options:</p> <ol style="list-style-type: none"> Pending: This could mean the claim has not yet been reviewed. If a barcode icon is located in the "Shipping Forms" column in addition to a "pending" status, this means that the claim is pending a part inspection approval. The submitter will be notified via email regarding part return requests. Authorized for Submittal: This means the claim was authorized by the master distributor and is pending Webasto approval. Webasto Approved: This means the claim has been successfully approved by a Webasto Warranty Administrator and has been submitted to the crediting department for reimbursement. Denied: Either the master distributor or a Webasto warranty administrator has declined the claim. This will be accompanied by a refusal explanation.
Claim Type	This indicates what product category the claim is being submitted for.
Edit Claim	If the claim is still open for editing a blue "Edit Claim" button will be available.
Authorize Claim	If the claim is still open, click the blue "Authorize Claim" button. This will open the claim form with an additional Administration panel at the bottom. Refer to the "Authorize Claim submission section on page 12 for more information.
Uploaded Files	If the claim required a heater diagnostic report (specific heaters only) or an original sales invoice (if the serial number cannot be validated), a pencil and paper icon will indicate that attached documentation is available and viewable.
Shipping Forms	If this column includes a barcode icon, this indicates that the associated parts were requested back for inspection. The claim will remain in a "Pending" status until the inspection has been completed. The appropriate emails will be sent out throughout this process.

Authorize Claim Submission

Each claim submitted through a Sub-Dealer “Ship-To” account must first be reviewed and authorized through the associated master distributor account. The master distributor has the ability to review and edit claim information to ensure accuracy for claim processing. If the claim is “Authorized for Submittal”, it is then sent to the Webasto Warranty Administrator for final approval. The master distributor account has the ability to deny the claim with reasonable explanation.

Authorize, Edit, or Deny

To authorize or deny a claim, search for the claim via the warranty claim search as described on page 10. Locate the claim in the results table and click on the Authorize Claim button. (This will not authorize the claim at this step).

Warranty Claim Search Results

Warranty Claim Number	Claim Date	Customer Name	Dealer Name	Claim Status	Claim Type			Uploaded Files	Shipping Forms
WPNA1	2/5/2010 4:30:34 PM	Customer 1	Dealer	Webasto Approved	Heater				
WPNA2	2/8/2010 9:50:10 AM	Customer 2	Dealer	Pending	Heater	Edit Claim	Authorize Claim		
WPNA3	2/8/2010 10:19:58 AM	Customer 3	Dealer	Pending	Heater	Edit Claim	Authorize Claim		
WPNA4	2/8/2010 10:23:38 AM	Customer 4	Dealer	Pending	Heater	Edit Claim	Authorize Claim		
WPNA5	2/8/2010 10:27:38 AM	Customer 5	Dealer	Authorized by Dealer	Heater	Edit Claim			

Search returned 5 results

[Search Again](#)

The claim form will open with an additional administration panel at the bottom of the form.

NOTE: Only the administration section of this page is editable. To make changes to the claim click the Edit Claim button at the bottom of the administration panel and click the Save Claim button when completed. You must then follow the instructions above to return to the Authorize / Deny area.

Administration

Warranty Accepted: Yes No

Warranty Refused Explanation:

[Process Claim](#)

[Edit Claim](#) [Cancel](#) [View Report](#)

At this point the claim can be “Authorized for Submittal” to Webasto by selecting “Yes” under the Warranty Accepted field and clicking the Process Claim button at the bottom of the page. It can also be denied by selecting “No” completing the Warranty Refused Explanation and clicking the Process Claim button.

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