



Service Agent Help Guide

Service Agent Starts the Claim

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Warranty Guidelines and helpful information

Purpose: To have warranty claims entered correctly, to prevent returns or refusals due to 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 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 authorization number from the service department is highly recommended, but not required. Sometimes the manufacture can assist with parts needed or information on the unit being serviced. The pre-authorizations 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 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 Manufacture 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 a little easier.

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.

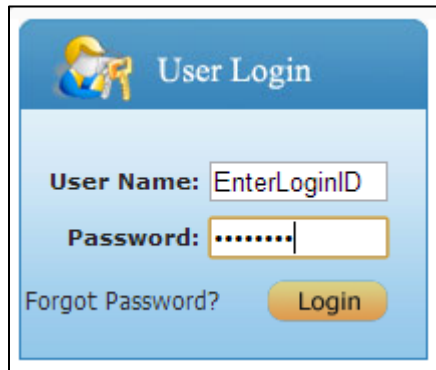
Entering a Claim

Purpose: To Show the Service Agent how to use Global Warranty to Enter a New Claim, Search for a Serial Number, Check claim status, and Upload receipts.

Log into Global Warranty

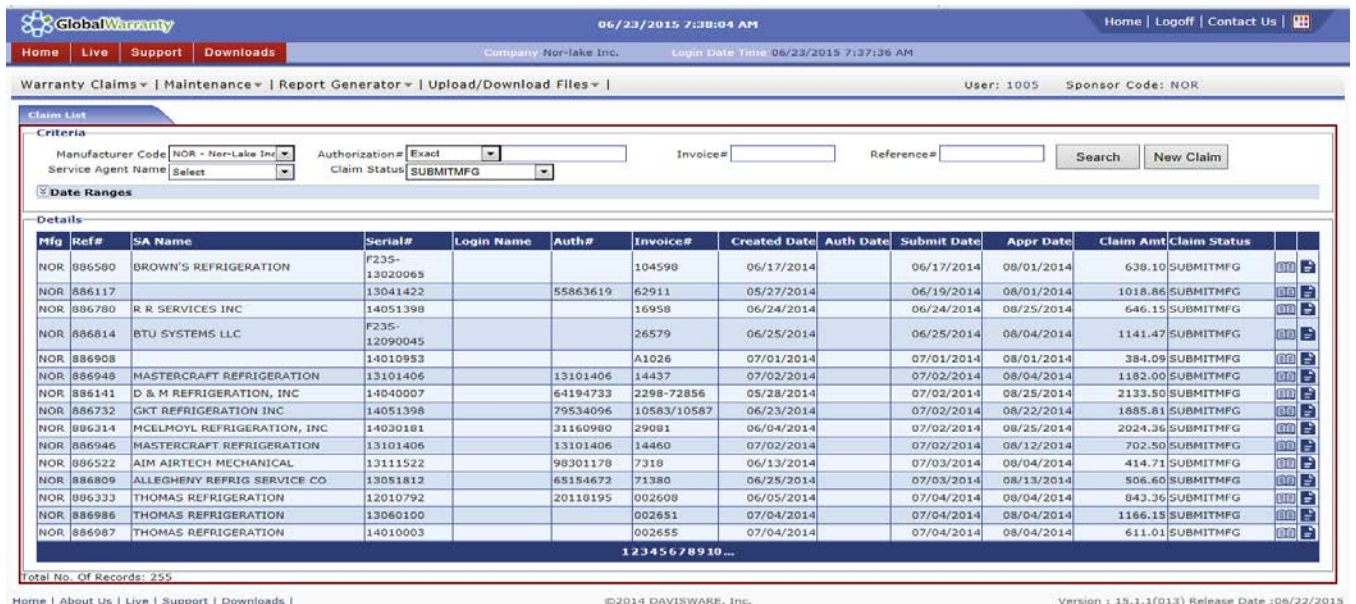
Go to <http://globalwarranty.davisware.com/globalwarranty/>

Your Login information is the same as Warranty Central. You can obtained the login information from your manufacturer if you have forgotten or do not have a login or password. The log-in for Global Warranty is case sensitive. Some accounts that were merged will have to be reset. Contact your manufacture's service department.



The screenshot shows a 'User Login' form with a blue header. It includes a 'User Name' field with the placeholder 'EnterLoginID', a 'Password' field with masked characters, a 'Forgot Password?' link, and a 'Login' button.

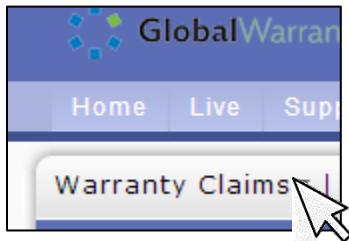
When you login to Global Warranty, you will first see the “Claim List”. More on this latter.



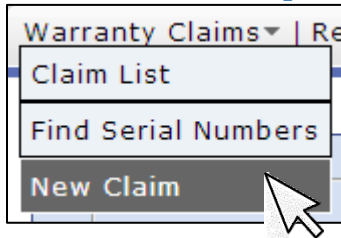
The screenshot displays the 'GlobalWarranty' application interface. At the top, there's a navigation bar with 'Home', 'Live', 'Support', and 'Downloads'. Below this is a 'Criteria' section for filtering claims, including fields for Manufacturer Code, Service Agent Name, Authorization, Claim Status, Invoice#, and Reference#. A 'Date Ranges' section is also present. The main area shows a 'Details' table with columns: Mfg, Ref#, SA Name, Serial#, Login Name, Auth#, Invoice#, Created Date, Auth Date, Submit Date, Appr Date, Claim Amt, and Claim Status. The table lists various claims from different manufacturers like BROWN'S REFRIGERATION, R R SERVICES INC, and BTU SYSTEMS LLC. At the bottom, it shows 'Total No. Of Records: 255'.

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	F235-13020065			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	F235-12090045			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	10563/10567	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	002651	07/04/2014		07/04/2014	08/04/2014	1166.15	SUBMITMFG
NOR	886987	THOMAS REFRIGERATION	14010003		002655	002655	07/04/2014		07/04/2014	08/04/2014	611.01	SUBMITMFG

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. Include alpha numeric characters if applicable. The model number will be displayed below the serial number at a minimum. The warranty days are now visible in the lower right corner. Fill out the necessary information on the claim summary tab. When you are complete, select save.

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

Warranty Claims Report Generator Master Accounts		User: NOR500495 Sponsor Code: NOR																						
Header																								
Sponsor Code: NOR Manufacturer Code: NOR - Nor-Lake Inc. Account Number: 500495 Service Agent: 3 WIRE GROUP SERVICE 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: *St. *Zip: * 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: Select Action Code: Select Fault Code: Select Action: Installed Date: 04/30/2015	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): Last Processed On (SA): Last Processed By (Dist): Last Processed On (Dist):																						
Complaint <div style="border: 1px solid black; height: 40px;"></div>		Extra Fields Extra Field1: Extra Field2: Compressor Warranty: WCID:																						
Cause <div style="border: 1px solid black; height: 40px;"></div>		Warranty Days Left : 1026 Labor Warranty Days Left : 1026																						
Total																								
		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Actual Amount</th> <th style="text-align: center;">Approved Amount</th> </tr> </thead> <tbody> <tr> <td>Other Charges</td> <td></td> <td></td> </tr> <tr> <td>Parts Total</td> <td></td> <td></td> </tr> <tr> <td>Labor Total</td> <td></td> <td></td> </tr> <tr> <td>Tax Total</td> <td></td> <td></td> </tr> <tr> <td>Grand Total</td> <td></td> <td></td> </tr> <tr> <td>Rejected Amount</td> <td></td> <td></td> </tr> </tbody> </table>			Actual Amount	Approved Amount	Other Charges			Parts Total			Labor Total			Tax Total			Grand Total			Rejected Amount		
	Actual Amount	Approved Amount																						
Other Charges																								
Parts Total																								
Labor Total																								
Tax Total																								
Grand Total																								
Rejected Amount																								
Confirmation <div style="display: flex; justify-content: flex-end; gap: 10px;"> Save Cancel </div>																								

Warranty Claim Policy Review

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

The screenshot shows the 'Claim' summary screen. At the top, it says 'User: 11005' and 'Sponsor Code: NOR'. The main section contains various fields for claim details, including 'Sponsor Code', 'Manufacturer Code', 'Service/Agent Name', 'Labor Rate Code', 'Warranty Type', 'Reference', 'Authorization No.', 'Claim Status', 'Created Date', 'Original Submitted Date', 'Submitted Date', 'Distributor Submitted Date', 'Approved Date', and 'Paid Date'. A red arrow points to the 'Policy' button located in the top right corner of the claim details section. Below the claim details, there are tabs for 'Summary', 'Equipment', 'Labor Details(1)', 'Parts(0)', 'Service Company', 'File Room(0)', 'Activity(2)', 'Audit(0)', 'Contacts', 'RMALines', 'History(4)', and 'PoInfo'. The 'Summary' tab is currently selected, showing 'Serial: P23S-12080189', 'WO#: 2004-123', 'SA Dispatcher Name: JOHN O'DONNELL', and 'Extra Fields'.

3. Policy pop up is displayed.

The screenshot shows the 'Policies' pop-up window. The window title is 'Policies'. The text inside the window reads: 'Welcome, and thank you for servicing this Nor-Lake unit. In the interest of good relations and customer communication, listed below are the Nor-Lake Warranty guidelines and service exclusions. Please review and if unclear or questions arise please contact our Nor-Lake Service Dept @ 800-388-5253. Thank you!'. Below this, it states: 'Labor and Travel: Nor-Lake 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 Nor-Lake covers standard reasonable service times.' Finally, it lists three choices for credit: 'Nor-Lake 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.' The pop-up is displayed over the 'Summary' tab of the claim summary screen, which shows 'Currency Factor : 1.0000' and 'Paid Date'.

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

After you click the “Save” button you will see additional tabs to the right of 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 ▾ | Master Accounts ▾ | User: NOR500495 Sponsor Code: NOR

Header

Sponsor Code	NOR	Reference	1068964	View Report
Manufacturer Code	NOR - Nor-Lake Inc.	Authorization Number	NOR1135	Send Email
Account Number	500495	Created Date	06/24/2015 02:13 PM	Policy
Service Agent	3 WIRE GROUP SERVICE	Claim Status	STAGING	
Location	MINNEAPOLIS, MN	Original Submitted Date		
Labor Rate Code	RC00 00 00	Submitted Date		
Warranty Type	Select	Distributor Submitted Date		
Currency Code	USD	Approved Date		
Currency Factor	1.0000	Paid Date		

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

Summary

Serial	R23S-15030004	WO#	569758	SA Dispatcher Name	Dispatcher Name
Model	R23-S-NDG	Work Order Date	06/24/2015	SA Dispatcher Phone	312-568-9854
Store Number		Requested By	John McMillin	Processed By	
Name	US Foods Culinary Equipment & Supplies	Requested Date	06/16/2015	Authorized By	
Name2		Form Completed By	Deb	Invoice	658978
Contact	Bill Green	Work Completed Date	06/18/2015	Payment Type	--Select Type--
Address	8014 Industrial Blvd	Customer Acceptance	Bill Green	Mfg. Credit#	
Address2		Complaint Code	Select	WO Status	
City	Breinsville	Action Code	Select	Claim Download	
Country	United States - US	Fault Code	Select	Tax Code	Select
Latitude	0.0000000	Action	Installed new captube 75 inch of .040. Replaced captube and recharged system. upon departure unit was pulling down to	Last Processed By (Mfg)	
Longitude	0.0000000			Last Processed On (Mfg)	
Territory				Last Processed By (SA)	NOR500495
Telephone	(555) 555-5555	Installed Date	04/30/2015	Last Processed On (SA)	06/24/2015 02:13 PM
				Last Processed By (Dist)	
				Last Processed On (Dist)	

Complaint

Customer called in and reported reach in freezer not maintaining temperature.

Cause

Upon arrival found reach in cabinet at 37° and not dropping. Added taps to system to verify charge. Found low side at 3 PSI and high side at 175 PSI. Symptoms indicated restricted captube on system.

Extra Fields

Extra Field1
Extra Field2
Compressor
Warranty
WCID

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	


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

Operations

Search Claim | Submit Claim | Edit

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 “Labor Details” tab to enter the time on the call time, travel time, and mileage.

Summary	Equipment	Labor Details()	Parts()
---------	-----------	------------------	----------

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

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																																				
<table border="0"> <tr> <td>Rate</td> <td></td> <td>=</td> <td></td> <td>Technician</td> <td></td> <td>Time Started</td> <td></td> <td>Time C</td> </tr> <tr> <td>2.00</td> <td></td> <td>=</td> <td></td> <td>No of Trip</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>0.50</td> <td></td> <td>=</td> <td></td> <td>Sub Agent</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>20.00</td> <td></td> <td>=</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>														Rate		=		Technician		Time Started		Time C	2.00		=		No of Trip					0.50		=		Sub Agent					20.00		=						
Rate		=		Technician		Time Started		Time C																																									
2.00		=		No of Trip																																													
0.50		=		Sub Agent																																													
20.00		=																																															
<input type="button" value="Add Labor Line"/> <input type="button" value="Edit"/>																																																	
Totals																																																	

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

Note 1: Technician is a required field.

Note 2: The “Actual” column is for use by Authorized Service Agents. Manufacturer logins will fill in the “Approved” column when necessary. You can enter labor hours by either entering a “Time Started” and “Time Completed” or directly into the “Hours” field.

Note 3: You can have more than one labor line.

Labor Info

Technician: Ted Banks

Date: 12/04/2013

Time Started: 06:00 Time Completed: 07:00

Zero Pricing: ☐ Hold: ☐

	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

Operations: Save 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.

Summary Equipment Labor Details() **Parts()**

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

Line Item

Item Number	Description	Quantity	App. Quantity	Unit Price	App.

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:

Add Line Item Edit Line Item

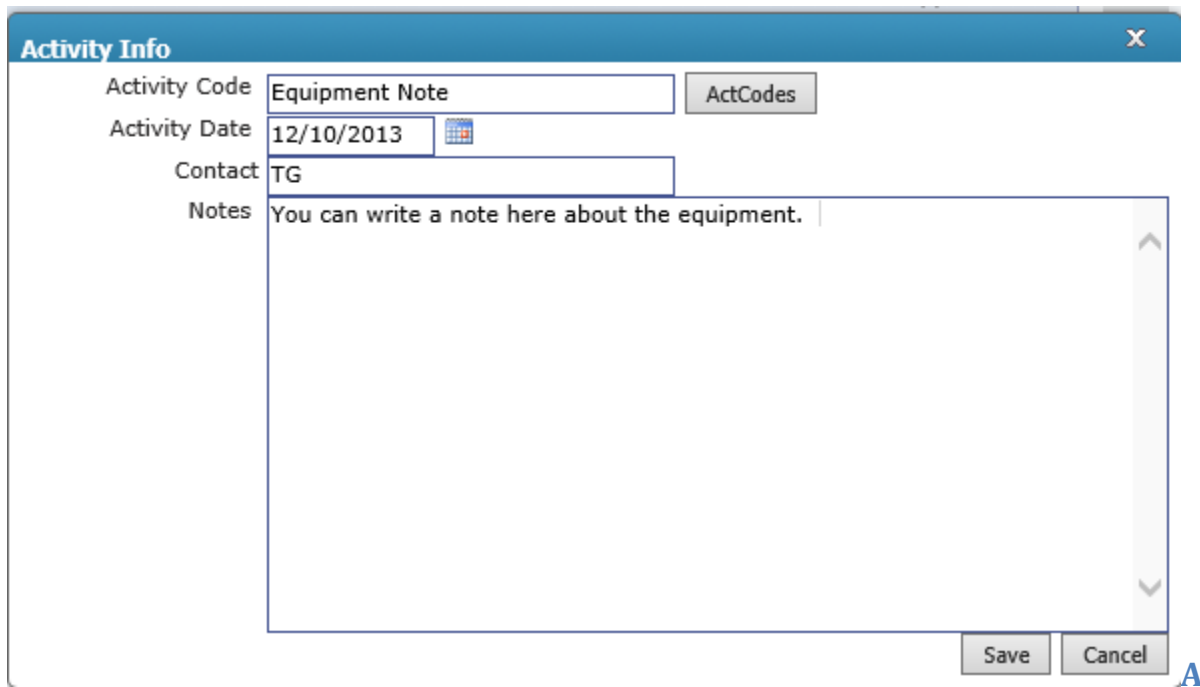
Enter the Item Number and Quantity used on the service call. Click the “Save” button when done.

You can enter multiple different item lines.

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

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. **Nor-Lake 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.



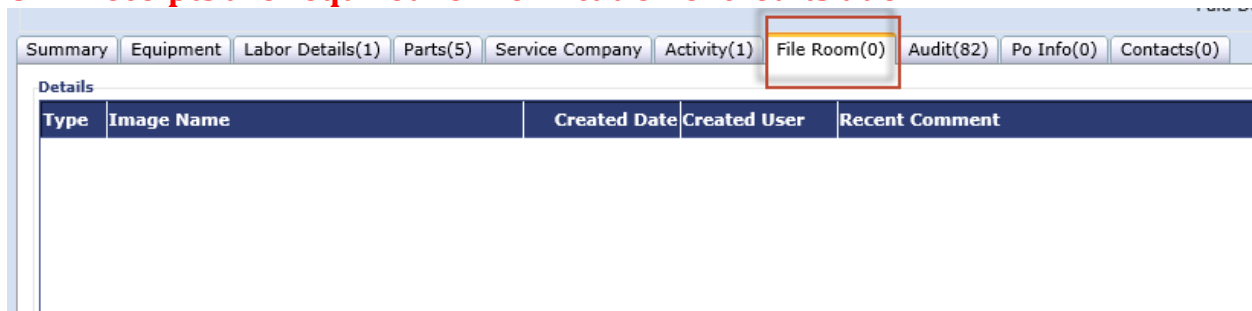
The 'Activity Info' dialog box contains the following fields and controls:

- Activity Code:** A text field containing 'Equipment Note' and an 'ActCodes' button.
- Activity Date:** A date field showing '12/10/2013' with a calendar icon.
- Contact:** A text field 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 or return of claim to request compressor receipts or 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	<input type="text"/>	Browse...
Select File	<input type="text"/>	Browse...
Select File	<input type="text"/>	Browse...
Select File	<input type="text"/>	Browse...
Select File	<input type="text"/>	Browse...

Operations

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

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
Freight Amount	0.00	0.00	<input type="checkbox"/>
Expedited Freight Amount	0.00	0.00	<input type="checkbox"/>
Diagnostic Fee Amount	0.00	0.00	<input type="checkbox"/>
Shipping Amount	0.00	0.00	<input type="checkbox"/>
Travel Amount	0.00	0.00	<input type="checkbox"/>

	Actual Amount	Approved Amount
Other Charges	0.00	0.00
Parts Total	415.73	415.73
Labor Total	121.16	121.16
Tax Total	0.00	0.00
Grand Total	536.89	536.89
Rejected Amount	0.00	

Operations

After you select “Submit Claim” a window will open summarizing 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	✓

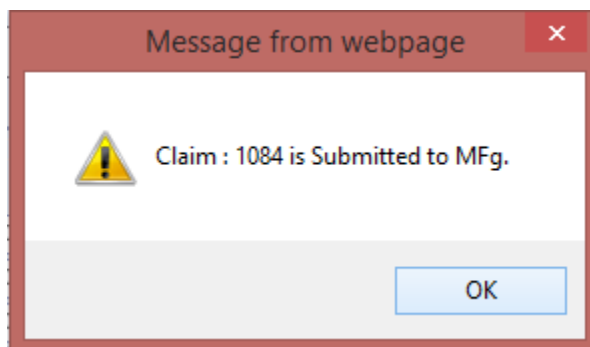
Totals

	Actual Amount	Approved Amount		Actual Amount	Approved Amount
Frieght Amount	0.00	0.00	Other Charges	0.00	0.00
Expedited Frieght 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 dialog box comes up letting you know that the claim is submitted to the manufacturer.

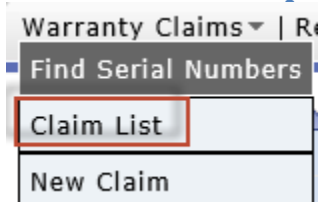


Claim List

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:

- Account Number
- Created Date
- Approved Date
- Authorized Date
- Claim Status (See further information below)
- Reference Number
- Authorization Number
- Invoice Number
- SO Number

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

Home Live Support Downloads Company: Nor-lake Inc. Login Date Time: 06/23/2015 7:37:36 AM

Warranty Claims | Maintenance | Report Generator | Upload/Download Files | User: 1005 Sponsor Code: NOR

Claim List

Criteria

Manufacturer Code: NOR - Nor-Lake Inc. Authorization# Exact Invoice# Reference# Search New Claim

Service Agent Name: Select Claim Status: SUBMITMFG

☒ 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	F235-13020065			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	F235-12090045			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	10563/10567	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		20110195	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

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The claim statuses you would be interested in are:

- ALL – All Claims
- ALL PENDING-View all pending call status's (SubmitMfg, Preauthorized, Authorized)
- APPROVED – Claims approved by the Manufacturer
- APPROVED PAID – Claims approved and paid by Manufacturer
- HOLDMFG – Manufacturer is holding the claim awaiting more information.
- NEED MORE INFO – Manufacturer has looked over the claim and is requesting more information.
- RMAPENDING-Waiting for manufacturer to retrieve the RMA number & parts
- RESUBMIT-Resubmit claim to the manufacturer
- STAGING – These are claims the service agent is currently working on and have not been submitted to the manufacturer.
- SUBMITMFG-Claim has been submitted to the manufacturer from Service Agent

You can also sort the list by clicking on any of the column headings.

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Company: Nor-lake Inc. Login Date Time: 06/23/2015 7:37:36 AM

Warranty Claims ▾ | Maintenance ▾ | Report Generator ▾ | Upload/Download Files ▾ |
User: 1005 Sponsor Code: NOR

Claim List

Criteria

Manufacturer Code: NOR - Nor-Lake Inc
Authorization#: Exact
Invoice#:
Reference#:
Search New Claim

Service Agent Name: Select
Claim Status: SUBMITMFG

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	MCLEMOYL 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		

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Warranty Claims ▾ | Maintenance ▾ | Report Generator ▾ | Upload/Download Files ▾ |
User: 1005 Sponsor Code: NOR

Claim List

Criteria

Manufacturer Code: NOR - Nor-Lake Inc ▾
 Authorization#: Exact ▾
 Invoice#:
 Reference#:
Search New Claim

Service Agent Name: Select ▾
 Claim Status: SUBMITMFG ▾

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	
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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	
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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	

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To view a claim report select “View Report”

Claim

Header

Sponsor Code: AJA
 Manufacturer Code: AJA-AJANTUNES ▾
 Account Number: 10000486 ▾ Send Email To SA
 Service Agent: COMMERCIAL KITCHEN PARTS & SERVICE
 Location: COMMERCIAL KITCHEN PARTS & SERVICE
 Labor Rate Code:
 Warranty Type: Select ▾
 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 St. TX Zip 78028
 Country: UNITED STATES - US ▾ Update Address
 Latitude: 0.0000000
 Longitude: 0.0000000 Validate & GeoCode
 Territory:
 Telephone: (830) 792-5575 X

Complaint
 Unit is not rolling.

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: Select ▾
 Component Code: Select ▾
 Cause Code: Select ▾
 Action Code: Select ▾
 Action: Aquired part and returned disassembled unit and installed new belt and tensioners. Adjusted as necessary and checked unit and
 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: Select ▾
 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

To print a claim report 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
 ed both chains due to chains not same length
 bled unit and installed new belt and tensioners. Adjusted as necessary
 unit and tested unit working properly.

ician	Hours	Hours Type	Miles	Charge Amount
illarreal	4.50	regular	100.00	0.00

Total (Section2) : 390.00

Other Charges : 0.00

SECTIONS

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

Serial Number of Major Component
 Alexis

Name of Party Completing this Report

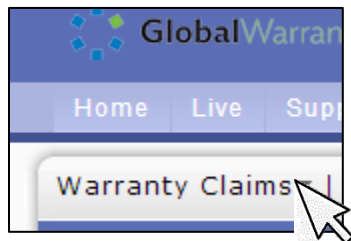
Totals

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

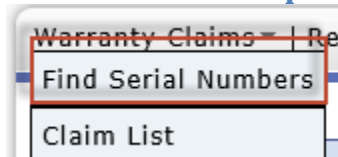
Title

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”.

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

Additional Information and Notes

If you have any questions or need any further information – contact your manufactures service department.