

User Manual

Warranty And Service Support Claims Tool

Program Management Engineering Systems (PMES)
Warranty Support
Marine Corps Systems Command (MARCORSYSCOM)
Quantico, MCB

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MARINE/USER GUIDE

CREATING AN ACCOUNT

1. Click on new user.
 - Select which type of user you are.
 - Select your rank/title from the drop down menu.
 - Enter your first name.
 - Enter your last name.
 - Enter your email address.
 - Enter your contact information.
 - i. Make sure that you fill in all the appropriate information in the **REQUIRED** fields. (This information will be used to verify not only who you are, but also let us assist you in any future problems that you might have.)
 - Click on the **CONTINUE** button
 - Select your unit by *either* your **RUC/UIC** *or* by your **UNIT ACTIVITY**. (Please verify that the information that is displayed is accurate)
 - Your **PASSWORD** will be
 - e generated randomly. To do so, just click on the **GENERATE** button. (Be sure to copy your password down. This **WILL BE** your password for future use)
 - Click on the **Submit Registration** button.
 - The email address that you provided will also be your **USER NAME**

(Your request for an account has now been forwarded to the Administration Section for review. You will be notified within one business day about your account status)

DEFINITIONS

Pending Claim: Is a claim that has been submitted and is awaiting the Vendors' acceptance of the claim.

Open Claim: Is a claim that has been accepted by the Vendor, and is awaiting further action to take place.

Closed Claim: Is a claim that has been closed. Because either the equipment has been repaired or replaced.

Completed Claim: Is a claim that has been closed and all cost data that is associated with the claim has been entered into the WSSCT by the MEF Warranty Coordinator.

Cancelled Claim: Is a claim that has been cancelled. Because either the defect was not a warrantable claim due to operator error or lack of preventive maintenance, or the defect is fixed though more in depth trouble shooting and is fixed by the using unit.



Warranty & Service Support Claims Tool

TO INITIATE A CLAIM

1. Click on the “**INITIATE CLAIM**” button

(A screen will appear pre-populated with your individual contact and unit information)

- Select an alternate POC from the drop down menu. (note: If you are the only POC for your unit, select your own name as the alternate POC)
- Select the **EQUIPMENT LOCATION**.
(Do this by clicking on the drop down menu and scrolling through to find the correct **LOCATION** of the **EQUIPMENT**. The following locations are your choices)

<u>I MEF MEU</u>	Attached to and/or on deployment with one of the following MEUs (11, 13, 15)
<u>II MEF MEU</u>	Attached to and/or on deployment with one of the following MEUs (22, 24, 26)
<u>III MEF MEU</u>	Attached to and/or on deployment with the 31st MEU
<u>Home Station</u>	Equipment is either at or near the unit, or in the field. But not deployed.
<u>OIF</u>	Deployed in support of Operation Iraq Freedom (IRAQ, KUWAIT)
<u>OEF</u>	Deployed in support of Operation Enduring Freedom (AFGANISTAN, AFRICA, PERSIAN GULF AREA)

- Select the **TAMCN**.
(Do this by clicking on the drop down menu and scrolling through to find the correct **TAMCN** for the equipment that needs to be repaired)
- Select the **NSN**.
(Do this by clicking on the drop down menu and scrolling through to find the correct **NSN** for the equipment that needs to be fixed)
- Select the **SERIAL NUMBER**.
(Do this by clicking on the drop down menu and scrolling through to find the correct **SERIAL NUMBER** for the equipment that needs to be fixed)
- Select the **EQUIPMENT DEFECT CATEGORY**.
(Do this by clicking on the drop down menu and scrolling through to find the correct **DEFECT CATAGORY** for the equipment that needs to be fixed)
- Select the **DEADLINE STATUS**.
(Do this by clicking on the drop down menu and scrolling through to find the correct **DEADLINE STATUS** either **YES** or **NO** for the equipment that needs to be fixed)
- Enter in the number of hours that are **CURRENTLY** on the piece of equipment into the **HOUR METER READING** box.



Warranty & Service Support Claims Tool

- Determine *whether or not* the UNIT will make the repairs. Enter the appropriate response into the box labeled “**WILL THE UNIT MAKE REPAIRS**”(Do this by clicking on the drop down menu and scrolling through to either **YES** or **NO** for the equipment that needs to be fixed)
 - Enter a brief description of the failure, what caused the failure, and what components are involved. (Do this by placing the curser in the **COMMENTS** box. Type in all comments pertaining to the claim)
2. Now you can either submit the claim to your Warranty Coordinator, or you can add parts to the claim. (To add parts to your claim, proceed to the next step)(If you decide to move forward without adding parts, hit the “**SUBMIT CLAIM**” button)

ADDING PARTS TO A CLAIM

(A new screen will appear requesting part information. You can either select the correct part by NSN or by OEM part number. Also for your assistance a link to ALBANY PUBS has been provided for you)

- Choose the method in which you would like to search for your desired part.
- **Choosing a part by OEM part number:**
 - i. Click on the drop down menu and scroll through to **OEM**.
 - ii. Once the next drop down menu appears, open it up and scroll through to find the desired part. (Part numbers are pre-sorted from lowest to highest, ex: 1-10/A-Z).
 - iii. Next, type in the quantity of desired part that is needed.
 - iv. **Click anywhere on the page to proceed.**
 - v. Next, click on the “**ADD PARTS**” button
 - vi. A screen will appear displaying the part and quantity of the part that was selected
- **Choosing a part by NSN.**
 - i. Do this by clicking on the drop down menu and scroll through to **NSN**.
 - ii. Select the **FIRST (4)** of the desired **NSN** of the part (Do this by clicking on the drop down menu and scrolling through to find the correct **FIRST (4)** of the **NSN** of the part that is needed)
 - iii. Select the **LAST (9)** of the desired **NSN** of the part. (Do this by clicking on the drop down menu and scrolling through to find the correct **LAST (9)** to the **NSN** of the part that is needed)
 - iv. Next, type in the quantity of desired part that is needed
 - v. **Click anywhere on the page to proceed.**
 - vi. Next, click on the “**ADD PARTS**” button
 - vii. A screen will appear displaying the part and quantity of the part that was selected



Warranty & Service Support Claims Tool

- If another part is needed to be requested, refer back to the previous steps and repeat them. If no additional parts are needed then click on **SUBMIT CLAIM** button.

ONCE ALL AVAILABLE INFORMATION HAS BEEN ENTERED INTO THE CLAIMS REQUEST, AND THE CLAIM HAS BEEN SUBMITTED. A CONFIRMATION MESSAGE WILL APPEAR DISPLAYING THE UNIQUE CLAIM NUMBER THAT HAS BEEN ASSIGNED. YOUR WARRANTY CLAIM HAS NOW BEEN SENT TO YOUR RESPECTIVE MEF LEVEL WARRANTY COORDINATOR. YOU CAN NOW VIEW THIS CLAIM IN THE “PENDING CLAIMS” VIEW TO TRACK ITS PROGRESS.

TO VIEW AN OPEN CLAIM

1. Click on the **OPEN CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, you may add additional comments. Or if additional parts are needed to be added, click on the **ADD PARTS** button and refer back to the instructions for adding parts.
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW A PENDING CLAIM

1. Click on the **PENDING CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, you may add additional comments. Or if additional parts are needed to be added, click on the **ADD PARTS** button and refer back to the instructions for adding parts.
2. Once you are done viewing the claim, you may either go back to your home page or logout.



Warranty & Service Support Claims Tool

TO VIEW A CANCELLED CLAIM

1. Click on the **CANCELLED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, you may add additional comments.
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW A CLOSED CLAIM

1. Click on the **CLOSED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, you may add additional comments.
3. Once you are done viewing the claim, you may either go back to your home page or logout.



VENDOR GUIDE

CREATING AN ACCOUNT

1. Click on new user.
 - Select which type of user you are.
 - Select your title from the drop down menu.
 - Enter your first name.
 - Enter your last name.
 - Enter your email address.
 - Enter your contact information.
 - ii. Make sure that you fill in all the appropriate information in the **REQUIRED** fields. (This information will be used to verify not only who you are, but also let us assist you in any future problems that you might have.)
 - Click on the **CONTINUE** button
 - Select your appropriate **VENDOR**
 - Next select your **VENDOR LOCATION** from the dropdown menu on the right.(Please verify that the information that is displayed is accurate)
 - Your **PASSWORD** will be generated randomly. To do so, just click on the **GENERATE** button. (Be sure to copy your password down. This **WILL BE** your password for future use)
 - Click on the **Submit Registration** button.
 - The email address that you provided will also be your **USER NAME**

(Your request for an account has now been forwarded to the Administration Section for review. You will be notified within one business day about your account status)

DEFINITIONS

New Claim: Is a claim that has been forwarded to the Vendor by the Warranty Coordinator.

Pending Claim: Is a claim that has been submitted and is awaiting the Vendors' acceptance of the claim.

Open Claim: Is a claim that has been accepted by the Vendor, and is awaiting further action to take place.

Closed Claim: Is a claim that has been closed. Because either the equipment has been repaired or replaced.

Completed Claim: Is a claim that has been closed and all cost data that is associated with the claim has been entered into the WSSCT by the MEF Warranty Coordinator.

Cancelled Claim: Is a claim that has been cancelled by the MEF Warranty Coordinator. Because either the defect was not a warrantable item due to operator error or lack of preventive maintenance, or the defect is fixed though more in depth trouble shooting and is fixed by the using unit.

Rejected Claim: Is a claim that has been rejected by the Vendor. Because either the defect was not a warrantable item due to operator error or lack of preventive maintenance, or the defect is fixed though more in depth trouble shooting and is fixed by the using unit.



Warranty & Service Support Claims Tool

TO VIEW A NEW CLAIM

1. Click on the **NEW CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments. Or if additional parts are needed to be added, click on the **ADD PARTS** button and refer to the instructions below for adding parts.
2. Once you are done viewing the claim, you may either accept the claim by pressing the ACCEPT CLAIM button, reject the claim by pressing the REJECT CLAIM button, go back to your home page or logout.

ADDING PARTS TO A CLAIM

(After pressing the ADD PARTS button a new screen will appear requesting part information. You can either select the correct part by NSN or by OEM part number)

- Choose the method in which you would like to search for your desired part.
- **Choosing a part by OEM part number:**
 - i. Click on the drop down menu and scroll through to **OEM**.
 - ii. Once the next drop down menu appears, open it up and scroll through to find the desired part. (Part numbers are pre-sorted from lowest to highest, ex: 1-10/A-Z).
 - iii. Next, type in the quantity of desired part that is needed.
 - iv. **Click anywhere on the page to proceed.**
 - v. Next, click on the **“ADD PARTS”** button
 - vi. A screen will appear displaying the part and quantity of the part that was selected
- **Choosing a part by NSN.**
 - viii. Do this by clicking on the drop down menu and scroll through to **NSN**.
 - ix. Select the **FIRST (4)** of the desired **NSN** of the part (Do this by clicking on the drop down menu and scrolling through to find the correct **FIRST (4)** of the **NSN** of the part that is needed)
 - x. Select the **LAST (9)** of the desired **NSN** of the part. (Do this by clicking on the drop down menu and scrolling through to find the correct **LAST (9)** to the **NSN** of the part that is needed)
 - xi. Next, type in the quantity of desired part that is needed
 - xii. **Click anywhere on the page to proceed.**
 - xiii. Next, click on the **“ADD PARTS”** button
 - xiv. A screen will appear displaying the part and quantity of the part that was selected
- If another part is needed to be requested, refer back to steps the previous steps and repeat them.



Warranty & Service Support Claims Tool

TO VIEW AN OPEN CLAIM

1. Click on the **OPEN CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments. Or if additional parts are needed to be added, click on the **ADD PARTS** button and refer back to the instructions for adding parts.
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW A CLOSED CLAIM

1. Click on the **CLOSED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments.
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW A CANCELLED CLAIM

1. Click on the **CANCELLED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments.
2. Once you are done viewing the claim, you may either go back to your home page or logout.



Warranty & Service Support Claims Tool

TO VIEW A REJECTED CLAIM

1. Click on the **REJECTED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
2. Once you are done viewing the claim, you may either go back to your home page or logout.

(NOTE: If a claim is rejected by the Vendor back to the Warranty Coordinator, and the Warranty Coordinator responds back requesting that the claim be honored, the claim will appear in the Vendor's NEW CLAIM status.)

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WARRANTY COORDINATOR GUIDE

CREATING AN ACCOUNT

1. Click on new user.
 - Select which type of user you are.
 - Select your title from the drop down menu.
 - Enter your first name.
 - Enter your last name.
 - Enter your email address.
 - Enter your contact information.
 - iii. Make sure that you fill in all the appropriate information in the **REQUIRED** fields. (This information will be used to verify not only who you are, but also let us assist you in any future problems that you might have.)
 - Click on the **CONTINUE** button
 - Select your appropriate **MEF** that you support. (Please verify that the information that is displayed is accurate)
 - Your **PASSWORD** will be generated randomly. To do so, just click on the **GENERATE** button. (Be sure to copy your password down. This **WILL BE** your password for future use)
 - Click on the **Submit Registration** button.
 - The email address that you provided will also be your **USER NAME**

(Your request for an account has now been forwarded to the Administration Section for review. You will be notified within one business day about your account status)

DEFINITIONS

New Claim: Is a claim that has been initiated but not yet forwarded to the Vendor for acceptance.

Pending Claim: Is a claim that has been submitted and is awaiting the Vendors' acceptance of the claim.

Open Claim: Is a claim that has been accepted by the Vendor, and is awaiting further action to take place.

Closed Claim: Is a claim that has been closed. Because either the equipment has been repaired or replaced.

Completed Claim: Is a claim that has been closed and all cost data that is associated with the claim has been entered into the WSSCT by the MEF Warranty Coordinator.

Cancelled Claim: Is a claim that has been cancelled by the MEF Warranty Coordinator. Because either the defect was not a warrantable item due to operator error or lack of preventive maintenance, or the defect is fixed though more in depth trouble shooting and is fixed by the using unit.

Rejected Claim: Is a claim that has been rejected by the Vendor. Because either the defect was not a warrantable item due to operator error or lack of preventive maintenance, or the defect is fixed though more in depth trouble shooting and is fixed by the using unit.



Warranty & Service Support Claims Tool

TO VIEW A NEW CLAIM

1. Click on the **NEW CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments. Or if additional parts are needed to be added, click on the **ADD PARTS** button and refer to the instructions below for adding parts.
2. Once you are done viewing the claim, you may either forward the claim to the vendor by selecting the vendor POC from the drop down menu then pressing the **RELEASE CLAIM TO VENDOR** button, reject the claim by pressing the **REJECT CLAIM** button, go back to your home page or logout.

ADDING PARTS TO A CLAIM

(After pressing the ADD PARTS button a new screen will appear requesting part information. You can either select the correct part by NSN or by OEM part number)

- Choose the method in which you would like to search for your desired part.
- **Choosing a part by OEM part number:**
 - i. Click on the drop down menu and scroll through to **OEM**.
 - ii. Once the next drop down menu appears, open it up and scroll through to find the desired part. (Part numbers are pre-sorted from lowest to highest, ex: 1-10/A-Z).
 - iii. Next, type in the quantity of desired part that is needed.
 - iv. **Click anywhere on the page to proceed.**
 - v. Next, click on the **“ADD PARTS”** button
 - vi. A screen will appear displaying the part and quantity of the part that was selected
- **Choosing a part by NSN.**
 - xv. Do this by clicking on the drop down menu and scroll through to **NSN**.
 - xvi. Select the **FIRST (4)** of the desired **NSN** of the part (Do this by clicking on the drop down menu and scrolling through to find the correct **FIRST (4)** of the **NSN** of the part that is needed)
 - xvii. Select the **LAST (9)** of the desired **NSN** of the part. (Do this by clicking on the drop down menu and scrolling through to find the correct **LAST (9)** to the **NSN** of the part that is needed)
 - xviii. Next, type in the quantity of desired part that is needed
 - xix. **Click anywhere on the page to proceed.**
 - xx. Next, click on the **“ADD PARTS”** button
 - xxi. A screen will appear displaying the part and quantity of the part that was selected
- If another part is needed to be requested, refer back to steps the previous steps and repeat them.



Warranty & Service Support Claims Tool

TO EDIT THE BASE DATA

1. Editing the Base Data on a claim in the **NEW** status
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, Press the EDIT BASE DATA button located at the bottom of the page to make your adjustments
 - Once all adjustments have been made, press the SUBMIT CHANGES button and your changes will be recorded
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW AN OPEN CLAIM

1. Click on the **OPEN CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments. Or if additional parts are needed to be added, click on the **ADD PARTS** button and refer back to the instructions for adding parts.
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW A CLOSED CLAIM

1. Click on the **CLOSED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.)
 - Once the claim has opened for viewing, you may add additional comments.
2. Once you are done viewing the claim, you may either go back to your home page or logout.



Warranty & Service Support Claims Tool

TO VIEW A CANCELLED CLAIM

1. Click on the **CANCELLED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, you may add additional comments.
2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO UPDATE COST

1. Updating the costs on a CLOSED CLAIM.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, enter in the individual cost associated with the claim
 - Once all adjustments have been made, press the **UPDATE COST** button and your changes will be recorded.
2. Once you are done viewing the claim, you may either go back to your home page, or logout.

TO COMPLETE A CLAIM

1. Click on the **CLOSED CLAIMS** button.
 - Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
 - Once the claim has opened for viewing, and all cost information has been updated (see **UPDATE COST** instructions) you may now press the **COMPLETE CLAIM** button at the bottom of the claim.



Warranty & Service Support Claims Tool

(NOTE: After pressing the COMPLETE CLAIM button, the claim has now moved from the Closed status to the Completed status)

2. A new page will appear and you can either go back to your home page or logout.

TO VIEW A COMPLETED CLAIM

1. Click on the **COMPLETED CLAIMS** button.

- Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
- Once the claim has opened for viewing, you may add additional comments.

2. Once you are done viewing the claim, you may either go back to your home page or logout.

TO VIEW A REJECTED CLAIM

1. Click on the **REJECTED CLAIMS** button.

- Select the desired claim number to be viewed and click on it. (If the claim number that you are looking for is not visible on the first displayed screen or you don't know it. You can sort by (CLAIM NUMBER, NOMECLATURE, SERIAL NUMBER, TAMCN, and/or CLAIM DATE). You do this by moving your cursor over the title of the column that you want to sort and click. **One** click will sort **Ascending to Descending**. **Two** clicks will sort **Descending to Ascending**.
- Once the claim has opened for viewing,
 - You may add additional comments and cancel the claim which will move the claim back into a CANCELLED status.
 - You may add additional comments resubmit back to the Vendor, which will move the claim back into a PENDING status.
 - Edit the base data (if needed) of the claim and resubmit back to the Vendor, which will move the claim back into a PENDING status.

2. Once you are done viewing the claim, you may either go back to your home page or logout.