



PRW

Product Registration and Warranty

User Guide

June 2016

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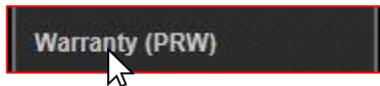
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A. Getting Started in PRW

Welcome to PRW (Product Registration & Warranty System). **PRW** is a comprehensive warranty solution that enables you to manage and optimize all warranty activities.

A. Getting Started in PRW

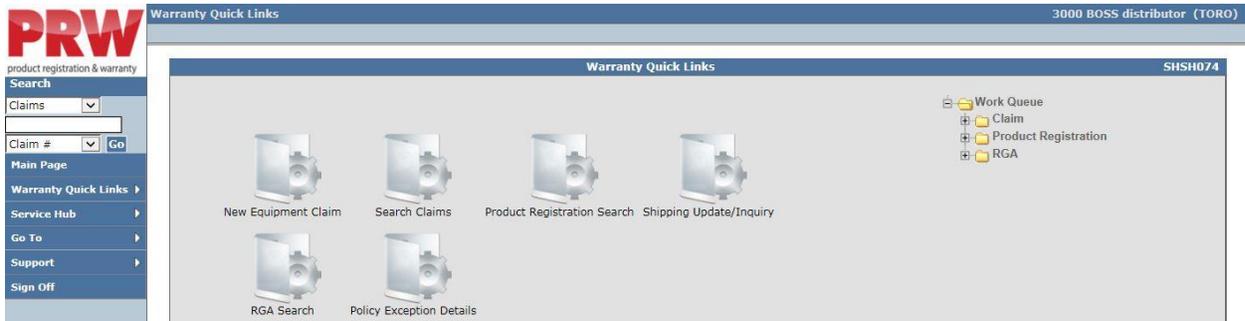
PRW is located on the Dealer Access page at www.bossplo.com. Select **Dealer Login** then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



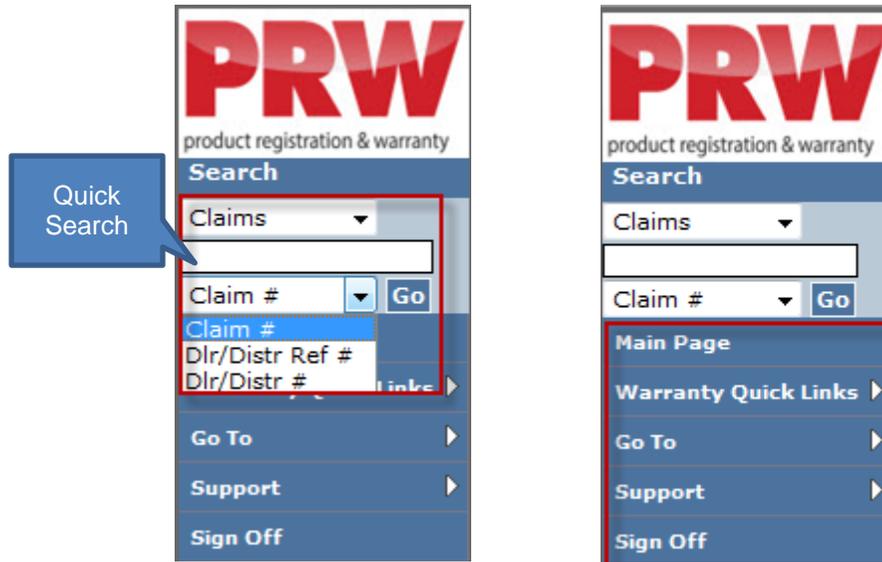
A.1 Screen Layout

The PRW screens are developed as web-input screens so the interface is easy to learn and navigate.

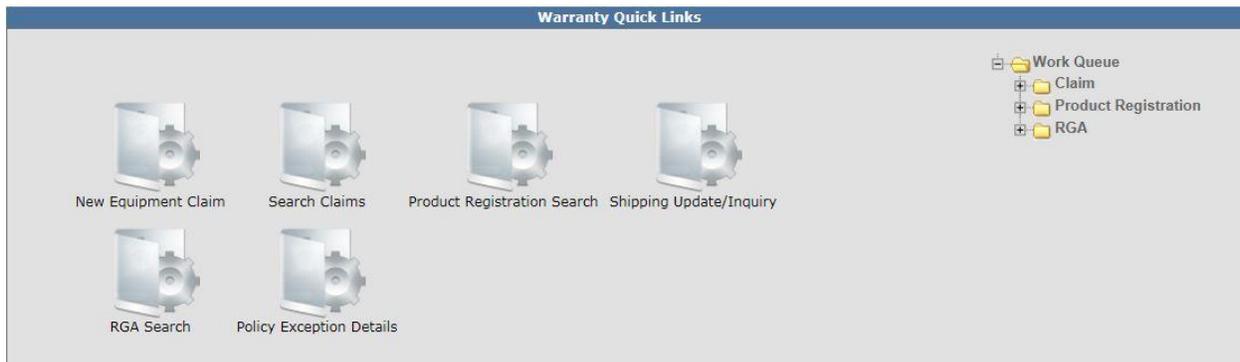
- 1) **Warranty Quick Links:** Displays by default when you initially log into the system. Key business functions are available from Warranty Quick Links.



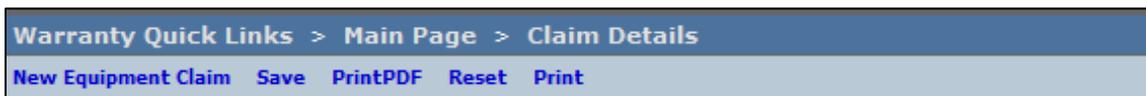
- 2) Left Hand Navigation Menu:** Users can access all business functions from a series of collapsible menus on the left side of the screen. Click on the arrow to the right of the menu header to drill-down to menu items. The sidebar navigation also includes a Quick Search feature to access any claims in the system directly from the sidebar. Clicking the PRW logo at the top left of the screen will always return you to the Main Page.



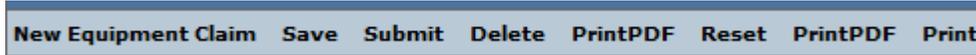
- 3) Center Pane -** All menus that can be accessed from the sidebar can also be accessed from the center pane. These options are displayed by Icons. By clicking on an Icon, the next level of Icons is displayed. **Note: When referring to the individual sections of this manual, all procedures are written using the center pane icons.**



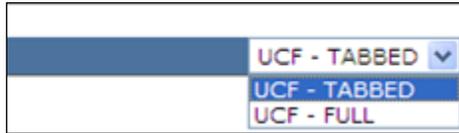
- 4) Bread Crumb Trails:** As you navigate through the menus to access different business functions, the system will maintain a path of the links you used at the top of the screen. You can always return to a previous screen by clicking the link on the bread crumb trail.



- 5) **Action Menu Tool Bar:** Used to add, save, submit, and print data. It is displayed at both the top and bottom of the screen.



- 6) **View Changer:** Used to change from tabbed view to full view. It is displayed on the upper right hand corner of the screen. **Note: When referring to the individual sections of this manual, all procedures are written using the Tabbed view.**



- 7) **User ID:** Displays the user id of the person currently logged into the system. This field is displayed on the upper right hand corner of the screen.



- 8) **Calendar Lookup:** Dates can be entered manually in an MM/DD/YYYY format or can be selected by using the calendar icon.



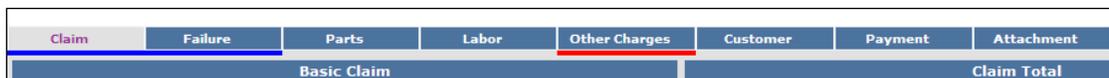
- 8) **Table Lookup:** These are values that are in a table in the system and can be selected using the binoculars icon. If you enter a partial value in the field, it will begin the query using that partial value.



- 9) **Required Field Indicator:** A red asterisk indicates that a field is required for continued processing. **Note: Not all required fields are marked with a red asterisk. If a required field is not marked, the system will prompt the user to take appropriate action.**



- 10) **Tab Underlines:** When there is an error on a screen associated with a tab, the specific tab is underlined to draw attention to it. The underline color reflects the severity of the error condition. A red underline indicates the error is of high importance and must be resolved to submit the claim. A blue underline indicates the field is optional but may be helpful to understand the failure completely. A grey underline does not affect the transaction but is used to give the user more information.



11) Export Search Results: On most search screens, there is an export feature that allows you to export your search results in various file formats.

Export To: PDF XLS XML CSV

12) Search Results Page Size

When using the search feature in PRW the search results page size will default to either 10 or 25 line items depending on the type of search being executed. To change the page size, highlight the Page Size default field and enter the desired page size. Then click the Page Size Link. If the search returns numerous pages, a specific page can be selected by highlighting the GoTo default field and entering the desired page number. Then click Goto.

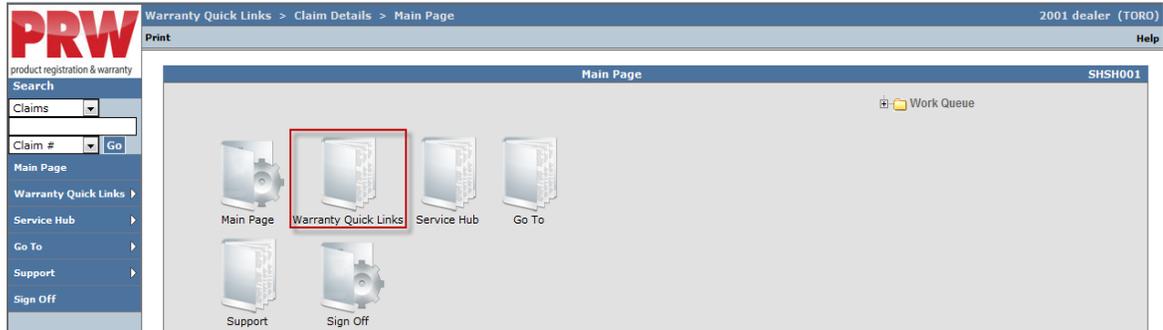
Work Queue Search Results (27 records returned. Viewing records 1 - 25)							IWWC439
Queue:	2001	Document Type:	Product Registration	Status:	Draft		
Document Number:		From Date:		To Date:		Go	
Work Queue Code	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked
2001	280	Product Registration	Draft	1	06/26/2012	232	
2001	396	Product Registration	Draft	1	07/02/2012	226	
2001	412	Product Registration	Draft	1	07/02/2012	226	
2001	444	Product Registration	Draft	1	07/03/2012	225	
2001	457	Product Registration	Draft	1	07/03/2012	225	
2001	461	Product Registration	Draft	1	07/06/2012	222	
2001	1359	Product Registration	Draft	1	09/10/2012	156	
2001	2916	Product Registration	Draft	1	10/09/2012	127	
2001	2917	Product Registration	Draft	1	10/09/2012	127	
2001	2918	Product Registration	Draft	1	10/09/2012	127	
2001	3512	Product Registration	Draft	1	10/29/2012	107	
2001	3585	Product Registration	Draft	1	11/03/2012	102	
2001	4586	Product Registration	Draft	1	11/28/2012	77	
2001	4599	Product Registration	Draft	1	11/29/2012	76	
2001	4600	Product Registration	Draft	1	11/29/2012	76	
2001	4680	Product Registration	Draft	1	01/29/2013	15	
2001	4851	Product Registration	Draft	1	12/13/2012	62	
2001	4884	Product Registration	Draft	1	12/14/2012	61	
2001	4954	Product Registration	Draft	1	12/17/2012	58	
2001	4983	Product Registration	Draft	1	12/19/2012	56	
2001	5281	Product Registration	Draft	1	01/17/2013	27	
2001	5351	Product Registration	Draft	1	01/25/2013	19	
2001	5399	Product Registration	Draft	1	01/30/2013	14	
2001	5427	Product Registration	Draft	1	02/01/2013	12	
2001	5429	Product Registration	Draft	1	02/01/2013	12	

Page Size [Goto:](#) of 2 | [Next](#) | [Last](#)

A.2 System Navigation

After accessing PRW, the Warranty Quick Links page is displayed. The Warranty Quick Links page gives you access to the most common business functions used in PRW. You can use the Left Hand Navigation Menu to navigate to other areas of the application or click on the PRW Logo to get to the Main Page with all the icons. **Except for the Go To function on the left hand navigation bar, It is NEVER recommended to use the Browser "Back" button.** If you navigate away from Warranty Quick Links and need to return, click on the PRW logo at the top left, then click on Warranty Quick Links.

Note: When referring to the individual sections of this manual, all procedures are written using the center pane.



A.3 System Requirements

Hardware and Software	Recommended Minimum	How do I check or verify and source for installation
Web Browser	<ul style="list-style-type: none"> ▪ Microsoft Internet Explorer 7 or Higher ▪ Mozilla Firefox version 2.0 or Higher ▪ Adobe Acrobat Reader 8 or Higher 	<p>IE – Help / About Internet Explorer</p> <p>Firefox – Help / About Firefox</p> <p>To verify version – Goto File or Help http://get.adobe.com/reader/</p>
Plug-Ins	<ul style="list-style-type: none"> ▪ Microsoft Office Excel 97 or Higher 	<p>No MS Office Excel? Download Open Office for a version of Excel - https://www.downloadster.net/open-office-suite/?kw=openoffice+windows+7&subid=DSTOO&cust=openoffice+windows+7&type=oo&gclid=CJ71-42C0rUCFc5AMgodIVgARw&utm_campaign=DSTOO&fwd=1</p>
Hardware	<p>Intel Pentium 4 processor with 256 MB RAM,</p> <p>20 GB HD and fast internet connection</p>	<p>Start / Computer (or MyComputer) / right click Properties</p> <p>Processor Installed Memory (RAM)</p>
Operating System	<p>Microsoft Windows 2000 or Higher</p>	<p>HD (Hard Disk Drive) – Start / Computer (or MyComputer) Hard Disk shows size (178 GB free if 232 GB)</p> <p>Start / Computer (or MyComputer) / right click Properties</p> <p>Windows Edition - Windows 2000, Windows 7, Vista or XP are all valid</p>

B. Work Queues

The Work Queue feature in PRW allows for managing “Work-in-Process” claims, product registrations and Return Goods Authorization (RGA) documents. Anytime an item appears in a dealer’s Work Queue, action is required by the dealer. Some examples are:

- Warranty claims r registrations in a Draft status (saved but not submitted).
- Returned claims or registrations submitted to BOSS requiring additional information.
- Parts Return Goods Authorizations (RGA) requests.

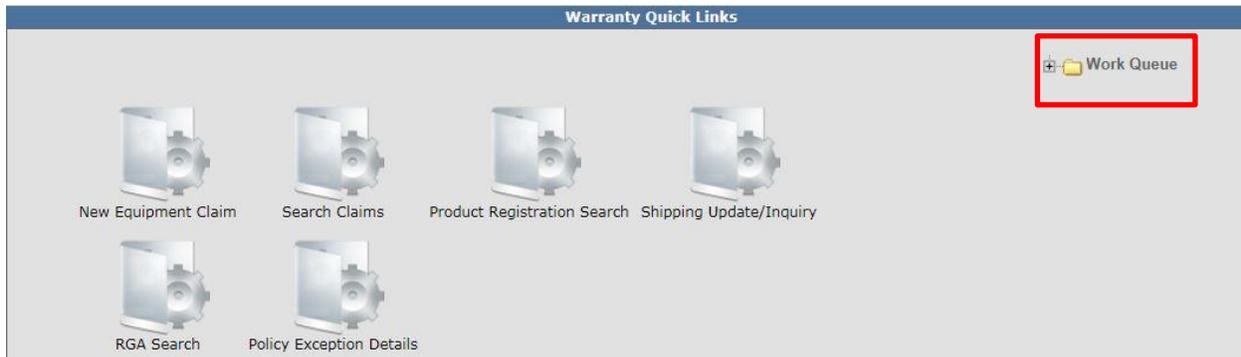
Note: Work Queues must be checked daily for new items.

To access Work Queues follow the procedure below:

PRW is located on the Dealer Access page at www.bossplow.com . Select **Dealer Login** then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



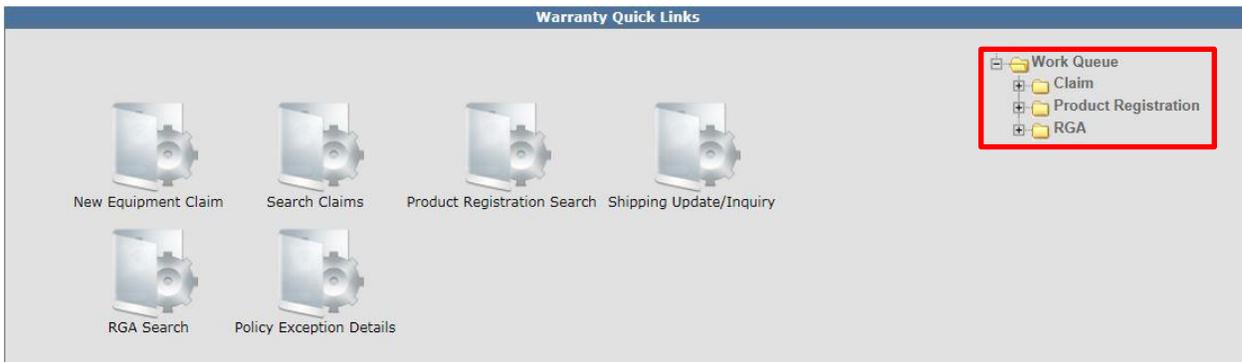
When the user has logged into PRW, the Work Queue folder will appear in the top right corner of **Warranty Quick Links**.



The Work Queue folder is divided into three sub-folders to separate various types of work to be performed.

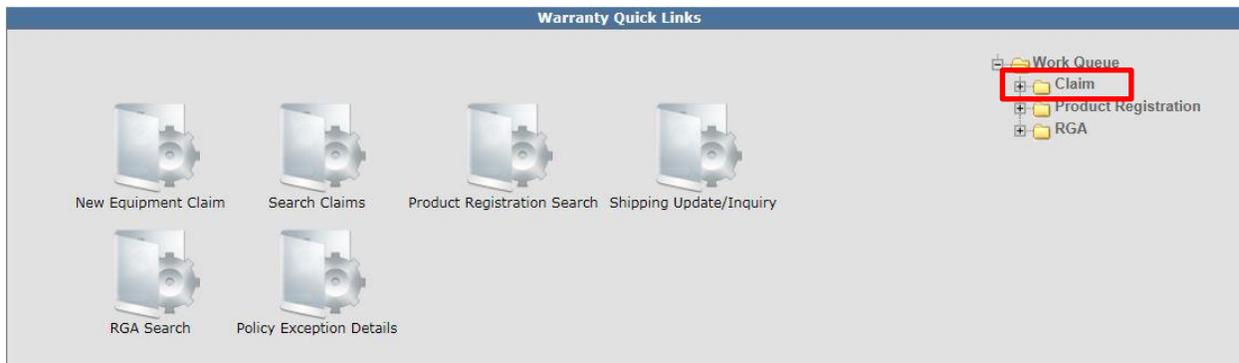
- **Claim:** Claims in “Draft” or “Action Required” status
- **Product Registration:** Registrations in “Draft” status
- **RGA:** Claims in “Parts Return” status

To view the three Work Queue sub-folders, click on the (+) sign beside the Work Queue folder. The three sub-folders will display.



B.1 Claim Work Queue

To access the Claim Work Queue, click the (+) sign beside the Claim Work Queue folder.



An additional sub-folder will display, followed by the dealer number. Click the (+) sign beside the dealer folder.



Three additional sub-folders will display along with the number of claims in each folder in parenthesis.

- **Action Required:** Claims Toro has returned to the dealer for additional information or action.
- **Draft:** Claims in Draft status. (Claims that have been started but not submitted to Toro).
- **Parts Return:** RGAs **Note: This folder contains claims for which an RGA has been issued. The actual RGA is found in the RGA Work Queue.**



1) Action Required Claims

Click Action Required to view a list of claims that have been returned to the dealer for additional information or action.



The Work Queue Search Results screen will display. To view a claim, click on the Document Number Link. (The document number is the same as the claim number.) Note: Any of the columns can be sort (A-Z and Z-A) by clicking on the desired column header name. The Days Count field counts the number of days since the document has been in the individual queue.

Work Queue Search Results (3 records returned. Viewing records 1 - 3)							IWWC439
Queue:	<input type="text" value="2001"/>	Document Type:	Claim	Status:	ACTION REQUIRED		
Document Number:	<input type="text"/>	From Date:	<input type="text"/>	To Date:	<input type="text"/>	<input type="button" value="Go"/>	
Work Queue Code A	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked
2001	20131503	Claim	ACTION REQUIRED	1	02/13/2013	6	
2001	20131951	Claim	ACTION REQUIRED	1	02/19/2013	0	
2001	20131952	Claim	ACTION REQUIRED	1	02/19/2013	0	

The Claim Reason Code located at the bottom of the Claim page indicates the reason for the return.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>			
Model*:	<input type="text" value="20334"/>						
Serial #*:	<input type="text" value="312891587"/>						
Claim Type*:	Stock						
Failure Date*:	<input type="text" value="02/19/2013"/>						
Repair Date*:	<input type="text" value="02/19/2013"/>						
Policy Exception Code:	<input type="text"/>						
Hour Meter Reading:	<input type="text" value="0"/>		Hours				
Dealer/Dist Ref #:	<input type="text" value="JOE"/>						
Claim Origination Date:	02/19/2013						
Created By:	WTY2001						
Submitted Date:	02/19/2013						
Submitted By:	WTY2001						
Processor:							
Date Claim Closed:							
Claim Reason Codes							
Seq	Reason Type	Reason Code	Reason				
1	Action Required	A04	Digital Pictures: Please attach clear digital pictures of the failed parts that demonstrate the fault condition. All replacement parts are to be retained for the standard policy timeframe after the claim has invoiced.				

Based on the Claim Reason Code, make the necessary requested changes to the claim. When a more detailed description is requested, enter the information in the appropriate field on the Claim. Do **NOT** use the Comments Field.

If a printed document is required, add it to the Attachment page.

When the necessary changes are complete, click Submit. The claim status will change to Pending and the claim will be removed from the dealer's work queue. **Note: The following message may appear: Claim has Validation Errors. Disregard this message.**

The screenshot shows a web application interface for claim management. At the top, a red-bordered box contains the message "Claim has Validation Errors." Below this, the page title is "Claim # 20131078 - Summary". The interface is divided into several sections:

- Claim Information:** Dealer/Distributor: 2001 - ADVANCED MOWER INC; Dealer/Dist Ref #: Joe; Serial #: 311258478; Model: 74630; Customer Name: [blank]. Dealer Type: Master Service Dealer (MSD); Claim Type: Stock; Status: PENDING (highlighted with a red box).
- Basic Claim Table:** A table with columns: Claim, Failure, Parts, Labor, Other Charges, Customer, Payment, Attachment (1). The table contains one row with the following data:

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment (1)
2001							
- Claim Reason Codes Table:** A table with columns: Seq, Reason Type, Reason Code, Reason. It contains one row:

Seq	Reason Type	Reason Code	Reason
1	Action Required	A04	Digital Pictures: Please attach clear digital pictures of the failed parts that demonstrate the fault condition. All replacement parts are to be retained for the standard policy timeframe after the claim has invoiced.

2) Draft Claims

Click Draft to view a list of claims that have been saved, but not submitted to BOSS. The number in parenthesis beside the Draft folder indicates the number of claims in the folder.

The screenshot shows the "Warranty Quick Links" section of the application. On the left, there are four icons representing different actions: "New Equipment Claim", "Search Claims", "Product Registration Search", and "Shipping Update/Inquiry". On the right, there is a tree view of the application's structure:

- Work Queue
 - Claim
 - 3000
 - ACTION REQUIRED (2)
 - DRAFT (14)** (highlighted with a red box)
 - PARTS RETURN (1)
 - Product Registration
 - RGA

The Work Queue Search results screen will display.

Work Queue Search Results (58 records returned. Viewing records 1 - 25)								IWWC439
Queue:	<input type="text" value="2001"/>	Document Type:	Claim	Status:	DRAFT	To Date:	<input type="text"/>	<input type="button" value="Go"/>
Document Number:	<input type="text"/>	From Date:	<input type="text"/>					
Work Queue CodeA	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked	
2001	2012102	Claim	DRAFT	1	09/18/2012	154		
2001	2012103	Claim	DRAFT	1	09/18/2012	154		
2001	201210251	Claim	DRAFT	1	10/30/2012	112		
2001	201210252	Claim	DRAFT	1	10/30/2012	112		
2001	201321	Claim	DRAFT	1	11/01/2012	110		
2001	201333	Claim	DRAFT	1	11/08/2012	103		
2001	201354	Claim	DRAFT	1	11/02/2012	109		
2001	201374	Claim	DRAFT	1	11/02/2012	109		
2001	2013125	Claim	DRAFT	1	11/05/2012	106		
2001	2013131	Claim	DRAFT	1	11/05/2012	106		
2001	2013168	Claim	DRAFT	1	11/14/2012	97		
2001	2013259	Claim	DRAFT	1	11/12/2012	99		
2001	2013266	Claim	DRAFT	1	11/09/2012	102		
2001	2013335	Claim	DRAFT	1	11/13/2012	98		
2001	2013536	Claim	DRAFT	1	11/28/2012	83		
2001	2013548	Claim	DRAFT	1	11/28/2012	83		
2001	2013560	Claim	DRAFT	1	11/28/2012	83		
2001	2013580	Claim	DRAFT	1	11/29/2012	82		
2001	2013583	Claim	DRAFT	1	11/29/2012	82		
2001	2013590	Claim	DRAFT	1	11/29/2012	82		
2001	2013664	Claim	DRAFT	1	11/30/2012	81		
2001	2013765	Claim	DRAFT	1	12/05/2012	76		
2001	2013766	Claim	DRAFT	1	12/05/2012	76		
2001	2013842	Claim	DRAFT	1	12/07/2012	74		
2001	2013898	Claim	DRAFT	1	12/11/2012	70		

To view a claim, click on the Document Number Link. (The document number is the same as the claim number.)

Work Queue Search Results (51 records returned. Viewing records 1 - 25)								IWWC439
Queue:	<input type="text" value="2001"/>	Document Type:	Claim	Status:	DRAFT	To Date:	<input type="text"/>	<input type="button" value="Go"/>
Document Number:	<input type="text"/>	From Date:	<input type="text"/>					
Work Queue CodeA	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked	
2001	2012102	Claim	DRAFT	1	09/18/2012	147		
2001	2012103	Claim	DRAFT	1	09/18/2012	147		
2001	201210251	Claim	DRAFT	1	10/30/2012	105		
2001	201210252	Claim	DRAFT	1	10/30/2012	105		
2001	201321	Claim	DRAFT	1	11/01/2012	103		
2001	201333	Claim	DRAFT	1	11/08/2012	96		
2001	201354	Claim	DRAFT	1	11/02/2012	102		
2001	201374	Claim	DRAFT	1	11/02/2012	102		
2001	2013125	Claim	DRAFT	1	11/05/2012	99		
2001	2013131	Claim	DRAFT	1	11/05/2012	99		
2001	2013168	Claim	DRAFT	1	11/14/2012	90		
2001	2013259	Claim	DRAFT	1	11/12/2012	92		
2001	2013266	Claim	DRAFT	1	11/09/2012	95		
2001	2013335	Claim	DRAFT	1	11/13/2012	91		
2001	2013536	Claim	DRAFT	1	11/28/2012	76		
2001	2013548	Claim	DRAFT	1	11/28/2012	76		
2001	2013560	Claim	DRAFT	1	11/28/2012	76		
2001	2013580	Claim	DRAFT	1	11/29/2012	75		
2001	2013583	Claim	DRAFT	1	11/29/2012	75		
2001	2013590	Claim	DRAFT	1	11/29/2012	75		
2001	2013664	Claim	DRAFT	1	11/30/2012	74		
2001	2013765	Claim	DRAFT	1	12/05/2012	69		
2001	2013766	Claim	DRAFT	1	12/05/2012	69		
2001	2013842	Claim	DRAFT	1	12/07/2012	67		
2001	2013898	Claim	DRAFT	1	12/11/2012	63		

The entire claim will display. Complete the claim and click Submit. If you wish to delete the claim, select Deleted from the Status Change dropdown and click Save. ONLY DRAFT claims can be deleted.

Warranty Quick Links > Work Queue Search > Claim Details 2001 dealer (TORO)

New Equipment Claim New Irrigation Claim Save **Submit** Delete Email PrintPDF Reset PrintPDF Print Help

Claim #: 2013259 | << Queue [12] of 58 >>

Claim # 2013259 - Summary UCF - TABBED IWEC103

Dealer/Distributor: 2001 TORO TEST DEALER Dealer Type: Master Service Dealer (MSD)
 Dealer/Dist Ref #: Dealer Claim Type: Stock
 Serial #: 311000471 Status: DRAFT
 Model: 74360 Status Change:
 Customer Name: Calculate Currency Amount
 View In Another Currency

Claim Failure Parts Labor Other Charges Customer Payment Attachment

Basic Claim

Dealer/Distributor*: 2001 **Comments:**
 Based on Claim #: None
 Model*: 74360
 Serial #: 311000471
 Claim Type*: Stock
 Failure Date*: 11/02/2012
 Repair Date*: 11/08/2012
 Policy Exception Code:
 Hour Meter Reading: 0 Hours
 Dealer/Dist Ref #:
 ECE918B : Input your reference number if available
 Claim Origination Date: 11/09/2012
 Created By: WTYTTAU

3) Parts Return Claims

The Parts Return work Queue lists all claims with an associated RGA. Click Parts Return to view a list of claims that have an associated RGA. The number in parenthesis beside the Parts Return folder indicates the number of claims in the folder.

Note: All claims located in the Parts Return work queue folder have a corresponding RGA in the RGA work queue folder. BOSS recommends that RGAs be reconciled from the RGA work queue folder. Once the RGA is reconciled from the RGA work queue folder (RGA was Received, Not Returned, etc.), the claim in the Parts Return Work Queue will disappear and move to a different claim status (Approved, Not Accepted, etc.) based on the RGA status. For detailed RGA processing instructions, see the RGA section of this manual.



B.2 Product Registration Work Queue

To access the Product Registration Work Queue, click the (+) sign beside the Product Registration Work Queue folder.

A sub-folder will display followed by the dealer number. Click the (+) sign beside the dealer number folder.



The Draft registration folder will display. The number beside the folder in parenthesis indicates the number of Draft registrations in the folder.



Click on the word **Draft** to open the folder.



The Work Queue Search Results screen will display a comprehensive list of all Draft registrations the dealer has started, but not completed. The Document Number column represents a system assigned number to each Draft registration.

Work Queue Search Results (27 records returned. Viewing records 1 - 25)							IWWC439	
Queue:	<input type="text" value="2001"/>	Document Type:	Product Registration	Status:	<input type="text" value="Draft"/>	To Date:	<input type="text"/>	
Document Number:	<input type="text"/>	From Date:	<input type="text"/>					Go
Work Queue Code	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked	
2001	280	Product Registration	Draft	1	06/26/2012	238		
2001	396	Product Registration	Draft	1	07/02/2012	232		
2001	412	Product Registration	Draft	1	07/02/2012	232		
2001	444	Product Registration	Draft	1	07/03/2012	231		
2001	457	Product Registration	Draft	1	07/03/2012	231		
2001	461	Product Registration	Draft	1	07/06/2012	228		
2001	1359	Product Registration	Draft	1	09/10/2012	162		
2001	2916	Product Registration	Draft	1	10/09/2012	133		
2001	2917	Product Registration	Draft	1	10/09/2012	133		
2001	2918	Product Registration	Draft	1	10/09/2012	133		
2001	3512	Product Registration	Draft	1	10/29/2012	113		
2001	3585	Product Registration	Draft	1	11/03/2012	108		
2001	4586	Product Registration	Draft	1	11/28/2012	83		
2001	4599	Product Registration	Draft	1	11/29/2012	82		
2001	4600	Product Registration	Draft	1	11/29/2012	82		
2001	4680	Product Registration	Draft	1	01/29/2013	21		
2001	4851	Product Registration	Draft	1	12/13/2012	68		
2001	4884	Product Registration	Draft	1	12/14/2012	67		
2001	4954	Product Registration	Draft	1	12/17/2012	64		
2001	4983	Product Registration	Draft	1	12/19/2012	62		
2001	5281	Product Registration	Draft	1	01/17/2013	33		

To view an individual registration, click on the Document Number link.

Work Queue Search Results (27 records returned. Viewing records 1 - 25)							IWWC439	
Queue:	<input type="text" value="2001"/>	Document Type:	Product Registration	Status:	<input type="text" value="Draft"/>	To Date:	<input type="text"/>	
Document Number:	<input type="text"/>	From Date:	<input type="text"/>					Go
Work Queue Code	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked	
2001	280	Product Registration	Draft	1	06/26/2012	238		
2001	396	Product Registration	Draft	1	07/02/2012	232		
2001	412	Product Registration	Draft	1	07/02/2012	232		
2001	444	Product Registration	Draft	1	07/03/2012	231		
2001	457	Product Registration	Draft	1	07/03/2012	231		
2001	461	Product Registration	Draft	1	07/06/2012	228		
2001	1359	Product Registration	Draft	1	09/10/2012	162		
2001	2916	Product Registration	Draft	1	10/09/2012	133		
2001	2917	Product Registration	Draft	1	10/09/2012	133		
2001	2918	Product Registration	Draft	1	10/09/2012	133		
2001	3512	Product Registration	Draft	1	10/29/2012	113		
2001	3585	Product Registration	Draft	1	11/03/2012	108		
2001	4586	Product Registration	Draft	1	11/28/2012	83		
2001	4599	Product Registration	Draft	1	11/29/2012	82		
2001	4600	Product Registration	Draft	1	11/29/2012	82		
2001	4680	Product Registration	Draft	1	01/29/2013	21		
2001	4851	Product Registration	Draft	1	12/13/2012	68		
2001	4884	Product Registration	Draft	1	12/14/2012	67		
2001	4954	Product Registration	Draft	1	12/17/2012	64		
2001	4983	Product Registration	Draft	1	12/19/2012	62		
2001	5281	Product Registration	Draft	1	01/17/2013	33		
2001	5351	Product Registration	Draft	1	01/25/2013	25		
2001	5399	Product Registration	Draft	1	01/30/2013	20		
2001	5427	Product Registration	Draft	1	02/01/2013	18		
2001	5429	Product Registration	Draft	1	02/01/2013	18		

The draft registration will display and can be completed and submitted by the dealer. Detailed instructions for submitting registrations can be found in the Registration section of this manual.
Note: If a registration was started in error and needs to be deleted, the dealer must contact BOSS for assistance.

B.3 RGA (Return Goods Authorization) Work Queue

The RGA Work Queue should be used to process all RGAs. To access the RGA Work Queue, click the (+) sign beside the RGA Registration Work Queue folder.



A sub-folder will display followed by the dealer number. Click the (+) sign beside the dealer number folder.



The Ready and Overdue folders will display. The number beside the folders in parenthesis indicates the number of RGAs in the folder. The Ready folder contains a list of all RGAs that are "ready" for the dealer to process. The Overdue folder contains a list of RGAs over 21 days old that must be processed immediately. BOSS's requirement is to receive RGAs within a maximum of 30 days. Overdue RGAs that are not received by BOSS within 90 days will automatically be changed to Not Returned and the claim status changed to Not Accepted.



Click on Ready or Overdue to view the desired list of RGAs. The Work Queue Search Results screen will display.

Work Queue Search Results (4 records returned. Viewing records 1 - 4)								IWWC439	
Queue:	<input type="text" value="2001"/>	Document Type:	RGA	Status:	READY				
Document Number:	<input type="text"/>	From Date:	<input type="text"/>	To Date:	<input type="text"/>			<input type="button" value="Go"/>	
Work Queue Code	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked		
2001	102	RGA	READY	1	12/07/2012	60			
2001	107	RGA	READY	1	12/10/2012	57			
2001	177	RGA	READY	1	01/07/2013	29			
2001	236	RGA	READY	1	01/28/2013	8			
Page Size <input type="text" value="25"/>		Goto: <input type="text" value="1"/> of 1							

To access an individual RGA, click on the appropriate Document Number link located under the Document Number column.

Work Queue Search Results (4 records returned. Viewing records 1 - 4)								IWWC439	
Queue:	<input type="text" value="2001"/>	Document Type:	RGA	Status:	READY				
Document Number:	<input type="text"/>	From Date:	<input type="text"/>	To Date:	<input type="text"/>			<input type="button" value="Go"/>	
Work Queue Code	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked		
2001	102	RGA	READY	1	12/07/2012	60			
2001	107	RGA	READY	1	12/10/2012	57			
2001	177	RGA	READY	1	01/07/2013	29			
2001	236	RGA	READY	1	01/28/2013	8			
Page Size <input type="text" value="25"/>		Goto: <input type="text" value="1"/> of 1							

For detailed RGA processing instructions, see the RGA section of this manual.

C. Product Registration

This section will describe the Product Registration process for BOSS Products. All Product Registration must follow the procedure outlined below. **DO NOT use PRW for product registration as this portion of PRW is deactivated and will not work.**

C.1 Registering a New Product

Select **Dealer Login** at www.bossplow.com then enter your BOSS Distributor Username and Password. Select **Product Registration** from the menu board on the left.



- 1) Select the Product Type by clicking the circle above.

- 2) Enter Product Information: Purchase Date, Principle Use, Blade Crate Serial# and Plow Box Serial# in their respective fields. For assistance in locating the serial number, select the Where can I find my Serial Number? When finished select Next.

- 3) Enter Dealer Information: Dealer Name, Country, City, State. Click Next

The screenshot shows a dark-themed web form titled "PRODUCT REGISTRATION". It has four steps: 1. SELECT PRODUCT TYPE, 2. ENTER PRODUCT INFORMATION, 3. ENTER DEALER INFORMATION (highlighted in red), and 4. SELECT CUSTOMER. The "ENTER DEALER INFORMATION" step contains four input fields: "Dealer Name" with the text "Test Company", "Country" with a dropdown menu showing "United States", "City" with the text "Iron Mountain", and "State" with a dropdown menu showing "Michigan". A red "Next >" button is located at the bottom right of the form.

- 4) Select Customer: If the customer has registered product in the past, by simply typing in their e-mail address or phone number you will be able to select the customer information and it will auto-fill the Customer Information . If they are a new customer, select New Contact and click Next.

The screenshot shows the same "PRODUCT REGISTRATION" form, now at Step 4: SELECT CUSTOMER (highlighted in red). A yellow information box with an 'i' icon contains the text: "Enter email or phone to search for existing contacts. If a contact exists, the customer information will auto-fill. If no contact exists, please choose 'New Contact'". Below this box are two input fields: "Email" and "Phone", both currently empty. A radio button labeled "New Contact" is positioned below the "Phone" field. A red "Next >" button is at the bottom right.

5) Enter Customer Information:

PRODUCT REGISTRATION

1. SELECT PRODUCT TYPE
2. ENTER PRODUCT INFORMATION
3. ENTER DEALER INFORMATION
4. SELECT CUSTOMER
- 5. ENTER CUSTOMER INFORMATION**

Company

First Name

Last Name

Customer's Email

If the customer did not supply an email address, leave the the field blank, but be sure to include a valid phone number and address. Customer will not receive a copy of the product registration and will not receive an invitation to join the BOSS Owners Group.

Customers that provide an email address will be sent a copy of the product registration and an invitation to join the BOSS Owners Group. If you would like a copy emailed to you, please check the checkbox and enter an email address below.

Also send a copy of the Product Registration to the email address entered below

Phone

Phone

Pref. Contact Method

Physical Address

Country

Address

City

State

Zip

Mailing Address Same As Physical Address

Next

- 6) Summary: Review the summary and make any corrections by clicking change. Once all information is correct click Submit

PRODUCT REGISTRATION

1. SELECT PRODUCT TYPE
2. ENTER PRODUCT INFORMATION
3. ENTER DEALER INFORMATION
4. SELECT CUSTOMER
5. ENTER CUSTOMER INFORMATION
6. SUMMARY

Products [Change](#)

Product Type: Truck Plow
 Purchase Date: 3/31/16
 Principle Use: Professional Use

Component	Serial #	Item
Blade Crate	BC122222	STB18620 - BLADE CRATE,8'0"STR 6LD STAINLESS SUPER
Plow Box	222222	STB15020 - PLOW BOX STR RT3,SH2 SUPER,08+

Dealer [Change](#)

Test Company
 Iron Mountain, MI
 US

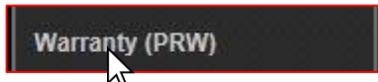
Personal Info [Change](#)

Test User	Physical Address	Mailing Address
test.user@bossplow.com 555-555-5555 Contact by Email	1111 Street St. Iron Mountain, MI 49801 US	Same as Physical Address

C.6 Registration Search

A dealer can enter a model and serial number and search any registration. The registration search feature does not allow for a dealer to search and generate a list of registrations. In some cases there may be multiple registrations displayed depending on sale type and status. To search for a product registration, follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bossplo.com . Select **Dealer Login** then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Click on the **Product Registration Search** folder to open the “Product Registration Search Results” screen.



- 3) Type in the Model and Serial Number in their respective fields and click **Go**.



- 4) The Product **Registration Search Screen Results** screen will display. Basic registration information is available on this screen. To view the actual registration record, click on the corresponding Registration Id.



The **Product Registration Details** screen will display. If necessary, a dealer can change the customer name and contact information from this screen.

Warranty Quick Links > Product Registration Search > Product Registration Details		2001 dealer (TORO)	
New Save PrintPDF Save As Reset Print		Help	
Product Registration Details #5356		IWWC388	
Product			
Model*:	20334	Status:	Unregistered Pending
Serial #*:	312123456		
Model Description:	22 RECYCLER RWD - P-PACE ES, (BRIGGS)		
Model Year:	2012		
Organization:	RLC		
	UnRegistered Date:	02/15/2013	
Delivery			
Sale Type*:	New	How Used:	Residential
Purchase Date*:	01/25/2013	Warranty Start Date*:	01/25/2013
Comments:	The customer decided his lawn was too large for a walk power mower.		
Customer			
Customer Type*:	Individual	Bus./Inst. Name:	
		Customer First Name:	George
		Customer Last Name:	Smith
		Country*:	United States
		Address Line1*:	123 Main St
		Address Line2:	
		Address Line3:	
		Address Line 4:	
		City*:	Anytown
		State/Province*:	Minnesota
		Postal Code*:	55420
		Phone:	
		Cell Phone:	
		Fax:	
		Email:	
		Check here if Customer does not want to be solicited:	<input type="checkbox"/>

D. Filing a Warranty Claim

D.1 Information about the Claim Form

Important Note: PRW is based on “real time” functionality. It is imperative that all information on the claim be correct before submitting the claim. Once a claim is submitted, the dealer cannot edit any fields. Prior to submitting the claim, it is suggested that once the claim is completed you click on SAVE to have the system validate all fields for errors.

Except for the Go To function on the left hand navigation bar, It is NEVER recommended to use the Browser “Back” button.

Once the user has accessed the system, click on the **New Equipment Claim** Icon to access the PRW claim form.



The Claim # Summary page will be viewable. The system will not assign a claim number until the claim is either saved or submitted. The claim may be saved at any time. **Note: Error messages may appear if the claim is saved before it is completed.**

PRW Warranty Quick Links > Claim Details 2001 dealer (TORO)

product registration & warranty

Search
Claims
Claim # Go

Main Page
Warranty Quick Links
Service Hub
Go To
Support
Sign Off

Dealer/Distributor: 2001 TORO TEST DEALER
Dealer/Dist Ref #: 2001 TORO TEST DEALER
Serial #:
Model:
Customer Name:
Dealer Type:
Claim Type:
Status: DRAFT
Status Change: Save

Claim # - Summary UCF - TABBED IWEC103

Claim Failure Parts Labor Other Charges Customer Payment Attachment

Basic Claim

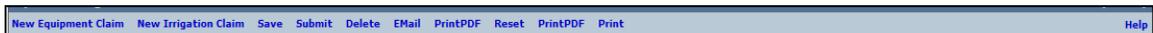
Dealer/Distributor*: 2001
Based on Claim #: None Retrieve
Model*:
Serial #*:
Claim Type*:
Failure Date*:
Repair Date*:
Policy Exception Code:
Hour Meter Reading: 0 Hours
Dealer/Dist Ref #:
Warranty Start Date:
Claim Origination Date: 02/28/2013
Created By: WTY2001
Submitted Date:
Submitted By:

Comments:

1) Action Menu Tool Bar

The Action Menu Tool Bar across the top and bottom of the page contains the following interactive links:

- **New Equipment Claim:** Used to exit the current warranty claim and start a new warranty claim
- **Save:** Saves the claim in a Draft status but does not submit it to BOSS.
- **Submit:** Submits the claim to BOSS
- **Delete:** Claims in Draft status may be deleted. The claim can still be viewed but no changes can be made to a claim in Deleted status
- **Email:** Used to email a copy of the claim
- **Print PDF:** Used to print a PDF copy of the claim
- **Reset:** Used to reset the claim back to the last time it was saved
- **Print:** Used to print a copy of the claim



When a claim is **Saved** and all information is correct, the following message will appear.

Note: This message does not mean the claim has been submitted, only saved.



The Claim # Summary page can be viewed in two different modes. You can select either of the display modes from the listing in order to enter and view the claim details. For ease of use, BOSS recommends the UCF Tabbed view.

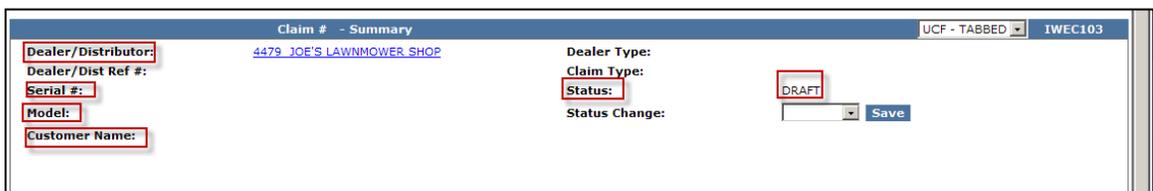
**UCF –
TABBED**

By default, this is the screen mode displayed with all the tabs aligned. You can select each tab and enter the details.

UCF – FULL

Selecting this option will display the information as a scrolling single screen.

The Header section of the screen displays the basic information of the claim including the submitting location, product model and serial #, customer name and other details. This section also displays the status of the claim.



2) Claim Tabs

The claim is divided into eight individual tabs that represent different pages of the claim.

- **Claim:** Used to list basic elements of the warranty repair such as model and serial number, dates and claim type
- **Failure:** Used to provide the Failure Code and describe the Complaint Symptom, Cause and Corrective Action of the failure
- **Parts:** Used to list all BOSS parts required to complete the warranty repair
- **Labor:** Used to list Standard Repair Times (SRTs) required to complete the warranty repair
Note: A claim cannot be submitted without a minimum of one SRT Code on the Labor page.
- **Other Charges:** Used to list miscellaneous charges.
- **Customer:** Displays customer and registration details
- **Payment:** Displays claim payment details
- **Attachment:** Used to attach documents such as invoices or pictures to the claim



3) Error Messages

The system alerts you when errors occur. The severity of the error is color-coded:

If a colored bar appears under any of the tabs this is an indication that an error has occurred.

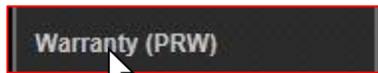


- **Red Error** – this will prevent the claim from being submitted. This error must be corrected before the claim can be submitted.
- **Blue Error** – These are informational messages which require no action from the dealer/distributor and will allow the claim to be submitted. Claims with these messages will go into Pending status for BOSS Warranty review and action.
- **Grey Error** – this is a warning message. The information is preferred, but not mandatory.

D.2 Filing a New Warranty Claim

To file a New Equipment Claim follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bosspow.com. Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Click on the **New Equipment Claim** folder.



The Claim # - Summary page will display. **Note: The system will not assign a claim number until the claim is either saved or submitted.** The claim Status will appear as Draft.

Warranty Quick Links > Claim Details 2001 dealer (TORO)

New Equipment Claim New Irrigation Claim Save Submit Delete EMail PrintPDF Reset PrintPDF Print Help

Claim # - Summary UCF - TABBED IWEC103

Dealer/Distributor: [2001_TORO_TEST_DEALER](#) Dealer Type: Dealer Type: Claim Type: Status: DRAFT Status Change: Save

Customer Name:

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>			
Model*:	<input type="text"/>						
Serial #*:	<input type="text"/>						
Claim Type*:	<input type="text"/>						
Failure Date*:	<input type="text"/>						
Repair Date*:	<input type="text"/>						
Policy Exception Code:	<input type="text"/>						
Hour Meter Reading:	<input type="text" value="0"/>	Hours					
Dealer/Dist Ref #:	<input type="text"/>						
Warranty Start Date:							
Claim Origination Date:	02/18/2013						
Created By:	WTY2001						
Submitted Date:							
Submitted By:							

- Under the Basic Claim header, the Distributor must enter their Distributor number.

The screenshot shows a form with a tabbed interface. The 'Basic Claim' tab is active. The 'Dealer/Distributor*' field contains the value '2001'. Other fields like 'Comments' are visible but empty.

- Enter the model and serial number of the failed unit in the appropriate fields. When the model number is entered, the Claim Type field will display a dropdown menu that defaults to New Warranty. When the serial number is entered, the customer information will populate.

The screenshot shows the 'Claim Details' page. The 'Model*' field contains '20334' and the 'Serial #' field contains '312001567'. The 'Customer Name' field is populated with 'John Customer, 123 Main St, Anywhere, Minnesota, United States'. The 'Claim Type*' dropdown is set to 'New Warranty'. The 'Status' is 'DRAFT'.

If the unit is not registered, this message will display: **Registration required for all claim types except Stock and Parts Warranty.** You will then have to back out of PRW and register the product following the steps outlined in Section C of this User Manual. There will be a 30 minute delay from the time you register the product and are able to file a warranty claim against it.

**** NOTE**** The [Register Product](#) link in PRW is not active and will not register the product.

The screenshot shows the same form as above, but with an error message displayed: 'ECEB02B : Registration required for all claim types except Stock and Parts Warranty.' Below the message is a red 'Register Product' link.

Return to the claim form by clicking on the Claim Details link on the Bread Crumbs at the top of the page.

The screenshot shows the 'Product Registration Search' page. The breadcrumb trail includes 'Warranty Quick Links > Product Registration Search > Claim Details > Product Registration Details'. The 'Product Registration Details #5570' section shows the product is registered with model '20334' and serial '312558703'.

Re-enter the model and serial number of the product into the Claim Form.

The screenshot shows the 'Basic Claim' form with the following fields and values:

- Dealer/Distributor*: 2001
- Based on Claim #: None (dropdown), Retrieve (button)
- Model*: 20334
- Serial #: 312558703
- Claim Type*: New Warranty (dropdown)
- Comments: (empty text area)

The Claim Type field displays the different types of claims that can be submitted based on the model number entered. Click on the dropdown arrow to display the claim types.

- **New Warranty:** Used to submit a claim on a customer’s unit that has failed within the normal warranty period
- **Stock:** Used to submit a claim for repairs made to a unit that is in a dealer’s inventory.
- **Parts Warranty:** Used to submit a claim on a part that has been found to be defective after it has been installed on a unit.
- **Policy Exception:** Used whenever there is a Policy Exception code that must be entered. This occurs whenever a claim is for a unit that is out of warranty (Prior approval is required) or for a claim for an approved exception repair on a unit within warranty.
- **Campaign:** Used to submit a claim for a unit included in a safety or mandatory rework, or Service bulletin.

The screenshot shows the 'Basic Claim' form with the 'Claim Type' dropdown menu open, displaying the following options:

- New Warranty
- New Warranty
- Stock
- Parts Warranty
- Policy Exception
- Campaign

Other fields in the form include:

- Dealer/Distributor*: 4479
- Based on Claim #: None (dropdown), Retrieve (button)
- Model*: 74630
- Serial #: 311121212
- Failure Date*: (empty)
- Repair Date*: (empty)
- Approval Code: (empty)
- Comments: (empty text area)

- 5) Select the appropriate claim type. For this example “New Warranty” is used. (Specific instructions for other claim types appear elsewhere in this section.)

Enter the Failure Date and the Repair Date in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY. Hour Meter Reading is not used by BOSS.

****NOTE**** The Comments box is not to be used by the dealer. All information/comments must be listed in the appropriate fields on the Failure, Labor and Other Charges pages.

The screenshot shows the 'Basic Claim' form with the following fields and values:

- Dealer/Distributor*: 2001
- Based on Claim #: None (dropdown), Retrieve (button)
- Model*: 20334
- Serial #: 312558703
- Claim Type*: New Warranty (dropdown)
- Failure Date*: 02/18/2013
- Repair Date*: 02/18/2013
- Policy Exception Code: (empty)
- Hour Meter Reading: 0 Hours
- Comments: (empty text area)

The Dealer/Distributor Reference # field is an optional field that can be used by the dealer to assign a specific reference number to the claim (i.e. a work order number). Any correspondence from BOSS regarding the claim will use the system assigned claim number, not the dealer reference number.

The Warranty Start Date field will auto-populate when the claim is saved or submitted. The Claim Origination Date will auto-populate with the date the claim is created. The Created By and Submitted By date fields will auto-populate based on the user submitting the claim. The Submitted Date field will auto-populate based on the date the claim is submitted to BOSS. The Processor and Date Claim Closed fields are not used.

Dealer/Dist Ref #:	
Warranty Start Date:	
Claim Origination Date:	02/18/2013
Created By:	WTY2001
Submitted Date:	
Submitted By:	
Processor:	
Date Claim Closed:	

When all information is completed on the Claim page, proceed to the Failure page by either clicking on the Failure tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None	<input type="text"/>		<div style="border: 1px solid gray; height: 100px;"></div>			
	<input type="button" value="Retrieve"/>						
Model*:	<input type="text" value="20334"/>						
Serial #*:	<input type="text" value="312558703"/>						
Claim Type*:	New Warranty						
Failure Date*:	<input type="text" value="02/18/2013"/>						
Repair Date*:	<input type="text" value="02/18/2013"/>						
Policy Exception Code:	<input type="text"/>						
Hour Meter Reading:	<input type="text" value="0"/>	Hours					
Dealer/Dist Ref #:	<input type="text"/>						
Warranty Start Date:							
Claim Origination Date:	02/18/2013						
Created By:	WTY2001						
Submitted Date:							
Submitted By:							
Processor:							
Date Claim Closed:							
<input type="button" value="Next"/>							

6) The **Failure Code** is a required field. Select the appropriate code from the drop down menu. The “Three-Cs” (see below) are also required fields. A minimum of 15 characters are required for each field.

- **Complaint Symptom:** Used to describe the symptom the customer experienced
- **Cause:** Used to describe the defect found
- **Corrective Action:** Used to describe the work performed to correct the defect

The screenshot shows a web form titled "Description of Failure" with a navigation bar at the top containing tabs for Claim, Failure, Parts, Labor, Other Charges, Customer, Payment, and Attachment. The Failure tab is active. The form contains four text input fields, each with a red border: "Failure Code*" (a dropdown menu showing "ELECTRICAL MALFUNCTION"), "Complaint Symptom*" (containing "The unit will not start using the key start feature."), "Cause*" (containing "Traced the cause to the starter switch assembly."), and "Corrective Action*" (containing "Removed and replaced the starter switch assembly."). A "Spell" button is located at the bottom left of the form area.

When all the information is completed on the **Failure** page, proceed to the **Parts** page by either clicking on the **Parts** tab or **Next** at the bottom of the page.

This screenshot is identical to the previous one, showing the "Description of Failure" form. However, the "Parts" tab in the navigation bar is now highlighted with a red box. At the bottom of the page, the "Next" button is also highlighted with a red box, while the "Previous" button is visible to its left.

- 7) **Parts:** All BOSS parts used to complete the warranty repair must be listed on the Parts page. Enter the part(s) quantity and the part number(s) in their respective fields. Upon clicking outside the Part Number field, the Part Description will populate. Designate the primary part, (the part responsible for the failure), by clicking on the “radio button” beside the primary part. Only one primary part may be selected per claim.

If any of the parts that failed require a component model and serial number, (for instance a transmission or an engine), a message will display stating “**Component Model # and Component Serial number are required**”. Enter the component information in the Component Model # and Component Serial # number fields. **Note: The Component Model # and Component Serial # number fields on some claims may auto populate. If this occurs, it indicates that the information is already available and no action is required.** The Part Amount and Part Approved Amount will not populate until the claim is saved or submitted. If additional part number fields are required, click on Add More Parts. If a part is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
		Qty Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	
		1 46-5780	STARTER SWITCH ASM	<input checked="" type="radio"/>			17.34	17.34	Delete
		Add More Parts							
							Parts Total Amt:	17.34	
							Parts Approved Amt:	17.34	
							Parts Net Total:	17.34	

After the claim is submitted, an RGA field will populate indicating if an RGA has been issued for a specific part (Yes, No). (For more details on RGA processing see section K.)

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
		Qty Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N
		1 110-6766	CLUTCH-ELECTRIC, PTO	Yes			299.32	299.32	No
							Parts Total Amt:	299.32	
							Parts Approved Amt:	299.32	
							Parts Net Total:	299.32	

When all the information is completed on the Parts page proceed to the Labor page by either clicking on the Labor tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
		Qty Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	
		1 46-5780	STARTER SWITCH ASM	<input checked="" type="radio"/>			17.34	17.34	Delete
		Add More Parts							
							Parts Total Amt:	17.34	
							Parts Approved Amt:	17.34	
							Parts Net Total:	17.34	
Previous		Next							

- 8) The Labor page is used to list all labor operations performed to complete the warranty repair.
Note: It may be necessary to scroll to the right to view the entire Labor page.

The SRT Product Code will auto-populate based on the model number entered on the Claim page. The Quantity (Qty) field defaults to zero (0). A quantity must be entered. Click on the drop-down arrow beside the Repair Group field and the Labor Operation field and select the appropriate descriptions as they relate to the warranty repair. Click on the “radio button” under the Primary SRT heading to designate the primary SRT, the SRT related to the cause of failure. Only one primary SRT may be selected per claim. Once the Repair Group and Labor Operation fields are selected, the allowed labor time for the repair will auto-populate in the SRT Hours field. If more than one repair was made, click on the Add More Labor link to display addition labor fields.

The screenshot shows the Labor page with the following fields: SRT Product Code (302 - 22" Walk Power Mowers), Quantity (1), Repair Group (STARTER SYSTEMS AND IGNITION SYSTEMS (56)), Labor Operation (001 - Switch, Key/On-Off), Primary SRT (radio button selected), and SRT Hours (0.30). There is a Request for Labor Adjustment field and an Add More Labor link.

If there is not a Labor operation that matches the repair that was made, select the Labor Operation labeled “000-ZZZ” Labor Operation Not Found”. Enter a detailed description of the repair in the Request For Labor Adjustment field. A minimum of 15 characters is required. The repair description must support the time that will be entered in the A-Time Hours field. In the A-Time Hours field enter the “actual time” it took to complete the repair.

The screenshot shows the Labor page with the following fields: SRT Product Code (302 - 22" Walk Power Mowers), Quantity (1), Repair Group (56 - STARTER SYSTEMS AND IGNITION SYSTEMS), Labor Operation (000 - ZZZ Labor Operation Not Found), Primary SRT (radio button selected), SRT Hours (0.00), A-Time Hours (0.50), and Request for Labor Adjustment (TORO TEST CLAIM). There is a Delete button.

In unusual circumstances, additional labor time may be requested beyond the published Standard Repair Time Hours. To request additional time, enter a detailed description of the extenuating circumstances in the Request For Labor Adjustment field. A minimum of 15 characters is required. In the A-Time Hours field enter the “actual time” it took to complete the repair. (SRT time allowed by the system plus the additional time). The repair description must support the time that is entered in the A-Time Hours field. If a SRT code is entered in error, click on the Delete button to the right of the incorrect entry.

The screenshot shows the Labor page with the following fields: SRT Product Code (302 - 22" Walk Power Mowers), Quantity (1), Repair Group (56 - STARTER SYSTEMS AND IGNITION SYSTEMS), Labor Operation (001 - Switch, Key/On-Off), Primary SRT (radio button selected), SRT Hours (0.30), A-Time Hours (0.50), and Request for Labor Adjustment (TORO TEST CLAIM). There is a Delete button.

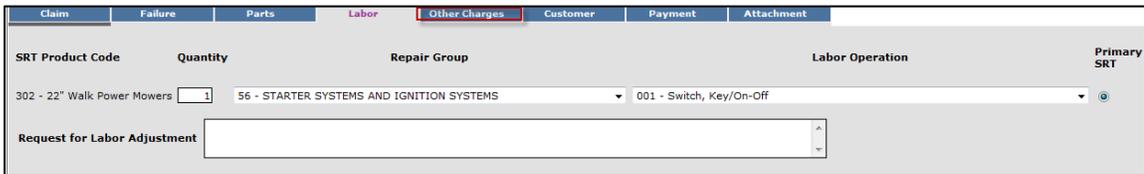
If a claim is being filed for **parts only** and no labor, the claim **must still have** an SRT listed on the Labor page. Select the SRT that best matches the primary part from the Parts page. Override the SRT Hours by populating 0.00 in the A-Time Hours field.

The screenshot shows the Labor page with the following fields: SRT Product Code (302 - 22" Walk Power Mowers), Quantity (1), Repair Group (56 - STARTER SYSTEMS AND IGNITION SYSTEMS), Labor Operation (001 - Switch, Key/On-Off), Primary SRT (radio button selected), SRT Hours (0.30), A-Time Hours (0.00), and Request for Labor Adjustment (empty). There is a Delete button.

When all the information is completed on the Labor page, the claim can be submitted if there are no “Other Charges”. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed. To submit the claim, click Submit at the top or bottom of the page.



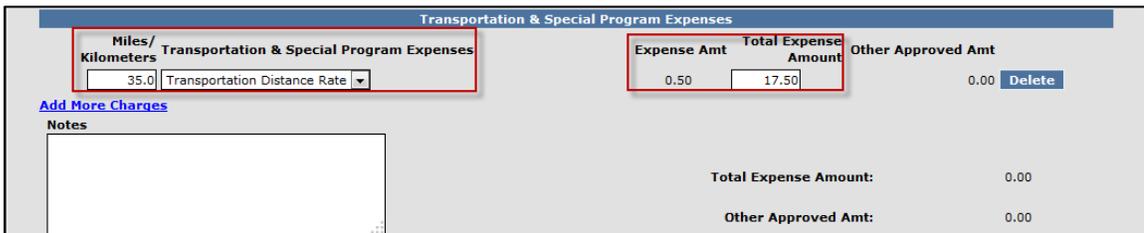
If there were miscellaneous costs incurred while completing the warranty repair, they must be listed on the Other Charges page. To proceed to the Other Charges page click on either the Other Charges tab or Next at the bottom of the page.



- 9) The Other Charges page is used to claim miscellaneous expenses incurred during a warranty repair that do not fall within the typical parts or labor category. To claim a miscellaneous item, enter a quantity for the item(s) used. Using the drop-down menu in the Expense Type field select the appropriate expense. If none apply, use the “Other” category. In the Description field, give a brief description of the miscellaneous item used. In the Misc. Each Amount field, enter the dealer’s cost of the miscellaneous expense. If more items need to be added, click on the Add More Charges link. If an item is entered in error, click on the Delete button to the right of the errant entry.

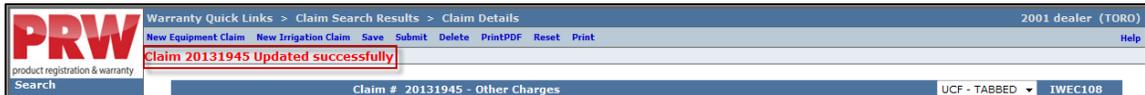


Transportation and Special Program Expenses: This section is not used by BOSS

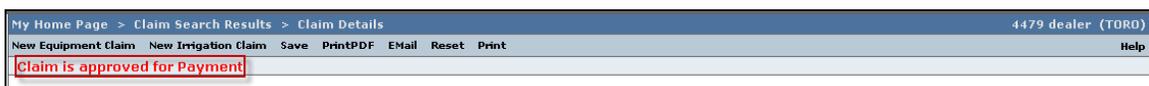


When all the information is completed on the Other Charges page, the claim may be submitted or the user can proceed to the Payment page or Attachment page. The Customer page is populated with the contact information from the product registration and is for reference only. There are no editable fields on the Customer page so therefore it does not require any action.

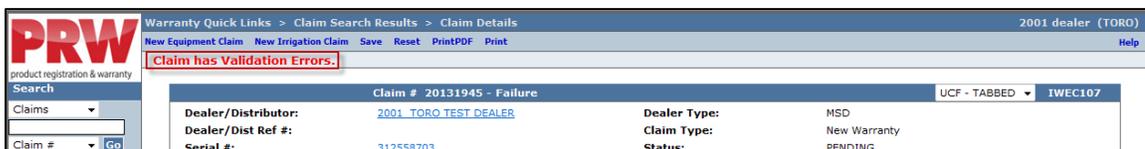
Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:



If there are no errors, click on Submit and generally, the system will display the following message:



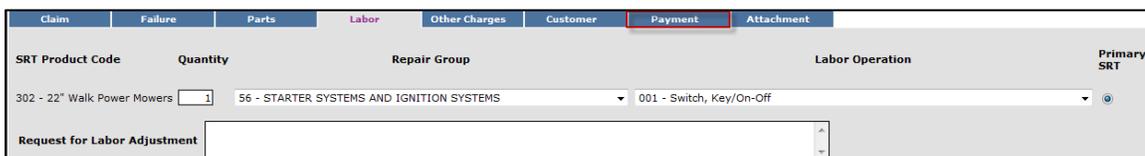
If upon clicking on Submit, the claim returns a message in the header that says "Claim has Validation Errors", yet none of the tabs are marked with colored bars, simply click to the Claim Tab.



On the claim tab, you will notice that the claim has moved into Pending Status and the claim can no longer be modified. Claims in Pending status have automatically moved to the BOSS Administrator work queue for review. The claim should be processed within 15 days.



To proceed to the Payment page click on either the Payment tab or Next at the bottom of the page.



The Payment page displays all payment information related to the claim. Individual fields will populate when the claim is either saved or submitted.

- **Posting Date:** The date the claim is posted in SAP
- **SAP Reference #:** Claim # followed by – 0 is the original claim
Claim # followed by – (any number greater than zero) is a charge back (debit) associated with that claim
- **SAP Posting Doc:** The SAP document #
- **Vat Reg No:** Value Added Tax Registration Number (Currently not used)
- **Payment Date:** The date the credit or check was issued
- **Payment Currency:** Indicates the currency in which the dealer was paid
- **Payment Type:** Indicates if the payment was made by Check or Credit
- **Check #:** Indicates the check number of the payment
- **SAP Vendor #:** Checks or ACH payments require an SAP vendor #
- **Requested Amount:** The payment amount requested by the dealer
- **Approved Amount:** The payment amount approved by BOSS
- **Payment Amount:** The payment amount the dealer will receive
- **Chargeback Amount:** Indicates if there was a debit adjustment made to the claim

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Posting Date:					Payment Date:		
SAP Reference #:					Payment Currency:		USD
SAP Posting Doc #:					Payment Type:		Credit
VAT Registration #:					Check #:		
					SAP Vendor #:		165083
		Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt
Requested Amt:		0.00	0.00	0.00	0.00	0.00	0.00
Approved Amt:		0.00	0.00	0.00	0.00	0.00	0.00
Payment Amt:		0.00	0.00	0.00	0.00	0.00	0.00
Charge Back Amount:		(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	(0.00)

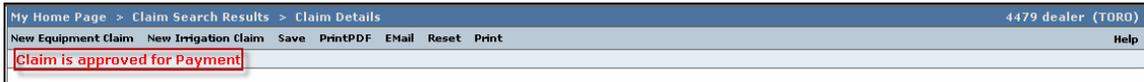
10) The Attachment page is used to attach related documents to the claim such as pictures or invoices for miscellaneous items used for the warranty repair. To attach a document to a claim click on the Browse button and select the document you wish to attach. In the Description field enter a brief description of the document. Click on the Upload link and the document will appear under the Attachments field. The maximum file size is 10MB. If an item is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment (1)
Attach a Document:		<input type="text"/> Browse...	Description: Joe Customer's Mower		<input type="button" value="Upload"/>	Max File Size: 10MB	
Attachments:		Description:				<input type="button" value="Delete"/>	
		MVC817X.JPG					

If the claim has not been submitted up to this point, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:



If there are no errors, click on Submit and generally, the claim will display the following message:



If upon clicking on Submit, the claim returns a message in the header that says “Claim has Validation Errors”, yet none of the tabs are marked with colored bars, simply click to the Claim Tab.



On the claim tab, you will notice that the claim has moved into Pending Status and the claim can no longer be modified. Claims in Pending status have automatically moved to the BOSS Administrator work queue for review. The claim should be processed within 15 days.



D.3 Filing a Stock Warranty Claim

To file a Stock Equipment Claim follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bossplow.com . Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



Click on the **New Equipment Claim** folder.



The Claim # - Summary Page will display. **Note: The system will not assign a claim number until the claim is either saved or submitted.** The claim Status will appear as Draft.

Under the Basic Claim header, the Distributors must enter their Distributor number.

- 2) Enter the model and serial number of the failed unit in the appropriate fields. When the model number is entered the Claim Type field will display a drop-down menu option that defaults to New Warranty. If the unit is not registered, the following message will display: **Registration is required for all claim types, except Stock and Parts Warranty.**

The Claim Type field displays the different types of claims that can be submitted based on the model number entered. Click on the dropdown arrow to display the claim types.

- **New Warranty:** Used to submit a claim on a customer's unit that has failed within the normal warranty period

- **Stock:** Used to submit a claim for repairs made to a unit that is in a dealer’s inventory
- **Parts Warranty:** Used to submit a claim on a part that has been found to be defective after it has been installed on a unit
- **Policy Exception:** Used whenever there is a Policy Exception code that must be entered. This occurs whenever a claim is for a unit that is out of warranty (Prior approval is required) or for a claim for an approved exception repair on a unit within warranty.
- **Campaign:** Used to submit a claim for a unit included in a safety or mandatory rework or a fix-as-fail bulletin

3) Select the appropriate claim type. For this example, “Stock” is used. (Specific instructions for other claim types appear elsewhere in this section.) Once the Stock Claim Type is selected, the red registration error will be removed.

Enter the Failure Date and the Repair Date in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY. Hour Meter Reading is not used by BOSS.

****Note**** The Comments box is not to be used by the dealer. Any desired comments must be listed in the appropriate fields on the Failure and Labor pages.

The Dealer/Distributor Reference # field is an optional field that can be used by the dealer to assign a specific reference number to the claim (i.e. a work order number). Any correspondence from Toro regarding the claim will use the system assigned claim number, not the dealer reference number.

The Claim Origination Date will auto-populate with the date the claim is created. The Created By and Submitted By date fields will auto-populate based on the user submitting the claim. The Submitted Date field will auto-populate based on the date the claim is submitted to BOSS. The Processor and Date Claim Closed fields are not used.

Dealer/Dist Ref #:	<input type="text"/>
Claim Origination Date:	02/26/2013
Created By:	WTY2001
Submitted Date:	<input type="text"/>
Submitted By:	<input type="text"/>
Processor:	
Date Claim Closed:	

When all the information is completed on the Claim page, proceed to the Failure page by either clicking on the Failure tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None	<input type="text"/>		<input type="text"/>			
	Retrieve						
Model*:	74630						
Serial #*:	312021456						
Claim Type*:	Stock						
Failure Date*:	02/26/2013						
Repair Date*:	02/26/2013						
Policy Exception Code:	<input type="text"/>						
Hour Meter Reading:	<input type="text"/>	0	Hours				
Dealer/Dist Ref #:	<input type="text"/>						
Claim Origination Date:	02/26/2013						
Created By:	WTY2001						
Submitted Date:							
Submitted By:							
Processor:							
Date Claim Closed:							
Next							

- 4) The failure code is a required field. Select the appropriate code from the drop-down menu. The “Three-Cs” are also required fields. A minimum of 15 characters are required for each field.
- **Complaint Symptom:** Used to describe the symptom the customer experienced
 - **Cause:** Used to describe the defect found
 - **Corrective Action:** Used to describe the work performed to correct the defect

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Description of Failure							
Failure Code*:	ELECTRICAL MALFUNCTION						
Complaint Symptom*:	Engine will not turn over when key is in start position.						
Cause*:	Charged battery, Battery will not hold a charge, failed Load test						
Corrective Action*:	Replaced battery.						
Spell							

When all the information is completed on the Failure page, proceed to the Parts page by either clicking on the Parts tab or Next at the bottom of the page.

All BOSS parts used to complete the warranty repair must be listed on the Parts page. Enter the part(s) quantity and the part number(s) in their respective fields. Upon clicking outside the Part Number field, the Part Description will populate. Designate the primary part, (the part responsible for the failure), by clicking on the “radio button” beside the primary part. Only one primary part may be selected per claim.

If any of the parts that failed require a component model and serial number, (for instance a transmission or an engine), a message will display stating “**Component Model # and Component Serial # are required**”. Enter the component information in the Component Model # and Component Serial # number fields. **Note: The Component Model # and Component Serial # number fields on some claims may auto populate. If this occurs, it indicates that the information is already available and no action is required.** The Part Amount and Part Approved Amount will not populate until the claim is saved or submitted.

If additional part number fields are required, click on Add More Parts. If a part is entered in error, click on the Delete button to the right of the errant entry.

After the claim is submitted, an RGA field will populate indicating if an RGA has been issued for a specific part (Yes, No). For more details on RGA processing see section K.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
		Qty Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N
		1 105-1692	BATTERY - 230 CCA	Yes			74.25	74.25	No
							Parts Total Amt:	74.25	
							Parts Approved Amt:	74.25	
							Parts Net Total:	74.25	

When all the information is completed on the Parts page proceed to the Labor page by either clicking on the Labor tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
		Qty Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N
		1 105-1692	BATTERY - 230 CCA	Yes			74.25	74.25	No
								Parts Total Amt:	74.25
								Parts Approved Amt:	74.25
								Parts Net Total:	74.25

Previous Next

- 5) The Labor page is used to list all labor operations performed to complete the warranty repair.
Note: It may be necessary to scroll to the right to view the entire Labor page.

The SRT Product Code will auto-populate based on the model number entered on the Claim page. The Quantity (Qty) field defaults to zero (0). A quantity must be entered. Click on the drop-down arrow beside the Repair Group field and the Labor Operation field and select the appropriate descriptions as they relate to the warranty repair. Click on the “radio button” under the Primary SRT heading to designate the primary SRT, the SRT related to the cause of failure.. Only one primary SRT can be selected per claim. Once the Repair Group and Labor Operation fields are selected, the allowed labor time for the repair will auto-populate in the SRT Hours field. If more than one repair was made, click on the Add More Labor link to display additional labor fields

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
		SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours
		353 - TimeCutter "Z" 2003 and Up	1	57 - ELECTRICAL SYSTEM	001 - Battery	<input checked="" type="radio"/>	0.50
Request for Labor Adjustment							
Add More Labor							

If there is not a Labor operation that matches the repair that was made, select the Labor Operation labeled “000-ZZZ Labor Operation Not Found”. Enter a detailed description of the repair in the Request For Labor Adjustment field. A minimum of 15 characters is required. The repair description must support the time that will be entered in the A-Time Hours field. In the A-Time Hours field, enter the actual time it took to complete the repair.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment					
		SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	Approved Hours	Total Labor Approved Amt	Requested Labor Amt	Labor Approved Amt
		353 - TimeCutter "Z" 2003 and Up	1	57 - ELECTRICAL SYSTEM	000 - ZZZ Labor Operation Not Found	<input checked="" type="radio"/>	0.50	0.5	0.50	0.50	35.00	35.00
Request for Labor Adjustment								Toro Test Claim.				
								Delete				

In unusual circumstances, additional labor time may be requested beyond the published Standard Repair Time Hours. To request additional time, enter a detailed description of the extenuating circumstances in the Request For Labor Adjustment field. A minimum of 15 characters is required. In the A-Time Hours field enter the “actual time” it took to complete the repair. (SRT time allowed by the system plus the additional time.) The repair description must support the time that is entered in the A-Time Hours field. If a SRT code is entered in error, click on the Delete button to the right of the errant entry.

SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	Approved Hours	Total Approved Labor Hours	Requested Labor Amt	Labor Approved Amt
353 - TimeCutter "Z" 2003 and Up	1	57 - ELECTRICAL SYSTEM	001 - Battery		0.50	0.00	0.50	0.50	35.00	35.00

If a claim is being filed for **parts only** and no labor, the claim **must still have** a SRT listed on the Labor page. Select the SRT that matches the primary part from the Parts page. Override the SRT Hours by populating 0.00 in the A-Time Hours field.

SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	Approved Hours	Total Approved Labor Hours	Requested Labor Amt	Labor Approved Amt
353 - TimeCutter "Z" 2003 and Up	1	57 - ELECTRICAL SYSTEM	001 - Battery		0.50	0.00	0.50	0.50	35.00	35.00

When all the information is completed on the Labor page the claim can be submitted if there are no "Other Charges". Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed. Then, to submit the claim click on Submit at the top or bottom of the page.

My Home Page > Claim Details

[New Equipment Claim](#) [New Irrigation Claim](#) [Save](#) **[Submit](#)** [Delete](#) [E-Mail](#) [PrintPDF](#) [Reset](#) [PrintPDF](#) [Print](#)

If there were miscellaneous costs incurred while completing the warranty repair, they must be listed on the Other Charges page. To proceed to the Other Charges page click on either the Other Charges tab or Next at the bottom of the page.

SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours
353 - TimeCutter "Z" 2003 and Up	1	57 - ELECTRICAL SYSTEM	001 - Battery		0.50

Request for Labor Adjustment: Toro Test Claim.

[Add More Labor](#)

[Spell](#)

[Previous](#) **[Next](#)**

The Other Charges page is used to claim miscellaneous expenses incurred during a warranty repair that do not fall within the typical parts or labor category. To claim a miscellaneous item, enter a quantity for the item(s) used. Using the drop-down menu in the Expense Type field select the appropriate expense. If none apply, use the “Other” category. In the Description field, give a brief description of the miscellaneous item used. In the Misc. Each Amount field enter the dealer’s cost of the miscellaneous expense. If more items need to be added, click on the Add More Charges link. If an item is entered in error, click on the Delete button to the right of the errant entry.

The screenshot shows the 'Other Charges' page with two main sections: 'Miscellaneous Charges' and 'Transportation & Special Program Expenses'. In the 'Miscellaneous Charges' section, there are input fields for 'Quantity' (0.0), 'Expense Type' (a dropdown menu with options like Fluids, Non-OEM Toro Parts, Other, etc.), 'Description', and 'Misc Each Amt' (0.00). There are also summary columns for 'Total Misc Amt' (0.00) and 'Other Approved Amt' (0.00), and a 'Delete' button. The 'Transportation & Special Program Expenses' section has a dropdown for 'Miles / Kilometers Tr' (set to 'Transportation for Riding Products Only'), 'Expense Amt' (25.00), 'Total Expense Amount' (25.00), and 'Other Approved Amt' (0.00), with a 'Delete' button. A 'Notes' field is also present at the bottom.

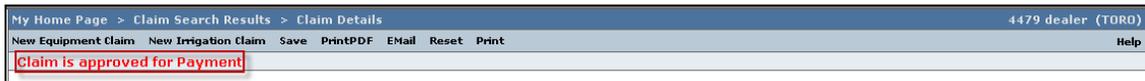
Transportation and Special Program Expenses: This section is not used by BOSS

This is a close-up of the 'Transportation & Special Program Expenses' section. It shows a dropdown menu for 'Miles / Kilometers Tr' with the selected option 'Transportation for Riding Products Only'. The 'Expense Amt' is 25.00 and the 'Total Expense Amount' is 25.00. The 'Other Approved Amt' is 0.00. There is a 'Delete' button to the right. Below this section is a 'Notes' text area and a 'Spell' button.

When all the information is completed on the Other Charges page the claim can be submitted or the user can proceed to the Payment page or Attachment page. The Customer page is populated with the contact information from the product registration and is for reference only. There are no editable fields on the Customer page so therefore it does not require any action. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:

The screenshot shows the 'Warranty Quick Links > Claim Details' page. At the top, there is a navigation bar with links like 'New Equipment Claim', 'New Irrigation Claim', 'Save', 'Submit', 'Delete', 'PrintPDF', 'Reset', 'PrintPDF', 'Print', and 'Help'. A red box highlights a message: 'Claim 20132005 Updated successfully'. Below this is a 'Claim # 20132005 - Summary' section with a dropdown for 'UCF - TABBED' and 'IWEC103'. The summary includes fields for 'Dealer/Distributor' (2001_TORO TEST DEALER), 'Dealer/Dist Ref #', 'Serial #' (312021456), 'Model' (74630), and 'Customer Name'. It also shows 'Dealer Type' (MSD), 'Claim Type' (Stock), and 'Status' (DRAFT). There is a 'Status Change' dropdown and a 'Save' button. At the bottom, there are links for 'Calculate Currency Amount' and 'View In Another Currency'.

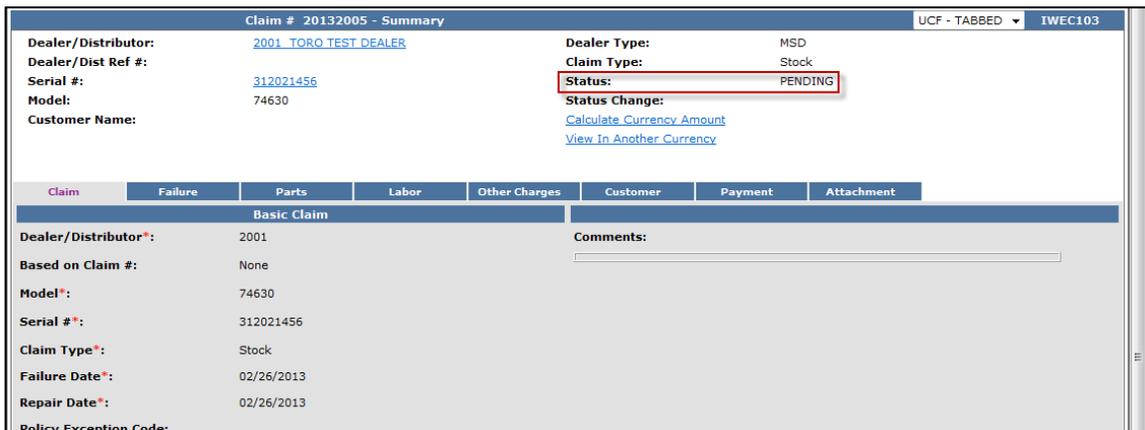
If there are no errors, click on Submit and generally, the system will display the following message:



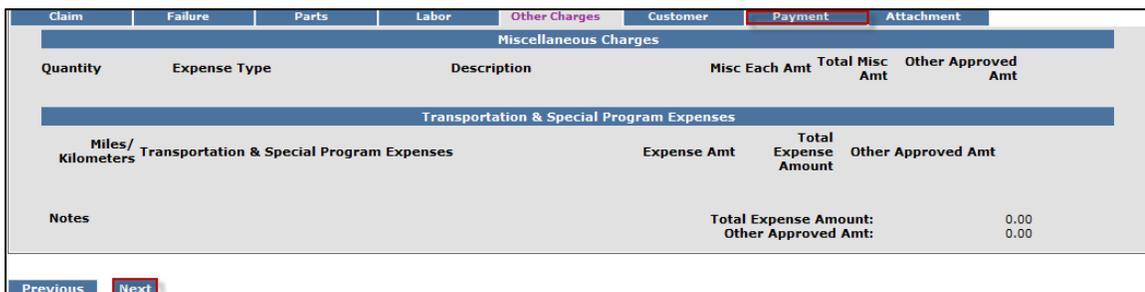
If upon clicking on Submit, the claim returns a message in the header that says “Claim has Validation Errors”, yet none of the tabs are marked with colored bars, simply click to the Claim Tab.



On the claim tab, you will notice that the claim has moved into Pending Status and the claim is no longer editable. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.



To proceed to the Payment page click on either the Payment tab or Next at the bottom of the page.



6) The Payment page displays all payment information related to the claim. Individual fields will populate when the claim is either saved or submitted.

- **Posting Date:** The date the claim is posted in SAP
- **SAP Reference #:** Claim # followed by – 0 is the original claim
Claim # followed by – (any number greater than zero) is a charge back (debit) associated with that claim
- **SAP Posting Doc:** The SAP document #
- **Vat Reg No:** Value Added Tax Registration Number (Currently not used)
- **Payment Date:** The date the credit or check was issued
- **Payment Currency:** Indicates the currency in which the dealer was paid
- **Payment Type:** Indicates if the payment was made by Check or Credit
- **Check #:** Indicates the check number of the payment
- **SAP Vendor #:** Checks or ACH payments require an SAP vendor #
- **Requested Amount:** The payment amount requested by the dealer
- **Approved Amount:** The payment amount approved by Toro
- **Payment Amount:** The payment amount the dealer will receive
- **Chargeback Amount:** Indicates if there was a debit adjustment made to the claim

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Posting Date:					Payment Date:		
SAP Reference #:					Payment Currency:		USD
SAP Posting Doc #:					Payment Type:		Credit
VAT Registration #:					Check #:		
					SAP Vendor #:		165083
		Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt
Requested Amt:		74.25	35.00	0.00	109.25	0.00	0.00
Approved Amt:		74.25	35.00	0.00	109.25	0.00	0.00
Payment Amt:		74.25	35.00	0.00	0.00	0.00	0.00
Charge Back Amount:		(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	(0.00)

7) The Attachment page is used to attach related documents to the claim such as pictures or invoices for miscellaneous items used for the warranty repair. To attach a document to a claim click on the Browse button and select the document you wish to attach. In the Description field enter a brief description of the document. Click on the Upload link and the document will appear under the Attachments field. The maximum file size is 10MB. If an item is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment (1)
Attach a Document:		<input type="text"/>	<input type="button" value="Browse..."/>	Description:		<input type="text"/>	<input type="button" value="Upload"/> Max File Size: 10MB
Attachments:		IMG_4464.JPG		Description:		Picture of George Smith's mower <input type="button" value="Delete"/>	

If the claim has not been submitted up to this point, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:

Warranty Quick Links > Claim Details 2001 dealer (TORO)

New Equipment Claim New Irrigation Claim Save Submit Delete PrintPDF Reset PrintPDF Print Help

Claim 20132005 Updated successfully

Claim # 20132005 - Summary UCF - TABBED IWEC103

Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	DRAFT
Model:	74630	Status Change:	<input type="text"/> Save
Customer Name:		Calculate Currency Amount View In Another Currency	

If there are no errors, click on Submit and generally, the claim the system will display the following message:

My Home Page > Claim Search Results > Claim Details 4479 dealer (TORO)

New Equipment Claim New Irrigation Claim Save PrintPDF Email Reset Print Help

Claim is approved for Payment

If upon clicking on Submit, the claim returns a message in the header that says “Claim has Validation Errors”, yet none of the tabs are marked with colored bars, simply click to the Claim Tab.

Warranty Quick Links > Claim Details 2001 dealer (TORO)

New Equipment Claim New Irrigation Claim Save PrintPDF Reset PrintPDF Print Help

Claim has Validation Errors.

Claim # 20132005 - Summary UCF - TABBED IWEC103

Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	

On the claim tab, you will notice that the claim has moved into Pending Status and the claim is no longer editable. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.

Claim # 20132005 - Summary UCF - TABBED IWEC103

Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	<input type="text"/>
Customer Name:		Calculate Currency Amount View In Another Currency	

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<input type="text"/>			
Model*:	74630						
Serial #*:	312021456						
Claim Type*:	Stock						
Failure Date*:	02/26/2013						
Repair Date*:	02/26/2013						
Policy Exemption Code:							

D.4 Filing a Replacement Part Warranty Claim

When a new part is sold or installed on a machine, even if it fails after only a brief period of operation, the claim is filed as a “Parts Warranty” claim. To file a “Parts Warranty” Claim follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bossplow.com . Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



The Claim # - Summary Page will display. **Note: The system will not assign a claim number until the claim is either saved or submitted.** The Claim Status will appear as Draft.

Under the Basic Claim header, the Dealer / Distributor field will auto-populate for Dealers. Distributors must enter their Distributor number.

- 2) Enter the model number of the failed unit in the appropriate field. **Note: The serial number is desired but not required for a “Parts Warranty” claim.** When the model number is entered, click outside the Model number field. The Claim Type field will display a dropdown menu that defaults to “New Warranty”.

The Claim Type field will display the different types of claims that can be submitted based on the model number entered. Click on the drop-down arrow to display the claim types.

- **New Warranty:** Used to submit a claim on a customer’s unit that has failed within the normal warranty period
- **Stock:** Used to submit a claim for repairs made to a unit that is in a dealer’s inventory.
- **Parts Warranty:** Used to submit a claim on a part that has been found to be defective after it has been installed on a unit
- **Policy Exception:** Used whenever there is a Policy Exception code that must be entered. This occurs whenever a claim is for a unit that is out of warranty (Prior approval is required) or for a claim for an approved exception repair on a unit within warranty.
- **Campaign:** Used to submit a claim for a unit included in a mandatory rework or service bulletin

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>			
	Retrieve						
Model*:	74871						
Serial #*:							
Claim Type*:	<div style="border: 1px solid gray; padding: 2px;"> New Warranty New Warranty Stock Parts Warranty Policy Exception Campaign </div>						
Failure Date*:							
Repair Date*:							

3) Select the appropriate claim type. For this example “Parts Warranty” is used. (Specific instructions for other claim types appear elsewhere in this section.)

Enter the Failure Date and the Repair Date in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.

Note: The Comments box is not to be used by the dealer. Any desired comments must be listed in the appropriate fields on the Failure and Labor pages.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>			
	Retrieve						
Model*:	74871						
Serial #*:							
Claim Type*:	Parts Warranty						
Failure Date*:	02/26/2013						
Repair Date*:	02/26/2013						
Policy Exception Code:							
Hour Meter Reading:	0		Hours				

The Dealer/Distributor Reference # field is an optional field that can be used by the dealer to assign a specific reference number to the claim (i.e. a work order number). Any correspondence from BOSS regarding the claim will use the system assigned claim number, not the dealer reference number.

Enter the date of purchase for the failed part in the Parts Purchase Date. The Claim Origination Date will auto-populate with the date the claim is created. The Created By and Submitted By date fields will auto-populate based on the user submitting the claim. The Submitted Date field will auto-populate based on the date the claim is submitted to BOSS.

Dealer/Dist Ref #:	<input type="text"/>
Parts Purchase Date:	<input type="text"/>
Claim Origination Date:	02/26/2013
Created By:	WTY2001
Submitted Date:	
Submitted By:	
Processor:	

When all information is completed on the Claim page, proceed to the Failure page by either clicking on the Failure tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None	<input type="text"/>		<div style="border: 1px solid black; height: 100px;"></div>			
	Retrieve						
Model*:	<input type="text" value="74871"/>						
Serial #*:	<input type="text"/>						
Claim Type*:	Parts Warranty						
Failure Date*:	<input type="text" value="02/26/2013"/>						
Repair Date*:	<input type="text" value="02/26/2013"/>						
Policy Exception Code:	<input type="text"/>						
Hour Meter Reading:	<input type="text" value="0"/>	Hours	<input type="text"/>				
Dealer/Dist Ref #:	<input type="text"/>						
Parts Purchase Date:	<input type="text" value="01/10/2013"/>						
Claim Origination Date:	02/26/2013						
Created By:	WTY2001						
Submitted Date:							
Submitted By:							
Processor:							
Date Claim Closed:							
Next							

- 4) The failure code is a required field. Select the appropriate code from the drop-down menu. The “Three-Cs” are also required fields. A minimum of 15 characters are required for each field.
- **Complaint Symptom:** Used to describe the symptom the customer experienced
 - **Cause:** Used to describe the defect found
 - **Corrective Action:** Used to describe the work performed to correct the defect

When all the information is completed on the Failure page proceed to the Parts page by either clicking on the Parts tab or Next at the bottom of the page.

- 5) All BOSS parts used to complete the warranty repair must be listed on the Parts page. Enter the part(s) quantity and the part number(s) in their respective fields. Upon clicking outside the Part Number field, the Part Description will populate. Designate the primary part, (the part responsible for the failure), by clicking on the “radio button” beside the primary part. Only one primary part may be selected per claim.

If any of the parts that failed require a component model and serial number, (for instance a transmission or an engine), enter the component information in the Component Model # and Component Serial # number fields. **Note: The Component Model # and Component Serial # number fields on some claims may auto populate. If this occurs, it indicates that the information is already available and no action is required.** The Part Amount and Part Approved Amount will not populate until the claim is saved or submitted.

If additional part number fields are required, click on Add More Parts. If a part is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																																																								
		<table border="1"> <thead> <tr> <th>Qty</th> <th>Part Number</th> <th>Part Description</th> <th>Primary Part</th> <th>Component Model #</th> <th>Component Serial #</th> <th>Part Amount</th> <th>Part Approved Amt</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>106-2175</td> <td>PULLEY-IDLER, FLAT</td> <td><input checked="" type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> </tbody> </table>	Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	Delete	1	106-2175	PULLEY-IDLER, FLAT	<input checked="" type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete							
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	Delete																																																							
1	106-2175	PULLEY-IDLER, FLAT	<input checked="" type="radio"/>			0.00	0.00	Delete																																																							
0			<input type="radio"/>			0.00	0.00	Delete																																																							
0			<input type="radio"/>			0.00	0.00	Delete																																																							
0			<input type="radio"/>			0.00	0.00	Delete																																																							
0			<input type="radio"/>			0.00	0.00	Delete																																																							
							Add More Parts																																																								
							Parts Total Amt: 0.00 Parts Approved Amt: 0.00 Parts Net Total: 0.00																																																								

After the claim is submitted, an RGA field will populate indicating if an RGA has been issued for a specific part. (For more details on RGA processing see section K)

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																				
		<table border="1"> <thead> <tr> <th>Qty</th> <th>Part Number</th> <th>Part Description</th> <th>Primary Part</th> <th>Component Model #</th> <th>Component Serial #</th> <th>Part Amount</th> <th>Part Approved Amt</th> <th>RGA Requested Y/N</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>106-2175</td> <td>PULLEY-IDLER, FLAT</td> <td>Yes</td> <td></td> <td></td> <td>27.18</td> <td>27.18</td> <td>No</td> </tr> </tbody> </table>	Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N	1	106-2175	PULLEY-IDLER, FLAT	Yes			27.18	27.18	No							
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N																			
1	106-2175	PULLEY-IDLER, FLAT	Yes			27.18	27.18	No																			
							Parts Total Amt: 27.18 Parts Approved Amt: 27.18 Parts Net Total: 27.18																				

When all the information is completed on the Parts page proceed to the Labor page by either clicking on the Labor tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																			
		<table border="1"> <thead> <tr> <th>Qty</th> <th>Part Number</th> <th>Part Description</th> <th>Primary Part</th> <th>Component Model #</th> <th>Component Serial #</th> <th>Part Amount</th> <th>Part Approved Amt</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>106-2175</td> <td>PULLEY-IDLER, FLAT</td> <td><input checked="" type="radio"/></td> <td></td> <td></td> <td>27.18</td> <td>27.18</td> <td>Delete</td> </tr> </tbody> </table>	Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	Delete	1	106-2175	PULLEY-IDLER, FLAT	<input checked="" type="radio"/>			27.18	27.18	Delete						
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	Delete																		
1	106-2175	PULLEY-IDLER, FLAT	<input checked="" type="radio"/>			27.18	27.18	Delete																		
							Parts Total Amt: 27.18 Parts Approved Amt: 27.18 Parts Net Total: 27.18																			
		Add More Parts																								
Previous		Next																								

- 6) The Labor page is used to list all labor operations performed to complete the warranty repair.
Note: It may be necessary to scroll to the right to view the entire Labor page.

The SRT Product Code will auto-populate based on the model number entered on the Claim page. The Quantity (Qty.) field defaults to zero (0). A quantity must be entered. Click on the drop-down arrow beside the Repair Group field and the Labor Operation field and select the appropriate descriptions as they relate to the warranty repair. Click on the “radio button” under the Primary SRT heading to designate the primary SRT, the SRT related to the cause of failure. Only one primary SRT may be selected per claim. Once the Repair Group and Labor Operation fields are selected, the allowed labor time for the repair will auto-populate in the SRT Hours field. If more than one repair was made, click on the Add More Labor link to display additional labor fields.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours		
358 - Titan Z 2009 and later	1	65 - CUTTING UNIT OR AUGER/COLLECTOR ASSEMBLY	012 - Mower Deck Idler Pulleys	<input checked="" type="radio"/>	0.50		
Request for Labor Adjustment							
Add More Labor							

If there is not a Labor operation that matches the repair that was made, select the Labor Operation labeled “000-ZZZ Labor Operation Not Found”. Enter a detailed description of the repair in the Request For Labor Adjustment field. A minimum of 15 characters is required. The repair description must support the time that will be entered in the A-Time Hours field. In the A-Time Hours field enter the actual time it took to complete the repair.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	
358 - Titan Z 2009 and later	1	65 - CUTTING UNIT OR AUGER/COLLECTOR ASSEMBLY	000 - ZZZ Labor Operation Not Found	<input type="radio"/>	0.00	0.5	
Request for Labor Adjustment: Idler failed on mower deck assembly. Replaced idler pulley.							

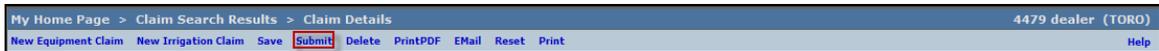
In unusual circumstances, additional labor time may be requested beyond the Standard Repair Time guidelines. To request additional time, enter a detailed description of the circumstances in the Request For Labor Adjustment field. A minimum of 15 characters is required. In the A-Time Hours field enter the “actual time” it took to complete the repair. (SRT time allowed by the system plus the additional time). The repair description must support the time entered in the A-Time Hours field. If a SRT code is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment				
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	Approved Hours	Total Approved Labor Amt	Requested Labor Amt	Labor Approved Amt	
358 - Titan Z 2009 and later	1	65 - CUTTING UNIT OR AUGER/COLLECTOR ASSEMBLY	007 - Idler Pulley	<input type="radio"/>	0.30	0.5	0.00	0.00	0.00	0.00	Delete
Request for Labor Adjustment: Idler failed on mower deck assembly. Replaced idler pulley. The pulley was difficult to remove due to the bearing being completely failed.											

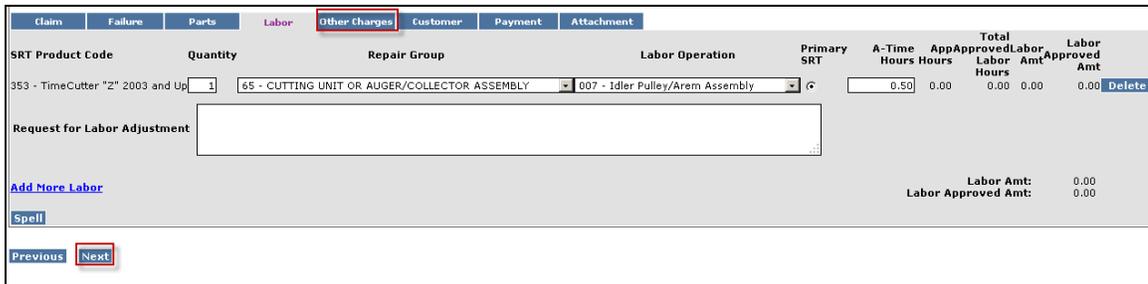
If a claim is being filed for parts only and no labor, the claim **must still have** a SRT listed on the Labor page. Select the SRT that matches the primary part from the Parts page. Override the SRT Hours by populating 0.00 in the A-Time Hours field. Labor will not be paid for defective parts replaced over-the-counter to a customer

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	
358 - Titan Z 2009 and later	1	65 - CUTTING UNIT OR AUGER/COLLECTOR ASSEMBLY	007 - Idler Pulley	<input checked="" type="radio"/>	0.30	0.00	
Request for Labor Adjustment							

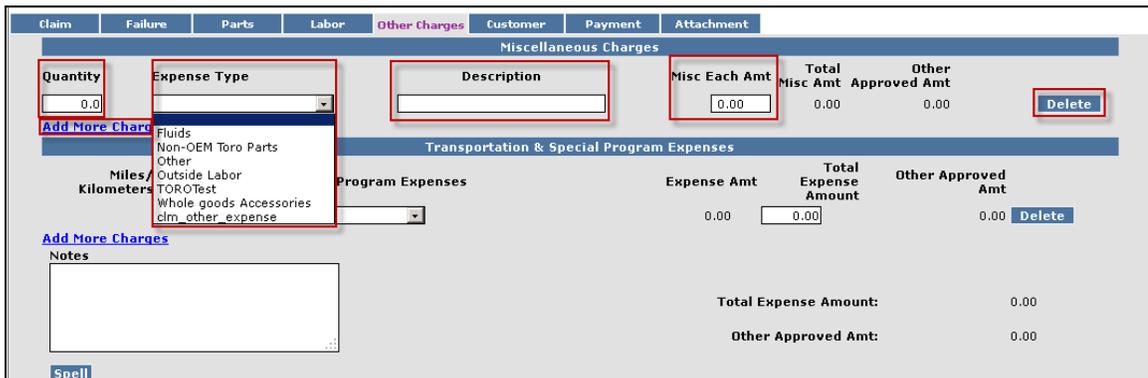
When all the information is completed on the Labor page, the claim can be submitted if there are no “other charges”. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed. Then, to submit the claim, click Submit at the top or bottom of the page.



If there were miscellaneous charges incurred while completing the warranty repair, they should be listed on the Other Charges page. To proceed to the Other Charges page click on either the Other Charges tab or Next at the bottom of the page.



- The Other Charges page is used to claim miscellaneous expenses incurred during a warranty repair that do not fall within the typical parts or labor category. To claim a miscellaneous item enter a quantity for the item(s) used. Using the drop-down menu in the Expense Type field select the appropriate expense. If none apply, use the “Other category”. In the Description field give a brief description of the miscellaneous item used. In the Misc. Each Amount field enter the dealer’s cost of the miscellaneous expense. If more items need to be added, click on the Add More Charges link. If an item is entered in error, click on the Delete button to the right of the errant entry.



Transportation and Special Program Expenses: This section is not used by BOSS

When all the information is completed on the Other Charges page the claim can be submitted or the user can proceed to the Payment page or Attachment page. The Customer page is populated with the contact information from the product registration and is for reference only. There are no editable fields on the Customer page so therefore it does not require any action.

Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:

Claim 20132021 Updated successfully

Claim # 20132021 - Other Charges		UCF - TABBED	IWEC108
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Parts Warranty
Serial #:		Status:	DRAFT
Model:	74871	Status Change:	<input type="text"/> Save
Customer Name:		Calculate Currency Amount View In Another Currency	

If there are no errors, click on Submit and generally, the claim the system will display the following message:

My Home Page > Claim Search Results > Claim Details 4479 dealer (TORO)

New Equipment Claim New Irrigation Claim Save PrintPDF EMail Reset Print Help

Claim is approved for Payment

If upon clicking on Submit, the claim returns a message in the header that says "Claim has Validation Errors", yet none of the tabs are marked with colored bars, simply click to the Claim Tab.

Warranty Quick Links > Claim Details 2001 dealer (TORO)

New Equipment Claim New Irrigation Claim Save PrintPDF Reset PrintPDF Print Help

Claim has Validation Errors.

Claim # 20132005 - Summary		UCF - TABBED	IWEC103
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	
Customer Name:		Calculate Currency Amount View In Another Currency	

On the claim tab, you will notice that the claim has moved into Pending Status and the claim can no longer be modified. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.

Claim # 20132005 - Summary		UCF - TABBED	IWEC103
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	
Customer Name:		Calculate Currency Amount View In Another Currency	

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<input type="text"/>			
Model*:	74630						
Serial #*:	312021456						
Claim Type*:	Stock						
Failure Date*:	02/26/2013						
Repair Date*:	02/26/2013						
Policy Exception Code:							

To proceed to the Payment page click on either the Payment tab or Next at the bottom of the page.

- 8) The Payment page displays all payment information related to the claim. Individual fields will populate when the claim is either saved or submitted.
- **Posting Date:** The date the claim is posted in SAP
 - **SAP Reference #:** Claim # followed by – 0 is the original claim
Claim # followed by – (any number greater than zero) is a charge back (debit) associated with that claim
 - **SAP Posting Doc:** The SAP document #
 - **Vat Reg No:** Value Added Tax Registration Number (Currently not used)
 - **Payment Date:** The date the credit or check was issued
 - **Payment Currency:** Indicates the currency in which the dealer was paid
 - **Payment Type:** Indicates if the payment was made by Check or Credit
 - **Check #:** Indicates the check number of the payment
 - **SAP Vendor #:** Checks or ACH payments require an SAP vendor #
 - **Requested Amount:** The payment amount requested by the dealer
 - **Approved Amount:** The payment amount approved by Toro
 - **Payment Amount:** The payment amount the dealer will receive
 - **Chargeback Amount:** Indicates if there was a debit
- 9) The Attachment page is used to attach related documents to the claim such as pictures or invoices for miscellaneous items used for the warranty repair. To attach a document to a claim click on the Browse button and select the document you wish to attach. In the Description field enter a brief description of the document. Click on the Upload link and the document will appear under the Attachments field. The maximum file size is 10MB. If an item is entered in error, click on the Delete button to the right of the errant entry.

If the claim has not been submitted up to this point, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:

Claim 20132021 Updated successfully

Claim # 20132021 - Other Charges		UCF - TABBED	IWEC108
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Parts Warranty
Serial #:		Status:	DRAFT
Model:	74871	Status Change:	<input type="text"/> Save
Customer Name:		Calculate Currency Amount View In Another Currency	

If there are no errors, click on Submit and generally, the claim the system will display the following message:

My Home Page > Claim Search Results > Claim Details 4479 dealer (TORO)

New Equipment Claim New Irrigation Claim Save PrintPDF EMail Reset Print Help

Claim is approved for Payment

If upon clicking on Submit, the claim returns a message in the header that says "Claim has Validation Errors", yet none of the tabs are marked with colored bars, simply click to the Claim Tab.

Warranty Quick Links > Claim Details 2001 dealer (TORO)

New Equipment Claim New Irrigation Claim Save PrintPDF Reset PrintPDF Print Help

Claim has Validation Errors.

Claim # 20132005 - Summary		UCF - TABBED	IWEC103
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	

On the claim tab, you will notice that the claim has moved into Pending Status and the claim is no longer editable. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.

Claim # 20132005 - Summary		UCF - TABBED	IWEC103
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	
Customer Name:		Calculate Currency Amount View In Another Currency	

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None			<input type="text"/>			
Model*:	74630						
Serial #*:	312021456						
Claim Type*:	Stock						
Failure Date*:	02/26/2013						
Repair Date*:	02/26/2013						
Policy Exception Code:							

D.5 Filing an Over-the-Counter Exchange Warranty Claim (OTC)

Over-The-Counter (OTC) Exchange Warranty Claims are not used by BOSS.

D.6 Filing a Policy Exception Claim

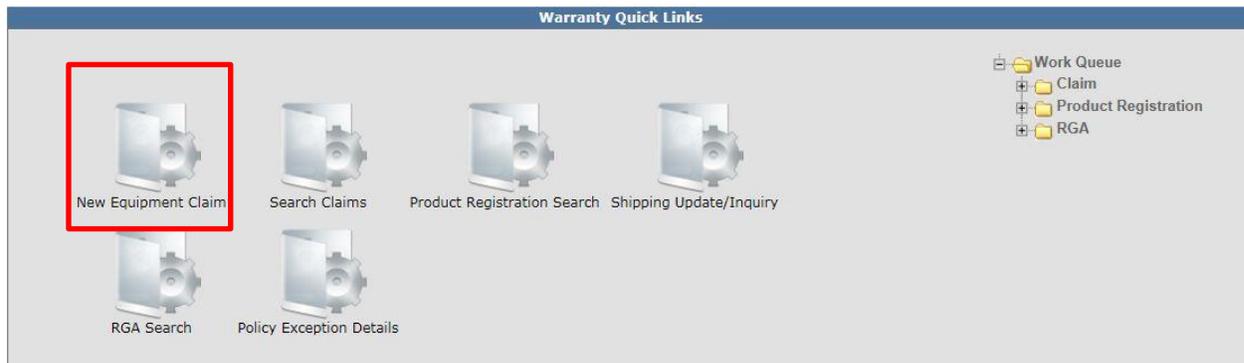
Policy Exceptions Claims are used for units that are out of their warranty coverage. Policy Exceptions Claims are also used to submit a claim for an approved exception repair on a unit within warranty.

Every Policy Exception Claim must contain a Policy Exception Code. Prior to submitting a Policy Exception claim, a policy exception code should have been obtained from the Customer Support Manager or a BOSS Technical Service Representative. To file a Policy Exception Claim, follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bossplow.com . Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Click on the **New Equipment Claim** folder.



The Claim # - Summary page will display. **Note: The system will not assign a claim number until the claim is either saved or submitted.**

Under the Basic Claim header, the Distributor must enter their Distributor number.

- 3) Enter the model and serial number of the failed unit in the appropriate fields. When the model number is entered the Claim Type field will display a drop-down menu that defaults to New Warranty. When the serial number is entered, the customer information will appear.

If the unit is not registered, this message will display: **Registration required for all claim types except Stock and Parts Warranty.** You will then have to back out of PRW and register the product following the steps outlined in Section C of this User Manual.

**** NOTE**** The **Register Product** link in PRW is not active and will not register the product.

The screenshot shows a 'Basic Claim' form with the following fields: Dealer/Distributor* (4479), Based on Claim # (None), Model* (20332), Serial #* (311002852), and Claim Type* (New Warranty). A red box highlights an error message: 'ECE802B : Registration required for all claim types except stock claim type.' Below the message is a blue 'Register Product' link, which is underlined but not active. A red arrow points to this link.

Return to the claim form by clicking on the Claim Details link on the Bread Crumbs at the top of the page.

The screenshot shows the 'Product Registration Details' page for product #5398. The breadcrumb trail is 'My Home Page > Claim Details > Product Registration Details'. The product information is as follows:

Product Registration Details #5398		IWWC388
Product		
Model*:	20334	Status: Registered
Serial #*:	311998998	

You will need to re-enter the model and serial number of the product into the Claim Form.

The screenshot shows the 'Basic Claim' form with the following fields: Dealer/Distributor* (2001), Based on Claim # (None), Model* (74630), Serial #* (311010985), and Claim Type* (New Warranty). The Model* and Serial #* fields are highlighted with red boxes.

The Claim Type field displays the different types of claims that can be submitted based on the model number entered. Click on the drop-down arrow to display the claim types.

- **New Warranty:** Used to submit a claim on a customer’s unit that has failed within the normal warranty period
- **Stock:** Used to submit a claim for repairs made to a unit that is in a dealer’s inventory.
- **Parts Warranty:** Used to submit a claim on a part that has been found to be defective after it has been installed on a unit
- **Policy Exception:** Used whenever there is a Policy Exception code that must be entered. This occurs whenever a claim is for a unit that is out of warranty (Prior approval is required) or for a claim for an approved exception repair on a unit within warranty.
- **Campaign:** Used to submit a claim for a unit included in a mandatory rework or a fix-as-fail bulletin

The screenshot shows the 'Basic Claim' form with the following fields and values:

- Dealer/Distributor*: 2001
- Based on Claim #: None (with a Retrieve button)
- Model*: 74630
- Serial #: 311010985
- Claim Type*: New Warranty (dropdown menu is open showing: New Warranty, New Warranty, Stock, Parts Warranty, Policy Exception, Campaign)
- Failure Date*: (empty)
- Repair Date*: (empty)
- Policy Exception Code: (empty)
- Comments: (empty text area)

- 4) Select the appropriate Claim Type. For this example “Policy Exception” is used. (Specific instructions for other claim types appear elsewhere in this section.)

Enter the Failure Date and the Repair Date in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.

Note: The Comments box is not to be used by the dealer. Any desired comments must be listed in the appropriate fields on the Failure and Labor pages.

The screenshot shows the 'Basic Claim' form with the following fields and values:

- Dealer/Distributor*: 2001
- Based on Claim #: None (with a Retrieve button)
- Model*: 74630
- Serial #: 311010985
- Claim Type*: New Warranty
- Failure Date*: 02/27/2013
- Repair Date*: 02/27/2013
- Policy Exception Code: (empty)
- Hour Meter Reading: 0 Hours
- Comments: (empty text area)

All Policy Exception claims require a Policy Exception Code from Customer Support Manager or a BOSS Technical Service Representative. The Policy Exception Code will be pre-entered into PRW by either the Distributor or BOSS. Click on the Binoculars link to find the code.

The Pre Authorization Lookup screen will display. Click on the Radio Button beside the desired policy exception code and then click Submit.

Coverage A	End Date	Usage Limit
ICP100AB369852	12/31/2013	0.00

The Policy Exception Code will auto-populate in the The Policy Exception Code field.

The Dealer/Distributor Reference # field is an optional field that can be used by the dealer to assign a specific reference number to the claim (i.e. a work order number). Any correspondence from BOSS regarding the claim will use the system assigned claim number, not the dealer reference number.

The Warranty Start Date field will auto-populate when the claim is saved or submitted. The Claim Origination Date will auto-populate with the date the claim is created. The Created By and Submitted By date fields will auto-populate based on the user submitting the claim. The Submitted Date field will auto-populate based on the date the claim is submitted to BOSS. The Processor and Date Claim Closed fields are not used.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001						
Based on Claim #:	None		<input type="text"/>				
	Retrieve						
Model*:	<input type="text" value="74630"/>						
Serial #*:	<input type="text" value="311010985"/>						
Claim Type*:	New Warranty						
Failure Date*:	<input type="text" value="02/27/2013"/>						
Repair Date*:	<input type="text" value="02/27/2013"/>						
Policy Exception Code:	<input type="text" value="JCP100AB159753"/>						
Hour Meter Reading:	<input type="text" value="0"/>		Hours				
Dealer/Dist Ref #:	<input type="text"/>						
Warranty Start Date:	<input type="text"/>						
Claim Origination Date:	02/28/2013						
Created By:	WTY2001						
Submitted Date:	<input type="text"/>						
Submitted By:	<input type="text"/>						
Processor:	<input type="text"/>						
Date Claim Closed:	<input type="text"/>						
Comments:							
<input type="text"/>							

When all information is completed on the Claim page, proceed to the Failure page by either clicking on the Failure tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001						
Based on Claim #:	None		<input type="text"/>				
	Retrieve						
Model*:	<input type="text" value="74630"/>						
Serial #*:	<input type="text" value="311010985"/>						
Claim Type*:	New Warranty						
Failure Date*:	<input type="text" value="02/27/2013"/>						
Repair Date*:	<input type="text" value="02/27/2013"/>						
Policy Exception Code:	<input type="text" value="JCP100AB159753"/>						
Hour Meter Reading:	<input type="text" value="0"/>		Hours				
Dealer/Dist Ref #:	<input type="text"/>						
Warranty Start Date:	<input type="text"/>						
Claim Origination Date:	02/28/2013						
Created By:	WTY2001						
Submitted Date:	<input type="text"/>						
Submitted By:	<input type="text"/>						
Processor:	<input type="text"/>						
Date Claim Closed:	<input type="text"/>						
Comments:							
<input type="text"/>							
Next							

- 5) The failure code is a required field. Select the appropriate code from the drop-down menu. The “Three-Cs” are also required fields. A minimum of 15 characters are required for each field.
- **Complaint Symptom:** Used to describe the symptom the customer experienced
 - **Cause:** Used to describe the defect found
 - **Corrective Action:** Used to describe the work performed to correct the defect

When all the information is completed on the Failure page, proceed to the Parts page by either clicking on the Parts tab or Next at the bottom of the page.

- 6) All BOSS parts used to complete the warranty repair must be listed on the Parts page. Enter the part(s) quantity and the part number(s) in their respective fields. Upon clicking outside the Part Number field, the Part Description will populate. Designate the primary part, (the part responsible for the failure), by clicking on the “radio button” beside the primary part. Only one primary part may be selected per claim.

If any of the parts that failed require a component model and serial number, (for instance a transmission or an engine), a message will display stating: “**Component Model # and Component Serial # are required**”. Enter the component information in the Component Model # and Component Serial # number fields. **Note: The Component Model # and Component Serial # number fields on some claims may auto populate. If this occurs, it indicates that the information is already available and no action is required.** The Part Amount and Part Approved Amount will not populate until the claim is saved or submitted.

If additional part number fields are required, click on [Add More Parts](#). If a part is entered in error, click on the [Delete](#) button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																																																							
		<table border="1"> <thead> <tr> <th>Qty</th> <th>Part Number</th> <th>Part Description</th> <th>Primary Part</th> <th>Component Model #</th> <th>Component Serial #</th> <th>Part Amount</th> <th>Part Approved Amt</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>119-3350</td> <td>TRANSAXLE-HYDRO, LH</td> <td><input checked="" type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> </tbody> </table>	Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt		1	119-3350	TRANSAXLE-HYDRO, LH	<input checked="" type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete						
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt																																																							
1	119-3350	TRANSAXLE-HYDRO, LH	<input checked="" type="radio"/>			0.00	0.00	Delete																																																						
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0			<input type="radio"/>			0.00	0.00	Delete																																																						
0			<input type="radio"/>			0.00	0.00	Delete																																																						
							Parts Total Amt: 0.00 Parts Approved Amt: 0.00 Parts Net Total: 0.00																																																							

[Add More Parts](#)

After the claim is submitted, an RGA field will populate indicating if an RGA has been issued for a specific part. (For more details on RGA processing see section K)

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																			
		<table border="1"> <thead> <tr> <th>Qty</th> <th>Part Number</th> <th>Part Description</th> <th>Primary Part</th> <th>Component Model #</th> <th>Component Serial #</th> <th>Part Amount</th> <th>Part Approved Amt</th> <th>RGA Requested Y/N</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>106-2175</td> <td>PULLEY-IDLER, FLAT</td> <td>Yes</td> <td></td> <td></td> <td>27.18</td> <td>27.18</td> <td>No</td> </tr> </tbody> </table>	Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N	1	106-2175	PULLEY-IDLER, FLAT	Yes			27.18	27.18	No						
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	RGA Requested Y/N																		
1	106-2175	PULLEY-IDLER, FLAT	Yes			27.18	27.18	No																		
							Parts Total Amt: 27.18 Parts Approved Amt: 27.18 Parts Net Total: 27.18																			

When all the information is completed on the [Parts](#) page proceed to the [Labor](#) page by either clicking on the [Labor](#) tab or [Next](#) at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																																																							
		<table border="1"> <thead> <tr> <th>Qty</th> <th>Part Number</th> <th>Part Description</th> <th>Primary Part</th> <th>Component Model #</th> <th>Component Serial #</th> <th>Part Amount</th> <th>Part Approved Amt</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>119-3350</td> <td>LH HYDRO TRANSAXLE ASM ZT-2200</td> <td><input checked="" type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> <tr> <td>0</td> <td></td> <td></td> <td><input type="radio"/></td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>Delete</td> </tr> </tbody> </table>	Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt		1	119-3350	LH HYDRO TRANSAXLE ASM ZT-2200	<input checked="" type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete	0			<input type="radio"/>			0.00	0.00	Delete						
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt																																																							
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0			<input type="radio"/>			0.00	0.00	Delete																																																						
0			<input type="radio"/>			0.00	0.00	Delete																																																						
							Parts Total Amt: 0.00 Parts Approved Amt: 0.00 Parts Net Total: 0.00																																																							

[Add More Parts](#)

[Previous](#) [Next](#)

- 7) The Labor page is used to list all labor operations performed to complete the warranty repair. **Note: It may be necessary to scroll to the right to view the entire Labor page.**

The SRT Product Code will auto-populate based on the model number entered on the Claim page. The Quantity (Qty) field defaults to zero (0). A quantity must be entered. Click on the drop-down arrow beside the Repair Group field and the Labor Operation field and select the appropriate descriptions as they relate to the warranty repair. Click on the “radio button” under the Primary SRT heading to designate the primary SRT, the SRT related to the cause of failure. Only one primary SRT may be selected per claim. Once the Repair Group and Labor Operation fields are selected, the allowed labor time for the repair will auto-populate in the SRT Hours field. If more than one repair was made, click on the Add More Labor link to display addition labor fields.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours		
353 - TimeCutter "Z" 2003 and Up	1	60 - TRANSMISSION AND OTHER DRIVE LINE COMPONENTS	018 - Transaxle (Ea.)	<input checked="" type="radio"/>	1.80		

If there is not a Labor operation that matches the repair that was made, select the Labor Operation labeled “000-ZZZ Labor Operation Not Found”. Enter a detailed description of the repair in the Request For Labor Adjustment field. A minimum of 15 characters is required. The repair description must support the time that will be entered in the A-Time Hours field. In the A-Time Hours field, enter the actual time it took to complete the repair.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment				
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	Approved Hours	Total Approved Hours	Requested Labor Amt	Labor Approved Amt	
353 - TimeCutter "Z" 2003 and Up	1	60 - TRANSMISSION AND OTHER DRIVE LINE COMPONENTS	000 - ZZZ Labor Operation Not Found	<input checked="" type="radio"/>	0.00	1.00	0.00	0.00	0.00	0.00	Delete
Request for Labor Adjustment		Hydro breather tube was cracked. Replaced hydro breather assembly.									

In unusual circumstances, additional labor time may be requested beyond the Standard Repair Time guidelines. To request additional time, enter a detailed description of the extenuating circumstances in the Request For Labor Adjustment field. A minimum of 15 characters is required. In the A-Time Hours field enter the “actual time” it took to complete the repair. (SRT time allowed by the system plus the additional time).The repair description must support the time that will be entered in the A-Time Hours field. If a SRT code is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment				
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Hours	Approved Hours	Total Approved Hours	Requested Labor Amt	Labor Approved Amt	
353 - TimeCutter "Z" 2003 and Up	1	60 - TRANSMISSION AND OTHER DRIVE LINE COMPONENTS	018 - Transaxle (Ea.)	<input checked="" type="radio"/>	1.80	2.0	0.00	0.00	0.00	0.00	Delete
Request for Labor Adjustment		Left rear wheel was difficult to remove. Therefore extra time was required to remove the hydro.									

When all the information is completed on the Labor page, the claim can be submitted if there are no “other charges”. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed. Then, to submit the claim, click Submit at the top or bottom of the page.

My Home Page > Claim Search Results > Claim Details

New Equipment Claim New Irrigation Claim Save **Submit** Delete PrintPDF EMail Print

If there were miscellaneous charges (DRSP bonus, transportation, non-Toro parts etc) incurred while completing the warranty repair, they must be listed on the Other Charges page. To proceed to the Other Charges page click on either the Other Charges tab or Next at the bottom of the page.

- 8) The Other Charges page is used to claim miscellaneous expenses incurred during a warranty repair that do not fall within the typical parts or labor category. To claim a miscellaneous item enter a quantity for the item(s) used. Using the drop-down menu in the Expense Type field select the appropriate expense. If none apply use the “Other” category. In the Description field give a brief description of the miscellaneous item used. In the Misc. Each Amount field enter the dealer’s cost of the miscellaneous expense. If more items need to be added, click on the Add More Charges link. If an item is entered in error, click on the Delete button to the right of the errant entry.

Transportation and Special Program Expenses: This section is not used by BOSS

When all the information is completed on the Other Charges page, the claim may be submitted or the user can proceed to the Payment page or Attachment page. The Customer page is populated with the contact information from the product registration and is for reference only. There are no editable fields on the Customer page so therefore it does not require any action. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:



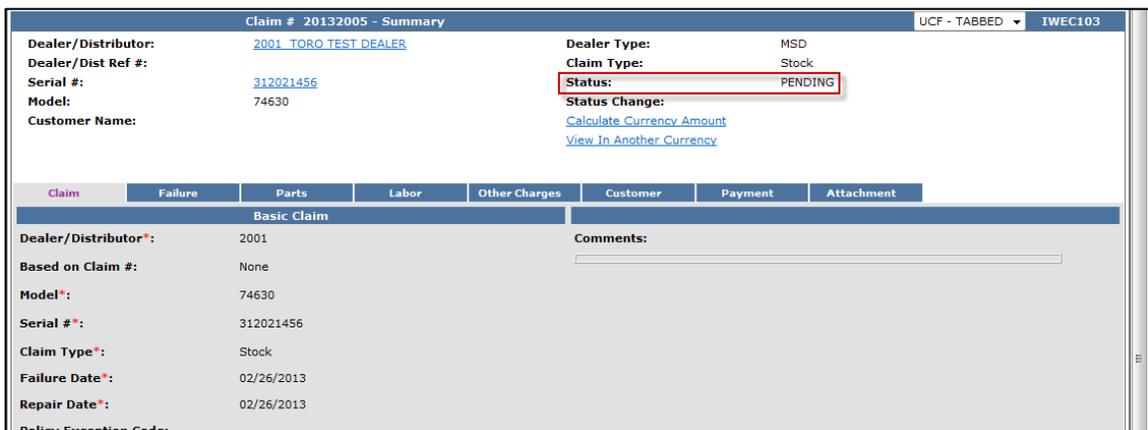
If there are no errors, click on Submit and generally, the claim the system will display the following message:



If upon clicking on Submit, the claim returns a message in the header that says "Claim has Validation Errors", yet none of the tabs are marked with colored bars, simply click to the Claim Tab.



On the claim tab, you will notice that the claim has moved into Pending Status and the claim is no longer editable. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.



To proceed to the Payment page click on either the Payment tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Miscellaneous Charges							
Quantity	Expense Type	Description	Misc Each Amt	Total Misc Amt	Other Approved Amt		
0.0			0.00	0.00	0.00	Delete	
Add More Charges							
Transportation & Special Program Expenses							
Miles/ Kilometers	Transportation & Special Program Expenses	Expense Amt	Total Expense Amount	Other Approved Amt			
		0.00	0.00	0.00	Delete		
Add More Charges							
Notes							
Total Expense Amount:							
0.00							
Other Approved Amt:							
0.00							
Spell							
Previous Next							

9) The Payment tab displays all payment information related to the claim. Individual fields will populate when the claim is either saved or submitted.

- **Posting Date:** The date the claim is posted in SAP
- **SAP Reference #:** Claim # followed by – 0 is the original claim
Claim # followed by – (any number greater than zero) is a charge back (debit) associated with that claim
- **SAP Posting Doc:** The SAP document #
- **Payment Currency:** Indicates the currency in which the dealer was paid
- **Payment Type:** Indicates if the payment was made by Check or Credit
- **Check #:** Indicates the check number of the payment
- **SAP Vendor #:** Checks or ACH payments require an SAP vendor #
- **Requested Amount:** The payment amount requested by the dealer
- **Approved Amount:** The payment amount approved by BOSS
- **Payment Amount:** The payment amount the dealer will receive
- **Chargeback Amount:** Indicates if there was a debit adjustment made to the claim

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Posting Date:					Payment Date:		
SAP Reference #:					Payment Currency: USD		
SAP Posting Doc #:					Payment Type: Credit		
VAT Registration #:					Check #:		
					SAP Vendor #: 165083		
		Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt
Requested Amt:		528.73	140.00	0.00	668.73	0.00	0.00
Approved Amt:		528.73	140.00	0.00	668.73	0.00	0.00
Payment Amt:		528.73	140.00	0.00	0.00	0.00	0.00
Charge Back Amount:		(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	(0.00)

To proceed to the Attachment page click on either the Attachment tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment	
Posting Date:				Payment Date:				
SAP Reference #:				Payment Currency: USD				
SAP Posting Doc #:				Payment Type: Credit				
VAT Registration #:				Check #:				
				SAP Vendor #: 165083				
		Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt	
Requested Amt:		528.73	140.00	0.00	668.73	0.00	0.00	
Approved Amt:		528.73	140.00	0.00	668.73	0.00	0.00	
Payment Amt:		528.73	140.00	0.00	0.00	0.00	0.00	
Charge Back Amount:		(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	
Accounting Transactions								
SAP Reference #	Posting Date	Payment Date	Check #	Transaction Type	Status	Total	VAT Amt	Payment / Chg Bk Amt
Previous Next								

10) The Attachment page is used to attach related documents to the claim such as pictures or invoices for miscellaneous items used for the warranty repair. To attach a document to a claim click on the Browse button and select the document you wish to attach. In the Description field enter a brief description of the document. Click on the Upload link and the document will appear under the Attachments field. The maximum file size is 10MB. If an item is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment (1)
Attach a Document:		<input type="text"/>	<input type="button" value="Browse..."/>	Description:		<input type="text"/>	<input type="button" value="Upload"/> Max File Size: 10MB
Attachments:		IMG_4464.JPG		Description:		Picture of George Smith's mower <input type="button" value="Delete"/>	

If the claim has not been submitted up to this point, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:

Claim # 20132039 - Parts				UCF - TABBED	IWEC111
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD		
Dealer/Dist Ref #:		Claim Type:	New Warranty		
Serial #:	311010985	Status:	DRAFT		
Model:	74630 TIMECUTTER SS 5000 - 50 IN KAWASAKI	Status Change:	<input type="text"/>	<input type="button" value="Save"/>	

If there are no errors, click on Submit and generally, the claim the system will display the following message:

My Home Page > Claim Search Results > Claim Details						4479 dealer (TORO)
New Equipment Claim	New Irrigation Claim	Save	PrintPDF	Email	Reset	Print
Claim is approved for Payment						
Help						

If upon clicking on Submit, the claim returns a message in the header that says “Claim has Validation Errors”, yet none of the tabs are marked with colored bars, simply click to the Claim Tab.

Warranty Quick Links > Claim Details		2001 dealer (TORO)	
New Equipment Claim New Irrigation Claim Save PrintPDF Reset PrintPDF Print		Help	
Claim has Validation Errors.			
Claim # 20132005 - Summary		UCF - TABBED	IWEC103
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD
Dealer/Dist Ref #:		Claim Type:	Stock
Serial #:	312021456	Status:	PENDING
Model:	74630	Status Change:	

On the claim tab, you will notice that the claim has moved into Pending Status and the claim is no longer editable. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.

Claim # 20132005 - Summary		UCF - TABBED	IWEC103																																																																																
Dealer/Distributor:	2001_TORO_TEST_DEALER	Dealer Type:	MSD																																																																																
Dealer/Dist Ref #:		Claim Type:	Stock																																																																																
Serial #:	312021456	Status:	PENDING																																																																																
Model:	74630	Status Change:																																																																																	
Customer Name:		Calculate Currency Amount																																																																																	
		View In Another Currency																																																																																	
<table border="1"> <tr> <th>Claim</th> <th>Failure</th> <th>Parts</th> <th>Labor</th> <th>Other Charges</th> <th>Customer</th> <th>Payment</th> <th>Attachment</th> </tr> <tr> <td colspan="4">Basic Claim</td> <td colspan="4">Comments:</td> </tr> <tr> <td>Dealer/Distributor*:</td> <td colspan="3">2001</td> <td colspan="4"></td> </tr> <tr> <td>Based on Claim #:</td> <td colspan="3">None</td> <td colspan="4"></td> </tr> <tr> <td>Model*:</td> <td colspan="3">74630</td> <td colspan="4"></td> </tr> <tr> <td>Serial #*:</td> <td colspan="3">312021456</td> <td colspan="4"></td> </tr> <tr> <td>Claim Type*:</td> <td colspan="3">Stock</td> <td colspan="4"></td> </tr> <tr> <td>Failure Date*:</td> <td colspan="3">02/26/2013</td> <td colspan="4"></td> </tr> <tr> <td>Repair Date*:</td> <td colspan="3">02/26/2013</td> <td colspan="4"></td> </tr> <tr> <td colspan="4">Policy Exception Code:</td> <td colspan="4"></td> </tr> </table>				Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment	Basic Claim				Comments:				Dealer/Distributor*:	2001							Based on Claim #:	None							Model*:	74630							Serial #*:	312021456							Claim Type*:	Stock							Failure Date*:	02/26/2013							Repair Date*:	02/26/2013							Policy Exception Code:							
Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment																																																																												
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Policy Exception Code:																																																																																			

D.7 Filing a Campaign Claim

Campaign claims are used by BOSS to handle situations that require rework, fix as fail, or recall of products. For these claims, the system will auto-populate the Failure section with the appropriate Failure Code and 3C's information, the Parts section with the required parts, and the Labor section with the correct SRT for the selected Campaign and Campaign Procedure. These auto-populated fields cannot be modified by the dealer. Only the Claim and Other Charges sections are available for input for the dealer. To determine if an active campaign exists on a specific unit, refer to **Warranty Info/Bulletins** in the **Go To** section of this manual. (Section L5). You may also be alerted to an existing campaign while filing a routine, unrelated warranty claim. In this case, the following message will appear:

The screenshot shows the 'Basic Claim' form in the BOSS system. The form has several tabs: Claim, Failure, Parts, Labor, Other Charges, Customer, Payment, and Attachment. The 'Basic Claim' section contains the following fields and values:

- Dealer/Distributor#: 2001
- Based on Claim #: None (with a dropdown arrow and a 'Retrieve' button)
- Model#: 38272
- Serial #: 310000100
- Claim Type*: New Warranty (with a dropdown arrow)

A red box highlights a message below the Serial # field: "ECE905 : An Open Campaign exists on this Machine." To the right of the form is a 'Comments' section with a text area.

When the message “An Open Campaign exists on this machine” is displayed, you may finish the routine claim initially started. Then, the unit should be repaired for the open campaign issue and a Campaign Equipment claim filed.

To file a Campaign Equipment Claim follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bossplov.com . Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Click on the **New Equipment Claim** folder



The Claim # - Summary page will display. **Note: The system will not assign a claim number until the claim is either saved or submitted.** The claim Status will appear as Draft.

Under the Basic Claim header, the Dealer / Distributor field will auto-populate for Dealers. Distributors must enter their Distributor number.

- 3) Enter the model and serial number of the failed unit in the appropriate fields. When the model number is entered, the Claim Type field will display a drop-down menu option that defaults to New Warranty. When the serial number is entered, the customer information will populate.

If the unit is not registered, this message will display: **Registration required for all claim types except Stock and Parts Warranty.** You will then have to back out of PRW and register the product following the steps outlined in Section C of this User Manual.

**** NOTE**** The **Register Product** link in PRW is not active and will not register the product.

The screenshot shows a 'Basic Claim' form with the following fields and values:

- Dealer/Distributor*: 2001
- Based on Claim #: None (dropdown), Retrieve (button)
- Model*: 38272
- Serial #: 310000101
- Claim Type*: New Warranty (dropdown)

A red box highlights a message: "ECE802B : Registration required for all claim types except Stock and Parts Warranty." Below this message is a red-bordered button labeled "Register Product".

Return to the claim form by clicking on the Claim Details link on the Bread Crumbs at the top of the page.

The screenshot shows the 'Claim Details' page with the following information:

- Warranty Quick Links > **Claim Details**
- 2001 dealer (TORO)
- Claim # - Summary
- Dealer/Distributor: 2001 TORO TEST DEALER
- Dealer/Dist Ref #: [blank]
- Serial #: [blank]
- Model: [blank]
- Customer Name: [blank]
- Dealer Type: [blank]
- Claim Type: [blank]
- Status: DRAFT
- Status Change: [blank] Save (button)

You will need to re-enter the model and serial number of the product into the Claim Form.

The screenshot shows the 'Basic Claim' form with the following fields and values:

- Dealer/Distributor*: 2001
- Based on Claim #: None (dropdown), Retrieve (button)
- Model*: 38282
- Serial #: 310000098
- Claim Type*: New Warranty (dropdown)

The 'Model*' and 'Serial #' fields are highlighted with red boxes.

The Claim Type field will display the different types of claims that can be submitted based on the model number entered. Click on the drop-down arrow to display the claim types.

- **New Warranty:** Used to submit a claim on a customer’s unit that has failed within the normal warranty period
- **Stock:** Used to submit a claim for repairs made to a unit that is in a dealer’s inventory.
- **Parts Warranty:** Used to submit a claim on a part that has been found to be defective after it has been installed on a unit
- **Policy Exception:** Used whenever there is a Policy Exception code that must be entered. This occurs whenever a claim is for a unit that is out of warranty (Prior approval is required) or for a claim for an approved exception repair on a unit within warranty.
- **Campaign:** Used to submit a claim for a unit included in a mandatory rework or a fix-as-fail bulletin

The screenshot shows the 'Basic Claim' form with the following fields: Dealer/Distributor* (2001), Based on Claim # (None), Model* (38282), Serial #* (310000098), Claim Type* (dropdown menu open showing options: New Warranty, Stock, Parts Warranty, Policy Exception, Campaign), Failure Date*, Repair Date*, and Policy Exception Code*. A 'Comments' box is also visible on the right.

- 4) Select the appropriate claim type. For this example “Campaign” is used. (Specific instructions for other claim types appear elsewhere in this section.)

Enter the Failure Date and the Repair Date in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.

Note: The Comments box is not to be used by the dealer. Any desired comments must be listed in the appropriate fields on the Failure and Labor pages.

The screenshot shows the 'Basic Claim' form with the following fields: Dealer/Distributor* (2001), Based on Claim # (None), Model* (38282), Serial #* (310000098), Claim Type* (Campaign), Failure Date* (02/26/2013), Repair Date* (02/27/2013), Policy Exception Code*, Campaign Bulletin* (Select Campaign Details), and Hour Meter Reading* (0 Hours). A 'Comments' box is also visible on the right.

To select the appropriate campaign, click on the Binoculars beside the Campaign Bulletin field.

The screenshot shows the 'Basic Claim' form. Fields include Dealer/Distributor (2001), Model (38282), Serial # (310000098), Claim Type (Campaign), Failure Date (02/26/2013), and Repair Date (02/27/2013). The 'Campaign Bulletin' field is empty and highlighted with a red box. A red arrow points to the binoculars icon next to it.

The Campaign Lookup Details screen will display. Click on the radio button beside the Campaign Type and click Submit. When your selection is made, you will automatically be returned to the Claim Summary screen.

The screenshot shows the 'Campaign Lookup Details' screen. It displays a table with columns: CoverageType, Campaign / Bulletin, Description, EndDate, Hour Indicator, Hour Limit, Days indicator, and Days Limit. The first row is selected with a radio button. A red box highlights the radio button, and another red box highlights the 'Submit' button.

CoverageType	Campaign / Bulletin	Description	EndDate	Hour Indicator	Hour Limit	Days indicator	Days Limit
<input checked="" type="radio"/> Mandatory Repair	RLC-SNO- #83 AB	CARBURETOR NEEDLE REWORK	06/17/2999	Y	0.000	Y	0.000

The Campaign Bulletin field will auto-populate. Next, click on the Select Campaign Details link to display all available procedures listed on the related service bulletin.

The screenshot shows the 'Basic Claim' form after the campaign lookup. The 'Campaign Bulletin' field is now populated with 'RLC-SNO- #83 AB'. A red arrow points to the 'Select Campaign Details' link below the field.

Since there can be single or multiple procedures available in a service bulletin, select the appropriate procedure by clicking on the Radio button located beside the procedure options, then click Return at the bottom of the page.

For this example below, there are two possible procedures. One procedure allows for a repair to the carburetor and the other procedure allows for a replacement of the carburetor. For this example, Procedure Option 2 is selected by marking the radio button and clicking on the Return button. The procedure links at the top left of the page under the Close link merely move the cursor up and down when multiple procedures are available.

Title-
Close

[INLET NEEDLE REPLACEMENT](#)
[CARBURETOR REPLACEMENT](#)

1 of 2
IWLP708

Procedure Option:1 INLET NEEDLE REPLACEMENT

Parts						
Part Number	Quantity U/M	Return	Primary Part	Unit Price	Parts Total Amt	
119-1978	1 Each	N	Y	0.0	0.0	

Labor									
SRT Product Code	Repair Group	Labor Operation	Labor Type	Hours	Primary SRT	Quantity	Average Rate	Requested Labor Amt	
322 - Single-Stage - Power Clear 180	RE - Rework - Fuel & Exhaust Systems	322-RE-001	Labor Rate	0.3	Y	1	0.0	0.0	

Other Charges			
Expense Type	Description	Max Units U/M	Max Amt

2 of 2
IWLP708

Procedure Option:2 CARBURETOR REPLACEMENT

Parts						
Part Number	Quantity U/M	Return	Primary Part	Unit Price	Parts Total Amt	
119-1977	1 Each	N	Y	0.0	0.0	

Labor									
SRT Product Code	Repair Group	Labor Operation	Labor Type	Hours	Primary SRT	Quantity	Average Rate	Requested Labor Amt	
322 - Single-Stage - Power Clear 180	RE - Rework - Fuel & Exhaust Systems	322-RE-002	Labor Rate	0.5	Y	1	0.0	0.0	

Other Charges			
Expense Type	Description	Max Units U/M	Max Amt

Return

[Back to Top](#)

Close

The Dealer/Distributor Reference # field is an optional field that can be used by the dealer to assign a specific reference number to the claim (i.e. A work order number). Any correspondence from BOSS regarding the claim will use the system assigned claim number, not the dealer reference number.

The Warranty Start Date field will auto-populate when the claim is saved or submitted. The Claim Origination Date will auto-populate with the date the claim is created. The Created By and Submitted By date fields will auto-populate based on the user submitting the claim. The Submitted Date field will auto-populate based on the date the claim is submitted to BOSS. The Processor and Date Claim Closed fields are not used.

Basic Claim		Comments:
Dealer/Distributor*:	2001	<div style="border: 1px solid gray; height: 100px;"></div>
Based on Claim #:	None	
Model*:	<input type="text" value="38282"/>	
Serial #*:	<input type="text" value="310000098"/>	
Claim Type*:	Campaign	
Failure Date*:	<input type="text" value="02/26/2013"/>	
Repair Date*:	<input type="text" value="02/27/2013"/>	
Policy Exception Code:	<input type="text"/>	
Campaign Bulletin*:	<input type="text" value="RLC-SNO- #83 AB"/> Select Campaign Details	
Hour Meter Reading:	<input type="text" value="0"/> Hours	
Dealer/Dist Ref #:	<input type="text"/>	
	ECE818B : Input your reference number if available	
Warranty Start Date:	02/01/2013	
Claim Origination Date:	02/27/2013	
Created By:	WTY2001	
Submitted Date:	<input type="text"/>	
Submitted By:	<input type="text"/>	
Processor:		
Date Claim Closed:		

When all information is completed on the Claim page, proceed to the Failure page by either clicking on the Failure tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001						<div style="border: 1px solid gray; height: 100px;"></div>
Based on Claim #:	None						
Model*:	<input type="text" value="38282"/>						
Serial #*:	<input type="text" value="310000098"/>						
Claim Type*:	Campaign						
Failure Date*:	<input type="text" value="02/26/2013"/>						
Repair Date*:	<input type="text" value="02/27/2013"/>						
Policy Exception Code:	<input type="text"/>						
Campaign Bulletin*:	<input type="text" value="RLC-SNO- #83 AB"/> Select Campaign Details						
Hour Meter Reading:	<input type="text" value="0"/> Hours						
Dealer/Dist Ref #:	<input type="text"/>						
	ECE818B : Input your reference number if available						
Warranty Start Date:	02/01/2013						
Claim Origination Date:	02/27/2013						
Created By:	WTY2001						
Submitted Date:	<input type="text"/>						
Submitted By:	<input type="text"/>						
Processor:							
Date Claim Closed:							
Next							

When the Failure tab is displayed, all required fields will be populated with the necessary information. The dealer may add additional text in these fields, if something unusual is appropriate to communicate to BOSS.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Description of Failure							
Failure Code*: BY SPECIAL INSTRUCTION FROM TORO ▾							
Complaint Symptom*: Carburetor leaks due to faulty parts							
Cause*: CARBURETOR NEEDLE IS NOT REPAIRABLE, REPLACE CARBURETOR							
Corrective Action*: REPLACE THE CARBURETOR							

When all information is confirmed on the Failure page, proceed to the Parts page by either clicking on the Parts tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Description of Failure							
Failure Code*: BY SPECIAL INSTRUCTION FROM TORO ▾							
Complaint Symptom*: Carburetor leaks due to faulty parts							
Cause*: CARBURETOR NEEDLE IS NOT REPAIRABLE, REPLACE CARBURETOR							
Corrective Action*: REPLACE THE CARBURETOR							
<input type="button" value="Spell"/>							
<input type="button" value="Previous"/> <input type="button" value="Next"/>							

- When the Parts page is displayed, all part numbers needed for the procedure will be populated. If component information is required, the dealer should provide it if the fields are not pre-populated.

Note: Dealers may not add additional parts to a Campaign claim type.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt
1	119-1977	COMPLETE CARB SERVICE KIT LC154,YR1,BR	<input checked="" type="radio"/>	ABCD	EFGH	0.00	0.00
<input type="button" value="Delete"/>							
Add More Parts							
						Parts Total Amt:	0.00
						Parts Approved Amt:	0.00
						Parts Net Total:	0.00

When all information is confirmed on the Parts page, proceed to the Labor page by either clicking on the Labor tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment	
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	
1	119-1977	COMPLETE CARB SERVICE KIT LC154,YR1,BR		ABCD	EFGH	0.00	0.00	
							Parts Total Amt:	0.00
							Parts Approved Amt:	0.00
							Parts Net Total:	0.00
Add More Parts								
Previous Next								

- 6) When the Labor page is displayed, all required fields will be populated with the necessary information. The dealer cannot edit any of the fields on the Labor tab or claim additional labor time.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Approved Hours	Total Approved Labor Hours	Requested Labor Amt	Labor Approved Amt
322 - Single-Stage - Power Clear 180	1	RE - Rework - Fuel & Exhaust Systems	002 - Carburetor Replacement		0.50	0.50	0.50	35.00	35.00
Request for Labor Adjustment									
Add More Labor							Requested Labor Amt:		35.00
							Labor Approved Amt:		35.00

When all the information is completed on the Labor page, the claim can be submitted if there are no “other charges”. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed. Then, to submit the claim, click Submit at the top or bottom of the page.

My Home Page > Claim Search Results > Claim Details

[New Equipment Claim](#)
[New Irrigation Claim](#)
[Save](#)
[Submit](#)
[Delete](#)
[PrintPDF](#)
[Email](#)
[Print](#)

If there were miscellaneous costs incurred while completing the warranty repair, they must be listed on the Other Charges page. To proceed to the Other Charges page click on either the Other Charges tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
SRT Product Code	Quantity	Repair Group	Labor Operation				
322 - Single-Stage - Power Clear 180	1	RE - Rework - Fuel & Exhaust Systems	002 - Carburetor Replacement				
Request for Labor Adjustment							
Add More Labor							
Spell							
Previous Next							

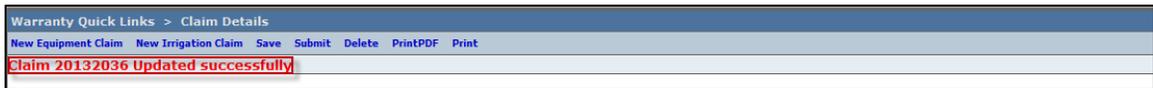
- 7) The Other Charges page is used to claim miscellaneous expenses incurred during a warranty repair that do not fall within the typical parts or labor category. To claim a miscellaneous item, enter a quantity for the item(s) used. Using the drop-down menu in the Expense Type field select the appropriate expense. If none apply, use the “Other” category. In the Description field, give a brief description of the miscellaneous item used. In the Misc. Each Amount field, enter the dealer’s cost of the miscellaneous expense. If more items need to be added, click on the Add More Charges link. If an item is entered in error, click on the Delete button to the right of the errant entry.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Miscellaneous Charges							
Quantity	Expense Type	Description	Misc Each Amt	Total Misc Amt	Other Approved Amt		Delete
1	Other	Fuse	1.00	0.00	0.00		Delete
Transportation & Special Program Expenses							
Miles/ Kilometers	Transportation & Special Program Expenses	Expense Amt	Total Expense Amount	Other Approved Amt		Delete	
	Transportation for Riding Products Only	25.00	25.00	0.00		Delete	
Total Expense Amount:				0.00			
Other Approved Amt:				0.00			

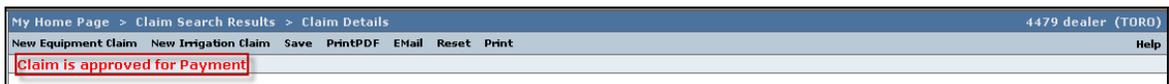
Transportation and Special Program Expenses: This section is not used by BOSS

Transportation & Special Program Expenses							
Miles/ Kilometers	Transportation & Special Program Expenses	Expense Amt	Total Expense Amount	Other Approved Amt		Delete	
	Transportation for Riding Products Only	25.00	25.00	0.00		Delete	
Total Expense Amount:				0.00			
Other Approved Amt:				0.00			

When all the information is completed on the Other Charges page, the claim may be submitted or the user can proceed to the Payment page or Attachment page. The Customer page is populated with the contact information from the product registration and is for reference only. There are no editable fields on the Customer page so therefore it does not require any action. Before submitting a claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:



If there are no errors, click submit and generally the system will display the following message:



If upon clicking on Submit, the claim returns a message in the header that says “Claim has Validation Errors”, yet none of the tabs are marked with colored bars, simply click to the Claim Tab.



On the claim tab, you will notice that the claim has moved into Pending Status and the claim can no longer be modified. Claims in Pending status have automatically moved to the BOSS Administrator work queue for review. The claim should be processed within 15 days.



To proceed to the Payment page click on either the Payment tab or Next at the bottom of the page.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
SRT Product Code	Quantity	Repair Group		Labor Operation			
322 - Single-Stage - Power Clear 180	1	RE - Rework - Fuel & Exhaust Systems		002 - Carburetor Replacement			
Request for Labor Adjustment							
Add More Labor							
Spell							
Previous Next							

8) The Payment page displays all payment information related to the claim. Individual fields will populate when the claim is either saved or submitted.

- **Posting Date:** The date the claim is posted in SAP
- **SAP Reference #:** Claim # followed by – 0 is the original claim
Claim # followed by – (any number greater than zero) is a charge back (debit) associated with that claim
- **SAP Posting Doc:** The SAP document #
- **Vat Reg No:** Value Added Tax Registration Number (Currently not used)
- **Payment Date:** The date the credit or check was issued
- **Payment Currency:** Indicates the currency in which the dealer was paid
- **Payment Type:** Indicates if the payment was made by Check or Credit
- **Check #:** Indicates the check number of the payment
- **SAP Vendor #:** Checks or ACH payments require an SAP vendor #
- **Requested Amount:** The payment amount requested by the dealer
- **Approved Amount:** The payment amount approved by BOSS
- **Payment Amount:** The payment amount the dealer will receive
- **Chargeback Amount:** Indicates if there was a debit adjustment made to the claim

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Posting Date:					Payment Date:		
SAP Reference #:					Payment Currency:		USD
SAP Posting Doc #:					Payment Type:		Credit
VAT Registration #:					Check #:		
					SAP Vendor #:		165083
		Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt
Requested Amt:		45.87	35.00	0.00	80.87	0.00	0.00
Approved Amt:		45.87	35.00	0.00	80.87	0.00	0.00
Payment Amt:		45.87	35.00	0.00	0.00	0.00	0.00
Charge Back Amount:		(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	(0.00)

- The **Attachment** tab is used to attach related documents to the claim such as pictures or invoices for miscellaneous items used for the warranty repair. To attach a document to a claim click on the **Browse** button and select the document you wish to attach. In the **Description** field enter a brief description of the document. Click on the **Upload** link and the document will appear under the **Attachments** field. The maximum file size is 10MB. If an item is entered in error, click on the Delete button to the right of the errant entry.

If the claim has not been submitted up to this point, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are no errors, the system will display the following message:

If there are no errors, click on Submit and generally, the claim the system will display the following message:

If upon clicking on Submit, the claim returns a message in the header that says “Claim has Validation Errors”, yet none of the tabs are marked with colored bars, simply click to the Claim Tab.

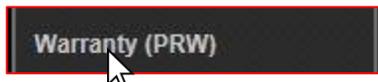
On the claim tab, you will notice that the claim has moved into Pending Status and the claim is no longer editable. Claims in Pending status have automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.

E. Claims Search

E. Claims Search

As claims are saved and submitted they are stored in a repository for PRW user reference. A dealer can find and gather details for all their claims through the **Search Claims** folder. To search for a claim follow the procedure below:

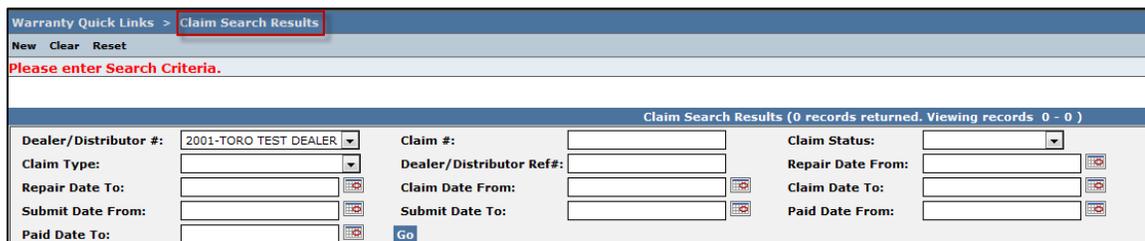
- 1) PRW is located on the Dealer Access page at www.bossplo.com . Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Click on the **Search Claims** folder.



The Claims Search Results screen will be viewable.



E. Claims Search

Numerous search criteria are available from the [Claims Search Results](#) screen.

The search results can be exported in various file formats.

Export To: [PDF](#) [XLS](#) [XML](#) [CSV](#)

- **Dealer / Distributor #:** Searching by this field will bring back a listing of all claims the dealer has filed. The dealer does not need to use the drop-down menu, the system will automatically default to their dealer number.
- **Claim #:** Use this field when searching for a specific claim.
- **Claim Status:** Use this field when searching for claims in a specific status. A search using this field alone will bring back a list of all claims for the selected status.

The screenshot shows the 'Claim Search Results' interface with the following search criteria: Dealer/Distributor #: 2001-TORO TEST DEALER, Claim #: (empty), Claim Status: (dropdown menu open), Claim Type: (empty), Dealer/Distributor Ref#: (empty), Repair Date From: (empty), Repair Date To: (empty), Claim Date From: (empty), Claim Date To: (empty), Submit Date From: (empty), Submit Date To: (empty), Paid Date From: (empty), Paid Date To: (empty). The dropdown menu for Claim Status is open, showing options: ACTION REQUIRED, APPROVED, CLOSED, DELETED, DRAFT, NOT ACCEPTED, PAID, PARTS RETURN, PENDING, and PENDING CLAIM. Below the search criteria is a table header with columns: Dealer/Dist #, Claim #, Dealer/Dist Ref #, Claim Type, Claim Status, Serial #, Model #, Bus./Inst. Name, Customer First Name, Customer Last Name, Created By, User, Repair.

- **Claim Type:** Use this field when searching for a specific claim type. A search using this field alone will bring back a list of all claims for the selected type.
- **Dealer Distributor Reference #:** Use this field to search for a claim with a unique reference number assigned by the dealer.

The screenshot shows the 'Claim Search Results' interface with the following search criteria: Dealer/Distributor #: 2001-TORO TEST DEALER, Claim #: (empty), Claim Status: (empty), Claim Type: (dropdown menu open), Dealer/Distributor Ref#: (empty), Repair Date From: (empty), Repair Date To: (empty), Claim Date From: (empty), Claim Date To: (empty), Submit Date From: (empty), Submit Date To: (empty), Paid Date From: (empty), Paid Date To: (empty). The dropdown menu for Claim Type is open, showing options: Campaign, Extended Coverage, Irrigation Parts, Irrigation Policy Exception, Irrigation Warranty, New Warranty, Over-The-Counter, Parts Warranty, Policy Exception, Pre-owned Warranty, and Stock. Below the search criteria is a table header with columns: Dealer/Dist #, Claim #, Dealer/Dist Ref #, Claim Type, Claim Status, Serial #, Model #, Bus./Inst. Name, Customer First Name, Customer Last Name, Created By, User, Repair.

- **Repair Date From:** Use this field in conjunction with the [Repair Date To](#) field to search for claims with a repair date within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.
- **Repair Date To:** Use this field in conjunction with the [Repair Date From](#) field to search for claims with a repair date within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.
- **Claim Date From:** Use this field in conjunction with the [Claim Date To](#) field to search for claims created within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.
- **Claim Date To:** Use this field in conjunction with the [Claim Date From](#) field to search for claims created within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.

The screenshot shows the 'Claim Search Results' interface with the following search criteria: Dealer/Distributor #: 2001-TORO TEST DEALER, Claim #: (empty), Claim Status: (empty), Claim Type: (empty), Dealer/Distributor Ref#: (empty), Repair Date From: (empty), Repair Date To: (empty), Claim Date From: (empty), Claim Date To: (empty), Submit Date From: (empty), Submit Date To: (empty), Paid Date From: (empty), Paid Date To: (empty). Below the search criteria is a table header with columns: Dealer/Dist #, Claim #, Dealer/Dist Ref #, Claim Type, Claim Status, Serial #, Model #, Bus./Inst. Name, Customer First Name, Customer Last Name, Created By, User, Repair.

E. Claims Search

- **Submit Date From:** Use this field in conjunction with the Submit Date To field to search for claims with a submission date within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.
- **Submit Date To:** Use this field in conjunction with the Submit Date From field to search for claims with a submission date within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.
- **Paid Date From:** Use this field in conjunction with the Paid Date To field to search for claims with a payment date within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.
- **Paid Date To:** Use this field in conjunction with the Paid Date From field to search for claims with a payment date within a specific timeframe. Enter the dates in the appropriate fields or click on the calendar to select the date. All dates must be formatted as MM/DD/YYYY.

Claim Search Results (0 records returned. Viewing records 0 - 0)

Dealer/Distributor #:	2001-TORO TEST DEALER	Claim #:		Claim Status:	
Claim Type:		Dealer/Distributor Ref#:		Repair Date From:	
Repair Date To:		Claim Date From:		Claim Date To:	
Submit Date From:		Submit Date To:		Paid Date From:	
Paid Date To:		Go			

Dealer/Dist #	Claim #	Dealer/Dist Ref #	Claim Type	Claim Status	Serial #	Model #	Bus./Inst. Name	Customer First Name	Customer Last Name	Created By User	Repair
---------------	---------	-------------------	------------	--------------	----------	---------	-----------------	---------------------	--------------------	-----------------	--------

- 3) After all desired claim search criteria has been entered in the appropriate fields, click Go.
Note: Different combinations of claim search criteria can be used as in the example below.

Claim Search Results (0 records returned. Viewing records 0 - 0)

Dealer/Distributor #:	2001-TORO TEST DEALER	Claim #:		Claim Status:	PAID
Claim Type:	New Warranty	Dealer/Distributor Ref#:		Repair Date From:	01/01/2013
Repair Date To:	02/19/2013	Claim Date From:		Claim Date To:	
Submit Date From:		Submit Date To:		Paid Date From:	
Paid Date To:		Go			

Dealer/Dist #	Claim #	Dealer/Dist Ref #	Claim Type	Claim Status	Serial #	Model #	Bus./Inst. Name	Customer First Name	Customer Last Name	Created By User	Repair
---------------	---------	-------------------	------------	--------------	----------	---------	-----------------	---------------------	--------------------	-----------------	--------

A list of claims meeting the selected criteria will display. Each column in the list represents pertinent claim information. Depending on the user's screen setup, it may be necessary to scroll to the right to view all columns. To view an individual claim, click on the claim link in the "Claim #" column.

Dealer/Dist #	Claim #	Dealer/Dist Ref #	Claim Type	Claim Status	Serial #	Model #	Bus./Inst. Name	Customer First Name	Customer Last Name	Created By User	Repair Date	Claim
2001	20131846	SUZ	New Warranty	PAID	280000497	22320		b	b	WTY2001	02/06/2013	02/10/
2001	20131838	suz	New Warranty	PAID	312029966	20332		Mary Ann	Maro	WTY2001	02/02/2013	02/09/
2001	20131612		New Warranty	PAID	310000555	38272		John	Doe	WTY2001	01/28/2013	01/28/
2001	20131608	JOE	New Warranty	PAID	260000589	22242		George	Smith	WTY2001	01/25/2013	01/28/
2001	20131604	suz	New Warranty	PAID	280000497	22320		b	b	WTY2001	01/15/2013	01/26/
2001	20131508	suz	New Warranty	PAID	DD40450L0444	AU70902B01	Potter's Landscape	Harry	Potter	WTY2001	01/20/2013	01/21/
2001	20131401	suz	New Warranty	PAID	312123456	38639		Pick	Up	WTY2001	01/09/2013	01/14/
2001	20131400	suz	New Warranty	PAID	312123456	38639		Pick	Up	WTY2001	01/05/2013	01/14/
2001	20131332	suz	New Warranty	PAID	311123456	38588		P	and D	WTY2001	01/01/2013	01/09/
2001	20131280	SUZ	New Warranty	PAID	280000497	22320		b	b	WTY2001	01/02/2013	01/06/
2001	20131278	suz	New Warranty	PAID	280000497	22320		b	b	WTY2001	01/01/2013	01/06/
2001	20131276	SUZ	New Warranty	PAID	310002371	74832	TERREBONNE PARISH FIRE DISTRICT			WTY2001	01/01/2013	01/06/

E. Claims Search

The claim list can be sorted by claim # in ascending or descending order. The list can also be sorted by claim date in ascending or descending order. To execute either search, click on the Claim # header or the Claim Date header.

Claim #	Dealer/Dist Ref #	Claim Type	Claim Status	Serial #	Model #	Bus./Inst. Name	Customer First Name	Customer Last Name	Created By User	Repair Date	Claim Date	Submit D
20131846	SUZ	New Warranty	PAID	280000497	22320		b	b	WTY2001	02/06/2013	02/10/2013	02/10/2013
20131838	suz	New Warranty	PAID	312029966	20332		Mary Ann	Maro	WTY2001	02/02/2013	02/09/2013	02/09/2013
20131612		New Warranty	PAID	310000555	38272		John	Doe	WTY2001	01/28/2013	01/28/2013	01/28/2013
20131606	JOE	New Warranty	PAID	260000589	22242		George	Smith	WTY2001	01/25/2013	01/28/2013	01/28/2013
20131604	suz	New Warranty	PAID	280000497	22320		b	b	WTY2001	01/15/2013	01/26/2013	01/26/2013
20131509	suz	New Warranty	PAID	DD40450L0444	AU70902B01	Potter's Landscape	Harry	Potter	WTY2001	01/20/2013	01/21/2013	01/21/2013
20131401	suz	New Warranty	PAID	312123456	38639		Pick	Up	WTY2001	01/09/2013	01/14/2013	01/14/2013
20131400	suz	New Warranty	PAID	312123456	38639		Pick	Up	WTY2001	01/05/2013	01/14/2013	01/14/2013
20131332	suz	New Warranty	PAID	311123456	38588		P	and D	WTY2001	01/01/2013	01/09/2013	01/09/2013
20131280	SUZ	New Warranty	PAID	280000497	22320		b	b	WTY2001	01/02/2013	01/06/2013	01/18/2013
20131279	suz	New Warranty	PAID	280000497	22320		b	b	WTY2001	01/01/2013	01/06/2013	01/06/2013
20131276	SUZ	New Warranty	PAID	310002371	74832	TERREBONNE PARISH FIRE DISTRICT			WTY2001	01/01/2013	01/06/2013	01/06/2013

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To expand the page size (the number of claims per page), enter in the number of entries per page desired and click on the Page Size box at the bottom left of the screen.

Dealer/Distributor #: Claim #: Claim Status:
 Claim Type: Dealer/Distributor Ref#: Repair Date From:
 Repair Date To: Claim Date From: Claim Date To:
 Submit Date From: Submit Date To: Paid Date From:
 Paid Date To:

Export To: [PDF](#) [XLS](#) [XML](#) [CSV](#)

Dealer/Dist #	Claim #	Dealer/Dist Ref #	Claim Type	Claim Status	Serial #	Model #	Bus./Inst. Name	Customer First Name	Customer Last Name	Created By
2001	20131846	SUZ	New Warranty	PAID	280000497	22320		b	b	WTY2001
2001	20131838	suz	New Warranty	PAID	312029966	20332		Mary Ann	Maro	WTY2001
2001	20131612		New Warranty	PAID	310000555	38272		John	Doe	WTY2001
2001	20131606	JOE	New Warranty	PAID	260000589	22242		George	Smith	WTY2001
2001	20131604	suz	New Warranty	PAID	280000497	22320		b	b	WTY2001
2001	20131509	suz	New Warranty	PAID	DD40450L0444	AU70902B01	Potter's Landscape	Harry	Potter	WTY2001
2001	20131401	suz	New Warranty	PAID	312123456	38639		Pick	Up	WTY2001
2001	20131400	suz	New Warranty	PAID	312123456	38639		Pick	Up	WTY2001
2001	20131332	suz	New Warranty	PAID	311123456	38588		P	and D	WTY2001
2001	20131280	SUZ	New Warranty	PAID	280000497	22320		b	b	WTY2001
2001	20131279	suz	New Warranty	PAID	280000497	22320		b	b	WTY2001
2001	20131276	SUZ	New Warranty	PAID	310002371	74832	TERREBONNE PARISH FIRE DISTRICT			WTY2001

Page Size: Goto: Of 1

F. Claims Quick Search

The Quick Search Screen is available throughout the PRW application and is a quick way to find a claim. To search for a claim using the Quick Search feature, follow the procedure below:

- 1) Click on the drop-down arrow above the left hand navigation menu. Select the type of claim search to be executed.



- **Claim #:** Use this selection when searching for a specific claim. Enter the claim number in the blank field above the dropdown menu.
- **Dealer/Distributor Reference #:** Use this selection when searching for a specific claim by the dealer's claim reference number. Enter the reference number in the blank field above the dropdown menu.
- **Dlr/Distr #:** Use this selection when a comprehensive list of the dealer's claims are desired. This search includes claims of all type and status.

- 2) When the proper search criteria has been selected, click on Go to review the search results.



F. Claims Quick Search

If searching for a single claim, no other action is required. The claim will display.

Claim # 20131952 - Summary				UCF - TABBED	IWEC103
Dealer/Distributor:	2001 TORO TEST DEALER	Dealer Type:	Master Service Dealer (MSD)		
Dealer/Dist Ref #:	JOE	Claim Type:	Stock		
Serial #:	312891587	Status:	PENDING		
Model:	20334	Status Change:	Calculate Currency Amount View In Another Currency		
Customer Name:					

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment (1)
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	None						
Model*:	20334						
Serial #*:	312891587						
Claim Type*:	Stock						
Failure Date*:	02/19/2013						
Repair Date*:	02/19/2013						
Policy Exception Code:							
Hour Meter Reading:	0 Hours						
Dealer/Dist Ref #:	JOE						
Claim Origination Date:	02/19/2013						

If searching for a comprehensive list of the dealer's claims, click on the desired claim number to view the claim.

My Home Page > Claim Search Results > Claim Details > Quick Search Results

[Reset](#) [Print](#)

Quick Search Results (81 records returned. Viewing record 1)

RGA Search: Service Order # = All
Sort Criteria: clm_create_dt Desc

Export To: [PDF](#) [EXCEL](#) [XML](#) [CSV](#)

Claim #	Claim Type	Claim Status	Dealer/Dist #	Dealer/Dist Ref #	Model #	Serial #	Organization	Product Agreement Code	Primary Part#	Bus./Inst. Name
2012289	Policy Exception	DRAFT	4479		74630	311010985	RLC	RLC TORO RIDING	119-3350	SHELBY COUNTY COOKERS
2012262	Over-The-Counter	APPROVED	4479		51574	270000000	TOROOEM	RLC TORO WPM	51574	
2012215	New Warranty	DRAFT	4479		38282	310000554	RLC	RLC TORO WPM		
2012201	Campaign	DRAFT	4479		38272	310000147	RLC	RLC TORO WPM	119-1977	
2012189	Over-The-Counter	APPROVED	4479		51592	311030164	TOROOEM	RLC TORO WPM	51592	
2012187	Over-The-Counter	DRAFT	4479		51559	310229146	TOROOEM	RLC TORO WPM	51559	
2012185	Stock	DRAFT	4479		74630	311111444	RLC	RLC TORO RIDING	104-2493	
2012178	New Warranty	APPROVED	4479		74630	311121212	RLC	RLC TORO RIDING	110-6766	
201299	New Warranty	APPROVED	4479	123	13AP91RT848	1E170H60246	RLC	RLC TORO RIDING	112-0425	
201284	New Warranty	PARTS RETURN	4479		13AP91RT848	1E170H60215	RLC	RLC TORO RIDING	112-0581	

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G. "Based On" Claims

G. "Based On" Claims

PRW operates in "real time". When a claim is submitted and the status changes from Draft to Approved or Paid status, the claim is locked and the dealer cannot make changes to it. There may be unique situations when an item was inadvertently left off the claim and needs to be added after the claim is submitted. In these rare situations, the Based On Claim function can be used to simplify submitting a new claim. The Based On Claim function can be used for the following claim types:

- New Warranty
- Stock
- Parts Warranty

To use the Based On Claim function follow the procedure below:

- 1) PRW is located on the Dealer Access page at www.bosspow.com . Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Click on the **New Equipment Claim** folder.



G. "Based On" Claims

The Claim # - Summary page will display. **Note: The system will not assign a claim number until the claim is either saved or submitted.**

Claim # - Summary UCF - TABBED IWEC103

Dealer/Distributor: 2001 TORO TEST DEALER Dealer Type:
Dealer/Dist Ref #: Claim Type:
Serial #: Status: DRAFT
Model: Status Change: Save
Customer Name:

Claim Failure Parts Labor Other Charges Customer Payment Attachment

Basic Claim

Dealer/Distributor*: 2001 Comments:
Based on Claim #: None Retrieve
Model*:
Serial #*:
Claim Type*:
Failure Date*:
Repair Date*:
Policy Exception Code:
Hour Meter Reading: 0 Hours
Dealer/Dist Ref #:

Under the Basic Claim header, the Dealer / Distributor field will auto-populate for Dealers. Distributors must enter their Distributor number.

Claim Failure Parts Labor Other Charges Customer Payment Attachment

Basic Claim

Dealer/Distributor*: 2001 Comments:
Based on Claim #:

- 3) From the Based on Claim # dropdown menu, select Previous Claim.

Claim Failure Parts Labor Other Charges Customer Payment Attachment

Basic Claim

Dealer/Distributor*: 2001 Comments:
Based on Claim #: None Previous Claim

Enter the claim number in the Based on Claim # field beside the Binoculars icon or Click on the Binoculars icon to select the desired claim from a list of all approved or paid claims. Once the claim number is populated in the Based on Claim # field, click on the Retrieve link

Claim Failure Parts Labor Other Charges Customer Payment Attachment

Basic Claim

Dealer/Distributor*: 2001 Comments:
Based on Claim #: Previous Claim 20132025 Retrieve

G. "Based On" Claims

When the retrieve link is selected, the claim details from the original claim will populate on the Claim and Failure pages of the original claim. All other details will not populate (i.e. parts and labor).

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment
Basic Claim							
Dealer/Distributor*:	2001			Comments:			
Based on Claim #:	Previous Claim	20132025		<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>			
	Retrieve						
Model*:	20334						
Serial #*:	312012321						
Claim Type*:	New Warranty						
Failure Date*:	02/26/2013						
Repair Date*:	02/26/2013						
Policy Exception Code:							
Hour Meter Reading:		0	Hours				
Dealer/Dist Ref #:							
Warranty Start Date:	01/01/2013						
Claim Origination Date:	02/27/2013						
Created By:	WTY2001						
Submitted Date:							
Submitted By:							
Processor:							
Date Claim Closed:							

- 4) Enter the items that were inadvertently left off the original claim on the Parts, Labor or Other Charges pages.

Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment	
Qty	Part Number	Part Description	Primary Part	Component Model #	Component Serial #	Part Amount	Part Approved Amt	
1	115-8437	CABLE-BRAKE PP B S	<input checked="" type="radio"/>			0.00	0.00	Delete
0			<input type="radio"/>			0.00	0.00	Delete
0			<input type="radio"/>			0.00	0.00	Delete
0			<input type="radio"/>			0.00	0.00	Delete
0			<input type="radio"/>			0.00	0.00	Delete

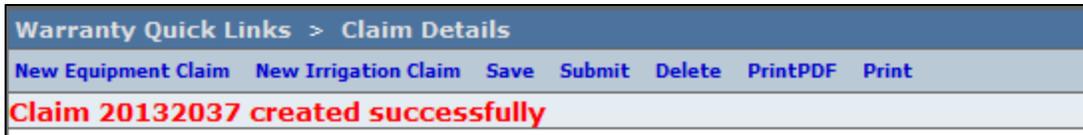
Note: Claims cannot be submitted without an SRT.

In the example above (4), if only Part(s) are being claimed, an SRT is still required. Select the corresponding SRT and **enter 0.00** in the A-Time Hours field. Describe in the Request for Labor Adjustment field the reason the part(s) are being requested. Example... "Parts left off of original claim". If labor is being requested select the appropriate SRT and describe the reason it is being requested in the Request for Labor Adjustment field. Example... "Left SRT off of original claim".

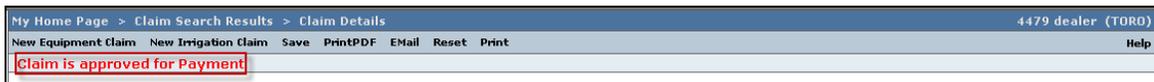
Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment		
SRT Product Code	Quantity	Repair Group	Labor Operation	Primary SRT	SRT Hours	A-Time Approved Hours	Total Approved Labor Amt	Requested Labor Amt	Labor Approved Amt
302 - 22" Walk Power Mowers	1	51 - HANDLES, CONTROL PANEL/ASSEMBLIES	002 - Cable and/or Lever		0.40	0.40	0.00	0.00	0.00
Request for Labor Adjustment <div style="border: 1px solid gray; padding: 5px; width: 100%;"> Forgot to add part and labor to the original claim. </div>									
Add More Labor								Requested Labor Amt:	28.00
								Labor Approved Amt:	28.00

G. "Based On" Claims

If all desired additions have been made to the claim, we recommend clicking on the Save link. Any errors or warnings will then be displayed and must be corrected. If there are errors that the dealer must correct, the tab will be underlined in a color. A claim number will now be assigned. If there are no errors for the dealer to correct, the system will display the following message:



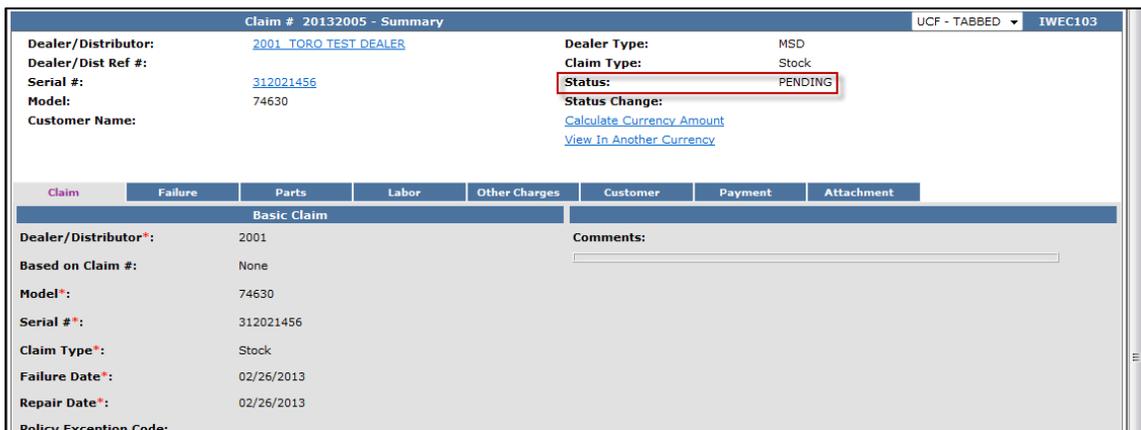
If there are no errors, click Submit and generally the claim will display the following message:



If upon clicking on Submit, the claim returns a message in the header that says "Claim has Validation Errors", yet none of the tabs are marked with colored bars, simply click to the Claim Tab.



Upon checking the claim status from the Claim tab, you will see that the claim has moved into Pending status and the claim is not longer editable. All "Based On Claims" will automatically move to the BOSS Administrator work queue for review. The claim should be processed within 15 days.

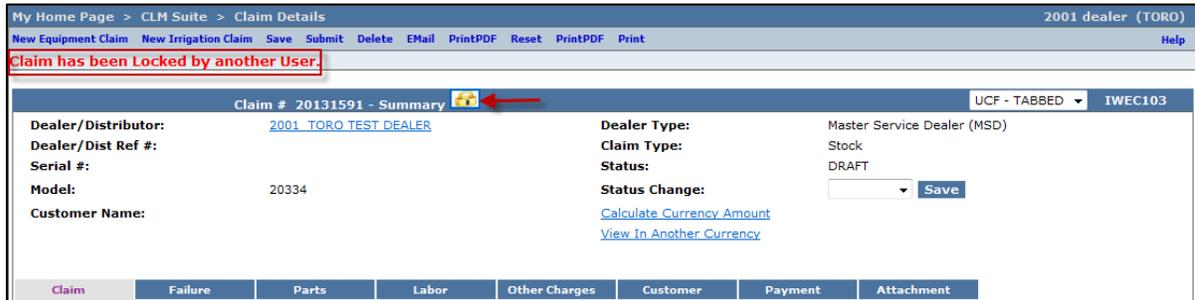


H. Claim Returns With Reason Codes

In certain circumstances, a claim may be returned to the dealer for additional information. These claims will show up in the dealers Claim Work Queue in Action Required status. Refer to the **Work Queue** section of this manual for additional details on how to respond to these claims.

I. Locked Claims

If multiple users are attempting to view a single claim at the same time, the following message and symbol will be displayed upon accessing the claim.



The screenshot shows a web application interface for claim details. At the top, there is a navigation bar with the text "My Home Page > CLM Suite > Claim Details" and "2001 dealer (TORO)". Below this is a menu bar with options: "New Equipment Claim", "New Irrigation Claim", "Save", "Submit", "Delete", "Email", "PrintPDF", "Reset", "PrintPDF", "Print", and "Help". A red box highlights a message: "Claim has been Locked by another User." Below the message, the page title is "Claim # 20131591 - Summary" with a lock icon and a red arrow pointing to it. The page content is organized into two columns. The left column contains: "Dealer/Distributor: 2001_TORO_TEST_DEALER", "Dealer/Dist Ref #:", "Serial #:", "Model: 20334", and "Customer Name:". The right column contains: "Dealer Type: Master Service Dealer (MSD)", "Claim Type: Stock", "Status: DRAFT", and "Status Change:" with a dropdown menu and a "Save" button. Below the status change section are two links: "Calculate Currency Amount" and "View In Another Currency". At the bottom, there is a tabbed interface with tabs for "Claim", "Failure", "Parts", "Labor", "Other Charges", "Customer", "Payment", and "Attachment".

The initial user who logged into the claim will be able to continue to edit the claim and no symbol displays for this user. Any subsequent users logged in at the same time as the initial user will be "locked out" when attempting to edit any field on the claim. The claim will Unlock once the original user has maneuvered **out** of the claim. You will need to click the refresh symbol of your browser before the locked symbol will disappear.

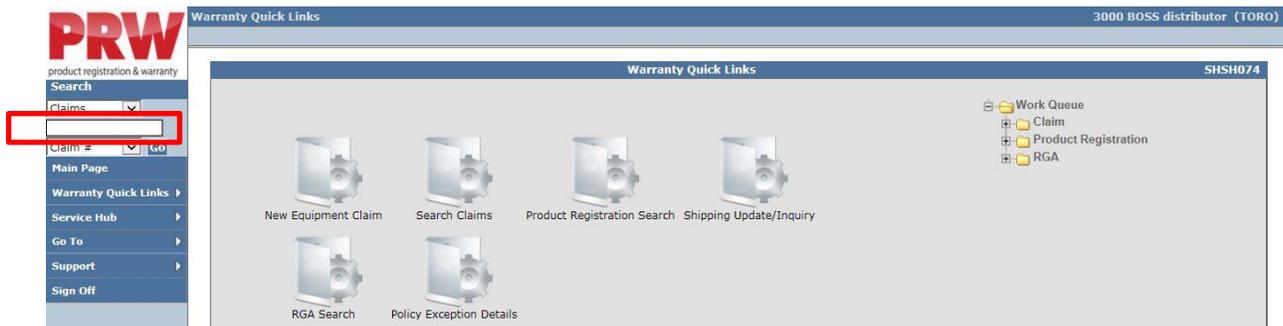
J. Claim Payment Information

Each claim in PRW, regardless of claim type, has a Payment page. The Payment page displays all payment information related to the claim. Individual fields populate when the claim is either saved or submitted. To check on the payment of a claim, follow the procedure below:

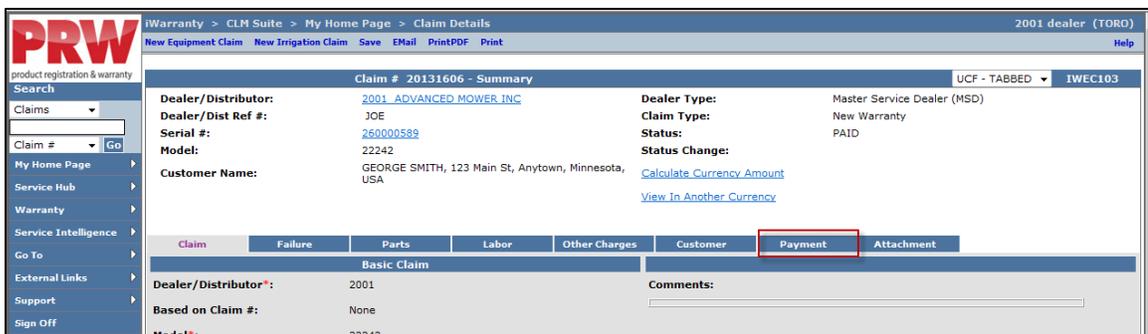
- 1) PRW is located on the Dealer Access page at www.bossplo.com. Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



- 2) Enter the claim number in the Quick Search field and click Go.



- 3) The claim will display with all pages available for viewing. Click on the Payment page to view the payment details



4) The payment details will be viewable.

Claim # 20131606 - Payment							UCF - TABBED	IWEC112
Dealer/Distributor:	2001_ADVANCED MOWER INC			Dealer Type:	Master Service Dealer (MSD)			
Dealer/Dist Ref #:	JOE			Claim Type:	New Warranty			
Serial #:	260000589			Status:	PAID			
Model:	22242			Status Change:				
Customer Name:	GEORGE SMITH, 123 Main St, Anytown, Minnesota, USA			Calculate Currency Amount View In Another Currency				
Claim	Failure	Parts	Labor	Other Charges	Customer	Payment	Attachment	
Posting Date:	01/28/2013			Payment Date:	01/28/2013			
SAP Reference #:	20131606-0			Payment Currency:	USD			
SAP Posting Doc #:	1950000838			Payment Type:	Credit			
VAT Registration #:				Check #:				
					SAP Vendor #:	165083		
		Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt	
Requested Amt:		437.00	105.00	0.00	542.00	0.00	0.00	
Approved Amt:		437.00	105.00	0.00	542.00	0.00	0.00	
Payment Amt:		437.00	105.00	0.00	542.00	0.00	542.00	
Charge Back Amount:		(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	(0.00)	

Refer to the individual field descriptions below for the desired information.

- **Posting Date:** The date the claim is posted in SAP
- **SAP Reference #:** Claim # followed by – 0 is the original claim
Claim # followed by – (any number greater than zero) is a charge back associated with that claim
- **SAP Posting Doc:** The SAP document #
- **Vat Reg No:** Value Added Tax Registration Number (Currently not used)
- **Payment Date:** The date the credit or check was issued
- **Payment Currency:** Indicates the currency in which the dealer was paid
- **Payment Type:** Indicates if the payment was made by Check or Credit
- **Check #:** Indicates the check number of the payment
- **SAP Vendor #:** Checks or ACH payments require an SAP vendor #
- **Requested Amount:** The payment amount requested by the dealer
- **Approved Amount:** The payment amount approved by BOSS
- **Payment Amount:** The payment amount the dealer will receive
- **Chargeback Amount:** Indicates if there was a debit

Charge Back

If a Charge Back (debit) to an already paid claim is made by BOSS, the Charge Back amount will display on the Payment tab of the claim in the breakout of charges section as well as the Accounting Transactions section. A Charge Back can be made for a number of reasons, such as an error in payment of a claim or an internal claim audit revealed an inappropriate part was paid.

Claim # 20131950 - Payment							UCF - TABBED	IWEC112
Dealer/Distributor:	2001_TORO_TEST_DEALER			Dealer Type:	MSD			
Dealer/Dist Ref #:				Claim Type:	Over-The-Counter			
Serial #:	312012579			Status:	PAID			
Model:	51599			Status Change:				
Customer Name:	Joe Customer, 123 Main St, Anywhere, Minnesota, USA			Calculate Currency Amount				
				View In Another Currency				
Parts Order #:	69							
Claim	Parts	Labor	Other Charges	Customer	Payment	Charge Back	Attachment	
Posting Date:	02/18/2013			Payment Date:	02/18/2013			
SAP Reference #:	20131950-0			Payment Currency:	USD			
SAP Posting Doc #:	1950000901			Payment Type:	Credit			
VAT Registration #:				Check #:				
				SAP Vendor #:	165083			
	Parts	Labor	Other Charges	Total	VAT Amt	Payment Amt		
Requested Amt:	0.00	0.00	20.00	20.00	0.00	0.00		
Approved Amt:	0.00	0.00	20.00	20.00	0.00	0.00		
Payment Amt:	0.00	0.00	20.00	20.00	0.00	20.00		
Charge Back Amount:	(0.00)	(0.00)	(20.00)	(20.00)	(0.00)	(0.00)		
Accounting Transactions								
SAP Reference #	Posting Date	Payment Date	Check #	Transaction Type	Status	Total	VAT Amt	Payment / Chg Bk Amt
20131950-0	02/18/2013	02/18/2013		Payment	Closed	20.00	0.00	20.00
20131950-1				Charge Back	Pending	(0.00)	(0.00)	(0.00)

The Charge Back reason details can be found by clicking on the Charge Back tab. An email also will be sent to the Dealer at the time of the Charge Back as a notification that a Charge Back has been made.

Charge Back History												
Entry Date	SAP Reference #	SAP Posting Doc #	Posting Date	Payment Date	Check #	Type	Parts	Labor	Other	Total	VAT Amt	Charge Back Amt
03/16/2013	20131950-1					Full	(0.00)	(0.00)	(20.00)	(20.00)	(0.00)	(0.00)
Reason Type:	ChargeBack											
Code D08	Reason Not a Warranty Situation: This claim has been debited. The technical aspects of this claim have been reviewed and it has been determined this is not a warranty situation.											

K. RGA (Return Goods Authorization)

BOSS may request warranty parts be returned from the dealer for a quality evaluation. In these cases an RGA will be issued by PRW. The following instructions detail how to process RGAs.

- 1) When an RGA is issued, the dealer will receive an email notification with details for returning the defective part(s).
- 2) PRW is located on the Dealer Access page at www.bossplo.com. Select Dealer Login then enter your BOSS Distributor Username and Password. Select the Warranty (PRW) link from the menu board on the left. Enter your PRW username and password.



RGAs ready for processing are found in the RGA Work Queue. To access the RGA Work Queue, click on the (+) sign beside the Work Queue Folder.



All work queue folders will display. Click on the (+) sign beside the RGA folder. **Note: A minimum of one item must be present before a work queue will display.**



A folder with the dealer number will display. Click on the (+) sign beside the dealer folder



The Ready and Overdue folders will display with a number beside each folder. The number indicates the quantity of RGAs in the folder ready for processing. Click Ready or Overdue to display the contents of the work queue.



- 3) Each RGA is listed separately under the Document Number heading. The document number is the actual RGA number. Select the desired RGA and click on the corresponding link under the Document Number header.

Work Queue Search Results (7 records returned. Viewing records 1 - 7)							IWWC439
Queue:	<input type="text" value="2001"/>	Document Type:	RGA	Status:	READY		
Document Number:	<input type="text"/>	From Date:	<input type="text"/>	To Date:	<input type="text"/>	<input type="button" value="Go"/>	
Work Queue Code	Document Number	Type	Status	Priority	Item In Date	Days Count	Locked
2001	102	RGA	READY	1	12/07/2012	83	
2001	107	RGA	READY	1	12/10/2012	80	
2001	177	RGA	READY	1	01/07/2013	52	
2001	267	RGA	READY	1	02/19/2013	9	
2001	290	RGA	READY	1	02/26/2013	2	
2001	291	RGA	READY	1	02/26/2013	2	
2001	294	RGA	READY	1	02/28/2013	0	

Once inside the RGA, you will see the details for the return request. From this page, you will be able to complete the RGA process.

My Home Page > Work Queue Search > RGA Details			2001 dealer (TORO)		
Save Submit & PrintLabel PrintPDF Reset Print			Help		
RGA #: 236 << Queue [4] of 4					
RGA # 236			View: RGA Details		IWRM220
Request Type:	Recall	Status:	READY	Request Date:	01/28/2013
Claim #:	20131632	RR Reference:	1347999279680	Dealer/Distributor:	2001
Model:	38272	Serial #*:	310000560	Dealer/Dist Ref #:	
Parts Information					
Part Number	Description			Quantity U/M	
119-1977	COMPLETE CARB SERVICE KIT LC154,YR1,BR			1.0	Each
Special Instructions:					
Shipment Details					
No. of Packages:	1				
Package:	Weight:	0.6 lbs			
Ship To					
Carrier:	UPS-UPS		Location Type:	OEM	
Shipment Date:	02/05/2013		Location Code:	TOROEM	
Tracking #:			Attn*:	TORO SHOP GENE0	
Shipping Instructions:			Name:	TORO OEM	
			Address:	8111 Lyndale Ave S	
			City:	Bloomington	
BIN Location:	CARB BIN M DAILY		State / Province:	Minnesota	
			Postal Code:	55420	
			Country:	United States	
Inspection Results			Activity Log		
Date/Time	User	Activity			
Shipping Labels					

The Status of the RGA will be listed at the top of the page. It is important to understand each status since RGA notices are time sensitive.

- **READY**- The requested return parts are available and should be shipped to BOSS as soon as possible. Payment will not be processed until the part is received by BOSS.
- **SENT**- The requested return parts have been shipped and are waiting to be received by Toro personnel.
- **COMPLETE** - Not used by Toro RLC or Commercial businesses.
- **RECEIVED** - The requested part has been received by Toro personnel.
- **NEEDS REVIEW** - Not used by BOSS.
- **OVERDUE** - The requested return parts are over 3 weeks overdue and need to be shipped as soon as possible for claim reimbursement.
- **NOT RETURNED**- The requested return parts have not been returned within policy timeframe and therefore will no longer be accepted for claim reimbursement. The claim will not be paid and the claim status will be marked as NOT ACCEPTED.

RGA # 294		View: RGA Details	IWRM220
Request Type:	Recall	Status: READY	Request Date: 02/28/2013
Claim #:	20132036	RR Reference: 1347999279680	Dealer/Distributor: 2001
Model:	38282	Serial #*: 310000098	Dealer/Dist Ref #:
Parts Information			
Part Number	Description	Quantity U/M	
119-1977	COMPLETE CARB SERVICE KIT LC154,YR1,BR	1.0 Each	
Special Instructions:			
Shipment Details			
No. of Packages:	1		
Package:	Weight: 1.0	lbs	
Ship To			
Carrier:	UPS-UPS	Location Type:	OEM
Shipment Date:	03/02/2013	Location Code:	TOROEM
Tracking: #		Attn*:	TORO SHOP GENEO
		Name:	TORO OEM
		Address:	8111 Lyndale Ave S
Shipping Instructions:		City:	Bloomington
BIN Location:	CARB BIN M DAILY	State / Province:	Minnesota
		Postal Code:	55420
		Country:	United States
Inspection Results			
Activity Log			
Date/Time	User	Activity	
Shipping Labels			

- 4) Once the RGA details have been reviewed, and you are ready to ship the defective parts, follow the steps below to process the RGA.
 - A. Select the number of packages being returned for the desired RGA. If the parts being returned require more than 1 package, select the drop-down arrow and choose the desired number of packages. Once your package quantity has been selected, adjust the weight per package accordingly.
 - B. **Note: UPS requires that packages must be listed with at least 1 lb of weight. Failing to do this results in an error and the system will not generate an RGA.**

Shipment Details

No. of Packages: 1

Package: .6 lbs Weight: .6 lbs Must be at least 1 lb.

- C. Select the Carrier for the returned packages. The system defaults to UPS.

Note: BOSS preferred carrier is UPS; please use UPS for all RGA returns unless otherwise instructed or if the part is beyond the UPS weight or dimension limits.

Ship To

Carrier: UPS-UPS Location Type: OEM

Shipment Date: 02/05/2013 Location Code: TOROEM

- D. Review any special shipping instructions.

Ship To

Carrier: UPS-UPS Location Type: OEM

Shipment Date: 02/05/2013 Location Code: TOROEM

Tracking: #

Attn*: TORO SHOP GENE0

Name: TORO OEM

Address: 8111 Lyndale Ave S

City: Bloomington

Shipping Instructions: Place carburetor in a sealed plastic bag prior to shipping.

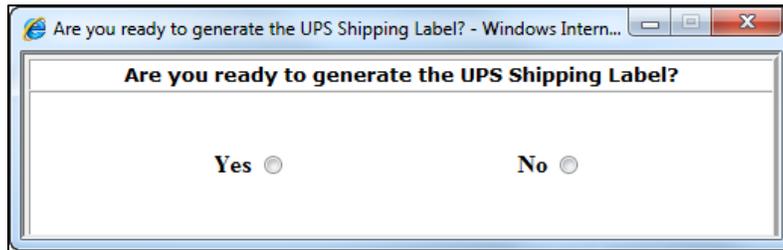
- E. Select the blue "Submit & Print Label" link at the top of the screen header.

Note: Please ensure all Pop-Up blockers are off or disabled from your computer prior to submission.

Warranty Quick Links > Work Queue Search > RGA Details

Save Submit & Print Label PrintPDF Reset Print

- F. An automated pop-up will ask you if you are ready to generate the UPS shipping label. If you are ready, select "Yes".



- G. A pop-up window will display the desired **PDF shipping label and Parts Tags**. To print a copy move your mouse towards the bottom middle of the page and the print icon will appear. **Note If you are running on an older Adobe application, select File in the top left corner and print**
- H. *****Parts Tag must be attached to the individual part being returned. Failure to do so may result in no credits being issued.**



- I. The PRW system will generate the following message at the top of the screen: “RGA Details Saved Successfully; RGA information is sent to the Destination”. This means the shipment information has been sent to UPS. The Status of the RGA will change to Sent.

A UPS Tracking Number will be generated. At this time, the RGA is removed from the dealer’s Ready folder and is placed in a boss Work Queue until the part is received for processing.

Request Type:		Warranty		Status: <u>SENT</u>		Request Date:		02/26/2013			
Claim #:		20132019		RR Reference:		1360277997646		Dealer/Distributor:		2001	
Model:		38282		Serial #*:		312588852		Dealer/Dist Ref #:			
Parts Information											
Part Number		Description				Quantity		U/M			
119-1925		RECOIL ASM KIT LC154				1.0		Each			
Special Instructions:											
Shipment Details											
No. of Packages:		1									
Package: -1		Weight:		1.9 lbs							
Ship To											
Carrier:		UPS-UPS				Location Type:		RGA Location			
Shipment Date:		02/28/2013				Location Code:		RLC-RGA LYNDAL			
Tracking: #		1Z09E2V79097932739				Attn*:		MARK DALY@TORO.COM			

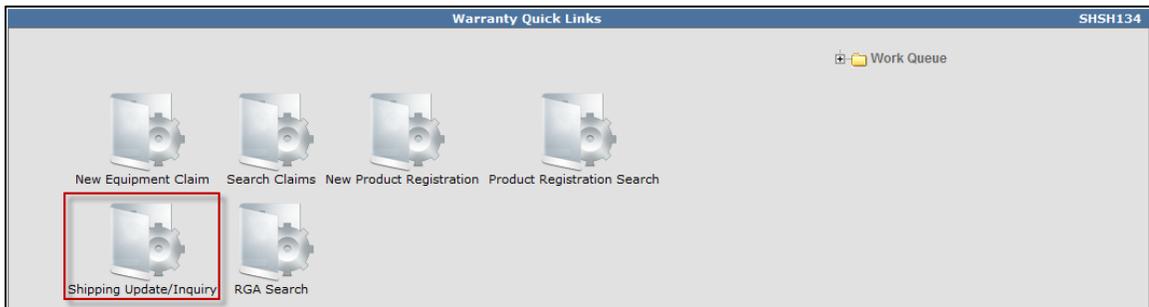
- J. Once the UPS shipping label, shipping instruction sheet and the part and carton tags have been printed, tag the parts. Seal the parts and instruction sheet in the box. Affix the UPS shipping label and the RGA carton tag(s) to the outside of the box.

Note: The dealer must contact UPS and request the package(s) be picked up.

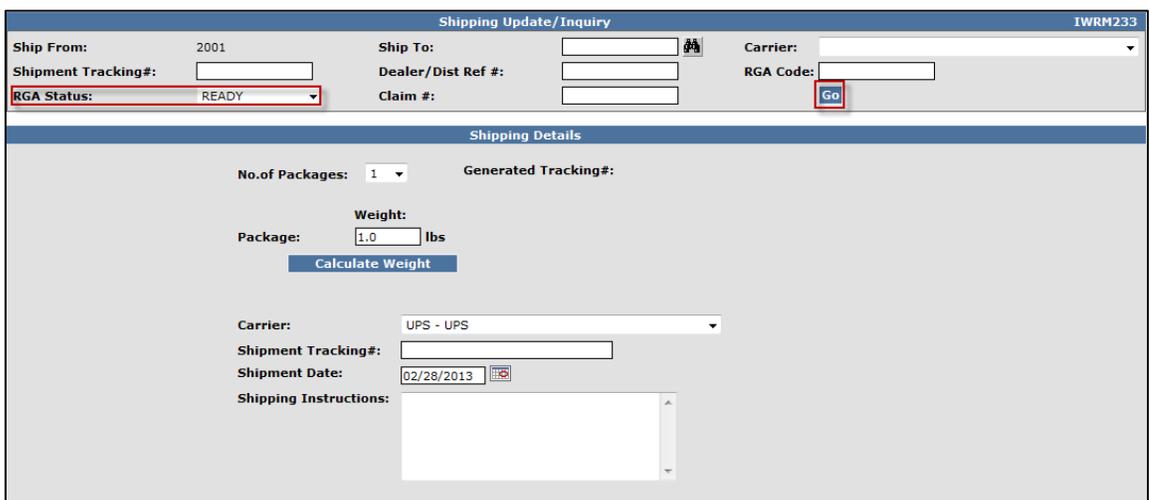
The package is now ready for shipment. No other action on the claim or RGA is required by the dealer. When the part is received by boss, the RGA status will change to Received and the Claim will be processed.

- 5) There may be instances when the dealer may have numerous RGA's in Ready status to be shipped to BOSS. When this occurs, RGA shipments can be combined so that only one shipment is necessary. To combine RGA Shipments, follow the instructions below.

A. From **Warranty Quick Links**, click on the Shipping Update/Inquiry Folder.



B. The Shipping Update/Inquiry screen will display with a RGA Status drop- down menu. Select Ready from the drop-down and click Go.



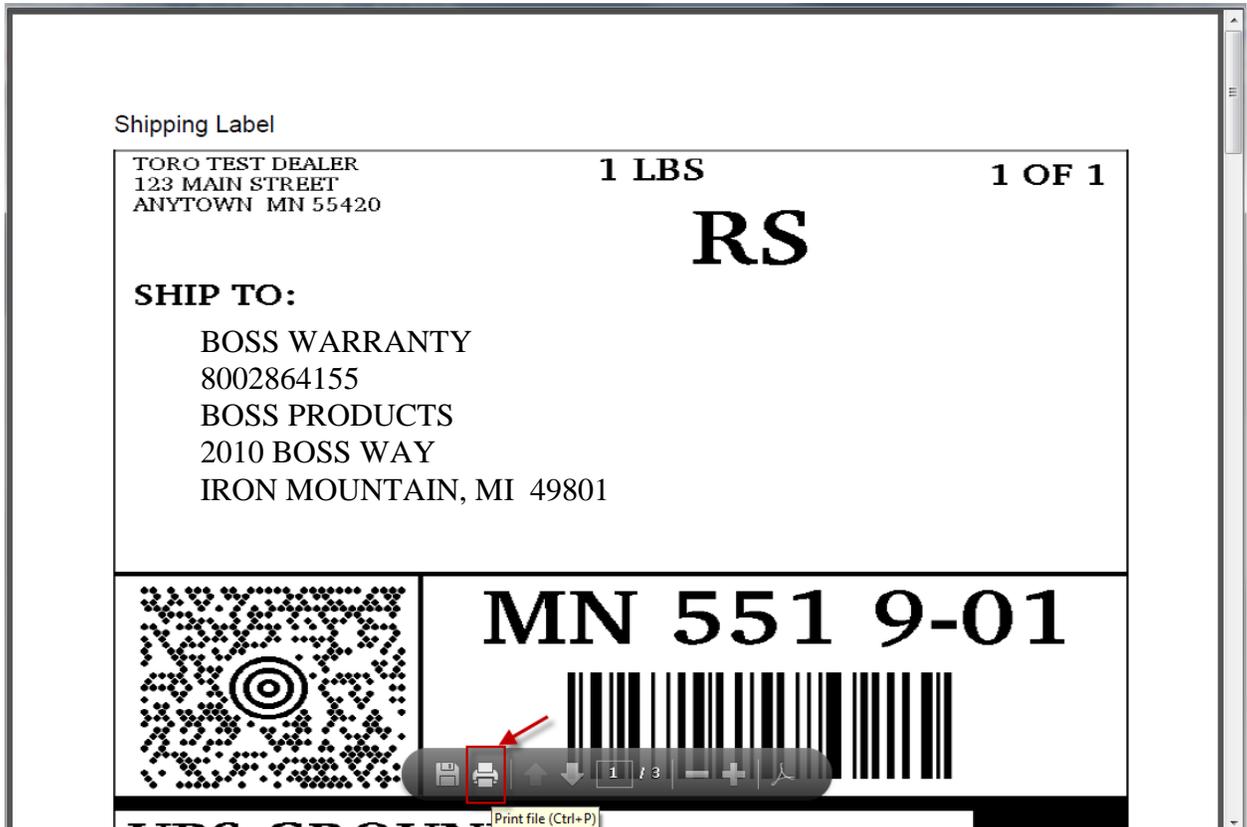
- C. A list of all RGAs in Ready status will appear. Click on the box beside claim number to select the RGA's you wish to ship to BOSS. Using the dropdown arrow, select the number of boxes being returned. Click on the Calculate Weight link to determine the weight of the package.
Note: UPS requires that packages must be listed with at least 1 lb of weight. Failing to do this results in an error and the system will not generate an RGA.

Claim #	RGA#	RGA Status	Return Request #	Primary Part	Part Code	Carrier	Ship To	Ship Date	Shipment Tracking #	Part Return Instructions	LogMessage
<input type="checkbox"/> 20131955	267	READY	1360277997646	119-1925	119-1925	UPS	RLC-RGA LYNDAL			TRMD TRMD	
<input checked="" type="checkbox"/> 20132018	290	READY	1360277997646	119-1925	119-1925	UPS	RLC-RGA LYNDAL			TRMD TRMD	
<input checked="" type="checkbox"/> 20132036	294	READY	1347999279680	119-1977	119-1977	UPS	TOROOEM				

- D. Click Save at the top of the page.

- E. An automated pop-up will ask you if you are ready to generate the UPS shipping label. If you are ready, select "Yes".

- F. A pop-up window will display the desired PDF shipping label and parts tags. To print a copy move your mouse towards the bottom middle of the page and the print icon will appear.
Note: If you are running on an older Adobe application, select File in the top left corner and print.



- G. The PRW system will generate the following message at the top of the screen: “RGA Details Saved Successfully; RGA information is sent to the Destination”. This means the shipment information has been sent to UPS. The Status of the RGAs will change to Sent. A UPS Tracking Number will be generated. At this time, the RGA is removed from the dealer’s Ready folder and is placed in a BOSS Work Queue until the part is received for processing.
- H. Once the UPS shipping label and parts tags have been printed, tag the parts, seal them in the box and affix the UPS shipping label and the other part tag(s) to the outside of the box.

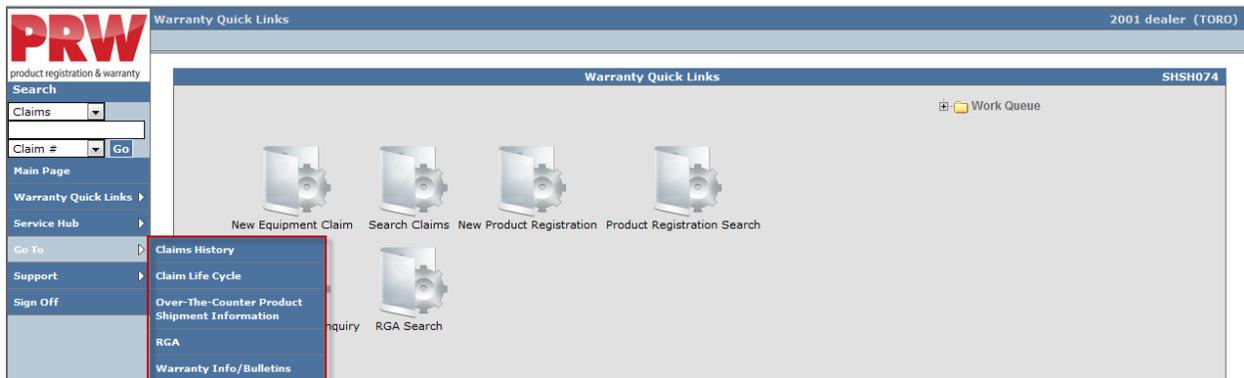
Note: The dealer must contact UPS and request the package(s) be picked up.

The package is now ready for shipment. No other action on the claim or RGA is required by the dealer. When the part is received by BOSS, the RGA status will change to Received and the Claim status will be processed.

L. Go To Functionality

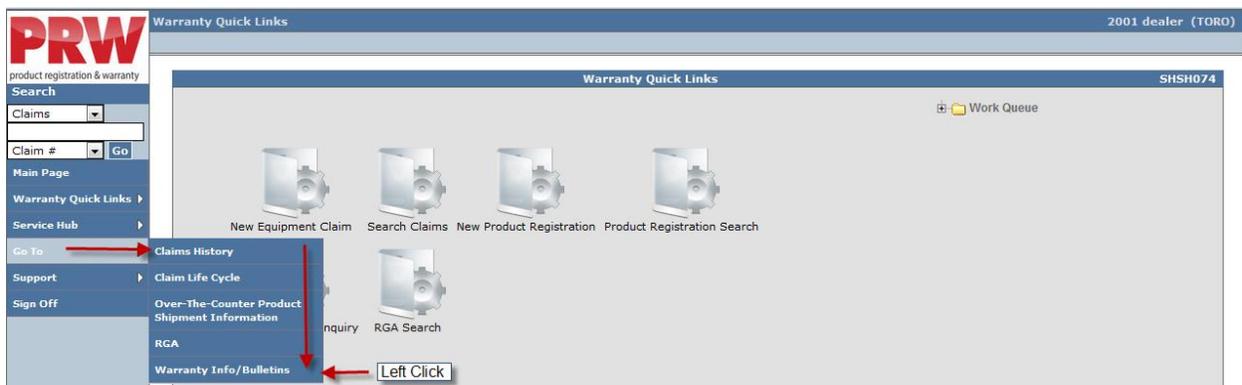
The Go To menu contains a series of queries that can be accessed using the standard navigation feature on the Left Hand Navigation Menu or directly from a document such as a claim or registration. The Go To Menu contains the following links.

- Claims History
- Claim Life Cycle
- Over –The-Counter Product Shipment Information
- RGA (Returned Goods Authorization)
- Warranty Info/Bulletins



The Left Hand Navigation Panel can be used to access all functions within PRW. For training purposes, BOSS elected to use the icons as displayed on the Warranty Quick Links and Main Page screens as described elsewhere in this manual for everything except the Go To Menu. The Go To menu is unique in its functionality and is best utilized from the Left Hand Navigation Panel but also can be accessed from a folder.

To access an item in the Go To Menu, simply hover your cursor over Go To on the Left Hand Navigation Panel. The contents of the Go To Menu will display. Carefully move your cursor to the right over Claims History and then down to the desired selection. Left click on the desired selection and a search screen will display. (Hint if using Microsoft Explorer as the browser: Hold the right mouse button down until you reach the desired menu item, then click the menu item. This will make maneuvering easier).



When you access the Go To Query directly from a document, the system will bring over information from the document as appropriate such as the claim number, model number or owner. When the information is carried over from the document, the Go To query will automatically populate the screen with the relevant information from the document allowing you to get detailed information without exiting the document itself. By pressing the back button on your browser, you can return to the claim screen without having to reload the document. **Note: The Back Button can only be used when working in the Go To Menu.**

The Go To functionality varies slightly based on the query. Specifics for each query will be provided in a red box like this one.

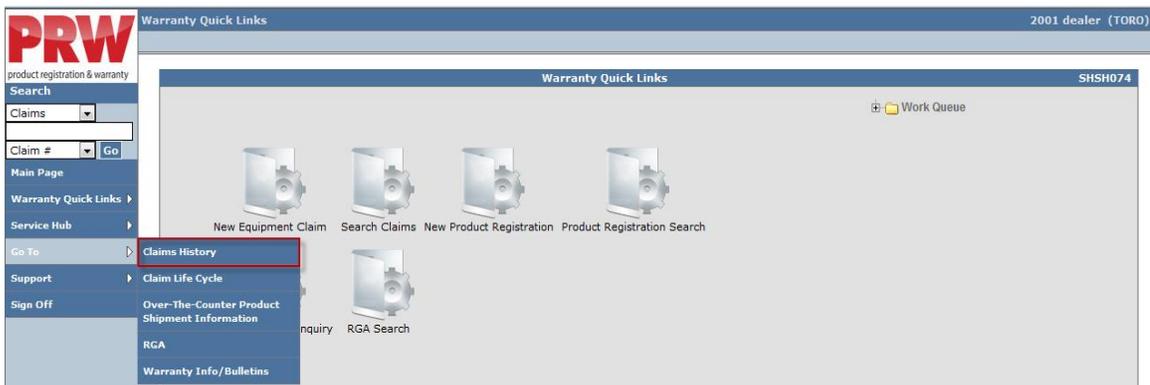
L.1 Claims History

Dealers can search for claims on a specific unit to see what warranty repairs have been made to the unit in the past. This includes claims submitted by **all** dealers. If the repair was made by a dealer other than the dealer conducting the search, pricing information will not be displayed. Claims History is only available for claims entered into PRW beginning with the first day of PRW deployment. Claims prior to this will not be included in the Claims History results.

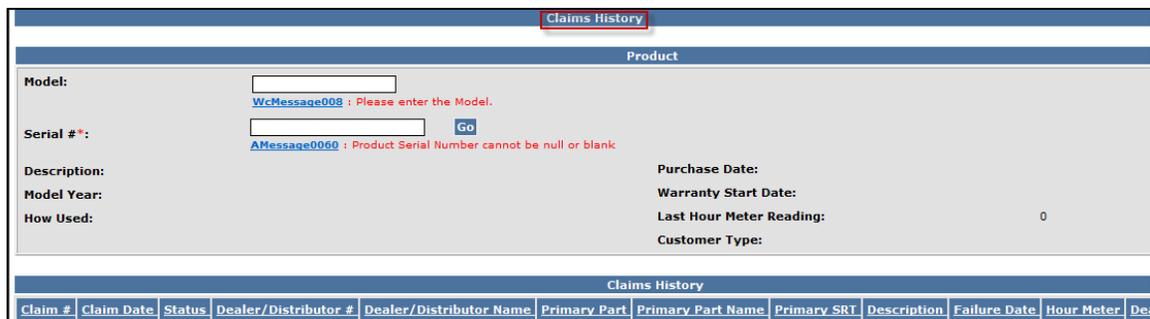
Note: if you select Claims History from the LH Navigation Menu while viewing a document such as a claim or registration, the Claims History screen will appear with the product information already populated. You can then use the back button on your browser to return to the originating document.

To conduct a Claims History search, follow the procedure below:

- 1) With your cursor, hover over the Go To search query and click on Claims History.



The Claims History page will display.



- 2) Enter the model and serial number of the product in the appropriate fields and click Go.



The Claims History page will display with links to all claims that have been filed on the unit.

Claims History												IWEC154
Product												
Model:	<input type="text" value="74630"/>											
Serial #*:	<input type="text" value="311010985"/>										<input type="button" value="Go"/>	
Description:	TIMECUTTER SS 5000 - 50 IN KAWASAKI						Purchase Date:	02/01/2013				
Model Year:	2011						Warranty Start Date:	02/01/2013				
How Used:	Residential						Last Hour Meter Reading:	0				
							Customer Type:	Individual				
Claims History												
Claim #	Claim Date	Status	Dealer/Distributor #	Dealer/Distributor Name	Primary Part	Primary Part Name	Primary SRT	Description	Failure Date	Hour Meter	Dealer/Distributor Ref#	
20132039	02/28/2013	DRAFT	2001	TORO TEST DEALER	119-3350	LH HYDRO TRANSAXLE ASM ZT-2200	353-60-018	018 - Transaxle (Ea.)	02/27/2013	0		

To view an individual claim, click on the link under the Claim # column. The claim will display with all tabs accessible to the user. Pricing on the claim will not display if the dealer conducting the query is different from the original dealer that filed the claim.

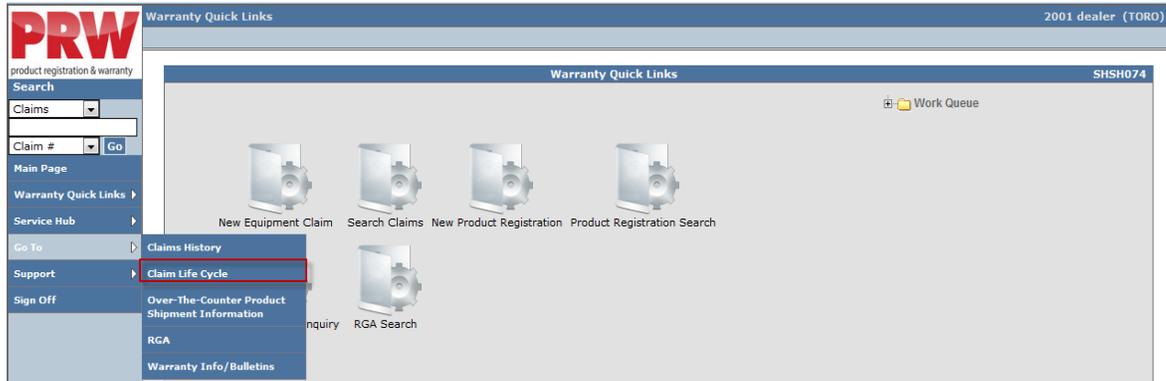
Claims History												IWEC154
Product												
Model:	<input type="text" value="74630"/>											
Serial #*:	<input type="text" value="311010985"/>										<input type="button" value="Go"/>	
Description:	TIMECUTTER SS 5000 - 50 IN KAWASAKI						Purchase Date:	02/01/2013				
Model Year:	2011						Warranty Start Date:	02/01/2013				
How Used:	Residential						Last Hour Meter Reading:	0				
							Customer Type:	Individual				
Claims History												
Claim #	Claim Date	Status	Dealer/Distributor #	Dealer/Distributor Name	Primary Part	Primary Part Name	Primary SRT	Description	Failure Date	Hour Meter	Dealer/Distributor Ref#	
20132039	02/28/2013	DRAFT	2001	TORO TEST DEALER	119-3350	LH HYDRO TRANSAXLE ASM ZT-2200	353-60-018	018 - Transaxle (Ea.)	02/27/2013	0		

L.2 Claim Life Cycle

The Claim Life Cycle query allows the user to view history details of an individual claim as well as RGA information and Related Claims. To conduct a Claim Life Cycle search, follow the procedure below:

Note: if you select Claim Life Cycle from the LH Navigation Menu while viewing a claim, the Claims History screen will appear with the claim number already populated. You can then use the back button on your browser to return to the claim.

- 1) With your cursor, hover over the Go To search query and click on Claim Life Cycle.



The Claim Life Cycle page will display.

Claim Life Cycle IWWC298

Claim #: Go

CLE00L : Please Enter Claim Number

Claim Details									
Claim Number	Model	Product Serial	Status	Dealer/Dist	Total	Part	Labor	Other	Created Date
Over-The-Counter Product Shipment Info									
Order#	Status	Order Date	Ship Priority	Ordered By					
Parts Returns									
RGA Number	Request Type	Created Date	Status	Part #	Location				
Related Claims									
Claim Number	Claim Type	Created Date	Req Amt	Part	Labor	Other	Status	Dealer/Dist	

- 2) Enter the desired claim number in the Claim # field and click Go.

Claim Life Cycle IWWC298

Claim #: Go

CLE00L : Please Enter Claim Number

Claim Details									
Claim Number	Model	Product Serial	Status	Dealer/Dist	Total	Part	Labor	Other	Created Date
Over-The-Counter Product Shipment Info									
Order#	Status	Order Date	Ship Priority	Ordered By					
Parts Returns									
RGA Number	Request Type	Created Date	Status	Part #	Location				
Related Claims									
Claim Number	Claim Type	Created Date	Req Amt	Part	Labor	Other	Status	Dealer/Dist	

The Claim Life Cycle page will display with all applicable links to the Claim Details, Parts Returns (RGA) and Related Claims (Based On Claims).

Claim Life Cycle											IWWC298
Claim #: <input type="text" value="20131632"/> <input type="button" value="Go"/>											
Claim Details											
Claim Number	Model	Product Serial	Status	Dealer/Dist	Total	Part	Labor	Other	Created Date		
20131632	38272	310000560	PARTS RETURN	ADVANCED MOWER INC	80.87	45.87	35.00	0.00	01/28/2013		
Over-The-Counter Product Shipment Info											
Order#	Status	Order Date	Ship Priority	Ordered By							
Parts Returns											
RGA Number	Request Type	Created Date	Status	Part #	Location						
236	Recall	01/28/2013	READY	119-1977	2001						
Related Claims											
Claim Number	Claim Type	Created Date	Req Amt	Part	Labor	Other	Status	Dealer/Dist			
20131828	New Warranty	02/08/2013	35.00	0.00	0.00	35.00	PENDING	ADVANCED MOWER INC			

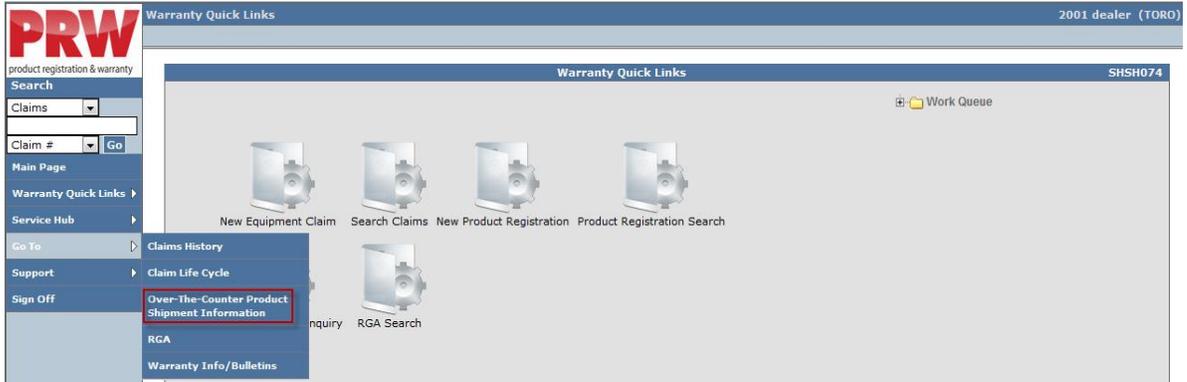
3) To view any document related to the claim, click on the appropriate link.

Claim Life Cycle											IWWC298
Claim #: <input type="text" value="20131632"/> <input type="button" value="Go"/>											
Claim Details											
Claim Number	Model	Product Serial	Status	Dealer/Dist	Total	Part	Labor	Other	Created Date		
20131632	38272	310000560	PARTS RETURN	ADVANCED MOWER INC	80.87	45.87	35.00	0.00	01/28/2013		
Over-The-Counter Product Shipment Info											
Order#	Status	Order Date	Ship Priority	Ordered By							
Parts Returns											
RGA Number	Request Type	Created Date	Status	Part #	Location						
236	Recall	01/28/2013	READY	119-1977	2001						
Related Claims											
Claim Number	Claim Type	Created Date	Req Amt	Part	Labor	Other	Status	Dealer/Dist			
20131828	New Warranty	02/08/2013	35.00	0.00	0.00	35.00	PENDING	ADVANCED MOWER INC			

The related document will appear in its entirety.

L.3 Over-The-Counter Product Shipment Information

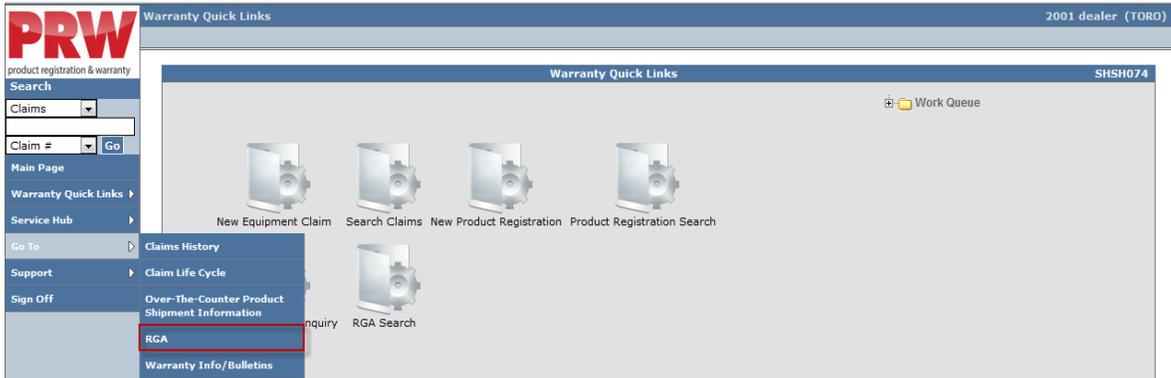
Over-The-Counter (OTC) Exchange/Warranty Claims are not used by BOSS.



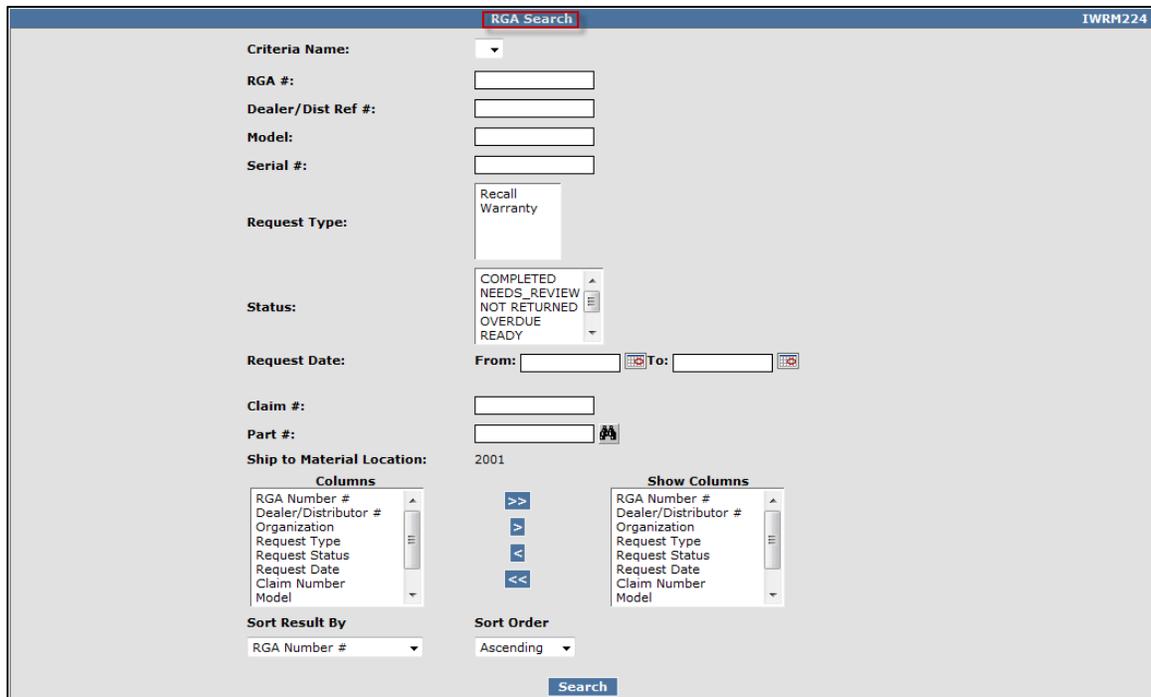
L.4 RGA (Returned Goods Authorization)

The RGA query allows the user to search for the status of an RGA. To conduct an RGA search, follow the procedure below:

- 1) With your cursor, hover over the Go To search query and click on RGA



- 2) The RGA Search screen will display



An RGA search can be executed by either entering the RGA number or the claim number in the appropriate field. Enter the desired criteria and select Search.

The RGA Search Results screen will display. To view the RGA details, click on the RGA number link under the RGA# header.

RGA Search Results (1 records returned. Viewing records 1 - 1)									
RGA #	Dealer/Distributor #	Organization	Request Type	Status	Request Date	Claim #	Model	Serial #	Dealer/Distributor Ref#
294	2001	RLC	Recall	READY	02/28/2013	20132036	38282	310000098	

The RGA Details screen will display.

RGA # 294		View: RGA Details	IWRM220
Request Type:	Recall	Status:	READY
Claim #:	20132036	RR Reference:	1347999279680
Model:	38282	Serial #*:	310000098
Request Date:	02/28/2013		Dealer/Distributor: 2001
Dealer/Dist Ref #:	2001		
Parts Information			
Part Number	Description	Quantity U/M	
119-1977	COMPLETE CARB SERVICE KIT LC154,YR1,BR	1.0 Each	
Special Instructions:			
Shipment Details			
No. of Packages:	1		
Package:	Weight:	0.6 lbs	
Ship To			
Carrier:	UPS-UPS	Location Type:	OEM
Shipment Date:	03/01/2013	Location Code:	TOROOEM
Tracking: #	<input type="text"/>		
Attn*:	TORO SHOP GENE0		
Name:	TORO OEM		
Address:	8111 Lyndale Ave S		
Shipping Instructions:	<input type="text"/>		
City:	Bloomington		
BIN Location:	CARB BIN M DAILY		
State / Province:	Minnesota		
Postal Code:	55420		
Country:	United States		
Inspection Results			
Activity Log			
Date/Time	User	Activity	
Shipping Labels			

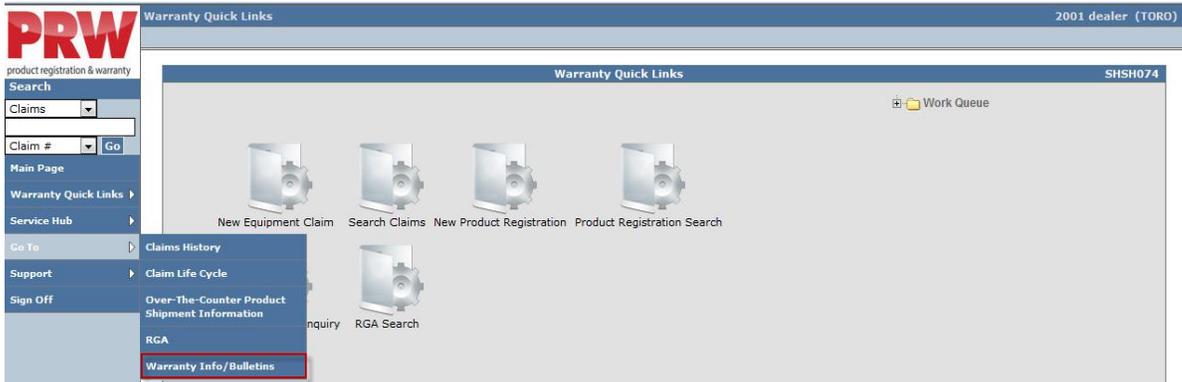
For information on processing RGAs refer to section K of this manual.

L.5 Warranty Info/Bulletins

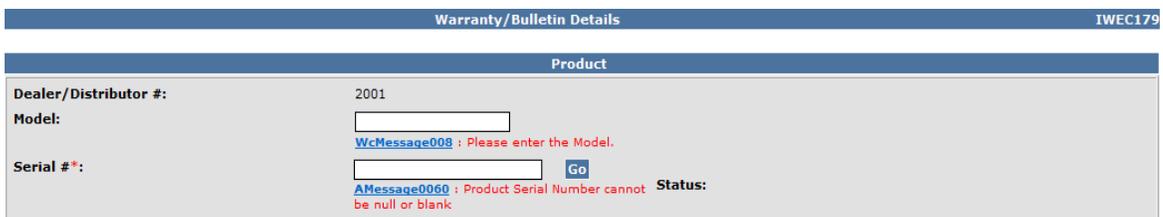
Use the Warranty Info/Bulletins Query to search for any open campaigns on a specific unit.

To search for an open campaign, follow the procedure below:

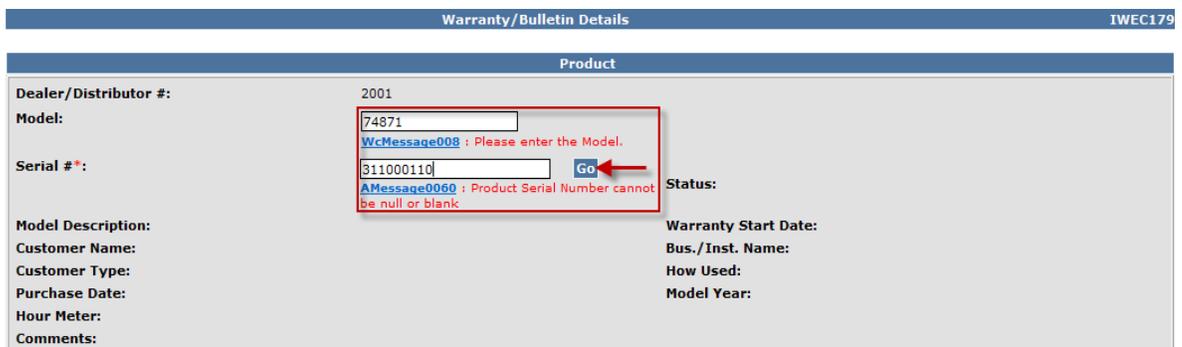
- 1) Hover over the Go To search query with your cursor and click on Warranty Info/Bulletins.



The system will display Warranty Info/Bulletins Details screen.



- 2) Enter the model and serial number of the product in the appropriate fields and click Go.



If any open or closed campaigns exist for the unit, details will be displayed under the Campaign/Fix as Fail Bulletins section of the Warranty/Bulletins Details screen.

Note: the Warranty Coverage is coded for PRW to interpret. Please refer to Gateway or the Owner’s Manual for complete warranty coverage details.

A campaign claim for the inserted model-serial can be started by clicking on the “Draft Claim” button on the associated campaign line item.

Warranty/Bulletin Details		IWEC179	
Product			
Dealer/Distributor #:	2001		
Model:	<input type="text" value="74871"/>		
Serial #*:	<input type="text" value="311000110"/>	<input type="button" value="Go"/>	Status: Registered
Model Description:	TITAN MX4880	Warranty Start Date:	03/01/2013
Customer Name:	Joe Customer	Bus./Inst. Name:	
Customer Type:	Individual	How Used:	Residential
Purchase Date:	03/01/2013	Model Year:	2011
Hour Meter:	0		
Comments:			

Warranty Coverage						
CoverageA	Duration	Period	End Date	Usage Limit	UOM	Policy
RLC Battery - 1 year	1	Years	03/01/2014	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Parts - Lifetime	99	Years	03/01/2112	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Parts - Lifetime 1094	1094	Days	02/28/2016	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Unit - 3 years- RLC Battery - 1 year- RLC Wear Parts - 90 days	3	Years	03/01/2016	400	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Wear Parts - 90 days	90	Days	05/30/2013	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life

Extended Warranty Coverage						
CoverageA	Duration	Period	End Date	Usage Limit	UOM	Policy

Campaign / Fix as Fail Bulletins									
TypeA	Campaign / Bulletin	Description	End Date	Status	Hour Indicator	Hour Limit	Days Indicator	Days Limit	
Mandatory Repair	RLC-ZRT-JOE P TEST	THE FLANGE BUSHINGS CAN CRACK DUE TO PLACING EXCESSIVE WEIGHT ON IMPACT TO DECK	12/01/2999	OPEN	Over	0	Over	0	<input type="button" value="Draft Claim"/>

If there is not an open campaign on the unit, the following message will display.

Warranty/Bulletin Details		IWEC179	
Product			
Dealer/Distributor #:	2001		
Model:	<input type="text" value="74871"/>		
Serial #*:	<input type="text" value="311111999"/>	<input type="button" value="Go"/>	Status: AMessage0030 : No information found for this selection
Model Description:	TITAN MX4880	Warranty Start Date:	
Customer Name:		Bus./Inst. Name:	
Customer Type:		How Used:	
Purchase Date:		Model Year:	
Hour Meter:			
Comments:			

Warranty Coverage						
Coverage	Duration	Period	End Date	Usage Limit	UOM	Policy

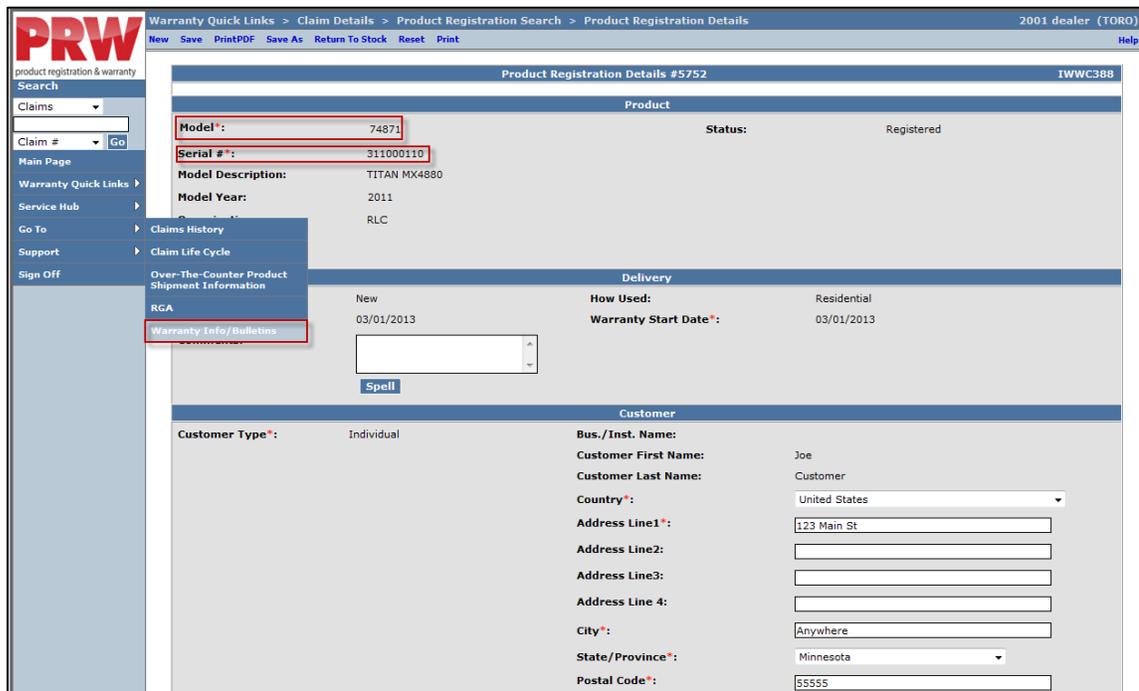
Extended Warranty Coverage						
Coverage	Duration	Period	End Date	Usage Limit	UOM	Policy

Campaign / Fix as Fail Bulletins									
Type	Campaign / Bulletin	Description	End Date	Status	Hour Indicator	Hour Limit	Days Indicator	Days Limit	

To access the Warranty/Bulletins Details Query from a document such as a registration or claim, follow the procedure below:

Note: If you select Warranty Info/Bulletins from the LH Navigation Menu while viewing a document such as a claim or registration, the Campaign screen will appear with the product information already populated. You can then use the back button on your browser to return to the originating document.

- 1) From the document, hover over the Go To search query with your cursor and click on Warranty Info/Bulletins. (A registration is being used for this example.)



The Warranty/Bulletin Details screen will display. The model and serial number from the original document will auto-populate in the appropriate fields. **Note, the Warranty Coverage is coded for PRW to interpret. Please refer to Gateway or the Owner’s Manual for complete warranty coverage details.**

If there is an active campaign on the unit, the campaign details will appear under Campaign/Fix as Fail Bulletins.

Warranty/Bulletin Details							IWEC179
Product							
Dealer/Distributor #:	2001						
Model:	<input type="text" value="74871"/>						
Serial #*:	<input type="text" value="311000110"/>				<input type="button" value="Go"/>	Status:	Registered
Model Description:	TITAN MX4880				Warranty Start Date:	03/01/2013	
Customer Name:	Joe Customer				Bus./Inst. Name:		
Customer Type:	Individual				How Used:	Residential	
Purchase Date:	03/01/2013				Model Year:	2011	
Hour Meter:	0						
Comments:							

Warranty Coverage						
CoverageA	Duration	Period	End Date	Usage Limit	UOM	Policy
RLC Battery - 1 year	1	Years	03/01/2014	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Parts - Lifetime	99	Years	03/01/2112	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Parts - Lifetime 1094	1094	Days	02/28/2016	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Unit - 3 years- RLC Battery - 1 year- RLC Wear Parts - 90 days	3	Years	03/01/2016	400	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life
RLC Wear Parts - 90 days	90	Days	05/30/2013	9999	Hours	RLC Unit - 3 yr- 400 hr- Bat1- wp90- pt - life

Extended Warranty Coverage						
CoverageA	Duration	Period	End Date	Usage Limit	UOM	Policy

Campaign / Fix as Fail Bulletins									
TypeA	Campaign / Bulletin	Description	End Date	Status	Hour Indicator	Hour Limit	Days Indicator	Days Limit	
Mandatory Repair	RLC-ZRT-JOE P TEST	THE FLANGE BUSHINGS CAN CRACK DUE TO PLACING EXCESSIVE WEIGHT ON IMPACT TO DECK	12/01/2999	OPEN	Over	0	Over	0	<input type="button" value="Draft Claim"/>

To return to the original document, click the [Back](#) button on your browser.

If there is not an open campaign on the unit, the following message will appear.

Warranty/Bulletin Details		IWEC179
Product		
Dealer/Distributor #:	2001	
Model:	<input type="text" value="74871"/>	
Serial #*:	<input type="text" value="311111999"/> <input type="button" value="Go"/>	Status:
Model Description:	TITAN MX4880	Warranty Start Date:
Customer Name:		Bus./Inst. Name:
Customer Type:		How Used:
Purchase Date:		Model Year:
Hour Meter:		
Comments:		
Warranty Coverage		
Coverage	Duration	Period
	End Date	Usage Limit
		UOM
		Policy
Extended Warranty Coverage		
Coverage	Duration	Period
	End Date	Usage Limit
		UOM
		Policy
Campaign / Fix as Fail Bulletins		
Type	Campaign / Bulletin	Description
		End Date
		Status
		Hour Indicator
		Hour Limit
		Days Indicator
		Days Limit

To return to the original document, click the [Back](#) button on your browser.

