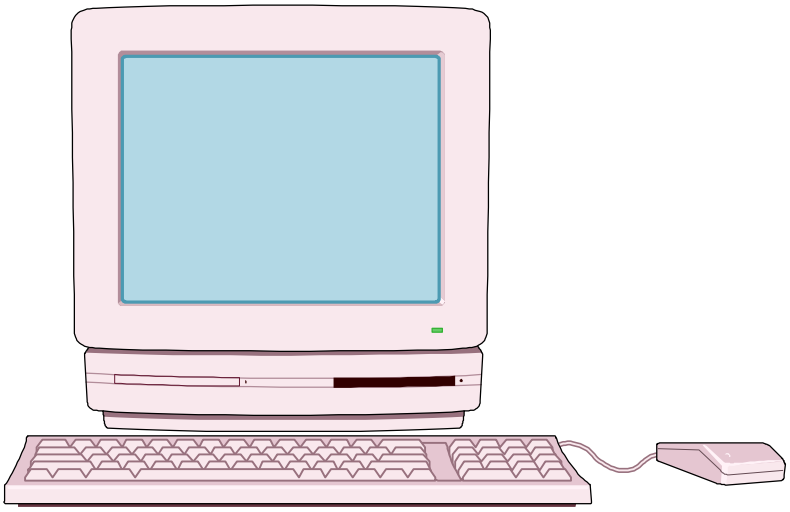
WINNET
ELECTRONIC DATA NETWORK



Winnebago Industries

Warranty, Parts and Sales Data Entry System Operations Manual

Winnebago Industries Part Number 701674-51-000

Revised 10-02

TABLE OF CONTENTS

TOPIC	PAGE #
SECTION A - General Information	3
SECTION B - WIN NET Sign On	
Welcome to Win Net	4
Dealer Login	4
To Download Current Version	5
SECTION C - Warranty Win Net	
To Access the Dealer Warranty Menu	6
General Rules for Warranty Menu Functions	6
Claim Information	
To Access the Warranty Claim Entry Screen	7
To Enter Part Information	9
To Enter Labor Information	10
To Enter Note Information	12
To Have Your Claim Sent to Pending Review/On Hold Status	13
To Access the Warranty Claim Journal	14
To Access the Warranty Claim Detail	15
To Access Outstanding Defective Part Return	16
To Access the Claim Pending/Hold Journal	17
To Access the Claim Pending Detail	18
Vehicle Information	
To Access the Recalls/Service Bulletins	19
To Access the Vehicle History	20
To Access the Vehicle Options	21
To Access the Appliance Model/Serial	22
To Access the Vehicle Registration Screen	23
To Enter the Retail Registration Information	24
To Enter the Unit Transfer Information	25
To Enter the Retail Cancellation Information	26
TIC Manuals	
To Access TIC Manuals (Search)	27

TOPIC	PAGE #
SECTION D - Part Sales Win Net	
To Access Dealer Part Menu	31
General Rules for Part Menu Functions	31
Parts Order Information	
To Access the Dealer Order List	32
To Access the Order Detail Screen	34
To Access the Add/Maintain Order Screen	38
To Place a Stock Order	38
To Place a Daily Order	40
To Place a Special Handling Order	42
To Access the Add/Maintain Fast Track & Recall Orders	46
To Place a Fast Track Order	46
To Place a Recall Order	48
To Access the Order Comments Screen	51
Part Number/ Pricing Information	
To Access the Dealer Part Price/Availability Screen	52
To Access Part Number / Desc. Search Screen	54
To Access Multiple Parts Pricing Inquiry Screen	57
To Access Service Parts List	59
To Access Parts Catalog	61
Credit Appl./Inventory Exchange	
To Access the Credit Application List Screen	62
To Access the Add/Maintain Credit Application Screen	64
To Access the Inventory Exchange Credit Application Screen	68
SECTION E - Sales Win Net	
To Access the Dealer RV Sales Menu	70
General Rules for Sales Menu Functions	70
To Display a Single Sales Order	71
To Display All Sales Orders	72

SECTION A: GENERAL INFORMATION

WIN NET is an electronic data entry program created and maintained by Winnebago Industries for use by authorized Winnebago Industries dealers.

Keep this manual available for ready reference. It will assist those using WIN NET to make the most proficient use of this valuable asset.

The information provided in this manual is based upon the most recent information available at the time of publication. Winnebago Industries, Inc. reserves the right to make any changes without prior notice.

Winnebago Industries, Inc. reserves the right to make changes and to make additions to or improvement in its products and methods without imposing any obligation upon itself to make such changes, improvements, or additions to previous products or methods.

Winnebago Industries may periodically publish service bulletins and manual revisions to either supplement or supersede information in this manual. It is your responsibility to read these updates and file them in the appropriate section of this manual.

Winnebago Industries, Inc.
Forest City, Iowa 50436

If after consulting this manual you require further assistance, please contact the appropriate Winnebago Industries Department:

Warranty Department - Warranty Questions	**1-800-628-7692**
Parts Department - Parts Questions	**1-800-556-9670**
Information Systems - Network/Hardware Questions	**1-641-585-6640**

SECTION B: ACCESSING WIN NET

WELCOME TO WIN NET:

Boot up your computer and access Internet that enables you connect to WIN NET.

DEALER LOGIN:

If a screen like the above is displayed,

Type: Assigned 'User ID' number and 'Password' and then click on 'Login'.

Identification Number: D??? Password: ????

A screen like the above will be displayed.

Type: Dealer number and password and then click on 'OK'.

TO DOWNLOAD CURRENT VERSION:

If a screen like the above is displayed, click on 'Download' or 'Cancel'.

TO DOWNLOAD NEW VERSION:

1. Click on 'Download'.
2. Click on 'run this program from its current location' when using Internet Explorer.

Note: The download address is:
'FTP://DEALER.WWW.WINNEBAGOIND.COM/OUTGOING/WIN-NET/'.

TO ACCESS WIN NET WITHOUT DOWNLOADING NEW VERSION:

1. Click on 'Cancel'.
2. Click on 'OK' to continue to access WIN NET without new version. You may have operation problems in WIN NET if you do not download a new version.
3. Click on 'Cancel' to be able to download new version.

SECTION C: WARRANTY WIN NET

TO ACCESS THE DEALER WARRANTY MENU:

Click on 'Warranty' Tab.

GENERAL RULES FOR ALL WARRANTY MENU FUNCTIONS:

You may only access claims for your own dealer number.

Return to 'Dealer Menu' by clicking on 'Exit' and choose 'Application Menu'.

Exit WIN NET:

1. Click on 'Exit' and choose 'Logoff System'.
2. Close 'Dealer Network Continue' screen.

TO CHANGE DEALER NUMBER:

1. Click on 'Functions' from 'Dealer Menu' and choose 'New Dealer Password'.
2. Type new dealer number and password and then click on 'OK'.

TO ACCESS THE DEALER INDEX WEBSITE:

1. Click on 'Functions' from 'Dealer Menu' and choose 'Dealer Index Website'.

TO FIND OUT CURRENT WIN NET VERSION:

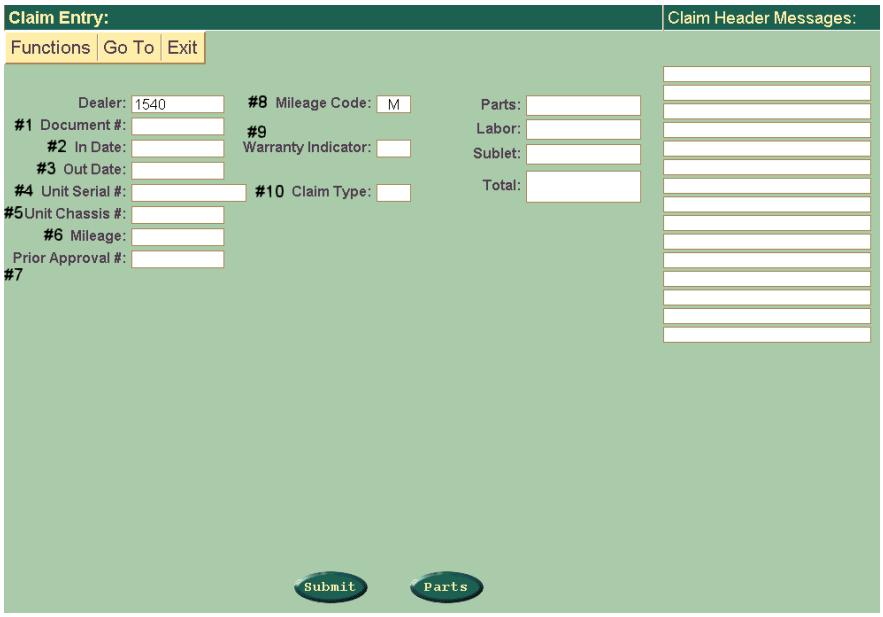
1. Click on 'Exit' and choose 'About Win Net' and then click on 'OK'.

TO USE WIN NET+:

2. Click on 'Exit' and choose 'Win Net+'.

TO ACCESS THE WARRANTY CLAIM ENTRY SCREEN:

Click on ‘Claim Information’ and ‘Warranty Claim Entry’ on Warranty Menu Screen.



TO ENTER A CLAIM:
An empty screen like the above will be shown. Any claims on hold status will be displayed under Claim Header Messages.

Fill in the following fields:

#1 DOCUMENT # - your document number
(up to 10 digits allowed).

#2 IN DATE - date vehicle entered your shop
(format = MMDDYY) (Example: December 28, 1998 = 122898)

#3 OUT DATE - warranty repair order date
(format = MMDDYY).

#4 UNIT SERIAL # - Winnebago Industries RV serial number
(12 digits, example = 10F67D282904).

#5 UNIT CHASSIS # - last 5 characters of the chassis number
(5 digits, example = 18163).

#6 MILEAGE - mileage of unit
(Do **not** enter tenths).

#7 PRIOR APPROVAL# - prior approval number
(If needed, must be 8 digits. Examples = 13W0200T).

#8 MILEAGE CODE - mileage code ('M' = miles, 'K' = kilometers)

#9 WARRANTY INDICATOR - warranty indicator ('RC' = recall)
[Enter ‘RC’ in this field if claim is for a recall and the vehicle is out of warranty.]

#10 CLAIM TYPE (‘V’ = Volkswagen, ‘C’ = Chevrolet) - claim type for correct part mark up.
[Only enter if repair is Volkswagen or Chevrolet chassis repair.]

Note: All '$' fields will be filled in automatically by the computer. You cannot enter amounts in the ‘Parts:’, ‘Labor:’, ‘Sublet:’, or ‘Total:’ fields.

For item numbers 8, 9 and 10:
Tab into fields or click on mouse to display the field choices.

TO CLEAR THE CLAIM ANY TIME IN CLAIM ENTRY FUNCTION:

1. Click on 'Functions' and choose 'Start New Claim'.

TO RETRIEVE THE CLAIM ON HOLD STATUS:

1. Click on the R.O. # on hold status message under the Claim Header Messages.

TO DELETE THE CLAIM ON HOLD STATUS ANY TIME IN CLAIM ENTRY FUNCTION:

1. Click on 'Functions' and choose 'Delete Current Claim'.

TO TRANSFER TO CLAIM PENDING/ HOLD JOURNAL:

1. Click on 'Go To' and choose 'Pending/Hold Journal'.

TRANSFER BACK TO WARRANTY MENU ANY TIME IN CLAIM ENTRY FUNCTION:

1. Click on 'Exit' and choose 'Application Menu'.

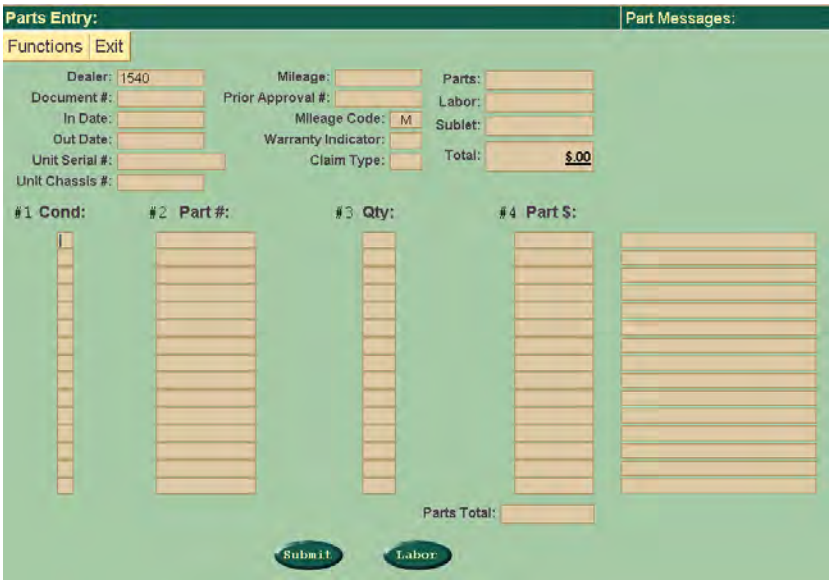
WHEN YOU HAVE YOUR HEADER INFORMATION ENTERED YOU MAY:

1. Click on 'Submit': This will send the information to Winnebago Industries. If you have made errors, there will be error messages under 'Claim Header Messages'. To fix errors, correct the information and click on 'Submit' button. If there are no errors, click on the 'Submit' button again to continue claim entry on the 'Part Information' screen.
2. Click on 'Parts': This will send the information to Winnebago Industries. If there are errors, this will allow you to continue claim entry on the 'Part Information' screen.
3. Right click on 'Parts'. The screen will display the buttons as shown below.

Click on 'Labor' to skip the 'Part Information' screen. The 'Labor Information' screen will be displayed. Click on 'Notes' to skip the 'Part Information' and 'Labor Information' screens. The 'Note Information' screen will be displayed.

Click on 'Return' to skip 'Part Information', 'Labor Information' and 'Note Information' screens. The 'Continue Claim Submission' box will be displayed.

TO ENTER PART INFORMATION:



An empty screen like the above will be shown. Enter the part information on the screen.

Fill in the following fields:

#1 COND - condition code ('A' - 'H')

#2 PART # - Winnebago Industries or 'NPN' part number
(Winnebago part numbers are 11 digits in length)
NPN parts must be at least 4 digits in length. Example: NPN bolts.

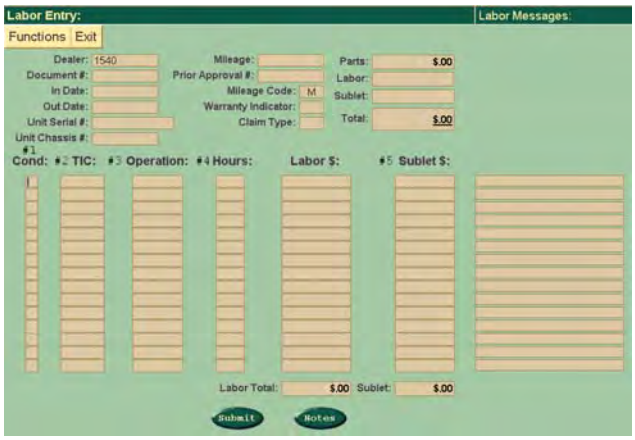
#3 QTY - part quantity

#4 PART $ - total part price
Must enter on 'NPN' parts.
Enter decimal point (Example: '1.00' = $1.00).

WHEN YOU HAVE ENTERED YOUR PART INFORMATION YOU MAY:

1. Click on 'Submit': This will send the information to Winnebago Industries. If you have made errors, there will be error messages under 'Parts Messages'. To fix errors, correct the information and click on 'Submit' button. If there are no errors, click on the 'Submit' button again to continue claim entry on the 'Labor Information' screen.
2. Click on 'Labor': This will send the information to Winnebago Industries. If there are errors, this will allow you to continue claim entry on the 'Labor Information' screen.
3. Right click on 'Labor'. The screen will display the buttons as shown below. Click on 'Notes' to skip the 'Labor Information' screen. Click on 'Return' to skip 'Labor Information' and 'Note Information' screens.

TO ENTER LABOR INFORMATION:



An empty screen like the above will be shown. Enter the labor information on the screen.

Fill in the following fields:

#1 COND - condition code ('A' - 'H')

#2 TIC - technical information code

Must enter once for each condition.

#3 OPERATION - labor operation number

#4 HOURS - labor hours

Must enter for straight time repairs.

Enter decimal point (Example: '.5' = .5).

#5 SUBLET $ - total sublet price

If entering a sublet, it must be entered on the first labor line of the condition.

Enter decimal point (Example: '20.00' = $20.00).

Note: The 'Labor $' field will be calculated for you.

WHEN YOU HAVE ENTERED YOUR LABOR INFORMATION YOU MAY:

1. Click on 'Submit': This will send the information to Winnebago Industries. If you have made errors, there will be error messages under 'Labor Messages'. To fix errors, correct the information and click on 'Submit' button. If there are no errors, click on the 'Submit' button again to continue claim entry on the 'Note Information' screen.
2. Click on 'Notes': This will send the information to Winnebago Industries. If there are errors, this will allow you to continue claim entry on the 'Note Information' screen.
3. Right click on 'Notes'. The screen will display the buttons as shown below. Click on 'Return' to skip the 'Note Information' screen.

TO SELECT A TIC AND/OR LABOR OPERATION NUMBER:

1. Right click on the 'TIC' or 'Operation' field. This will transfer you to the TIC Codes/Labor Times (Search) screen.
2. Locate the appropriate TIC for the repair. Double click on a 'failure code' or the displayed 'TIC'. The computer will place the TIC selected in the 'selected TIC' field. If you do not want to select a labor operation number, proceed to step 4.
3. To select a labor operation, locate the appropriate operation number for the repair. Proceed to step 4.
4. Click on the 'Send TIC' button. Click on one of the displayed options. This will return you to the claim entry screen with the TIC and/or labor operation number selected.
5. Click on the 'Cancel' button to return to the claim entry screen without a TIC and labor operation number selection.

TO ENTER NOTE INFORMATION:

An empty screen like the above will be shown. Enter the note information on the screen.
The note should include a brief description of the problem, cause, and repair. 1 to 10 lines of notes can be entered per condition (excluding model/serial and hour meter reading notes). 15 lines of notes is the maximum per claim.

Fill in the following fields:

#1 COND - condition code ('A' - 'H')
#2 NOTES - labor descriptions

Enter at least one line of notes for each condition code.

Note: Each line of labor notes must be identified with a Cond. A through H.

ENTERING NOTES USING WORD WRAP:

On the first line of 'NOTES:' right click. Enter your note information in the space provided. When you are finished, click 'OK'.

You will return to the screen displayed above and you will need to identify each line of labor notes with a Cond. A through H.

ENTERING AN HOUR METER READING:

You will be prompted to enter the hour meter reading when using a TIC code for repairing the generator:

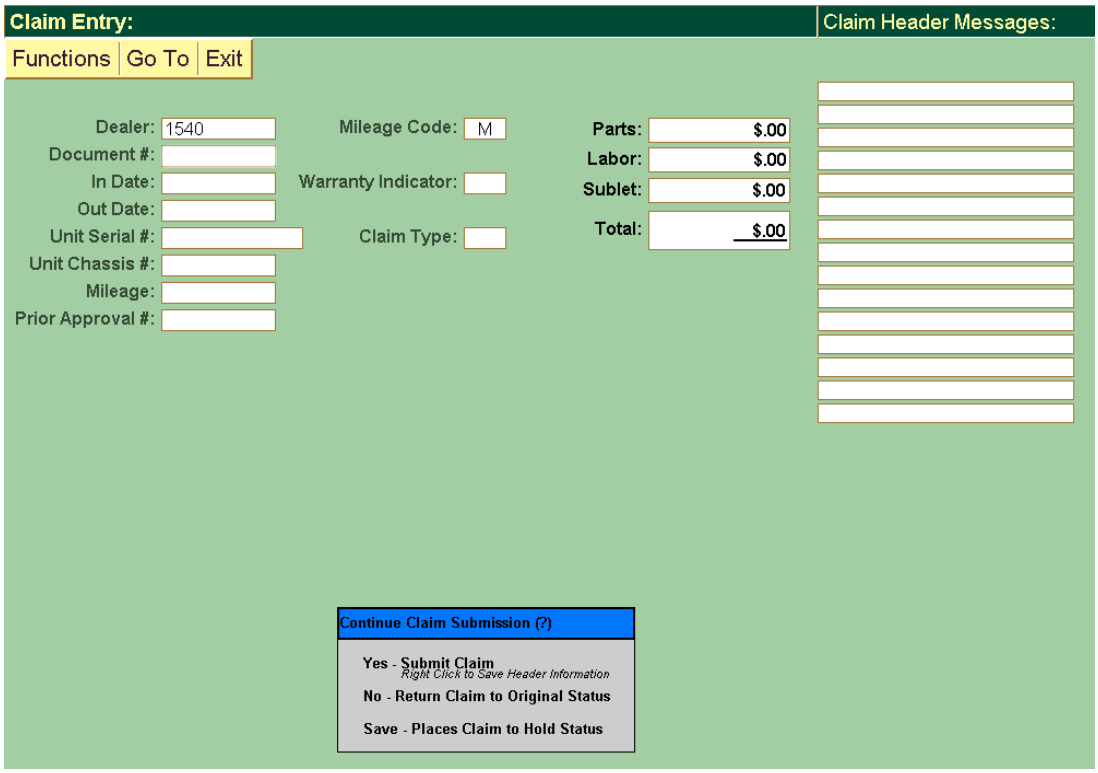
Type: HM, 9999. Example: HM, 100 ('100' = 10.0 hours)

WHEN YOU HAVE ENTERED YOUR NOTE INFORMATION YOU MAY:

1. Click on 'Submit': This will send the information to Winnebago Industries. If you have made errors, there will be error messages under 'Note Messages'. To fix errors, correct the information and click on 'Submit' button. If there are no errors, click on the 'Submit' button again to continue claim entry.
2. Click on 'Return': This will send the information to Winnebago Industries. If there are errors, this will allow you to continue claim entry.

TO HAVE YOUR CLAIM SENT TO PENDING REVIEW STATUS OR TO HOLD STATUS:

Warning messages will be displayed for outstanding recalls and service bulletins. The following message will be displayed:



'Yes - Submit Claim' left click will send the data to Winnebago Industries for processing.

'Yes – Submit Claim' right click will send the data to Winnebago Industries for processing and the header information will be saved. You may then enter an additional claim for the same serial number without rekeying the header information.

'No - Return Claim to Original Status' - The claim will be returned to its original status. If this is the first time entering the claim and you click 'No', the claim will be deleted. If the claim was retrieved from the 'Hold Status' file and you click on 'No', the claim will return to hold status without any changes made.

'Save - Places Claim to Hold Status' will send the data to Winnebago Industries hold status. The claim will stay on hold status for 30 days. If you do not go back and make corrections to the claim, it will automatically delete from the system after this time.

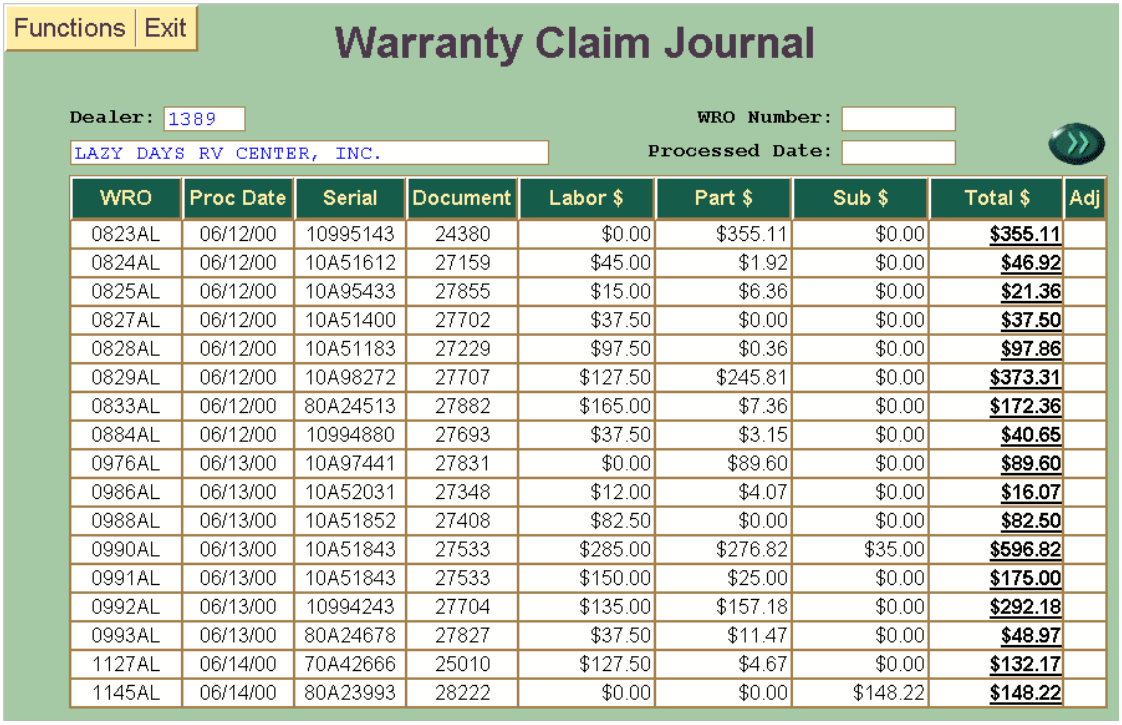
Click the type of submission you would like to do. If any errors, a message 'R.O. # - X ON HOLD STATUS' will be displayed. You may make any corrections and click on 'Submit Claim'.

When the claim is correct and accepted, a message 'R.O. #-XX PENDING REVIEW' is displayed.

When a claim is sent to Winnebago Industries as 'pending review' you can not make any changes to the claim. These claims are reviewed on a daily basis and will be assigned a 'WRO Number' by Winnebago Industries. The 'Claim Journal' screen will display the WRO number of your claim and the 'Claim Detail' screen will display the claim in its entirety as it was accepted by Winnebago Industries.

TO ACCESS THE WARRANTY CLAIM JOURNAL SCREEN:

Click on 'Claim Information' and Warranty Claim Journal' on Warranty Menu Screen.



WRO	Proc Date	Serial	Document	Labor $	Part $	Sub $	Total $	Adj
0823AL	06/12/00	10995143	24380	$0.00	$355.11	$0.00	$355.11	
0824AL	06/12/00	10A51612	27159	$45.00	$1.92	$0.00	$46.92	
0825AL	06/12/00	10A95433	27855	$15.00	$6.36	$0.00	$21.36	
0827AL	06/12/00	10A51400	27702	$37.50	$0.00	$0.00	$37.50	
0828AL	06/12/00	10A51183	27229	$97.50	$0.36	$0.00	$97.86	
0829AL	06/12/00	10A98272	27707	$127.50	$245.81	$0.00	$373.31	
0833AL	06/12/00	80A24513	27882	$165.00	$7.36	$0.00	$172.36	
0884AL	06/12/00	10994880	27693	$37.50	$3.15	$0.00	$40.65	
0976AL	06/13/00	10A97441	27831	$0.00	$89.60	$0.00	$89.60	
0986AL	06/13/00	10A52031	27348	$12.00	$4.07	$0.00	$16.07	
0988AL	06/13/00	10A51852	27408	$82.50	$0.00	$0.00	$82.50	
0990AL	06/13/00	10A51843	27533	$285.00	$276.82	$35.00	$596.82	
0991AL	06/13/00	10A51843	27533	$150.00	$25.00	$0.00	$175.00	
0992AL	06/13/00	10994243	27704	$135.00	$157.18	$0.00	$292.18	
0993AL	06/13/00	80A24678	27827	$37.50	$11.47	$0.00	$48.97	
1127AL	06/14/00	70A42666	25010	$127.50	$4.67	$0.00	$132.17	
1145AL	06/14/00	80A23993	28222	$0.00	$0.00	$148.22	$148.22	

A screen like the above will be displayed.

TO PAGE THROUGH WARRANTY CLAIM JOURNAL:

Click on the arrow buttons to page forward.

TO PRINT WARRANTY CLAIM JOURNAL SCREEN:

Click on 'Functions' and choose 'Print'.

TO SHOW CLAIMS WITH A CERTAIN CLAIM NUMBER:

Double click on the 'WRO Number' field and enter WRO number. Click 'OK'.

TO SHOW CLAIMS FOR A CERTAIN PROCESSED DATE:

Double click on the 'Processed Date' field and enter processed date. Click 'OK'.

TO SELECT A CLAIM FOR MORE DETAILED INQUIRY:

Double click on the 'WRO' line you want to select to transfer to the warranty claim detail. To return to the warranty journal screen, click on 'Go To' and choose 'Warranty Claim Journal'.

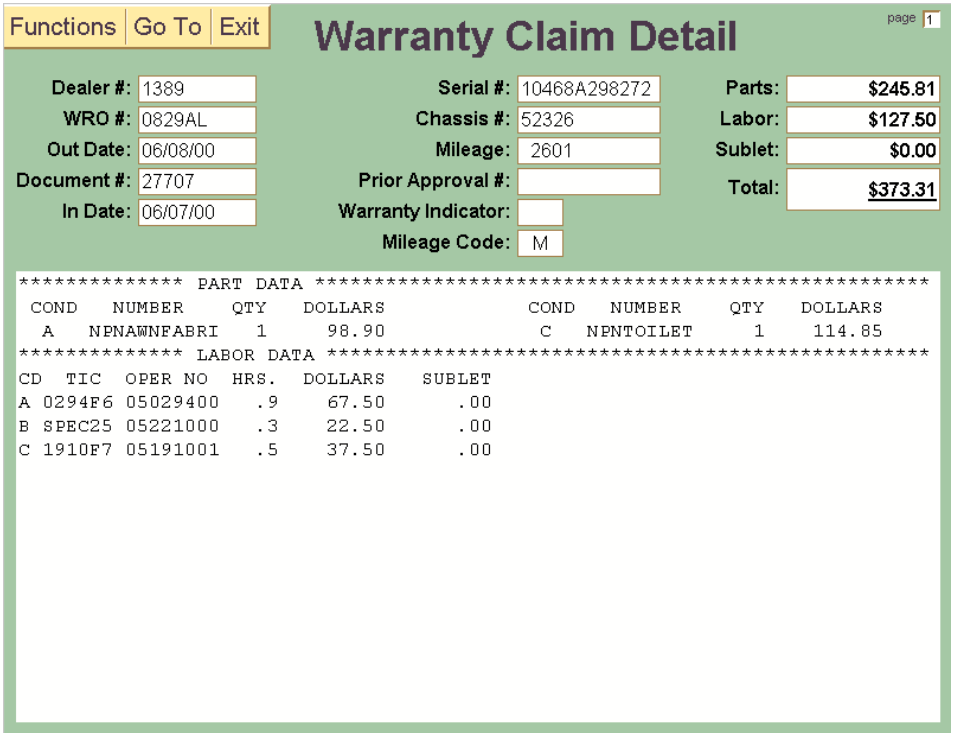
TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

***Claims with an '*' in the 'Adj.' column indicate an adjustment was made to the dollar amount submitted on the repair order. View the warranty claim detail 'note data' section for the adjustment reason.**

TO ACCESS THE WARRANTY CLAIM DETAIL SCREEN:

Click on 'Claim Information' and 'Warranty Claim Detail' on the Warranty Menu Screen.



TO SHOW DETAIL FOR A WARRANTY CLAIM:

Type: Warranty claim number. Click 'OK'.

When a warranty claim has been adjusted, the reason for the adjustment will be displayed in the 'note data' section of the warranty claim detail.

TO PRINT WARRANTY CLAIM DETAIL SCREEN:

Click on 'Functions' and choose 'Print'.

TO PAGE THROUGH WARRANTY CLAIM DETAIL:

Click on the arrow buttons to page forward or back or to the first page.

TO VIEW ANOTHER WARRANTY CLAIM:

Double click on the 'WRO #' field and enter another WRO number. Click 'OK'.

TO TRANSFER TO WARRANTY CLAIM JOURNAL:

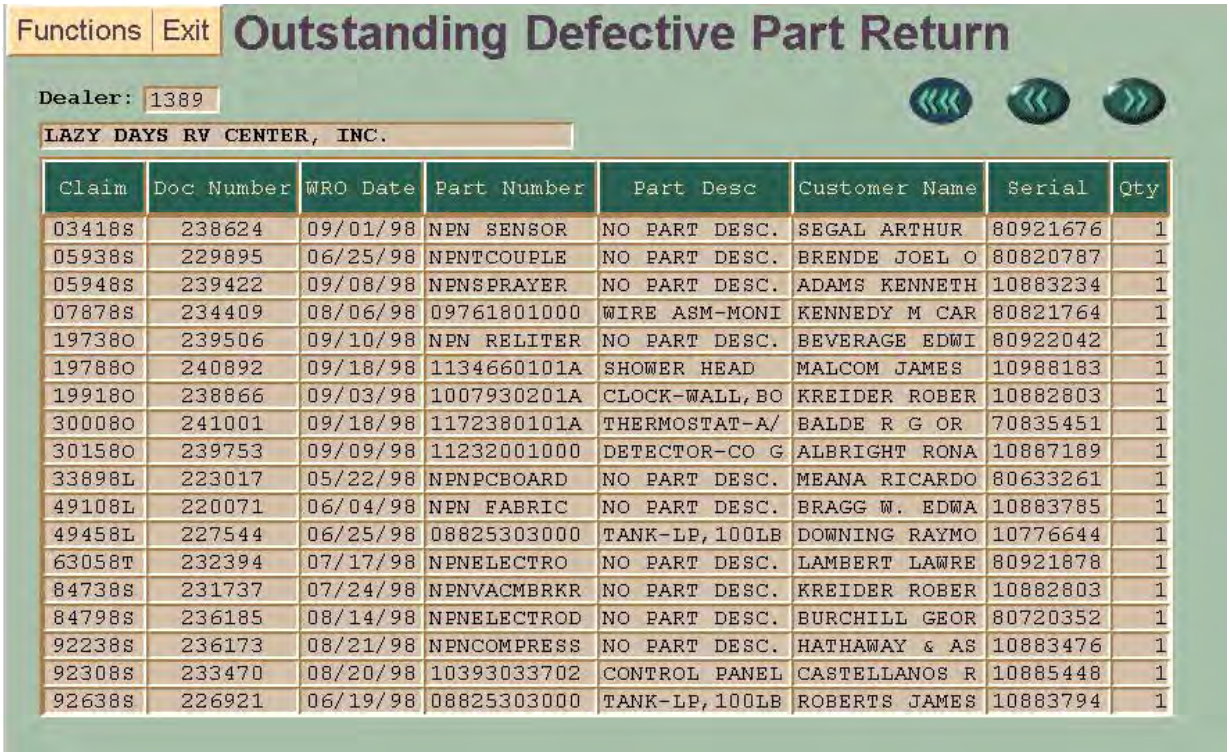
Click on 'Go To' and choose 'Warranty Claim Journal'.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE OUTSTANDING DEFECTIVE PART RETURN SCREEN:

Click on 'Claim Information' and 'Outstanding Defective Part Return' on the Warranty Menu Screen.



Claim	Doc Number	WRO Date	Part Number	Part Desc	Customer Name	Serial	Qty
034188	238624	09/01/98	NPN SENSOR	NO PART DESC.	SEGAL ARTHUR	80921676	1
059388	229895	06/25/98	NPNTCOUPLE	NO PART DESC.	BRENDE JOEL O	80820787	1
059488	239422	09/08/98	NPNSPRAYER	NO PART DESC.	ADAMS KENNETH	10883234	1
078788	234409	08/06/98	09761801000	WIRE ASM-MONI	KENNEDY M CAR	80821764	1
19738O	239506	09/10/98	NPN RELITER	NO PART DESC.	BEVERAGE EDWI	80922042	1
19788O	240892	09/18/98	1134660101A	SHOWER HEAD	MALCOM JAMES	10988183	1
19918O	238866	09/03/98	1007930201A	CLOCK-WALL,BO	KREIDER ROBER	10882803	1
30008O	241001	09/18/98	1172380101A	THERMOSTAT-A/	BALDE R G OR	70835451	1
30158O	239753	09/09/98	11232001000	DETECTOR-CO G	ALBRIGHT RONA	10887189	1
33898L	223017	05/22/98	NPNPCBOARD	NO PART DESC.	MEANA RICARDO	80633261	1
49108L	220071	06/04/98	NPN FABRIC	NO PART DESC.	BRAGG W. EDWA	10883785	1
49458L	227544	06/25/98	08825303000	TANK-LP,100LB	DOWNING RAYMO	10776644	1
63058T	232394	07/17/98	NPNELECTRO	NO PART DESC.	LAMBERT LAWRE	80921878	1
84738S	231737	07/24/98	NPNVACMBRKR	NO PART DESC.	KREIDER ROBER	10882803	1
84798S	236185	08/14/98	NPNELECTROD	NO PART DESC.	BURCHILL GEOR	80720352	1
92238S	236173	08/21/98	NPNCOMPRESS	NO PART DESC.	HATHAWAY & AS	10883476	1
92308S	233470	08/20/98	10393033702	CONTROL PANEL	CASTELLANOS R	10885448	1
92638S	226921	06/19/98	08825303000	TANK-LP,100LB	ROBERTS JAMES	10883794	1

A screen like the above will be displayed.

TO PAGE THROUGH OUTSTANDING DEFECTIVE PART:

Click on the arrow buttons to page forward or back or to the first page.

TO PRINT OUTSTANDING DEFECTIVE PART RETURN SCREEN:

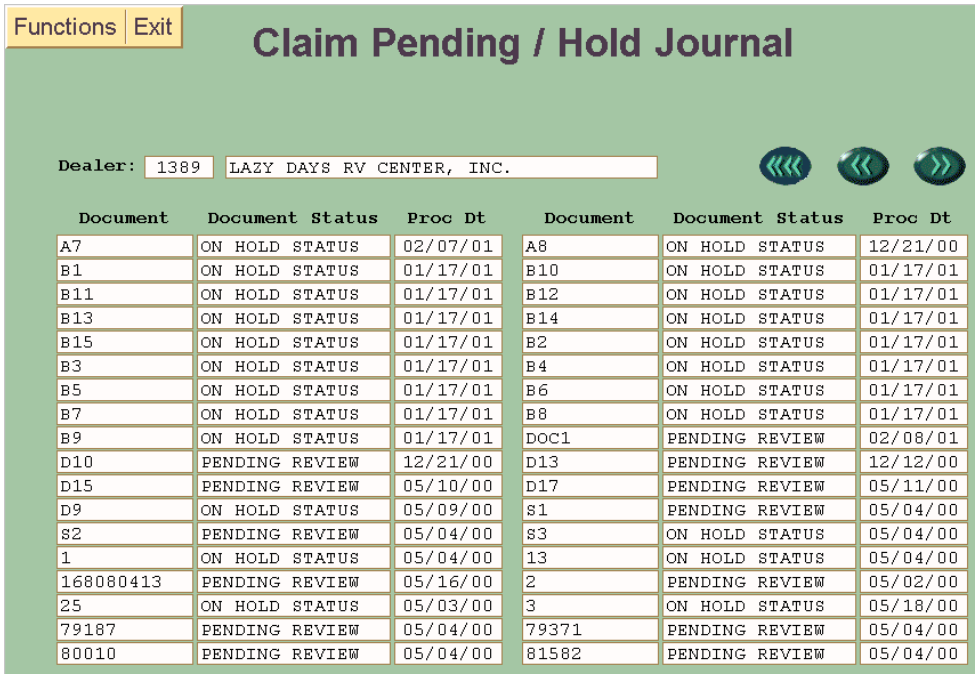
Click on 'Functions' and choose 'Print".

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE CLAIM PENDING/HOLD JOURNAL SCREEN:

Click on 'Claim Information' and 'Claim Pending/Hold Journal' on the Warranty Menu Screen.



Document	Document Status	Proc Dt	Document	Document Status	Proc Dt
A7	ON HOLD STATUS	02/07/01	A8	ON HOLD STATUS	12/21/00
B1	ON HOLD STATUS	01/17/01	B10	ON HOLD STATUS	01/17/01
B11	ON HOLD STATUS	01/17/01	B12	ON HOLD STATUS	01/17/01
B13	ON HOLD STATUS	01/17/01	B14	ON HOLD STATUS	01/17/01
B15	ON HOLD STATUS	01/17/01	B2	ON HOLD STATUS	01/17/01
B3	ON HOLD STATUS	01/17/01	B4	ON HOLD STATUS	01/17/01
B5	ON HOLD STATUS	01/17/01	B6	ON HOLD STATUS	01/17/01
B7	ON HOLD STATUS	01/17/01	B8	ON HOLD STATUS	01/17/01
B9	ON HOLD STATUS	01/17/01	DOC1	PENDING REVIEW	02/08/01
D10	PENDING REVIEW	12/21/00	D13	PENDING REVIEW	12/12/00
D15	PENDING REVIEW	05/10/00	D17	PENDING REVIEW	05/11/00
D9	ON HOLD STATUS	05/09/00	S1	PENDING REVIEW	05/04/00
S2	PENDING REVIEW	05/04/00	S3	ON HOLD STATUS	05/04/00
1	ON HOLD STATUS	05/04/00	13	ON HOLD STATUS	05/04/00
168080413	PENDING REVIEW	05/16/00	2	PENDING REVIEW	05/02/00
25	ON HOLD STATUS	05/03/00	3	ON HOLD STATUS	05/18/00
79187	PENDING REVIEW	05/04/00	79371	PENDING REVIEW	05/04/00
80010	PENDING REVIEW	05/04/00	81582	PENDING REVIEW	05/04/00

A screen like the above will be displayed.

TO PAGE THROUGH CLAIM PENDING/HOLD JOURNAL:

Click on the arrow buttons to page forward or back or to the first page.

TO PRINT CLAIM PENDING/HOLD JOURNAL SCREEN:

Click on 'Functions' and choose 'Print'.

TO SELECT A DOCUMENT ON HOLD STATUS FOR WARRANTY CLAIM ENTRY ACCESS:

Double click on the 'Document' field you want to select to transfer to the warranty claim entry. To return to the claim pending/hold journal screen, click on 'Go To' and choose 'Pending/Hold Journal.'

TO SELECT A DOCUMENT PENDING REVIEW FOR MORE DETAILED INQUIRY:

Double click on the 'Document' field you want to select to transfer to the claim pending detail. To return to the claim pending/hold journal screen, click on 'Go To' and choose 'Pending/Hold Journal.'

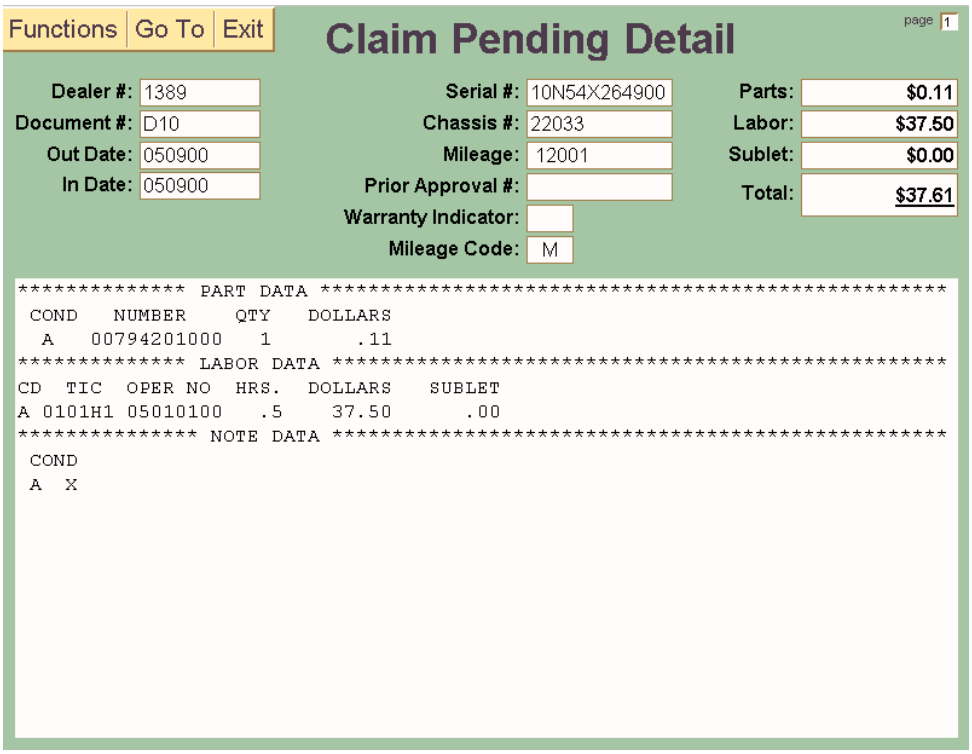
You cannot change a claim that is on pending review status. These claims are reviewed by Winnebago Industries and assigned a WRO number. View the warranty claim journal and warranty claim detail screens for claims that have been processed by Winnebago Industries.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE CLAIM PENDING DETAIL SCREEN:

Click on 'Claim Information' and 'Claim Pending Detail' on the Warranty Menu Screen.



TO SHOW DETAIL FOR A CLAIM PENDING:

Type: Document number. Click 'OK'.

TO PRINT CLAIM PENDING DETAIL SCREEN:

Click on 'Functions' and choose 'Print'.

TO PAGE THROUGH CLAIM PENDING DETAIL:

Click on the arrow buttons to page forward or back or to the first page.

TO VIEW ANOTHER DOCUMENT:

Double click on the 'Document #' field and enter another document number. Click 'OK'.

TO TRANSFER TO CLAIM PENDING/HOLD JOURNAL:

Click on 'Go To' and choose 'Pending/Hold Journal'.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE RECALLS/SERVICE BULLETINS SCREEN:

Click on 'Vehicle Information' and 'Recall/SB' on the Warranty Menu Screen.

TO SHOW OUTSTANDING RECALLS/SERVICE BULLETINS FOR A UNIT:

Type: 8 character serial number or 12 character serial number or 17 character chassis number in the appropriate field. Click 'OK'.

TO PRINT RECALLS/SERVICE BULLETINS SCREEN:

Click on 'Functions' and choose 'Print'.

TO ACCESS THE DEALER INDEX WEBSITE:

Click on 'Functions' and choose 'Dealer Index Website'.

TO PAGE THROUGH RECALLS/SERVICE BULLETINS:

Click on the arrow buttons to page forward or back or to the first page.

TO VIEW ANOTHER SERIAL NUMBER:

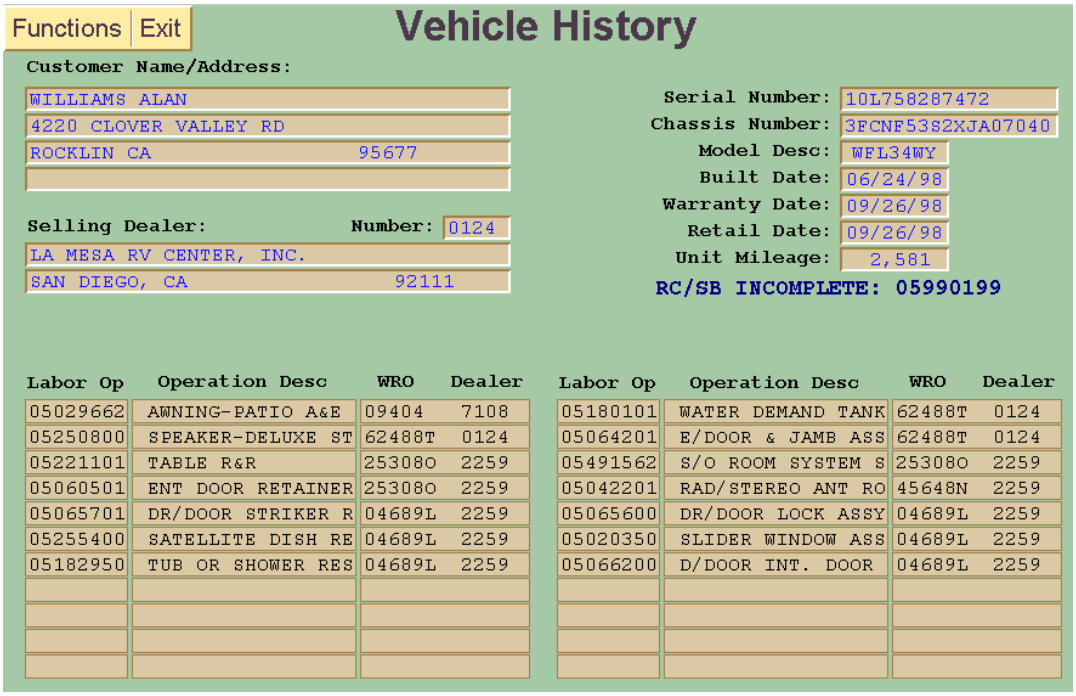
Double click on the 'Serial Number' or 'Chassis Number' field and enter another serial number or chassis number. Click 'OK'.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE VEHICLE HISTORY SCREEN:

Click on 'Vehicle Information' and 'Vehicle History' on the Warranty Menu Screen.



TO SHOW VEHICLE HISTORY FOR A UNIT:

Type: 8 character serial number or 12 character serial number or 17 character chassis number in the appropriate field. Click 'OK'.

TO PRINT VEHICLE HISTORY SCREEN:

Click on 'Functions' and choose 'Print'.

TO ACCESS THE DEALER INDEX WEBSITE:

Click on 'Functions' and choose 'Dealer Index Website'.

TO PAGE THROUGH VEHICLE HISTORY:

Click on the arrow buttons to page forward or back or to the first page.

TO VIEW ANOTHER SERIAL NUMBER:

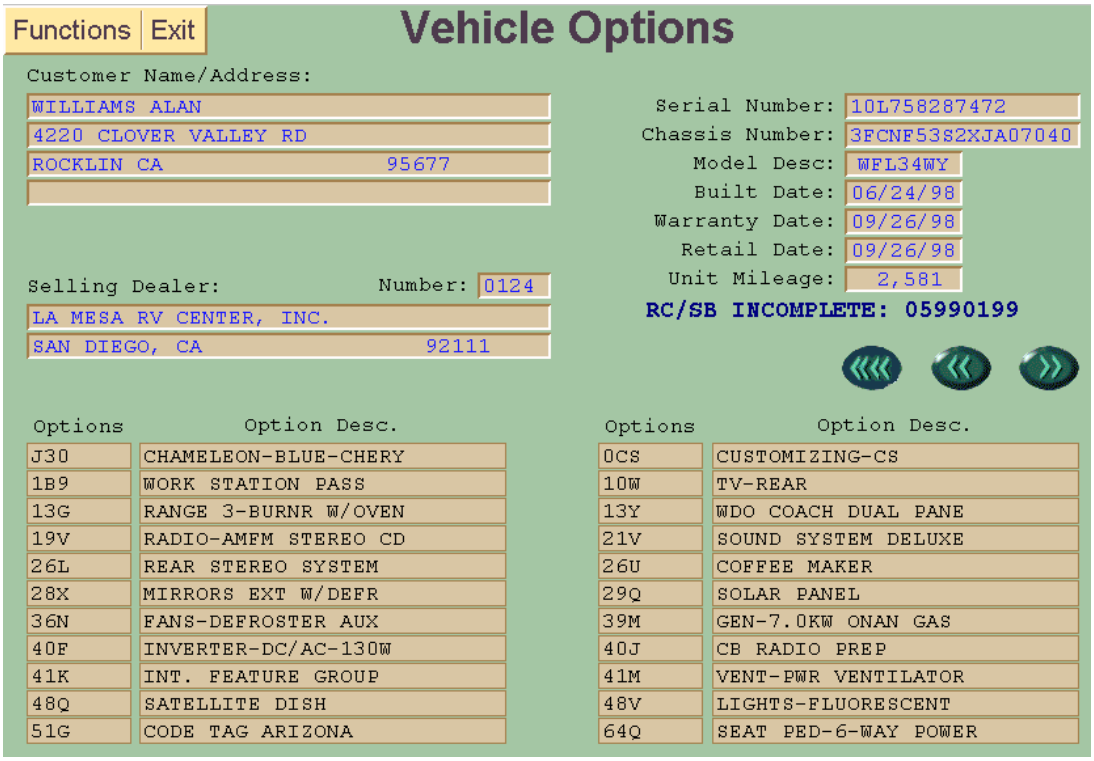
Double click on the 'Serial Number' or 'Chassis Number' field and enter another serial number or chassis number. Click 'OK'.

TRANSFER BACK TO WROS MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE VEHICLE OPTIONS SCREEN:

Click on 'Vehicle Information' and 'Vehicle Options' on the Warranty Menu Screen.



TO SHOW OPTIONS FOR A UNIT:

Type: 8 character serial number or 12 character serial number or 17 character chassis number in the appropriate field. Click 'OK'.

TO PRINT VEHICLE OPTIONS SCREEN:

Click on 'Functions' and choose 'Print'.

TO ACCESS THE DEALER INDEX WEBSITE:

Click on 'Functions' and choose 'Dealer Index Website'.

TO PAGE THROUGH VEHICLE OPTIONS:

Click on arrow buttons to page forward or back or to the first page.

TO VIEW ANOTHER SERIAL NUMBER:

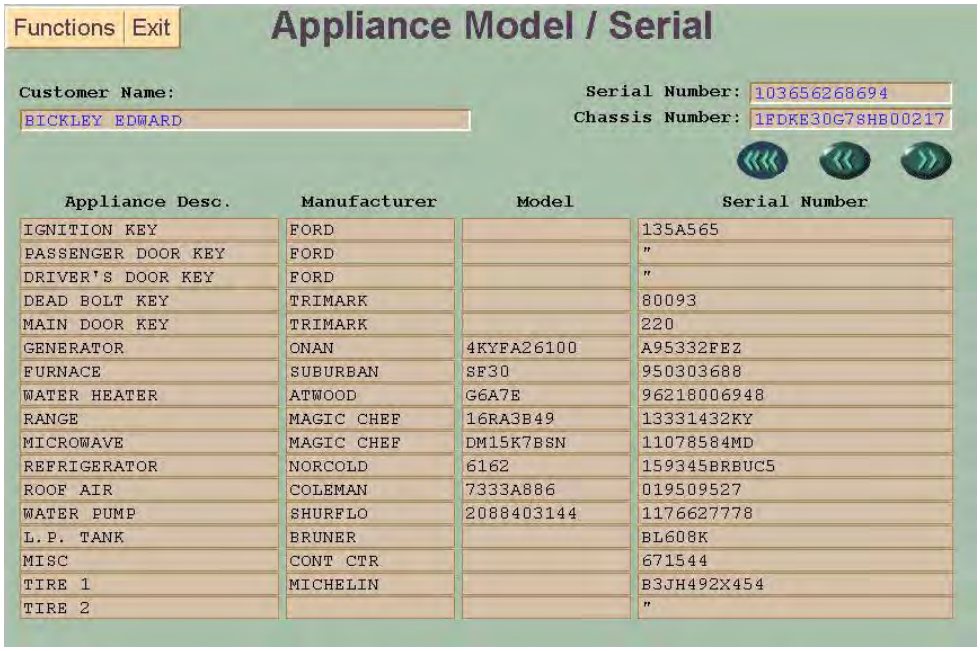
Double click on the 'Serial Number' or 'Chassis Number' field and enter another serial number or chassis number. Click 'OK'.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE APPLIANCE MDL/SERIAL SCREEN:

Click on 'Vehicle Information' and 'Appliance Model/Serial' on the Warranty Menu Screen.



Appliance Desc.	Manufacturer	Model	Serial Number
IGNITION KEY	FORD		135A565
PASSENGER DOOR KEY	FORD		"
DRIVER'S DOOR KEY	FORD		"
DEAD BOLT KEY	TRIMARK		80093
MAIN DOOR KEY	TRIMARK		220
GENERATOR	ONAN	4KYFA26100	A95332FEZ
FURNACE	SUBURBAN	SF30	950303688
WATER HEATER	ATWOOD	G6A7E	96218006948
RANGE	MAGIC CHEF	16RA3B49	13331432KY
MICROWAVE	MAGIC CHEF	DM15K7BSN	11078584MD
REFRIGERATOR	NORCOLD	6162	159345BRBUC5
ROOF AIR	COLEMAN	7333A886	019509527
WATER PUMP	SHURFLO	2088403144	1176627778
L.P. TANK	BRUNER		BL608K
MISC	CONT CTR		671544
TIRE 1	MICHELIN		B3JH492X454
TIRE 2			"

TO SHOW APPLIANCE MDL/SERIAL FOR A UNIT:

Type: 8 character serial number or 12 character serial number or 17 character chassis number in the appropriate field. Click 'OK'.

TO PRINT APPLIANCE MODEL/SERIAL SCREEN:

Click on 'Functions' and choose 'Print'.

TO PAGE THROUGH APPLIANCE MDL/SERIAL:

Click on the arrow buttons to page forward or back or to the first page.

TO VIEW ANOTHER SERIAL NUMBER:

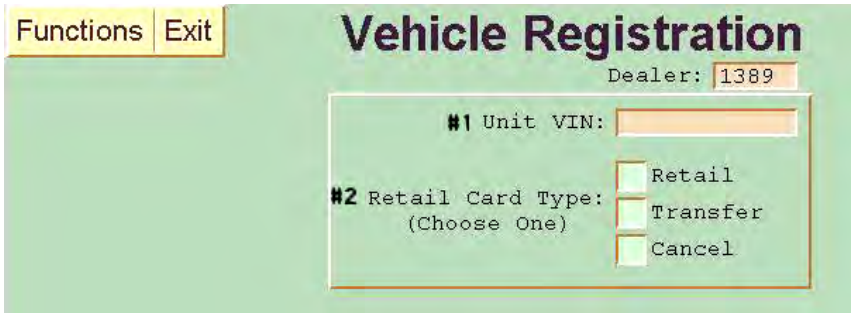
Double click on the 'Serial Number' or 'Chassis Number' field and enter another serial number or chassis number. Click 'OK'.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE VEHICLE REGISTRATION SCREEN:

Click on 'Vehicle Information' and 'Vehicle Registration Update' on the Warranty Menu Screen.



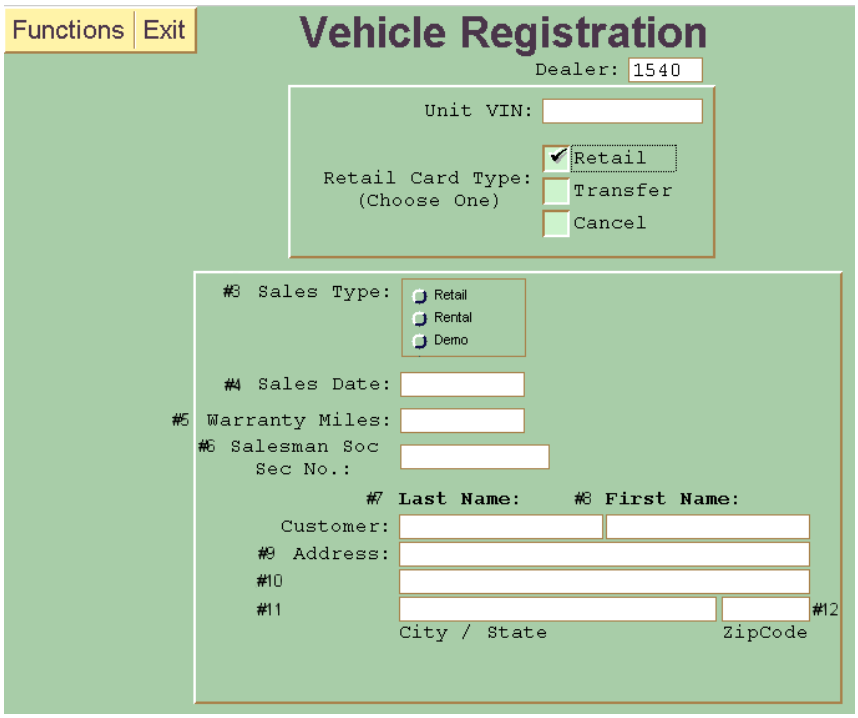
TO ENTER A RETAIL REGISTRATION, UNIT TRANSFER, OR RETAIL CANCELLATION:
An empty screen like the above will be shown.

Fill in the following fields:

#1 UNIT VIN - Winnebago Industries RV serial number

#2 RETAIL CARD TYPE - rtl card type
('R'=retail, 'T'=transfer, 'C'=cancel)

TO ENTER THE RETAIL REGISTRATION INFORMATION:



An empty screen like the above will be shown. Enter the retail registration information on the screen.

Fill in the following fields:

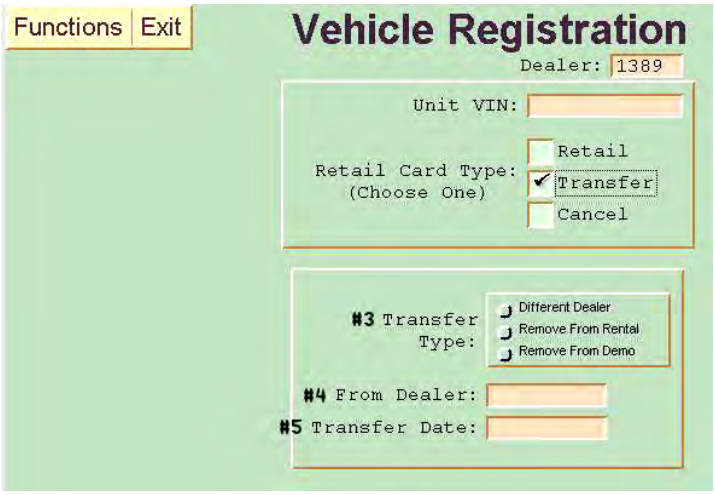
- #3 SALES TYPE - sales type (‘1’ = retail, ‘2’ - rental, ‘3’ = demo)
- #4 SALES DATE - retail sale date (format = MMDDYY).
- #5 WARRANTY MILES - mileage of unit (Do NOT enter tenths).
- #6 SALESMAN SOC SEC NO - salesman social security number
- #7 CUSTOMER LAST NAME - customer last name (Do NOT enter commas).
- #8 CUSTOMER FIRST NAME – customer first name (Do NOT enter commas).
- #9 CUSTOMER ADDRESS 1 - customer first address line
- #10 CUSTOMER ADDRESS 2 - customer second address line, optional
- #11 CUSTOMER CITY/STATE 1 - customer city and state/province (also country if needed)
- #12 CUSTOMER ZIP CODE - customer zip code

When you are finished with the retail registration, click on ‘Functions’ and choose ‘Submit Updates’. Submit Updates’ will send the data to Winnebago Industries for processing.

TRANSFER BACK TO WARRANTY MENU:

Click on ‘Exit’ and choose ‘Application Menu’.

TO ENTER THE UNIT TRANSFER INFORMATION:



An empty screen like the above will be shown. Enter the unit transfer information on the screen.

Fill in the following fields:

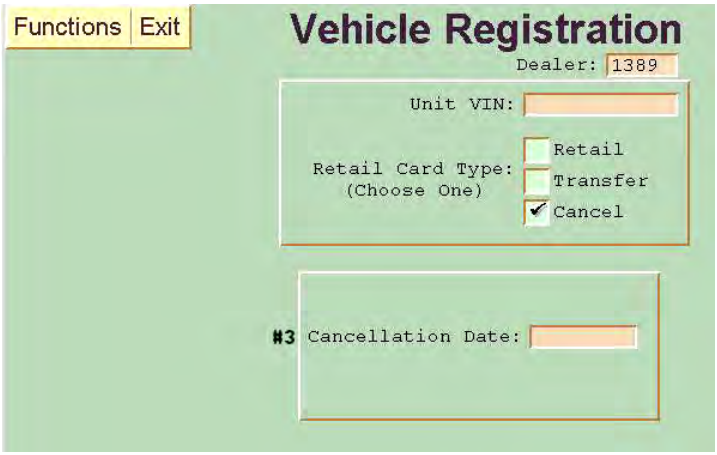
#3 TRANSFER TYPE - transfer type (‘1’ = diff dir, ‘2’ = remove from rental, ‘3’ = remove from demo)
#4 FROM DEALER - dealer number unit was received from
#5 TRANSFER DATE - transfer date
(Format = MMDDYY).

When you are finished with the unit transfer, click on ‘Functions’ and choose ‘Submit Updates’. ‘Submit Updates’ will send the data to Winnebago Industries for processing.

TRANSFER BACK TO WARRANTY MENU:

Click on ‘Exit’ and choose ‘Application Menu’.

TO ENTER THE RETAIL CANCELLATION INFORMATION:



An empty screen like the above will be shown. Enter the retail cancellation information on the screen.

Fill in the following fields:

#3 CANCELLATION DATE - cancellation date
(Format = MMDDYY).

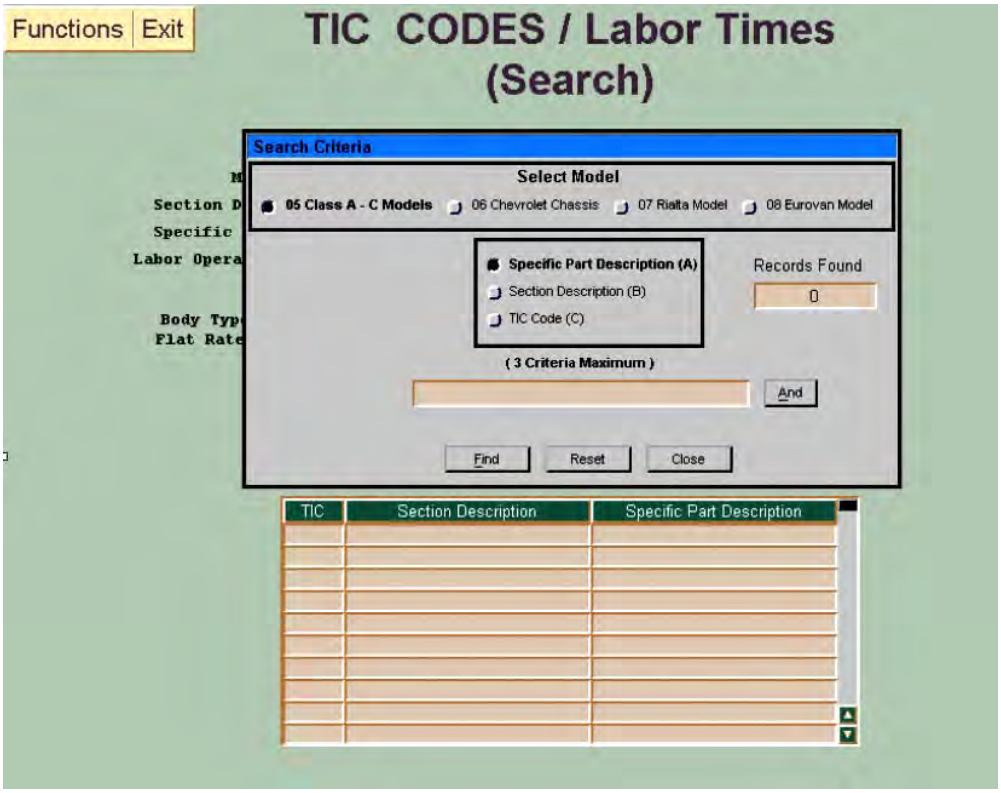
When you are finished with the retail cancellation, click on 'Functions' and chose 'Submit Updates'. 'Submit Updates' will send the data to Winnebago Industries for processing.

TRANSFER BACK TO WARRANTY MENU:

Click on 'Exit' and choose 'Application Menu'.

TO ACCESS THE 'TIC MANUALS' (SEARCH) SCREEN:

Click on 'TIC Manuals (Search)' on the Warranty Menu Screen.



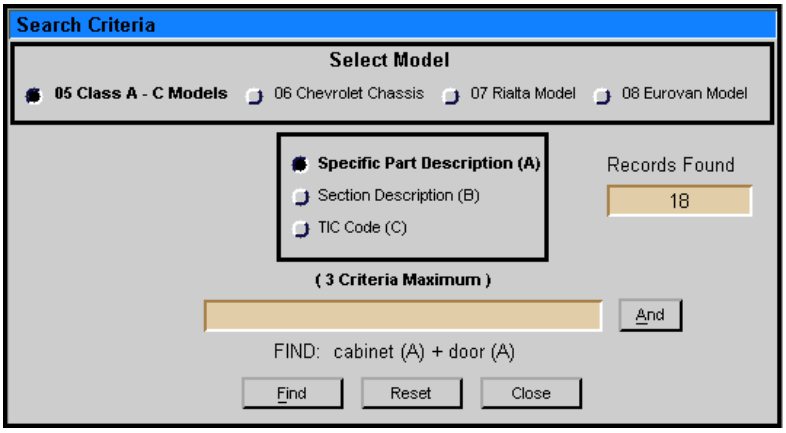
A screen like the above will be displayed.

TO SEARCH FOR A TIC/LABOR TIME BY SPECIFIC PART DESCRIPTION:

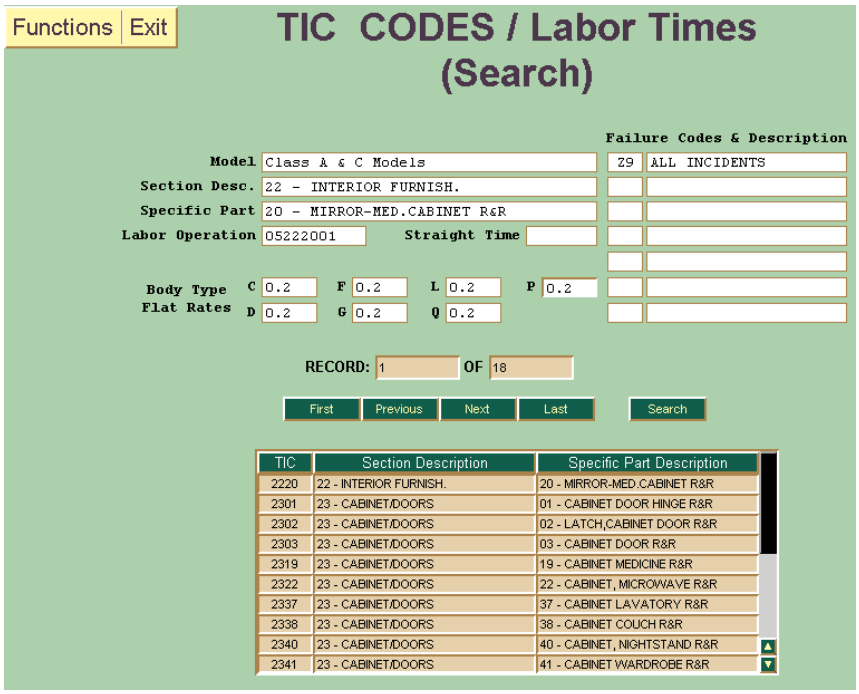
Select the TIC manual for the model you want to search under "Select Model'.

Select the 'Specific Part Description (A)' box.

Enter the part description you want to search. Multiple words can be searched. As an example, type 'cabinet' and click on 'And'. Type 'door' and click on 'find'. A screen like below will be shown.



Click on ‘close’ and a screen like below will be shown.



Use the ‘First’, ‘Previous’, ‘Next’, ‘Last’ buttons to view the information on the TIC Codes/Labor Times found on the Specific Part Description search.

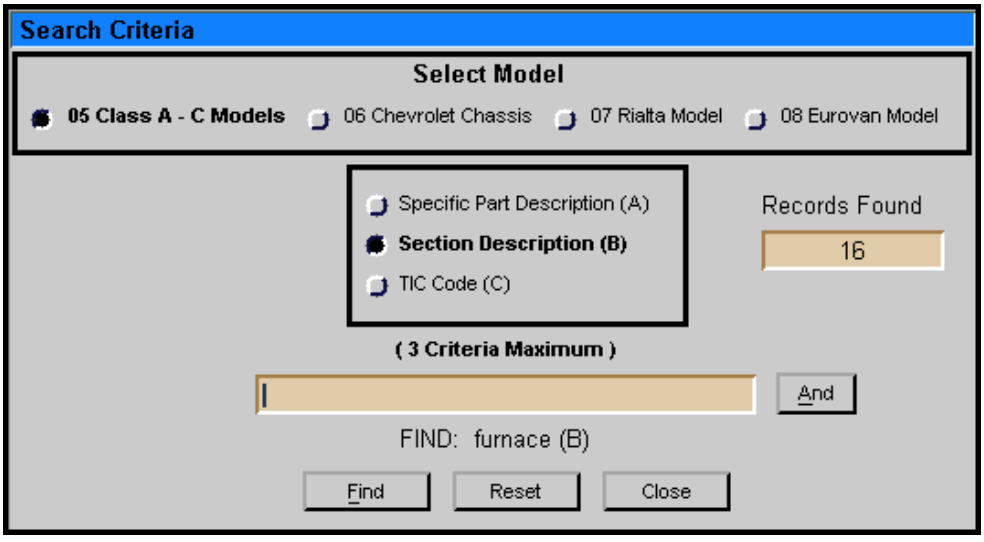
Click on ‘Search’ to start a new search.

TO SEARCH FOR A TIC/LABOR TIME BY SECTION DESCRIPTION:

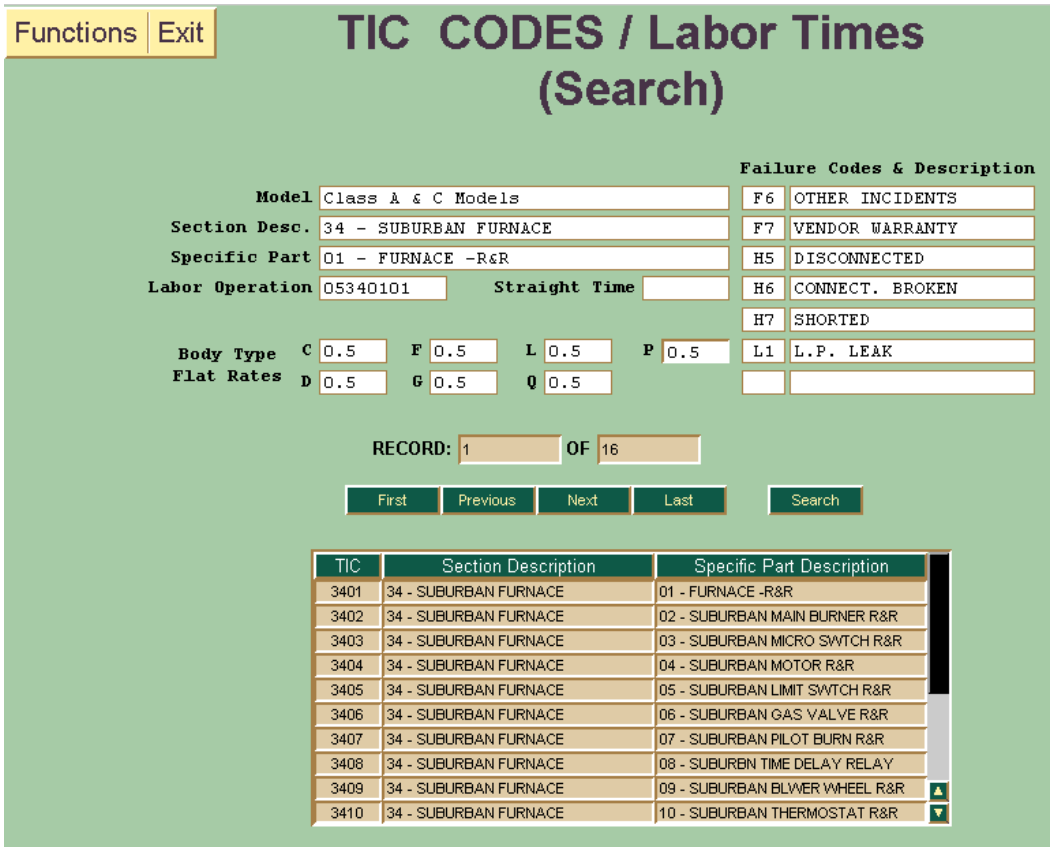
Select the TIC manual for model you want to search under ‘Select Model’.

Select the ‘Section Description (B)’ box.

Enter the section description you want to search. As an example, type ‘furnace’ and click on ‘Find’. A screen like below will be shown.



Click on ‘close’ and a screen like below will be shown.



Use the ‘First’, ‘Previous’, ‘Next’, ‘Last’ buttons to view the information on the TIC Codes/Labor Times found on the Section Description search.

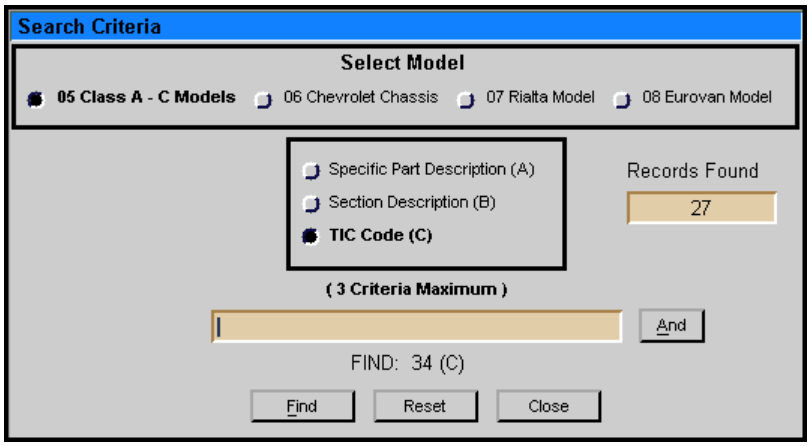
Click on ‘Search’ to start a new search.

TO SEARCH FOR A TIC/LABOR TIME BY TIC CODE:

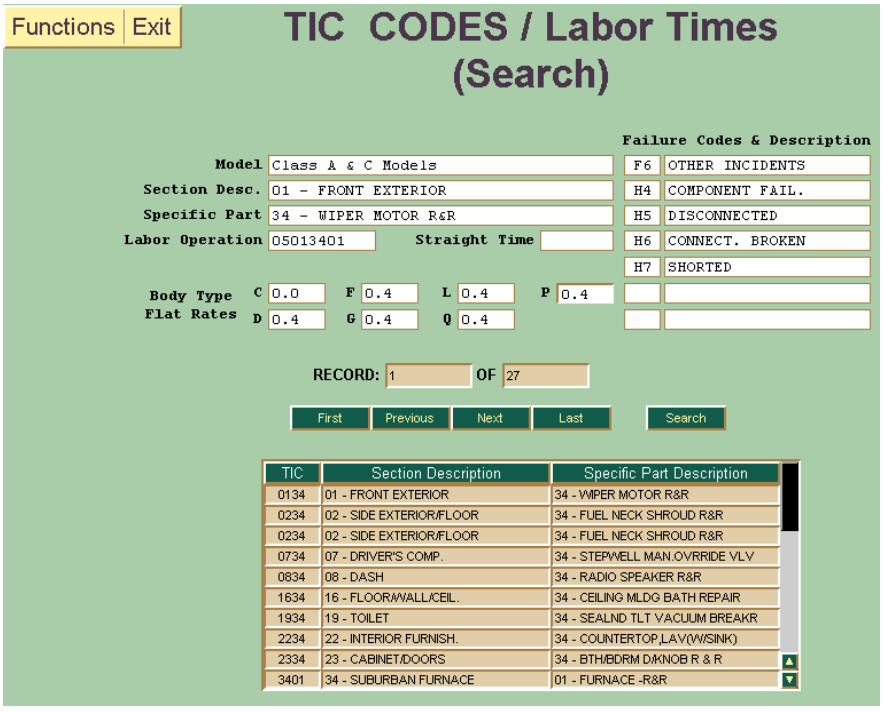
Select the TIC manual for the model you want to search under ‘Select Model’.

Select the ‘TIC Code (C)’ box.

Enter the numeric TIC you want to search. As an example type ‘34’ and click on ‘Find’. A screen like below will be shown.



Click on ‘close’ and a screen like below will be shown.



Use the ‘First’, ‘Previous’, ‘Next’, ‘Last’ button to view the information on the TIC Code/Labor Times found on the TIC Code search.

Click on ‘Search’ to start a new search.

TO PRINT TIC CODES/LABOR TIMES SCREEN:

Click on ‘Functions’ and choose ‘Print’.

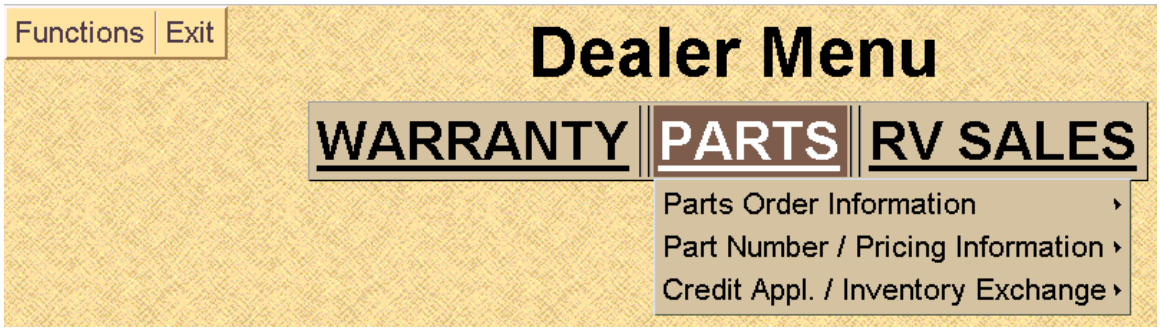
TRANSFER BACK TO WARRANTY MENU:

Click on ‘Exit’ and choose ‘Application Menu’.

SECTION D: PART SALES WIN NET

TO ACCESS DEALER PART MENU:

Click on 'Parts' Tab.



GENERAL RULES FOR ALL PART MENU FUNCTIONS:

You may only access orders for your own dealer number.

If you have accessed an order number in one Parts menu function, and you transfer to another function, an automatic inquiry will be done on that order number in the new function.

When you are in a part menu function, transfer to another part menu function one of two ways:

1. Return to 'Dealer Menu' and select new function (Click on 'Exit' and choose 'Application Menu').
2. Click on 'GO TO' and select a new function.

Return to 'Dealer Menu' by clicking on 'Exit' and choose 'Application Menu'.

Exit WIN NET:

1. Click on 'Exit' and choose 'Logoff System'.
2. Close 'Dealer Network Continue' screen.

TO CHANGE DEALER NUMBER:

1. Click on 'Functions' from 'Dealer Menu' and choose 'New Dealer Password'.
2. Type new dealer number and password and then click on 'OK'.

TO FIND OUT CURRENT WIN NET VERSION:

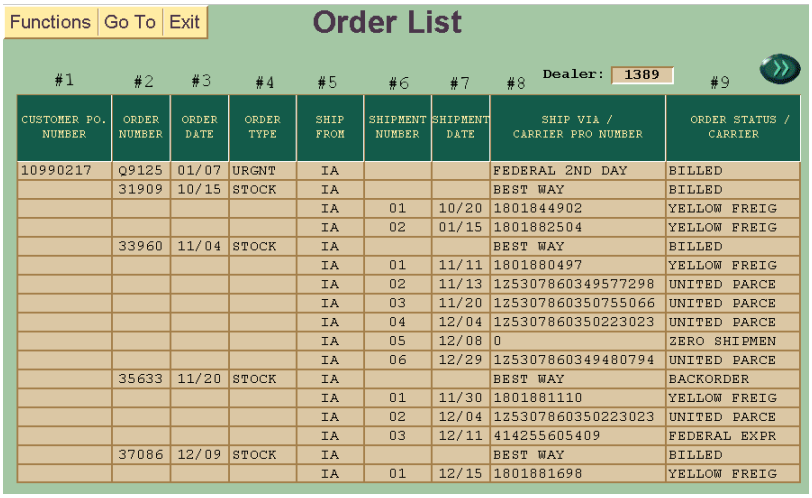
1. Click on 'Exit' and choose 'About Win Net' and then click on 'OK'.

TO USE WIN NET+:

1. Click on 'Exit' and choose 'Win Net+'.

TO ACCESS THE DEALER ORDER LIST:

Click on 'Parts Order Information' and 'Order List' on Parts Menu Screen.



CUSTOMER PO. NUMBER	ORDER NUMBER	ORDER DATE	ORDER TYPE	SHIP FROM	SHIPMENT NUMBER	SHIPMENT DATE	SHIP VIA / CARRIER PRO NUMBER	ORDER STATUS / CARRIER
10990217	Q9125	01/07	URGNT	IA			FEDERAL 2ND DAY	BILLED
	31909	10/15	STOCK	IA			BEST WAY	BILLED
				IA	01	10/20	1801844902	YELLOW FREIG
				IA	02	01/15	1801882504	YELLOW FREIG
	33960	11/04	STOCK	IA			BEST WAY	BILLED
				IA	01	11/11	1801880497	YELLOW FREIG
				IA	02	11/13	1Z5307860349577298	UNITED PARCE
				IA	03	11/20	1Z5307860350755066	UNITED PARCE
				IA	04	12/04	1Z5307860350223023	UNITED PARCE
				IA	05	12/08	0	ZERO SHIPMEN
				IA	06	12/29	1Z5307860349480794	UNITED PARCE
	35633	11/20	STOCK	IA			BEST WAY	BACKORDER
				IA	01	11/30	1801881110	YELLOW FREIG
				IA	02	12/04	1Z5307860350223023	UNITED PARCE
				IA	03	12/11	414255605409	FEDERAL EXPR
	37086	12/09	STOCK	IA			BEST WAY	BILLED
				IA	01	12/15	1801881698	YELLOW FREIG

A screen like the above will be shown. The following information is displayed for each order:

Field:

#1 = Dealer's Purchase Order Number
#2 = Winnebago Order Number
#3 = Date the Order was Entered
#4 = Part Sales Order Type
#5 = Location of Shipping Terminal
#6 = Shipment/Cycle Number
#7 = Date the Cycle Shipped from Part Sales
#8 = Method of Shipment or
Freight Carrier Pro Number
NOTE: Each cycle may have more than one package. The pro number shown will be for Package #1 only - contact Part Sales for the additional pro numbers.
#9 = Status of the Complete Order and the Freight Carrier Used for Each Cycle

TO SHOW OPEN ORDERS AND RECENTLY COMPLETED ORDERS:

*Default View

TO SHOW ORDERS STARTING WITH A CERTAIN ORDER NUMBER:

Click on 'Functions' and choose 'Go To Order', you will then be prompted to enter the New Starting Order Number.

TO SHOW ALL ORDERS IN THE PAST TWELVE MONTHS:

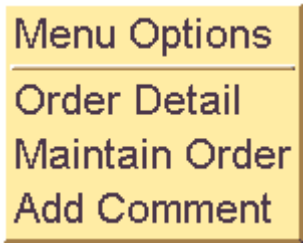
Click on 'Functions' and choose 'Display 12 Months'.

TO SHOW CURRENT ORDERS AGAIN:

Click on 'Functions' and choose 'Display Current'.

TO TRANSFER TO OTHER FUNCTIONS:

Double Click on the order number you want to view. A “Menu Options” screen will appear. Select a function from the options shown below.



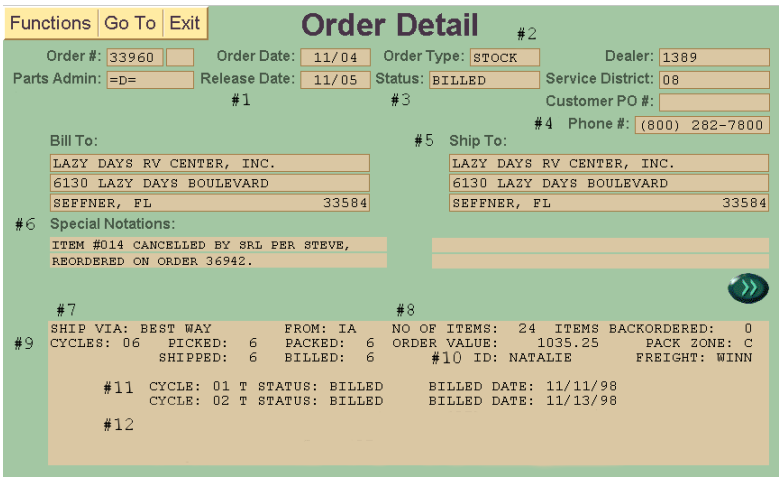
You may also click on ‘Go To’ and choose from the functions displayed.

TO ACCESS THE ORDER DETAIL SCREEN:

Click on 'Parts Order Information' and 'Order Detail' on the Parts Menu Screen.

You will be prompted to enter the order number and shipment number (Shipment is not required.)

A screen like below will be shown.



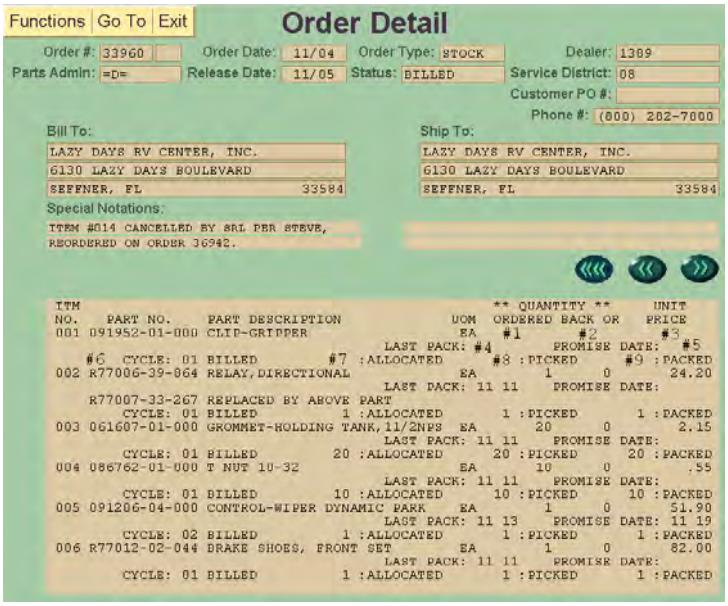
The first page will show the following information:

Field:

#1 = Release Date
#2 = Order type (stock, daily, special handling, trip, recall)
#3 = Status of Complete Order
#4 = Customer's drop ship phone number (Drop shipments only)
#5 = Ship to Address (may be different if a drop ship type order)
#6 = Comments Placed by Part Sales (if applicable)
#7 = Shipment Method
#8 = Number of Total Line Items
#9 = Number of Cycles/Shipments
#10 = Name of Person Who Placed the Order
#11 = Cycle Information
#12 = Comments

Use the arrow buttons to page forward, page back, or go to the first page:

The next page(s) will show the following information:

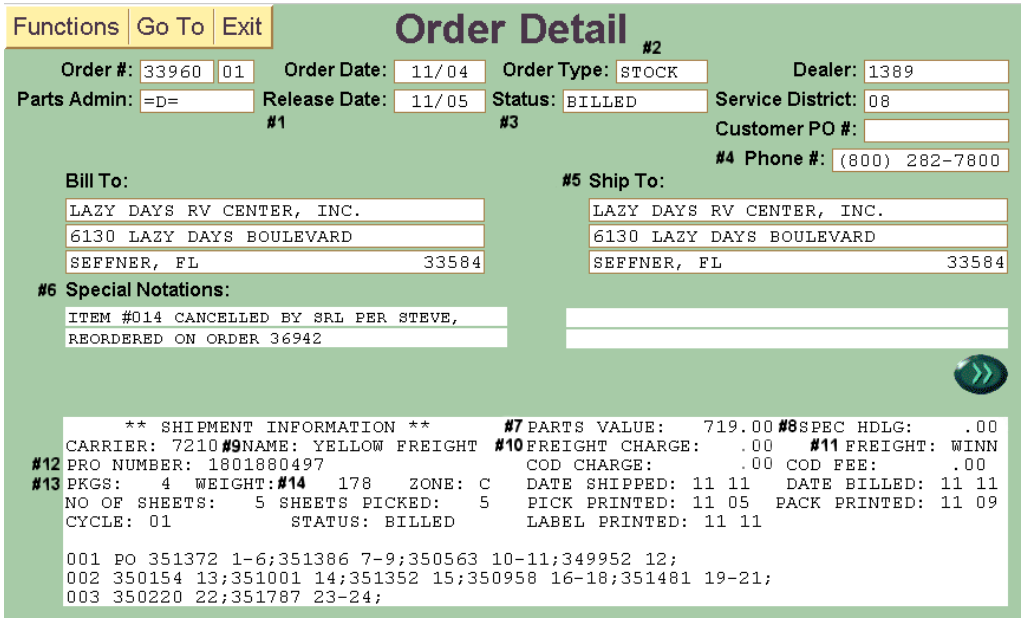


Field: **#1** = Quantity Ordered
#2 = Quantity Backordered (if applicable)
#3 = Line Item Price
#4 = Pack Date (if part is in stock)
#5 = Promise Date (if part is on backorder, this date is when Part Sales expects to receive the item.)
#6 = Cycle number on which this item is contained.
#7 - #9 = Quantity at status of this line item (allocated-picked-packed-shipped-billed)

TO VIEW INFORMATION ON A SPECIFIC CYCLE OF AN ORDER:

Click on the 'Functions' and choose 'New Order Detail'. You will be prompted to enter a new order number and shipment/cycle number.

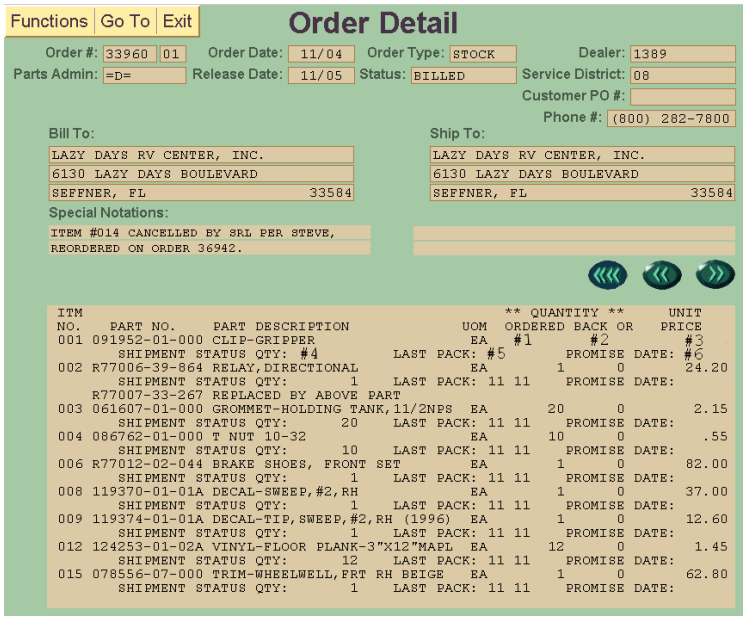
The first page will show order information for this cycle only:



Field:

#1 = Release Date
#2 = Order Type
#3 = Status of this Cycle
#4 = Customer's drop ship phone number (drop shipments only)
#5 = Ship to Address (may be different if a drop ship type order)
#6 = Comments Placed by Part Sales (if applicable)
#7 = Total Parts Dollars for the Shipment
#8 = Special Handling/Minimum Order Charge
#9 = Freight Carrier Name
#10 = Freight Carrier Charge Debited to the Dealer's Account
#11 = Freight Paid By
#12 = Shipper Pro Number
#13 = Number of Packages in the Shipment
#14 = Total Shipment Weight

Use the arrow buttons to page forward, page back, or go to the first page:



The next page(s) will show the following:

Field:
- **#1** = Quantity Ordered
- **#2** = Quantity Backordered (if applicable)
- **#3** = Line Item Price
- **#4** = Quantity of this item shipping on this cycle
- **#5** = Date this line item was packed for this cycle
- **#6** = Promise Date (if part is on backorder, this date is when Part Sales expects to receive the item.

TRANSFER TO ANOTHER PART MENU FUNCTION:

Click on 'Go To' and select a function from the list shown.

TRANSFER BACK TO PART MENU:

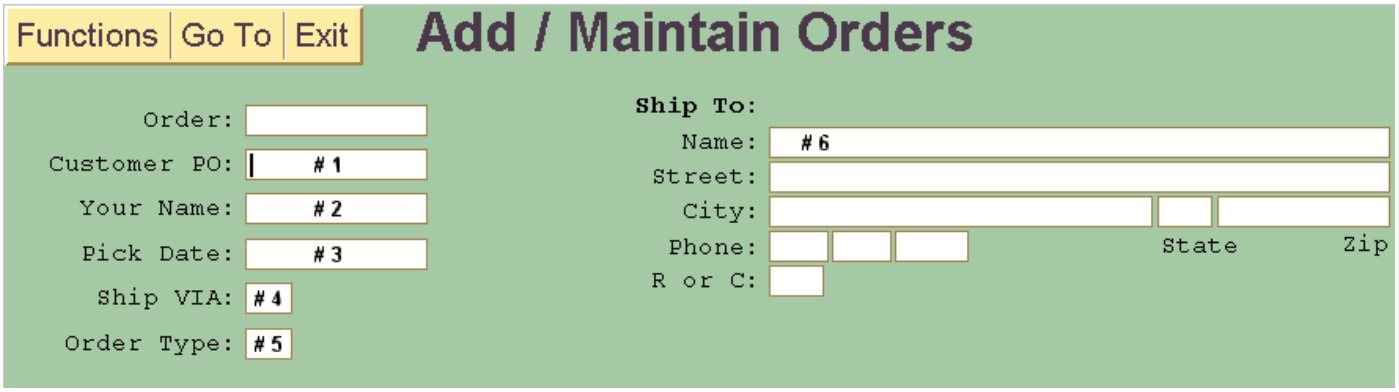
Click on 'Exit' and 'Application Menu'.

TO ACCESS THE ADD AND MAINTAIN ORDER SCREEN:

Click on 'Parts Order Information' and 'Add/Maintain Order' on Parts Menu Screen.

Click on 'Stock, Daily, Spec. Handling Orders'.

TO PLACE A STOCK ORDER:

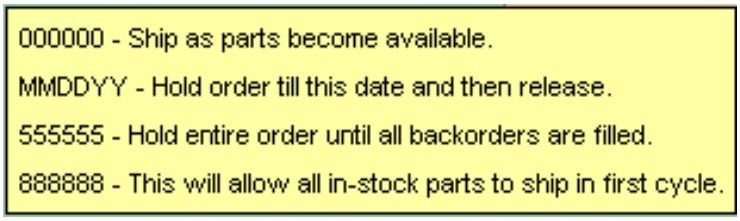


Click 'Functions' and 'New Order'.

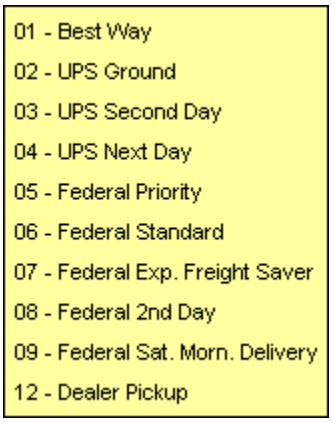
An empty screen like above will be shown.

Fill in the following fields:

1. Customer PO: - Your purchase order number (up to ten digits).
2. Your Name: - Enter your name (up to 11 characters)
3. Pick Date: - When the cursor is in 'Pick Date' field, you will see a box appear to the right. All stock orders will automatically have "000000" added in the pick date.



4. Ship Via: - Enter the two-digit freight carrier number or select from the box displayed.



5. Order Type - Select order type.

   1 - Stock Order - Your dealership is allowed one stock order per week. Winnebago's computer system will automatically release this order for you.

If the order is to be shipped directly to your dealership, you can now submit the order (Click 'Functions' and 'Submit Order'). If any errors appear correct them and click on 'Submit Order'. You will receive an order number when the information is correct. Continue placing your order by going to the instructions "Entering Parts for Stock, Daily, Special Handling Orders:"

6. Ship To - If you want to drop ship the order to a different location:

   Enter the customer's name.

   Enter the customer's street address.
   Part Sales cannot ship to Post Office boxes.

   Enter the customer's city.

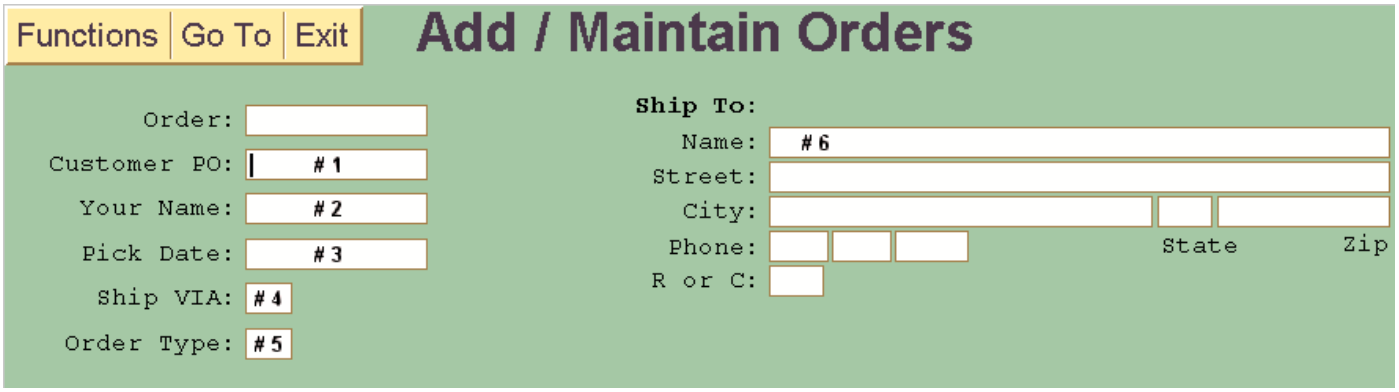
   Enter the customer's state abbreviation (two characters).

   Enter the customer's zip code up to ten characters (Example: 50436-4001 {-4001 is optional}).
   (May not drop ship to Canada.)

   Enter the customer's phone number for the freight carrier's use. If the customer's number is not entered, press 'Tab' 3 times to move to the next field. If the customer's phone number is not entered, the dealership's phone number will be used.

   If the drop ship address is residential, type "R." If the drop ship to address is commercial or a business, type "C." If the address is residential, an additional fee may be added by the freight carrier.

TO PLACE A DAILY ORDER:

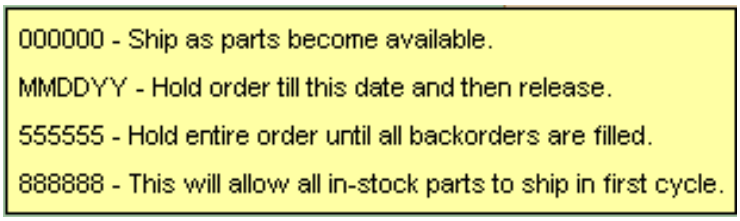


Click 'Functions' and 'New Order'.

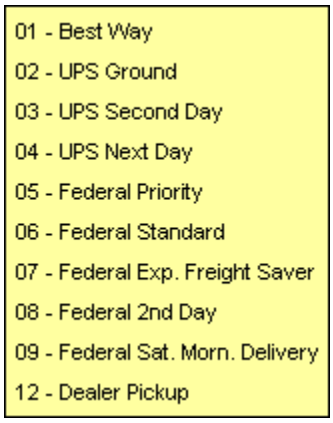
An empty screen like above will be shown.

Fill in the following fields:

1. Customer PO: - Your purchase order number (up to ten digits).
2. Your Name: - Enter your name (up to 11 characters)
3. Pick Date: - When the cursor is in 'Pick Date' field, you will see a box appear to the right. For a daily order, type or select one of the following.



4. Ship Via: - Enter the two-digit freight carrier number or select from the box displayed.



5. Order Type - Select order type.

   2 - Daily Order - You can place as many daily orders per day as needed. A $10 minimum order is needed or a $5 charge will be added to your order.

If the order is to be shipped directly to your dealership, you can now submit the order (Click 'Functions' and 'Submit Order'). If any errors appear correct them and click on 'Submit Order'. You will receive an order number when the information is correct. Continue placing your order by going to the instructions, "Entering Parts for Stock, Daily, Special Handling Orders".

6. Ship To - If you want to drop ship the order to a different location:

   Enter the customer's name.

   Enter the customer's street address.
   Part Sales cannot ship to Post Office boxes.

   Enter the customer's city.

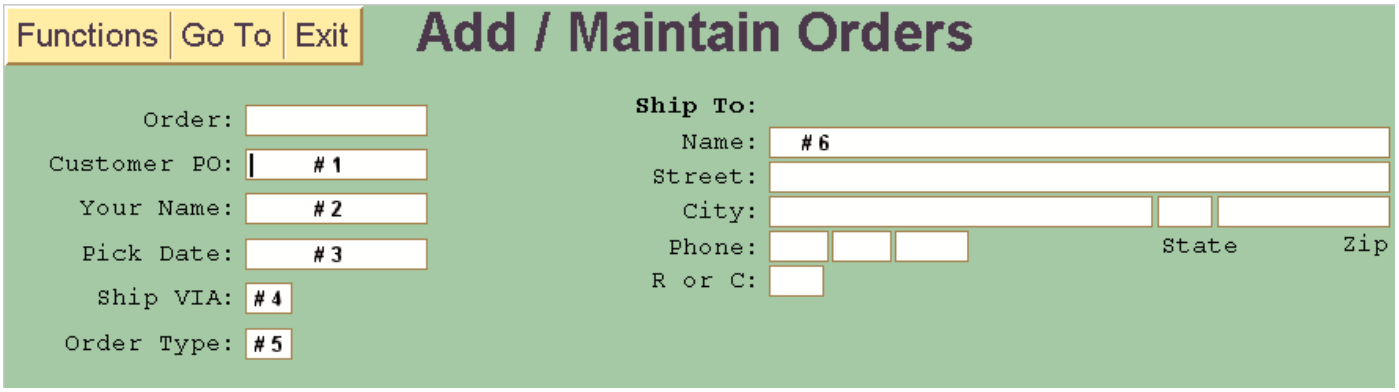
   Enter the customer's state abbreviation (two characters).

   Enter the customer's zip code up to ten characters (Example: 50436-4001 {-4001 is optional}).
   (May not drop ship to Canada.)

   Enter the customer's phone number for the freight carrier's use. If the customer's number is not entered, press 'Tab' 3 times to move to the next field. If the customer's phone number is not entered, the dealership's phone number will be used.

   If the drop ship address is residential, type "R." If the drop ship to address is commercial or a business, type "C." If the address is residential, an additional fee may be added by the freight carrier.

TO PLACE A SPECIAL HANDLING ORDER:

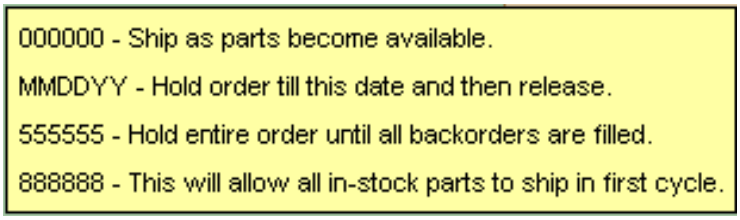


Click 'Functions' and 'New Order'.

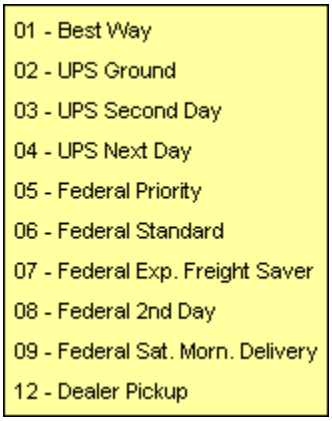
An empty screen like above will be shown.

Fill in the following fields:

1. Customer PO: - Your purchase order number (up to ten digits).
2. Serial or Name: - Enter your name (up to 11 characters).
3. Pick Date: - When the cursor is in 'Pick Date' field, you will see a box appear to the right. All special handling orders will automatically have '000000' added to the pick date.



4. Ship Via: - Enter the two-digit freight carrier number or select from the box displayed.



5. Order Type - Select order type.

3 - Special Handling Order - You can place a special handling order for up to 7 part line items and all parts must be in Winnebago Part Sales inventory.

If the order is to be shipped directly to your dealership, you can now submit the order (Click ‘Functions’ and ‘Submit Order’). If any errors appear correct them and click on ‘Submit Order’. You will receive an order number when the information is correct. Continue placing your order by going to the instructions, “Entering Parts for Stock, Daily, Special Handling Orders”.

6. Ship To - If you want to drop ship the order to a different location:

Enter the customer's name.

Enter the customer's street address.
Part Sales cannot ship to Post Office boxes.

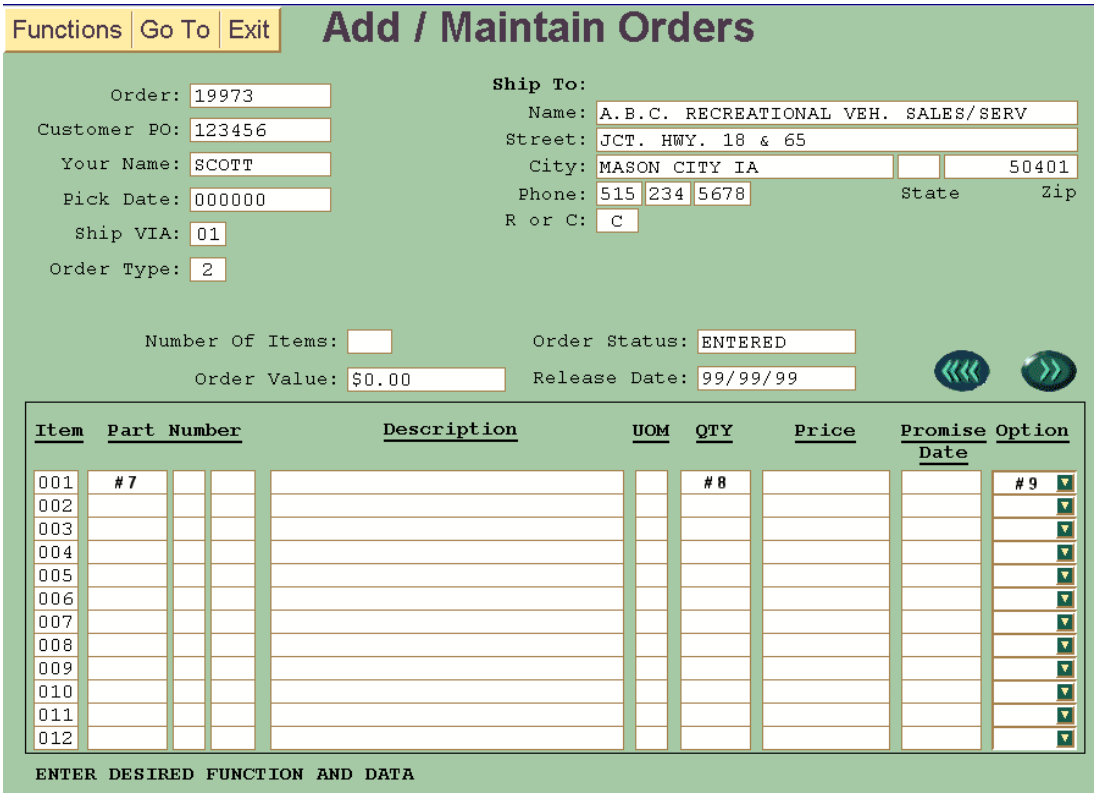
Enter the customer's city up to 23 characters.

Enter the customer's state abbreviation (two characters).

Enter the customer's zip code up to ten characters (Example: 50436-4001 {-4001 is optional}).
(May not drop ship to Canada.)

Enter the customer’s phone number for the freight carrier’s use. If the customer’s number is not entered, press ‘Tab’ 3 times to move to the next field. If the customer’s phone number is not entered, the dealership’s phone number will be used.

If the drop ship address is residential, type "R." If the drop ship to address is commercial or a business, type "C." If the address is residential, an additional fee may be added by the freight carrier.



ENTERING PARTS FOR STOCK, DAILY, SPECIAL HANDLING ORDERS:

7. Click on the first open part number field
8. Type in all part numbers and part quantities on your order. When finished, click 'Functions' and 'Submit Order'.

If more than 12 line items are needed, click the forward arrow button to take you to a new page to enter more parts.

TO CORRECT PART ERRORS:

If a line item has an error code in the part description field as listed below, follow the procedure listed under the error code description:

Error Code: 'REVIEW PART PRICE/AVAIL@F5" = In the **'Option' field (#9)** click the down arrow on the line where the error occurred, and select 'Delete', then resubmit the order (click 'Functions' and 'Submit Order'). This will remove the error line item from the order.

You can now press the 'F5' key on the keyboard or select 'Part Pricing/Availability' under the 'Go To' menu. This will transfer you to the 'Part Price/Availability' screen. The error coded part number will appear on this screen describing why the part must be reviewed.

- Some parts may need to have a motor home serial number, model number or built date added to the 'Order Comments' screen.

- Some parts may not be available and replacement part numbers will be recommended.

If a part requires specific information to be given, input this information on the 'Order Comments' screen. Select 'Go To' and 'Add Comments'. Type the requested information and click 'Functions' and 'Submit Comments'.

To return to the order click 'Functions' and 'Add/Maintain Order'. Select the open line and type the needed part number and quantity, then resubmit the order (click 'Functions' and 'Submit Order'). The error code: "Review Part Price/Avail @F5' will appear again. In the 'Option' field (#9) click the down arrow and select 'DR', for dealer responsibility to override the error code. After selecting 'DR', you will need to resubmit the order (click 'Functions' and 'Submit Order').

Error Code: "PART CANNOT BE ORDERED" – The part is not available from Part Sales or you must contact Part Sales to order the part. In the 'Option' field (#9) select the down arrow and choose 'Delete', then click 'Functions' and 'Submit Order'. This will delete the line information and allow the rest of the order to be accepted. Prior to contacting Part Sales, review the comments in the 'Part Price/Availability' screen. The needed part may be replaced by another part or parts. The comments section may request information you need to obtain from the customer prior to ordering the part, etc.

Error Code: "RETYPE CORRECT DATA" – Indicates an entry field has been improperly completed. Correct the line item in error and re-submit order. (Click 'Functions' and 'Submit Order').

TO ADD COMMENTS TO AN ORDER:

If you have comments which you would like to add to this order or the 'DR' (Dealer Responsibility) override function was performed and the "Price Screen" requested specific information be supplied, click 'Go To' and 'Add Comments'. The comment screen will now be displayed. Comments must be added prior to releasing the order.

TO RELEASE AN ORDER:
After all line items are added and all changes and corrections are made, release the order by clicking 'Function' and 'Release Order'.

Daily, and Special Handling orders will not start to process until you release the order.

The computer system will automatically release your stock order.

TO SHOW AN EXISTING ORDER:
Double click on the 'Order', field and type the order number in the "Enter Order Number" box & click 'OK'.

TO ADD/MAINTAIN AN EXISTING ORDER:
Double click on the 'Order' field and type the order number in the "Enter Order Number" box & click 'OK'.

You can only add or maintain orders that are 'Order Status: ENTERED'. If the order is in the released, picking, picked, or packed status, contact Winnebago Part Sales for assistance.

Make any changes or additions to the order and click 'Functions' and 'Submit Order' to update the order.

TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select a function from the list shown.

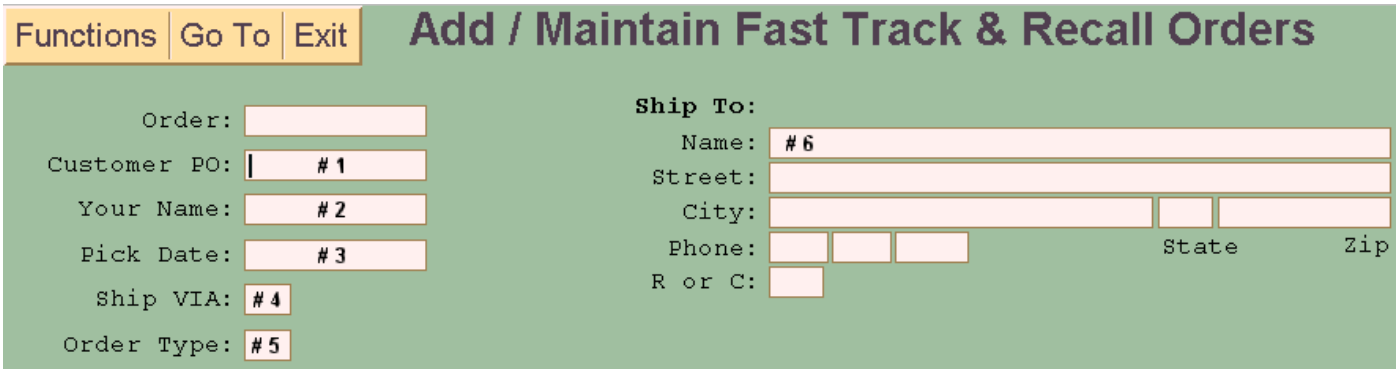
TRANSFER BACK TO PART MENU:
Click 'Exit' and 'Application Menu'.

TO ACCESS THE ADD AND MAINTAIN FAST TRACK & RECALL ORDER SCREEN:

Click on 'Parts Order Information' and 'Add Maintain Order' on Parts Menu Screen.

TO PLACE A FAST TRACK ORDER:

Click on 'Fast Track & Recall Orders'.

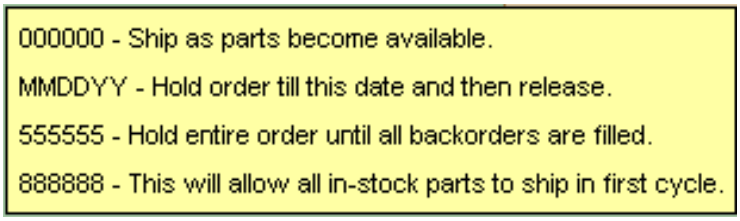


Click 'Functions' and 'New Order'.

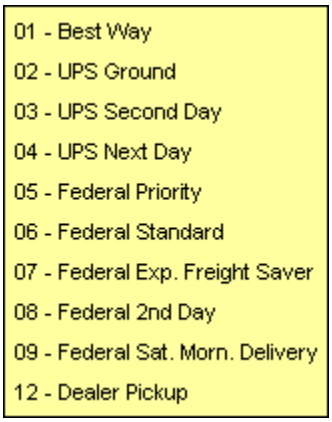
An empty screen like above will be shown.

Fill in the following fields:

1. Customer PO: - Your purchase order number (up to ten digits).
2. Your Name: - Enter your name.
3. Pick Date: - When the cursor is in 'Pick Date' field, you will see a box appear to the right. All Fast Track Orders will automatically have '555555' in the pick date.



4. Ship Via: - Enter the two-digit freight carrier number or select from the box displayed.



5. Order Type - Select order type.

   F – Fast Track Standard Order – Use this order type for parts required for standard, non-emergency warranty repairs. Each line item part requires a Winnebago motor home serial number and vehicle mileage. This order type can have multiple serial numbers on an order. The freight method will be selected by the dealership. The order will ship within 24 hours of completion and Winnebago pays the freight.

   N – Fast Track Next Day Order – Use this order type for parts required for emergency warranty repairs. Each line item part requires a Winnebago motor home serial number and vehicle mileage. This order type can have multiple serial numbers on an order. The order is limited to seven line items. The freight method will be selected by the dealership. The order will ship immediately upon completion and Winnebago pays the freight.

If the order is to be shipped directly to your dealership, you can now submit the order (Click 'Functions' and 'Submit Order'). If any errors appear correct them and click on 'Submit Order'. You will receive an order number when the information is correct. Continue placing your order by going to the instructions, 'Entering Parts for Fast Track & Recall Orders'.

6. Ship To - If you want to drop ship the order to a different location:

   Enter the customer's name.

   Enter the customer's street address.
   Part Sales cannot ship to Post Office boxes.

   Enter the customer's city.

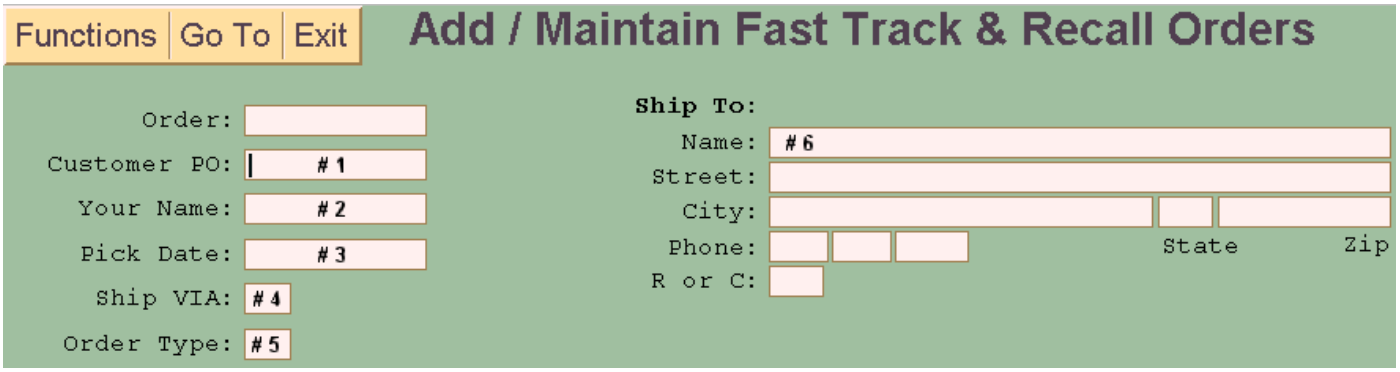
   Enter the customer's state abbreviation (two characters).

   Enter the customer's zip code up to ten characters (Example: 50436-4001 {-4001 is optional}).
   (May not drop ship to Canada.)

   Enter the customer's phone number for the freight carrier's use. If the customer's number is not entered, press 'Tab' 3 times to move to the next field. If the customer's phone number is not entered, the dealership's phone number will be used.

   If the drop ship address is residential, type "R." If the drop ship to address is commercial or a business, type "C." If the address is residential, an additional fee may be added by the freight carrier.

TO PLACE A RECALL ORDER:

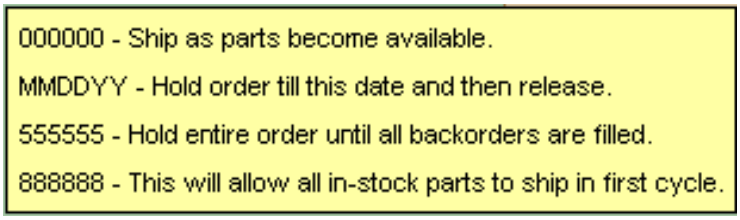


Click 'Functions' and 'New Order'.

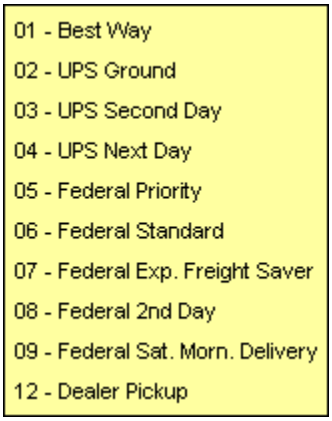
An empty screen like above will be shown.

Fill in the following fields:

1. Customer PO: - Your purchase order number (up to ten digits).
2. Your Name: - Enter the recall dealer number as provided in the dealer recall instructions.
3. Pick Date: - When the cursor is in 'Pick Date' field, you will see a box appear to the right. All Recall Orders will automatically have '555555' in the pick date.



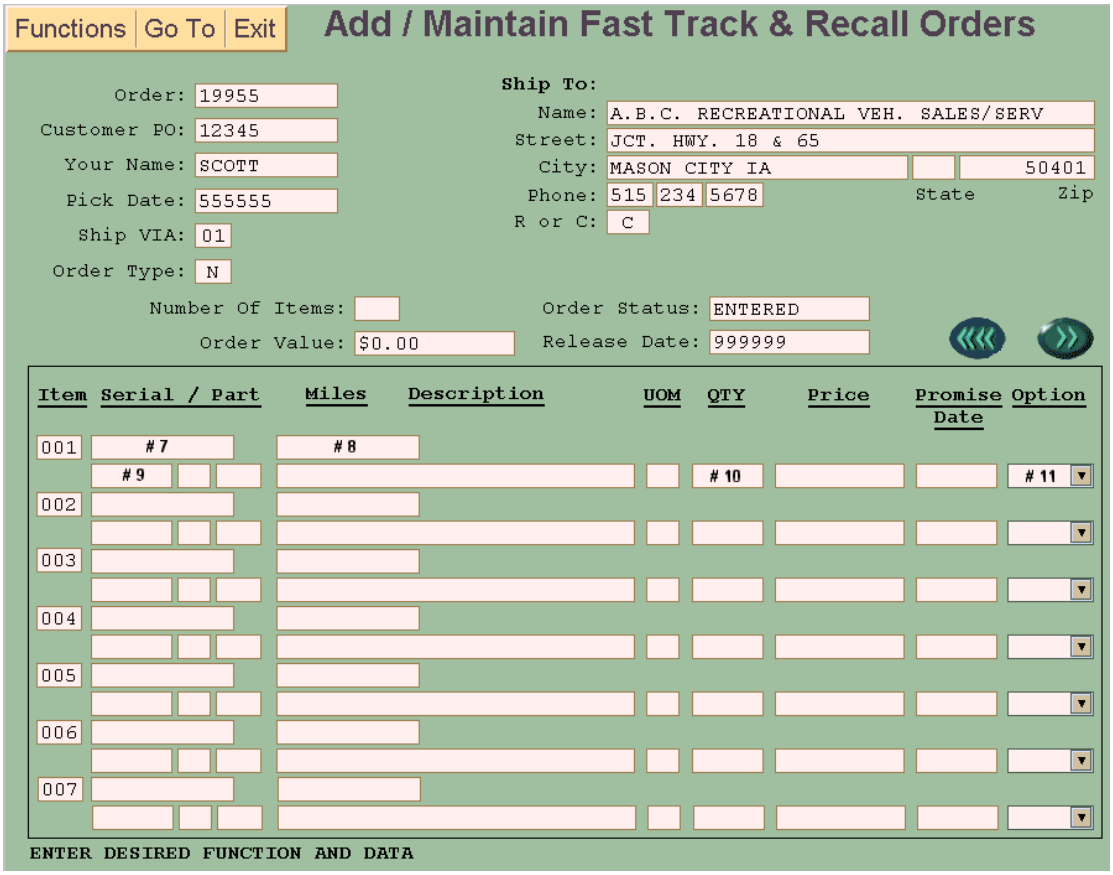
4. Ship Via: - Enter the two-digit freight carrier number or select from the box displayed.



5. Order Type - Select order type.

R - Recall Order – Use to order parts for a vehicle that is identified as needing the specific recall repair performed.

6. Ship To – Recall orders **cannot be** drop shipped. The order will automatically ship to your dealership.



ENTERING PARTS FOR FAST TRACK & RECALL ORDERS:
Click on the first open 'Serial/Part' field.

7. Enter the eight-digit serial number of the vehicle.
8. Enter the mileage of the vehicle. (optional for recall order type).
9. Enter the part number. (optional for recall order type).
10. Enter part quantity. (optional for recall order type).

When finished, click the 'Functions' and 'Submit Order'.

If more than 7 line items are needed, click the forward arrow button to take you to a new page to enter more parts.

TO CORRECT PART ERRORS:
If a line item has an error code in the part description field as listed below, follow the procedure listed under the error code description:

Error Code: "REVIEW PART PRICE/AVAIL@F5" = In the **'Option' field (#11)** click the down arrow on the line where the error occurred, and select 'Delete', then re-submit the order (click 'Functions' and 'Submit Order'). This will remove the error line item from the order.

You can now press the 'F5' key on the keyboard or select 'Part Pricing/Availability' under the 'Go To' menu. This will transfer you to the 'Part Price/Availability' screen. The error coded part number will appear on this screen describing why the part must be reviewed.

- Some parts may need to have a motor home serial number, model number or built date added to the 'Order Comments' screen.

- Some parts may not be available and replacement part numbers will be recommended.

If a part requires specific information to be given, input this information on the 'Order Comments' screen. Select 'Go To' and 'Add Comments'. Type the requested information and click 'Functions' and 'Submit Comments'.

To return to the order click 'Functions' and 'Add/Maintain Order'. Select the open line and type the needed part number and quantity, then re-submit the order (click 'Functions' and 'Submit Order'). The error code: 'Review Part Price/Avail@F5' will appear again. In the 'Option' field (#11) click the down arrow and select 'DR', for dealer responsibility to override the error code. After selecting 'DR', you will need to resubmit the order (click 'Functions' and 'Submit Order').

Error Code: "PART CANNOT BE ORDERED" - The part is not available from Part Sales or you must contact Part Sales to order the part. In the 'Option' field (#11) select the down arrow and choose 'Delete', then click 'Functions' and 'Submit Order'. This will delete the line information and allow the rest of the order to be accepted. Prior to contacting Part Sales, review the comments in the 'Part Price/Availability' screen. The needed part may be replaced by another part or parts. The comments section may request information you need to obtain from the customer prior to ordering the part, etc.

Error Code: "RETYPE CORRECT DATA" - Indicates an entry field has been improperly completed. Correct the line item in error and re-submit order. (Click 'Functions' and 'Submit Order').

TO ADD COMMENTS TO AN ORDER:

If you have comments which you would like to add to this order or the "DR" (Dealer Responsibility) override function was performed and the "Price Screen" requested specific information be supplied, click 'Go To' and 'Add Comments'. The comment screen will now be displayed. Comments must be added prior to releasing the order.

TO RELEASE AN ORDER:
After all line items are added and all changes and corrections are made, release the order by clicking 'Function' and 'Release Order'.

Fast Track and Recall orders will not start to process until you release the order.

The computer system will automatically release your stock order.

TO SHOW AN EXISTING ORDER:
Double click on the 'Order'. Type the order number in the "Enter Order Number" box & click 'OK'.

TO ADD/MAINTAIN AN EXISTING ORDER:
Double click on the 'Order', field and type the order number in the "Enter Order Number" box & click 'OK'.

You can only add or maintain orders that are 'Order Status: ENTERED'. If the order is in the released, picking, picked, or packed status, contact Winnebago Part Sales for assistance.

Make any changes or additions to the order and click 'Functions' and 'Submit Order' to update the order.

TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select a function from the list shown.

TRANSFER BACK TO PART MENU:
Click 'Exit' and 'Application Menu'.

TO ACCESS THE ORDER COMMENTS SCREEN:

Click on 'Parts Order Information' and 'Add Comments' on Parts Menu Screen.

A screen like below will be shown.

TO ADD COMMENTS TO AN ORDER:
You can only add comments to orders that are 'Order Status: ENTERED'.

Click to the first open line in the 'User Comments' (#2) section and begin entering your comments, up to 75 total characters per line. When finished entering comments, click 'Functions' and 'Submit Comments'.

The 'Special Notation' field is for Part Sales use only.

TO SHOW THE COMMENTS FOR AN ORDER:
If you are in a specific order and transferred to this screen, the order number will be the same. If you wish to view or add to another order's comments, double-click on the 'Order Number' field (#1). Type the desired order number in the "Enter Order Number" box and click OK.

TO CHANGE COMMENTS ON AN ORDER:
Make any changes and click 'Functions' and 'Submit Comments'.

TRANSFER TO ANOTHER PART MENU FUNCTION:
Click on 'Go To' and select desired function.

TRANSFER BACK TO PART MENU:
Click 'Exit' and Application Menu.

TO ACCESS THE DEALER PARTS PRICE/AVAILABILITY SCREEN:

Click on 'Part Number/Pricing Information' and 'Parts Price/Availability' on Parts Dealer Menu.

A screen like below will be shown.

The following information is displayed:

Field:

#1 = "UOM" - Unit of Measure

#2 = "MIN ORD" - Minimum Order Quantity
Indicates minimum amount dealer must order.

#3 = "WHOLESALE PRICE"
Amount the dealership will be charged for this part.

#4 = "QTY BREAK" - Quantity Break
Some parts will receive special pricing if purchased in a larger quantity. This field indicates the quantity needed to be ordered to receive the special pricing.

#5 = "SERVICE PART"
Indicates whether the part number is:
Y = part is available through Part Sales.
N = part is not available through Part Sales.

#6 = "QTY PRICE" - Quantity Price
This works in conjunction with #4, if a specific quantity of a designated part is ordered, this special pricing will be charged to the dealer's account.

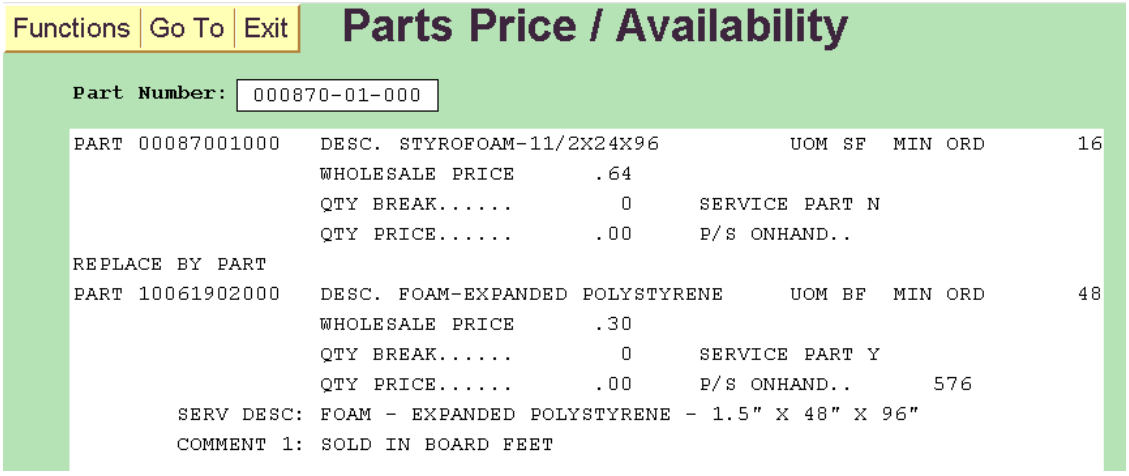
#7 = "P/S ON HAND"
Indicates parts available to the dealership in Part Sales inventory.

#8 = "SERV DESC" - Service Description
Field gives more accurate description of the part.

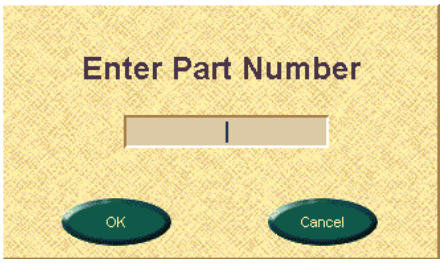
#9 = "COMMENT 1 & 2"
This field gives specific information about this part.

Example:
Comment 1: NEW STYLE (THICKER) - MAY NEED
Comment 2: TO ORDER BOLT #OMC51K04030 TO MOUNT.

If the part you looked up has been superseded by another part, both will show:



TO SHOW PRICES AND ON HAND INVENTORY FOR A PART:
Double click the 'Part Number' field, enter the 11-digit part number in the box as shown.



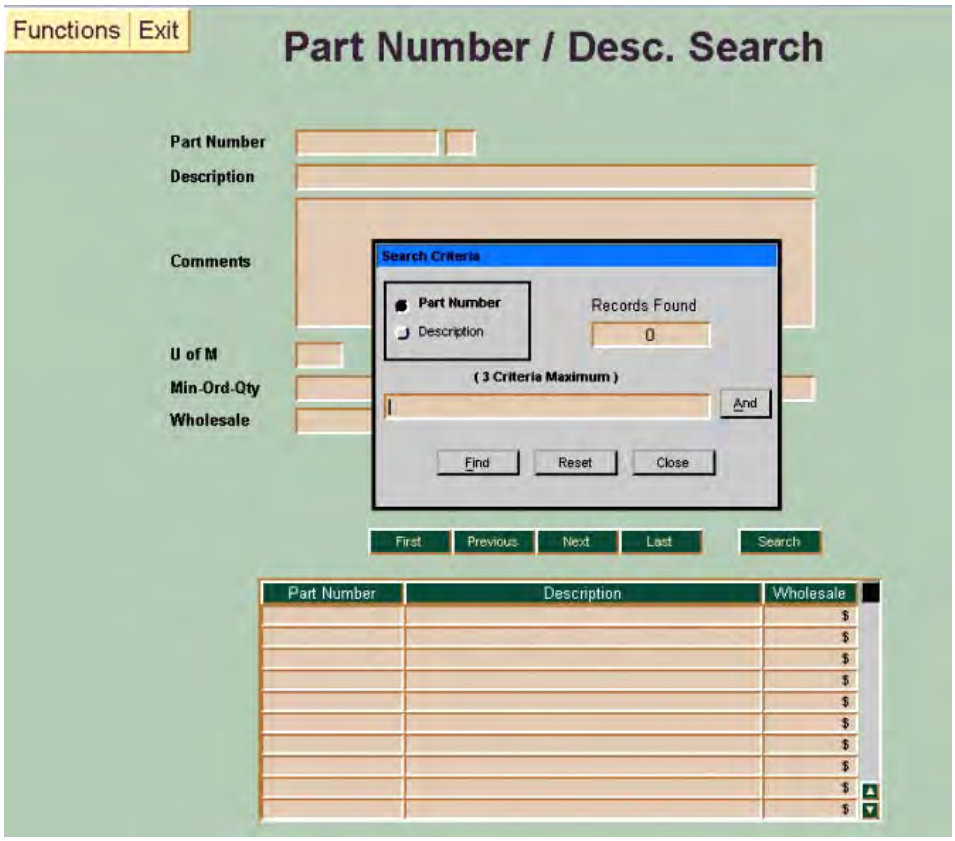
TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select from list shown.

TRANSFER BACK TO PART MENU:
Click 'Exit' and Application Menu.

TO ACCESS THE PART NUMBER/DESCRIPTION SEARCH SCREEN:

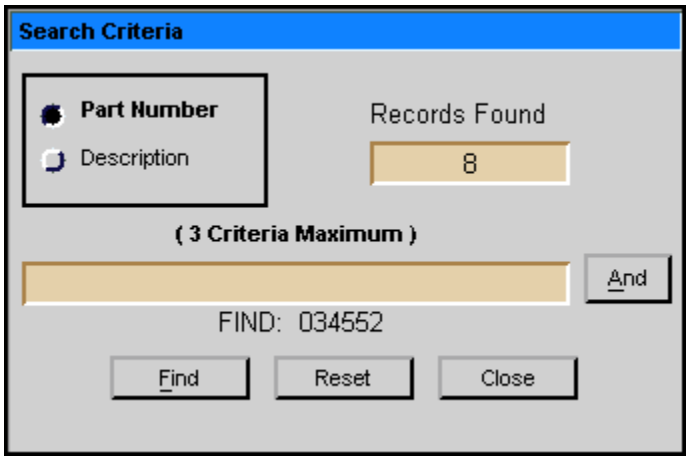
Click on 'Part Number/Pricing Information' and 'Part Number/Desc. Search' on Parts Dealer Menu.

A screen like below will be shown.

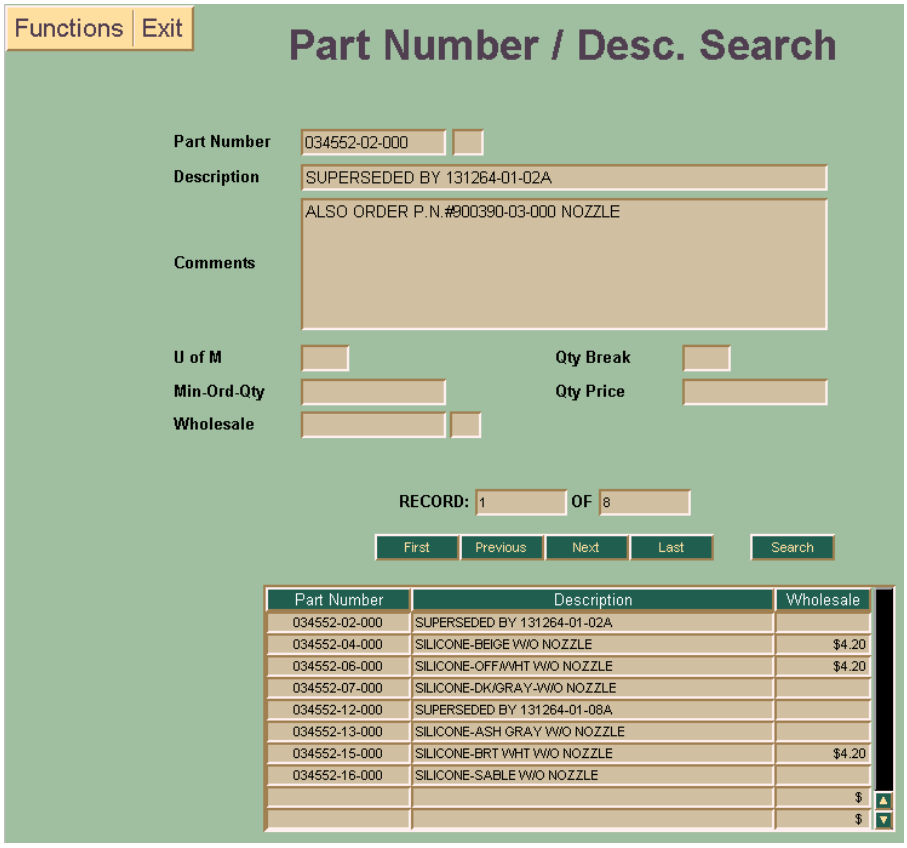


You may search for a part by part number or part description.

TO SEARCH FOR A PART BY PART NUMBER:
Click on 'Part Number' in the 'Search Criteria' box. In the field under '(3 Criteria Maximum)', type in a numeric search, then click on 'Find'. An example is displayed below. The numeric search was '034552'.



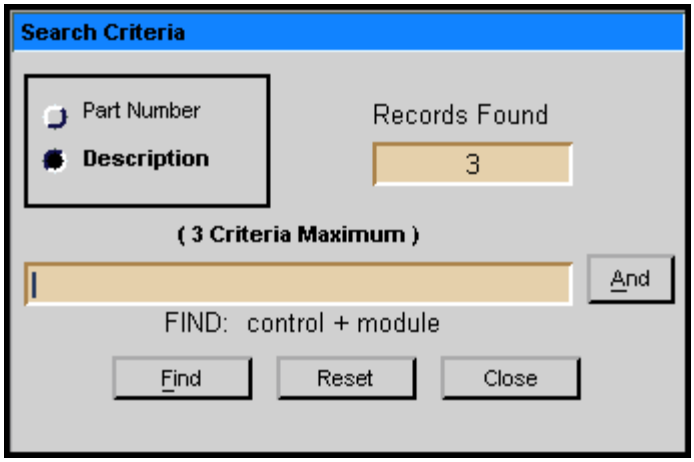
Click on the 'Close' button and a screen like below will be displayed.



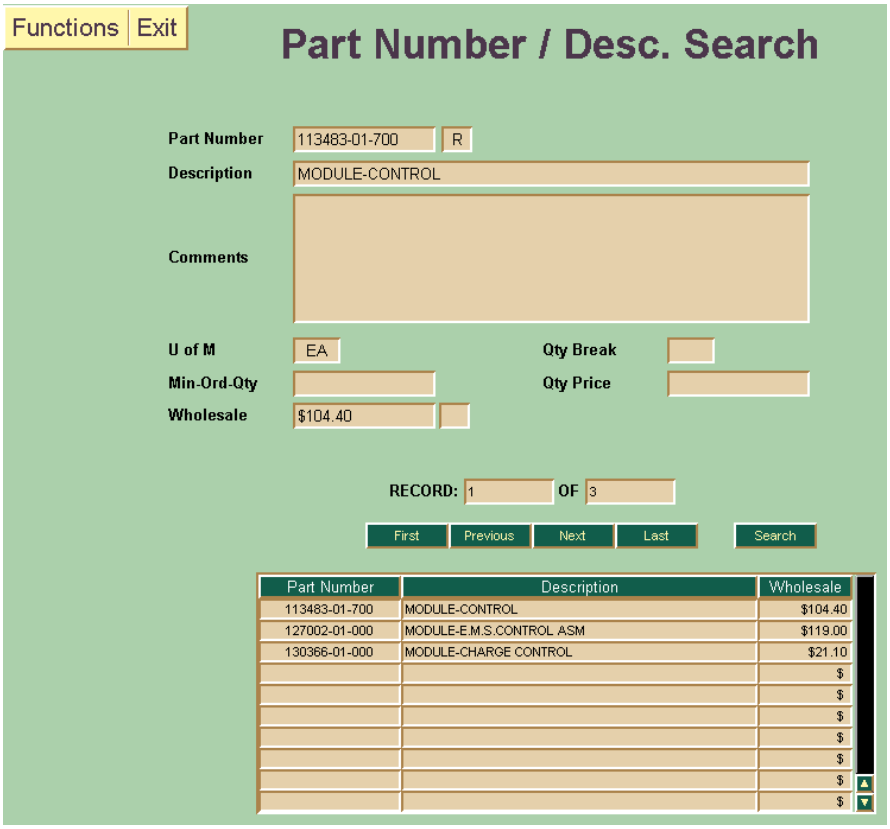
Use the 'First', 'Previous', 'Next', 'Last' buttons to navigate the parts listed and to view the details on a part number. Click on 'Search' to perform a new search.

TO SEARCH FOR A PART BY DESCRIPTION:
Click on 'Description' in the 'Search Criteria' box. In the field under '(3 Criteria Maximum)' type in a part description, then click on 'Find'.

As an example, type 'Control' and click on 'and'. Then type 'Module' and click on 'Find'. A screen like below will be shown.



Click on the 'Close' button and a screen like the below will be displayed.



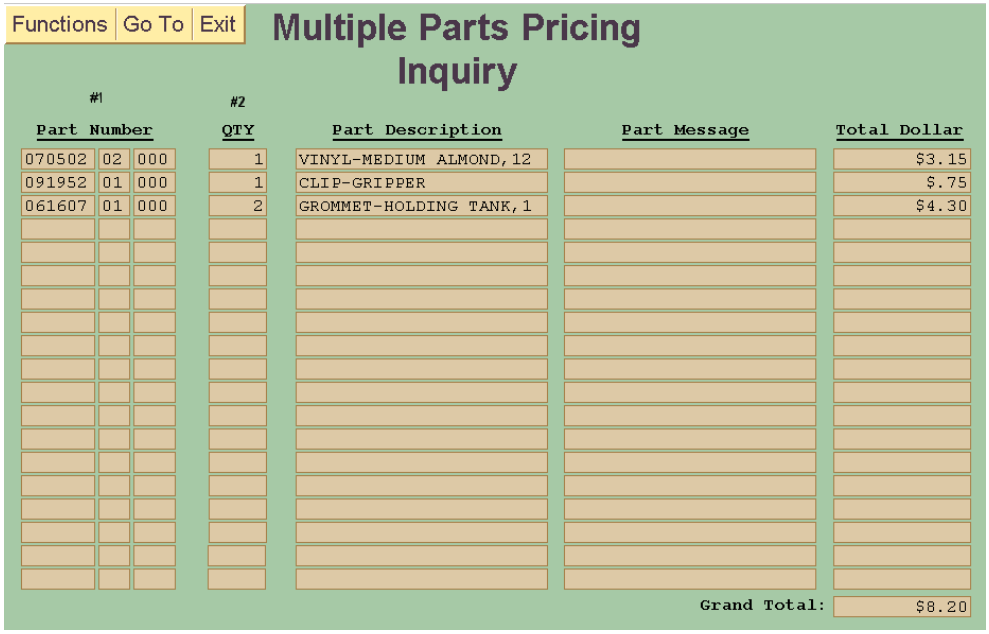
Use the ‘First’, ‘Previous’, ‘Next’, ‘Last’ buttons to navigate the parts listed and to view the details on a part number. Click on ‘Search’ to perform a new search.

TRANSFER BACK TO PART MENU:
Click ‘Exit’ and ‘Application Menu’.

TO ACCESS MULTIPLE PARTS PRICING INQUIRY SCREEN:

Click on 'Part Number/Pricing Information' and 'Multiple Parts Pricing Inq.' on Parts Menu Screen.

A screen like below will be shown.



Fill in the following information:

#1 = Part Number Type the 11-digit number.

#2 = QTY Enter the quantity of parts, up to 5 digits.

Continue entering parts numbers and quantities up to 19 line items/part numbers.

When you are finished, click 'Functions' and 'Submit Parts'.

If there are errors, the part number will be highlighted, and the error type will be indicated in the 'Part Message' filed. Correct the error and click 'Functions' and 'Submit Parts. If there are other errors, the cursor will move to that line item. Follow the same procedure as necessary.

The grand total will be displayed in the lower right hand corner.

TO START A NEW LIST:
Click 'Functions' and 'Start New List'.

TO DELETE A PART FROM THE LIST:
Right click on the first section of the part number. You will receive a message that you are about to delete this part. Click 'OK' or 'cancel'. After you have deleted any parts, click 'Functions' and 'Submit Parts'.

TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select screen from list shown.

TRANSFER BACK TO PART MENU:
Click 'Exit' and Application Menu.

TO ACCESS SERVICE PARTS LIST:

Click on 'Part Number/Pricing Information' and 'Service Parts List' on Parts Menu Screen.

A screen like below will be shown.

Select the model year, type the last five digits of the unit serial number and click on search.

A parts listing for the motor home will be displayed as shown below:

WINNEBAGO SERVICE PART ALPHA LIST
10A52089 WF331C

SERVICE	PART	UM	QTY
A/C - ROOF - 14,800 MACH 15 - WHITE	131188-01-01A	EA	1
ADAPTER - BRASS - 1/2"F X 1/2"MPT	010329-01-000	EA	2
ADAPTER - BRASS - 3/8"F X 1/2"MPT	010323-01-000	EA	2
ADAPTER - CABLE ROOF PLATE	076319-06-000	EA	1
ADAPTER - FLARE - W/CONE GASKET - 3/8"F X 1/2"F	010326-01-000	EA	1
ADAPTER - HOSE TO PIPE - 3/8 MPT X 3/8 BARB - PLASTIC	010224-01-000	EA	3
ADAPTER - HOSE TO PIPE-1 1/4 MPTX1 1/4 BARB-BLACK PLASTI	044927-01-000	EA	1
ADAPTER - P TRAP - 1 1/2"P X 1 1/4"MPT	109571-01-000	EA	3
ADAPTER - SEWER HOSE TO 3" PIPE	062416-01-000	EA	1
ADAPTER - SWIVEL - 1/2"P X 1/2"FPT	114430-02-000	EA	2
ADAPTER - TV - CABLE TO CABLE	082134-01-000	EA	2
ADAPTER - 1 1/2" HUB X 1 1/2" MPT	109571-02-000	EA	1
ADAPTER - 1/2 FPT X 1/2 BARB - SWIVEL	123152-01-000	EA	0
ADAPTER - 1/2"P X 1/2"MPT	114430-03-000	EA	1
ADAPTER - 1/2"P X 3/8"FPT	114430-06-000	EA	1
ANGLE - EXTRUDED - .75" X .75" X 16' - MILL ALUMINUM	002754-01-001	EA	0

The “FIND” command can be used to locate a specific part by description. Use the ‘Find’ command by pressing the keyboard ‘Control’ and ‘F’ keys. Type in the word you wish to search for and click on ‘Find Next’.

TRANSFER BACK TO DEALER MENU:
Close window.

TO ACCESS PARTS CATALOG:

Click on 'Part Number/Pricing Information' and 'Parts Catalog' on the Parts Menu Screen.

A screen like below will be shown.

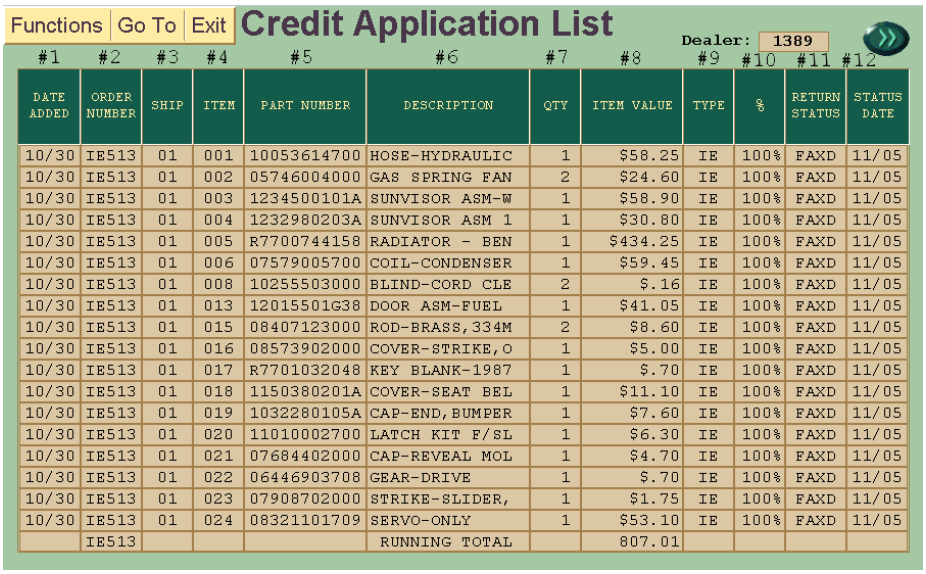
For help in using the website, click the help button under the "year" buttons on the left side of the page.

TRANSFER BACK TO DEALER MENU:
Close window.

TO ACCESS THE CREDIT APPLICATION LIST SCREEN:

Click on ‘Credit Appl./Inventory Exchange’ and ‘Credit Appl. List’ on Parts Menu Screen.

A screen like below will be shown.



Functions | Go To | Exit **Credit Application List** Dealer: 1389

#1 DATE ADDED	#2 ORDER NUMBER	#3 SHIP	#4 ITEM	#5 PART NUMBER	#6 DESCRIPTION	#7 QTY	#8 ITEM VALUE	#9 TYPE	#10 %	#11 RETURN STATUS	#12 STATUS DATE
10/30	IE513	01	001	10053614700	HOSE-HYDRAULIC	1	$58.25	IE	100%	FAXD	11/05
10/30	IE513	01	002	05746004000	GAS SPRING FAN	2	$24.60	IE	100%	FAXD	11/05
10/30	IE513	01	003	1234500101A	SUNVISOR ASM-W	1	$58.90	IE	100%	FAXD	11/05
10/30	IE513	01	004	1232980203A	SUNVISOR ASM 1	1	$30.80	IE	100%	FAXD	11/05
10/30	IE513	01	005	R7700744158	RADIATOR - BEN	1	$434.25	IE	100%	FAXD	11/05
10/30	IE513	01	006	07579005700	COIL-CONDENSER	1	$59.45	IE	100%	FAXD	11/05
10/30	IE513	01	008	10255503000	BLIND-CORD CLE	2	$.16	IE	100%	FAXD	11/05
10/30	IE513	01	013	12015501G38	DOOR ASM-FUEL	1	$41.05	IE	100%	FAXD	11/05
10/30	IE513	01	015	08407123000	ROD-BRASS,334M	2	$8.60	IE	100%	FAXD	11/05
10/30	IE513	01	016	08573902000	COVER-STRIKE,O	1	$5.00	IE	100%	FAXD	11/05
10/30	IE513	01	017	R7701032048	KEY BLANK-1987	1	$.70	IE	100%	FAXD	11/05
10/30	IE513	01	018	1150380201A	COVER-SEAT BEL	1	$11.10	IE	100%	FAXD	11/05
10/30	IE513	01	019	1032280105A	CAP-END,BUMPER	1	$7.60	IE	100%	FAXD	11/05
10/30	IE513	01	020	11010002700	LATCH KIT F/SL	1	$6.30	IE	100%	FAXD	11/05
10/30	IE513	01	021	07684402000	CAP-REVEAL MOL	1	$4.70	IE	100%	FAXD	11/05
10/30	IE513	01	022	06446903708	GEAR-DRIVE	1	$.70	IE	100%	FAXD	11/05
10/30	IE513	01	023	07908702000	STRIKE-SLIDER,	1	$1.75	IE	100%	FAXD	11/05
10/30	IE513	01	024	08321101709	SERVO-ONLY	1	$53.10	IE	100%	FAXD	11/05
	IE513				RUNNING TOTAL		807.01				

This function lists parts return applications. If the return status displays denied ("DENY") or credited ("CREDT"), the return process has been completed. Completed return applications will be retained on this screen for 15 days after the completion date occurred.

All return applications (completed or open) up to a year old can be viewed in ‘Maintain Credit’ Function.

The information about each application will be displayed as follows:

Field:

#1 - DATE ADDED = Displays the date the application was entered into Part Sales return system.

#2 - Order Number = Order number the return application was filed against.

#3 - SHIP = Shipment or cycle the return part was shipped on.

#4 - ITEM = Line item of the part on the order or abbreviations of special charges also being applied for such as:
"FTD" =freight charges paid by the dealer, for parts shipped from Winnebago
"FTW" = freight charges paid by the dealer to ship parts back to Winnebago.
"SPC" = special handling reimbursement.
"MIN" = minimum order charge reimbursement.

#5 - Part Number = Part number to be returned for credit.

#6 - Description = Description of the part to be returned, or "special" charges to be credited.

#7 - QTY = Quantity of the part to be returned. This number cannot exceed the quantity ordered on the specific cycle.

#8 - ITEM VALUE = Total dollar value of line item being returned. If more than one line item is being returned per order, an "ORDER TOTAL" will appear under the entries for that order number.

#9 - TYPE = Type of return:
PSE = Parts Shipped in Error
POE = Parts Ordered in Error
PDS = Parts Damaged in Shipment
PSS = Parts Shorted in Shipment
NDP = New Defective Part

For further explanation of the return codes, see the Parts and Service Policy & Procedure Manual - Section Four.

#10 - % = Percent of Credit
For "PENDING" authorizations, this is only an estimated percentage.

#11 - Return Status = Status of the Return:
"PEND" = application being reviewed by Winnebago.
"APPRV" = application has been approved.
"FAXED" = the approved return application has been faxed to your dealership.
"RETRN" = verifies Winnebago has received the return parts and credit is pending.
"CREDT" = credit has been issued to your account.
"DENY" = application has been denied.

#12 - Status Date = Date of return status.

TO SHOW CREDIT APPLICATIONS STARTING WITH A CERTAIN NUMBER:
If you are reviewing the credit application list and you know the specific order number needed, click 'Functions' and 'Go To Order', you will then be prompted for Order, Shipment, and Item. Order is the only required field.

TRANSFER TO ADD/MAINTAIN CREDIT APPLICATION ON A SPECIFIC ORDER:
Double-click on the order line you want to maintain.

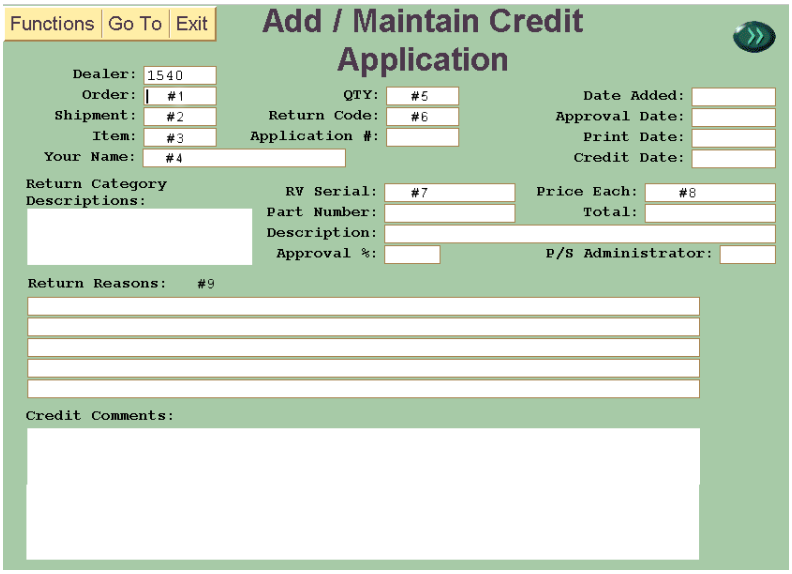
TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select from list shown.

TRANSFER BACK TO PART MENU:
Click 'Exit' and Application Menu.

TO ACCESS THE ADD AND MAINTAIN CREDIT APPLICATION MAINTENANCE SCREEN:

Click on 'Credit Appl./Inventory Exchange' and 'Maintain Credit' on Parts Menu Screen.

A screen like below will be shown.



TO ADD A CREDIT APPLICATION:
Enter the following information:
#1 through #5 are required - #6 through #9 are optional.

#1 **ORDER:** = 5-digit Winnebago Part Sales order number from which the part was ordered.

#2 **SHIPMENT:** = 2-digit order cycle or shipment number on which the part was shipped.

#3 **ITEM:** = 3-digit line item number from the order or the abbreviation of the "SPECIAL CHARGE" code being applied for such as:

"FTD" = freight charges paid by the dealer for parts shipped from Winnebago.
"FTW" = freight charges paid by dealer to ship part back to Winnebago.
"SPC" = special handling charge reimbursement
"MIN" = minimum order charge added to order.

#4 **YOUR NAME:** = Your name - not the dealership's name. This is a required field.

#5 **QTY:** = Quantity of the requested part to be returned. The quantity must not exceed the shipped quantity for a specific cycle. For "SPECIAL CHARGES," the quantity should be one.

#6 **RETURN CODE:** = Type of return (3-character)
PSE = Parts Shipped in Error
POE = Parts Ordered in Error
PDS = Parts Damaged in Shipment
PSS = Parts Shorted in Shipment
NDP = New Defective Part

For further explanation of the return codes, see the Parts and Service Policy & Procedure Manual - section four.

#7 **RV SERIAL:** = Winnebago serial number. Required for "PSE" returns.

#8 **PRICE EACH:** = Enter only when applying for "SPECIAL CHARGE" reimbursement.

#9 **RETURN REASONS:** = Reason the part is being returned. (Optional)

Example: **Return Reasons:**
1996 WINNEBAGO FICHE CARD #6, FRAME #C-10 SHOWS THIS AS A BUMPER END CAP, RECEIVED BACK WALL TRIM INSTEAD

Click on ‘Functions’ and ‘Add New’.

The message "CREDIT APPLICATION ADDED" in the lower left corner of the screen will indicate a successful add.

POE will be automatically approved at 80%, and the return packing list(s) will be faxed to you overnight. Other types of returns may be approved at up to 100%, subject to the credit approval review process.

After you have added a credit application you may see messages such as these in the CREDIT comments:

"THIS IS OVER THE 90 DAY LIMIT TO APPLY FOR RETURN"
"MUST REPORT PSS ITEMS WITHIN 10 DAYS"
"FILE PDS ITEMS WITH FREIGHT COMPANY FIRST"
"FAX VERIFICATION TO THE PARTS DEPARTMENT"
"DEALER IS RESPONSIBLE FOR RETURN FREIGHT"

These are just reminder messages, not errors that need to be corrected. You may decide to delete the credit application after receiving one of these messages.

TO FIX ERRORS:

1. Correct each field in error and click ‘Functions’ and the function that is checkmarked, this will submit changes. Do this until the message in the lower left corner reads ‘CREDIT APPLICATION CHANGED’, ‘CREDIT APPLICATION ADDED’, “…..CLONED’, or ‘…. DELETED’ to confirm that the requested update took place.
2. The credit application on your screen will not do an update to the file until all errors are corrected.

TO "CLONE" AN EXISTING CREDIT APPLICATION

To add a credit application by copying one that you have already entered:

Set up the clone by displaying the existing credit application.

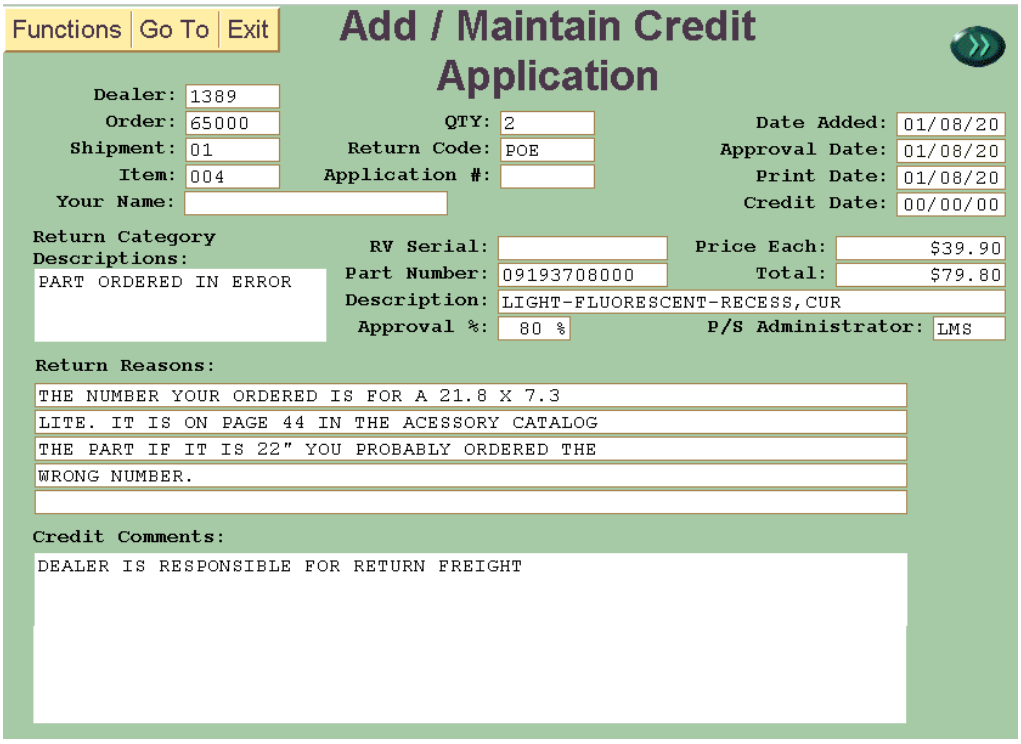
Complete by changing the data on the screen..

Change the ‘ORDER’, ‘SHIPMENT’, or ‘ITM’ fields for the new credit application.
Enter the new quantity in the ‘QTY’ field.
All other fields may be changed or left as they are, following the rules for adding a credit application.,

Click ‘Functions’ and ‘Clone’.

The message "CREDIT APPLICATION CLONED" in the lower left corner of the screen will indicate a successful clone.

TO DISPLAY AN EXISTING CREDIT APPLICATION:
Double-click 'Order' field , you will be prompted to enter an order number, shipment, and item number (order number required).



TO PAGE FORWARD THROUGH YOUR EXISTING CREDIT APPLICATIONS:
Click the Page forward arrow button.

TO CHANGE AN EXISTING CREDIT APPLICATION:
Change information applicable then click 'Functions' and 'Change'.

You can not change an approved credit application. You can only change or delete a credit application that you entered and only on the same day you entered it. Call Winnebago Part Sales if you need to a make a change or deletion at a later date.

The Message 'CREDIT APPLICATION CHANGED' in the lower left corner of the screen will indicate a successful update.

TO DELETE AN EXISTING CREDIT APPLICATION:
The credit application must already be displayed on your screen from a previous function.

Click 'Function' and 'Delete', the message 'CREDIT APPLICATION DELETED' in the lower left corner of the screen will indicate a successful deletion.

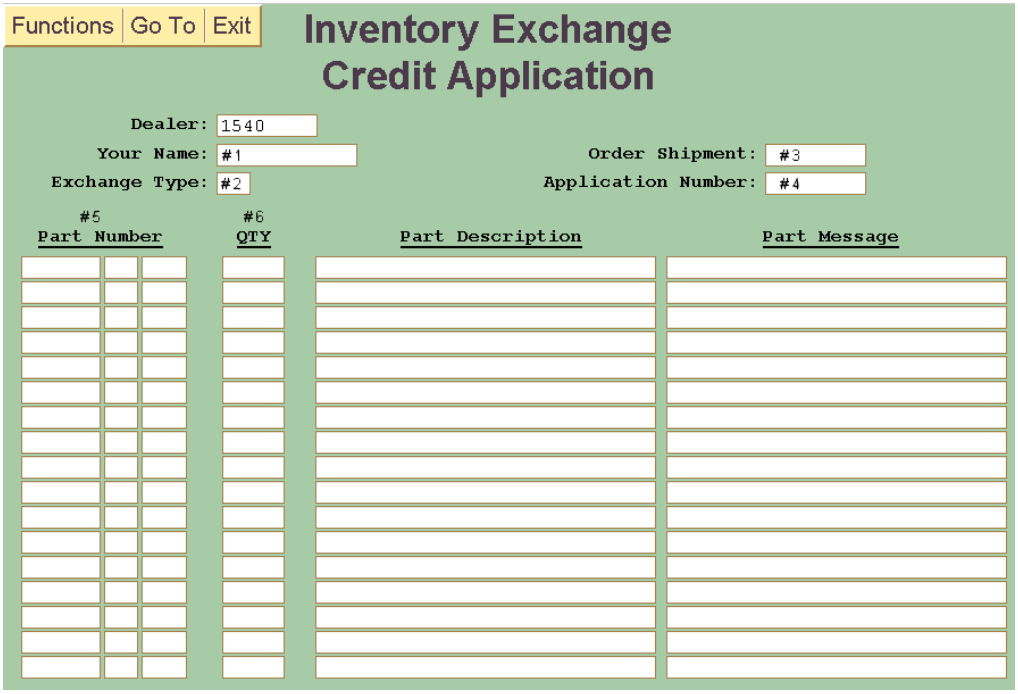
TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select screen from list shown.

TRANSFER BACK TO PART MENU:
Click 'Exit' and Application Menu.

TO ACCESS INVENTORY EXCHANGE CREDIT APPLICATION SCREEN:

Click on 'Credit Appl./Inventory Exchange' and 'Inventory Exchange' on Parts Menu Screen.

A screen like below will be shown.



This will allow you to apply for under the terms of the Inventory Exchange Program or Terminated Dealer Program.

Fill in the following information:

#1: = **Your name**	Type your name - not the dealership's name. Required field.
#2 = **Exchange Type**	Identifies the type of return being applied for. (I) = Inventory exchange program (T) = Terminated dealer
#5 = **Part Number**	Type the 11-digit part number to be returned.
#6 = **QTY**	Enter the quantity of parts to be returned, up to 5 digits. Continue entering part numbers and quantities up to 17 line items/part numbers.

When you are finished, click 'Functions' and 'Submit Parts'.

If there are errors, the part number will be highlighted, and the error type will be indicated in the 'Part Message' field. Correct the error and click 'Functions' and 'Submit Parts'. If there are other errors, the cursor will move to that line item. Follow the same procedure as necessary.

When all errors are corrected, a response of "CREDIT APPLICATION XXXXX ACCEPTED" will be displayed in the lower left hand corner of the screen. The application total to date will be displayed in the lower right hand corner.

The invoice number will be displayed in field #3, 'Order Shipment' and the 'Application Number' will be displayed in field #4.

A message, 'DO YOU PLAN TO ADD TO THIS APPLICATION IN THE FUTURE? (Yes OR No)' will be displayed. If you have more items to add to this application or if you will be adding more items in the future, respond with "Yes". If you are finished, and will not be adding more items to this return, respond with "No".

If your response is "No", the application will release and reviewed by the Winnebago Part Sales.

If your response was "Yes", the application will remain open, and the screen will change to a new page. Continue to add more part numbers.

TO DELETE A PART FROM THE LIST:
Right click on the first section of the part number. You will receive a message that you are about to delete this part. Click 'OK' or 'cancel'. After you have deleted any parts, click 'Functions' and 'Submit Parts'.

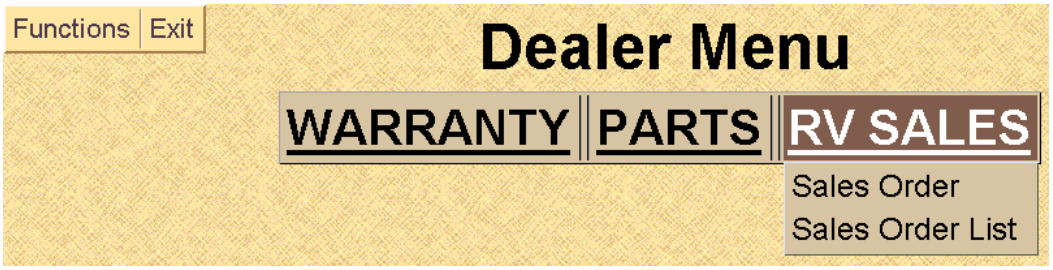
TRANSFER TO ANOTHER PART MENU FUNCTION:
Click 'Go To' and select screen from list shown.

TRANSFER BACK TO PART MENU:
Click 'Exit' and Application Menu.

SECTION E: SALES WIN NET

TO ACCESS THE DEALER RV SALES MENU:

Click on 'RV Sales' Tab.



GENERAL RULES FOR ALL RV SALES MENU FUNCTIONS:

You may only access sales for your own dealer number.

Return to 'Dealer Menu' by clicking on 'Exit' and choose 'Application Menu'.

Exit WIN NET:

1. Click on 'Exit' and choose 'Logoff System'.
2. Close 'Dealer Network Continue' screen.

TO CHANGE DEALER NUMBER:

1. Click on 'Functions' from 'Dealer Menu' and choose 'New Dealer Password'.
2. Type new dealer number and password and then click on 'OK'.

TO FIND OUT CURRENT WIN NET VERSION:

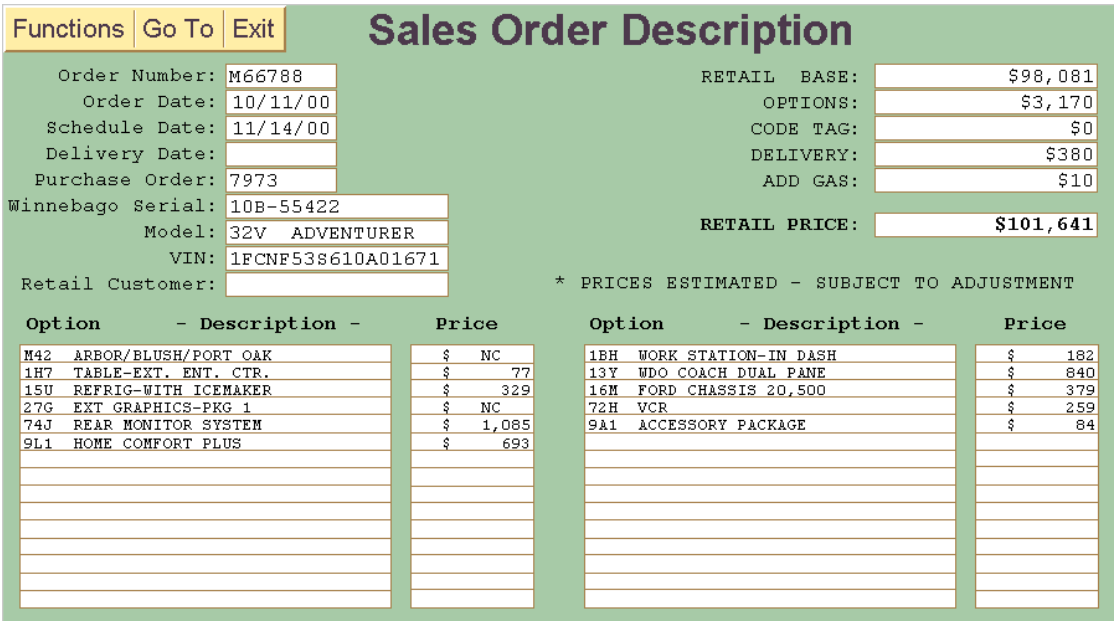
1. Click on 'Exit' and choose 'About Win Net' and then click on 'OK'.

TO USE WIN NET+:

1. Click on 'Exit' and choose 'Win Net+'.

TO DISPLAY A SINGLE SALES ORDER:

Click on 'Sales Order' on Sales Menu Screen.



If you accessed this screen from menu you will first be prompted to enter an order number and the type of view you would like (Dealer, or Retail.)

This screen will show option numbers, option descriptions, and option prices.

TO CHANGE THE TYPE OF VIEW OR CHANGE THE ORDER NUMBER:

Double click on the 'Order Number' field. You then will have the option to change the order number and select the view you would like to see.

TO TRANSFER TO SALES ORDER LIST:

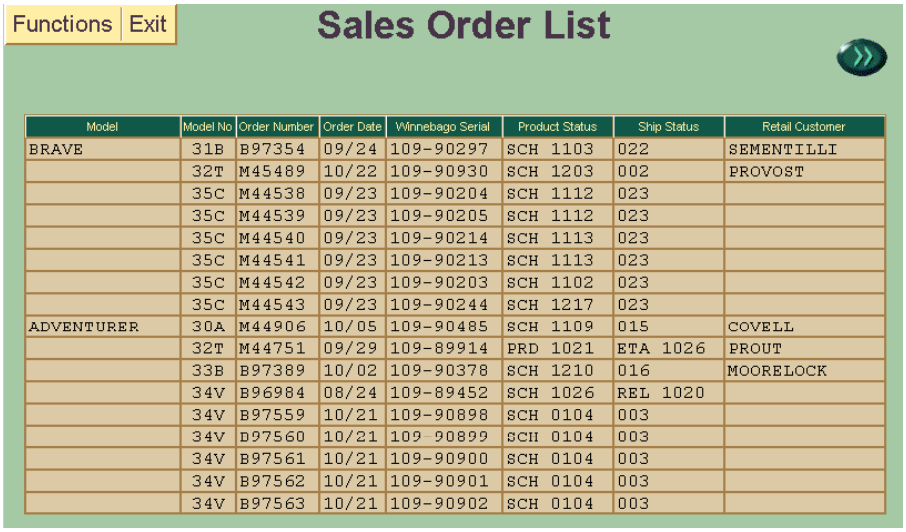
Click on 'Go To' and choose 'Sales Order List'.

TRANSFER BACK TO RV SALES MENU:

Click on 'Exit' and choose 'Application Menu'.

TO DISPLAY ALL SALES ORDERS:

Click on 'Sales Order List' on Sales Menu Screen.



Model	Model No	Order Number	Order Date	Winnebago Serial	Product Status	Ship Status	Retail Customer
BRAVE	31B	B97354	09/24	109-90297	SCH 1103	022	SEMENTILLI
	32T	M45489	10/22	109-90930	SCH 1203	002	PROVOST
	35C	M44538	09/23	109-90204	SCH 1112	023	
	35C	M44539	09/23	109-90205	SCH 1112	023	
	35C	M44540	09/23	109-90214	SCH 1113	023	
	35C	M44541	09/23	109-90213	SCH 1113	023	
	35C	M44542	09/23	109-90203	SCH 1102	023	
	35C	M44543	09/23	109-90244	SCH 1217	023	
ADVENTURER	30A	M44906	10/05	109-90485	SCH 1109	015	COVELL
	32T	M44751	09/29	109-89914	PRD 1021	ETA 1026	PROUT
	33B	B97389	10/02	109-90378	SCH 1210	016	MOORELOCK
	34V	B96984	08/24	109-89452	SCH 1026	REL 1020	
	34V	B97559	10/21	109-90898	SCH 0104	003	
	34V	D97560	10/21	109-90899	SCH 0104	003	
	34V	B97561	10/21	109-90900	SCH 0104	003	
	34V	B97562	10/21	109-90901	SCH 0104	003	
	34V	B97563	10/21	109-90902	SCH 0104	003	

A screen like the above will be displayed.

TO PAGE THROUGH SALES ORDER LIST:

Click on the arrow buttons to page forward.

TO SELECT A ORDER FOR MORE DETAILED INQUIRY:

Double click on the 'Order' line you want to select to transfer to the sales order description. You will then be prompted to select the type of detail view you would like (Dealer Order, or Retail Order).

TRANSFER BACK TO RV SALES MENU:

Click on 'Exit' and choose 'Application Menu'.