Warranty procedures help manual

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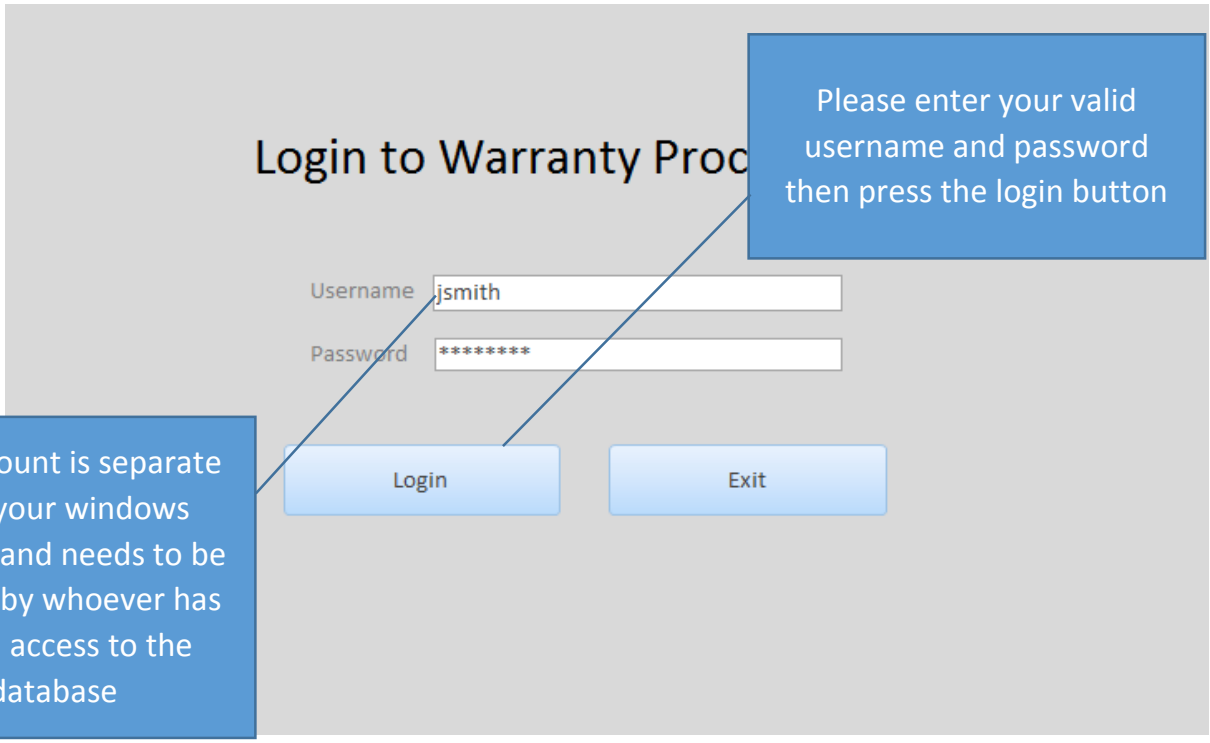
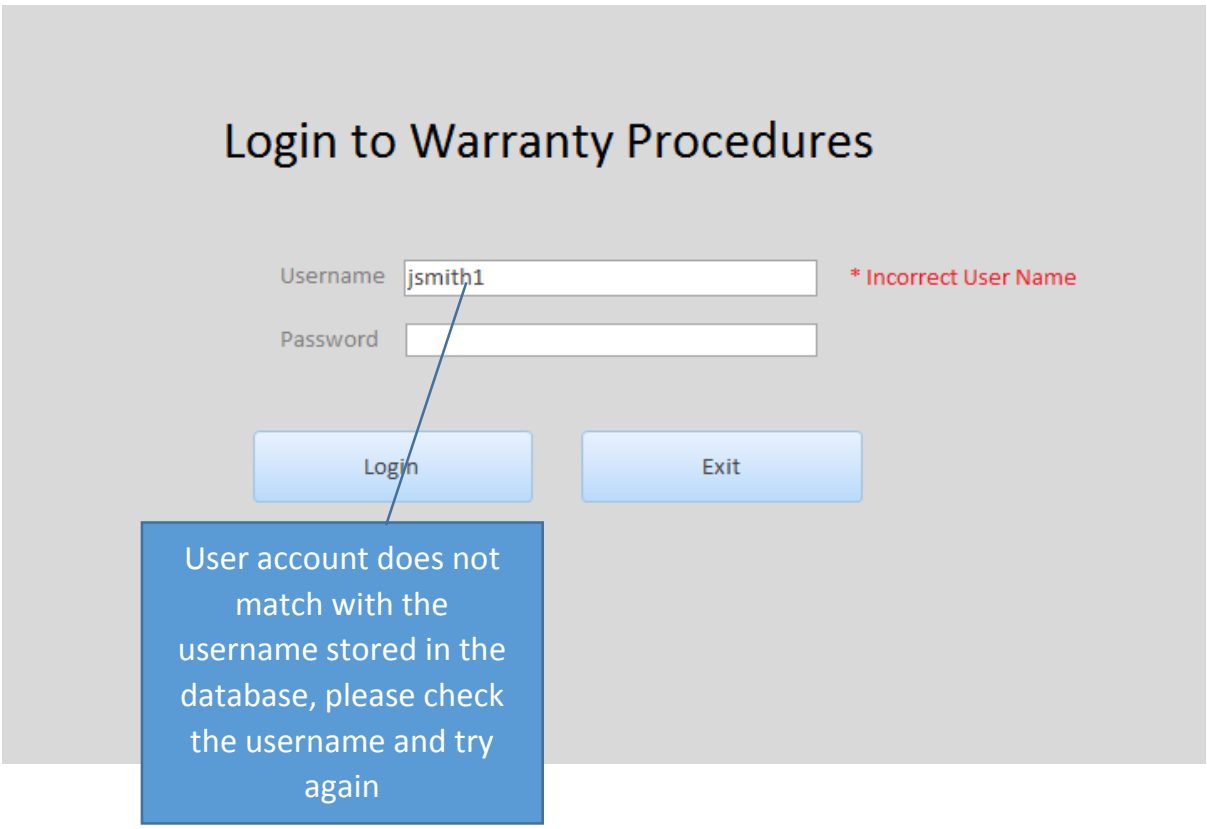
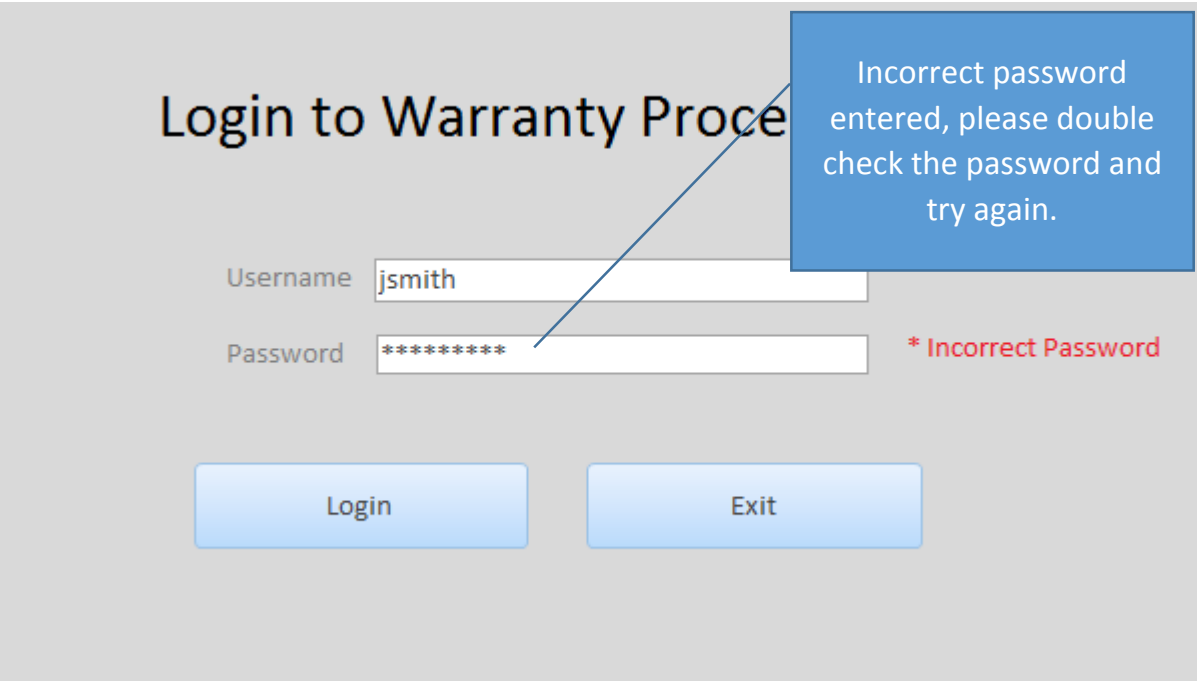
1. Logging into warranty procedures database



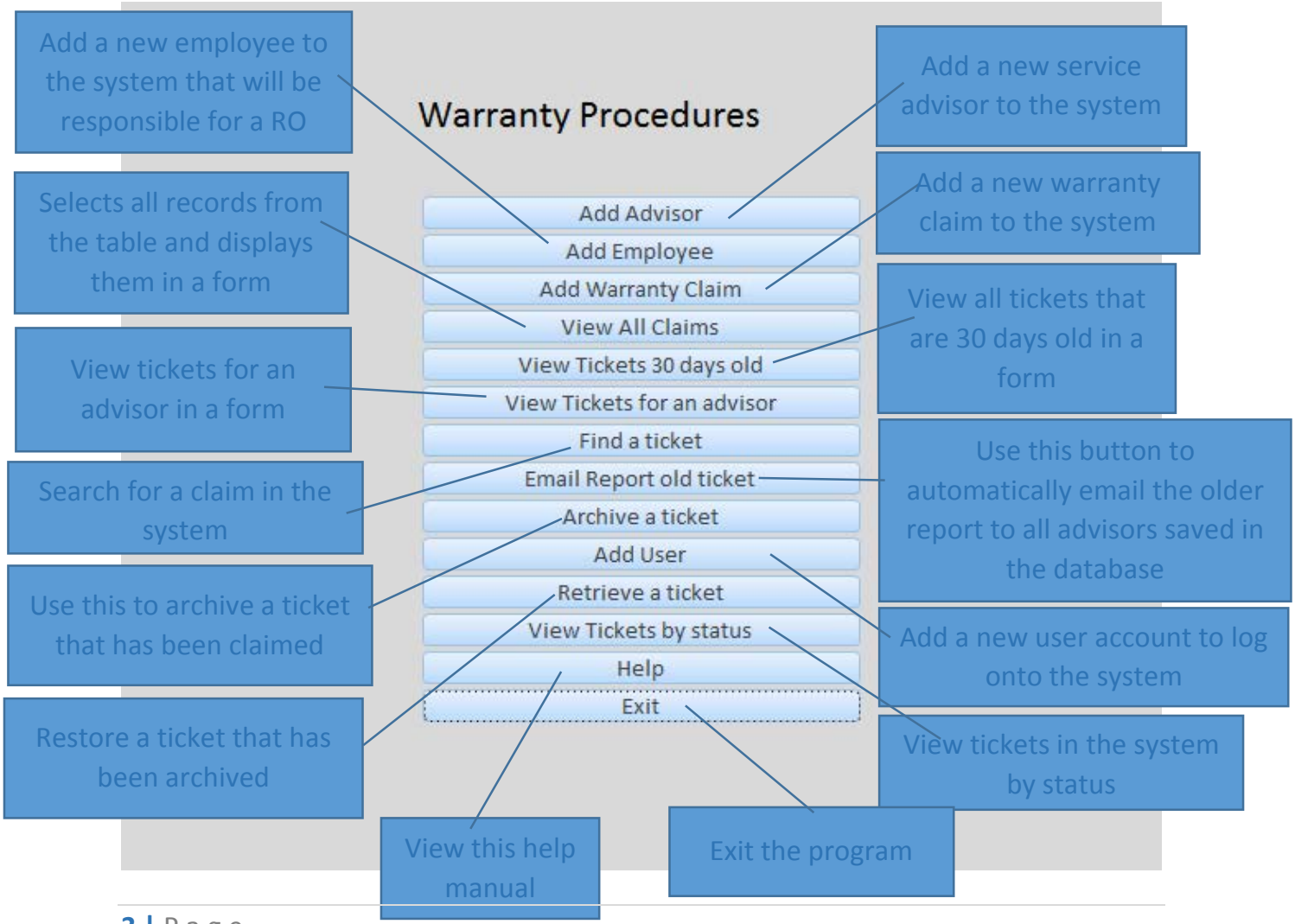
Incorrect user name



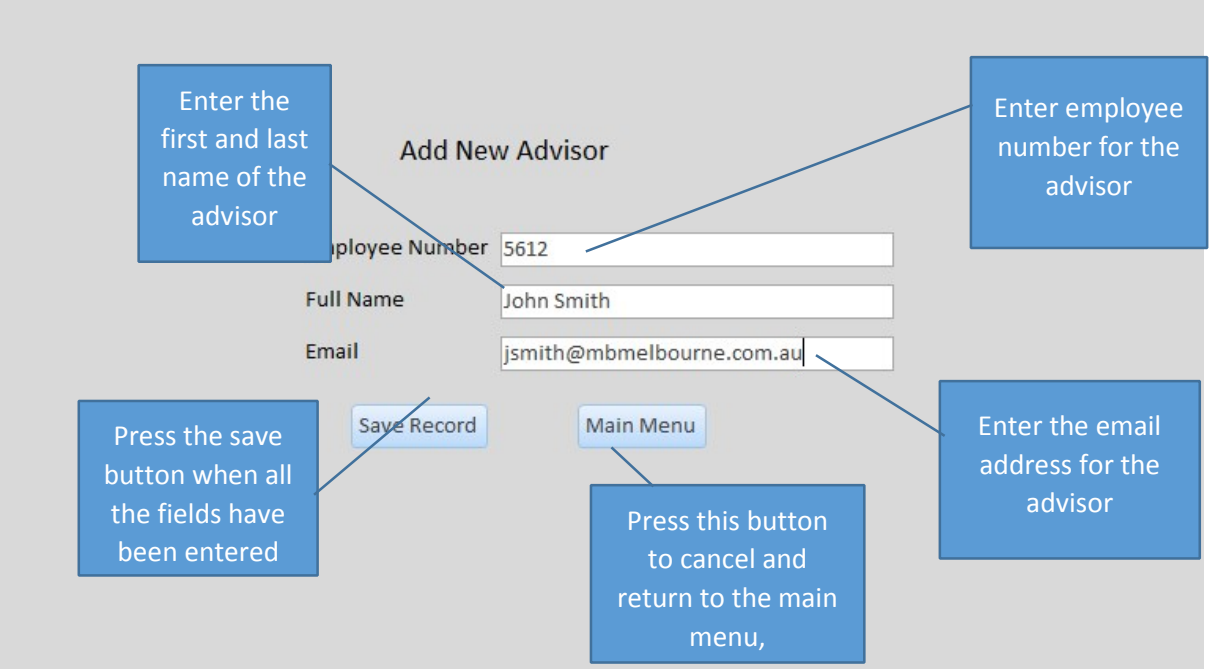
Incorrect password



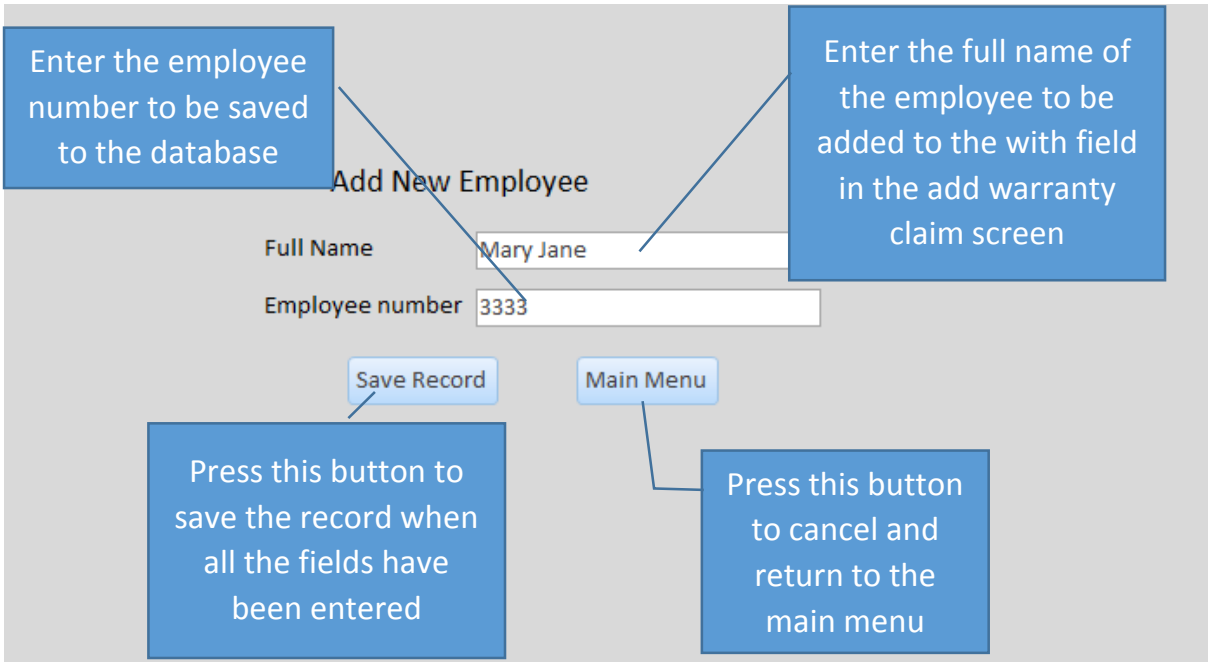
2. How to use the menu system (This menu might look different depending on your access level)



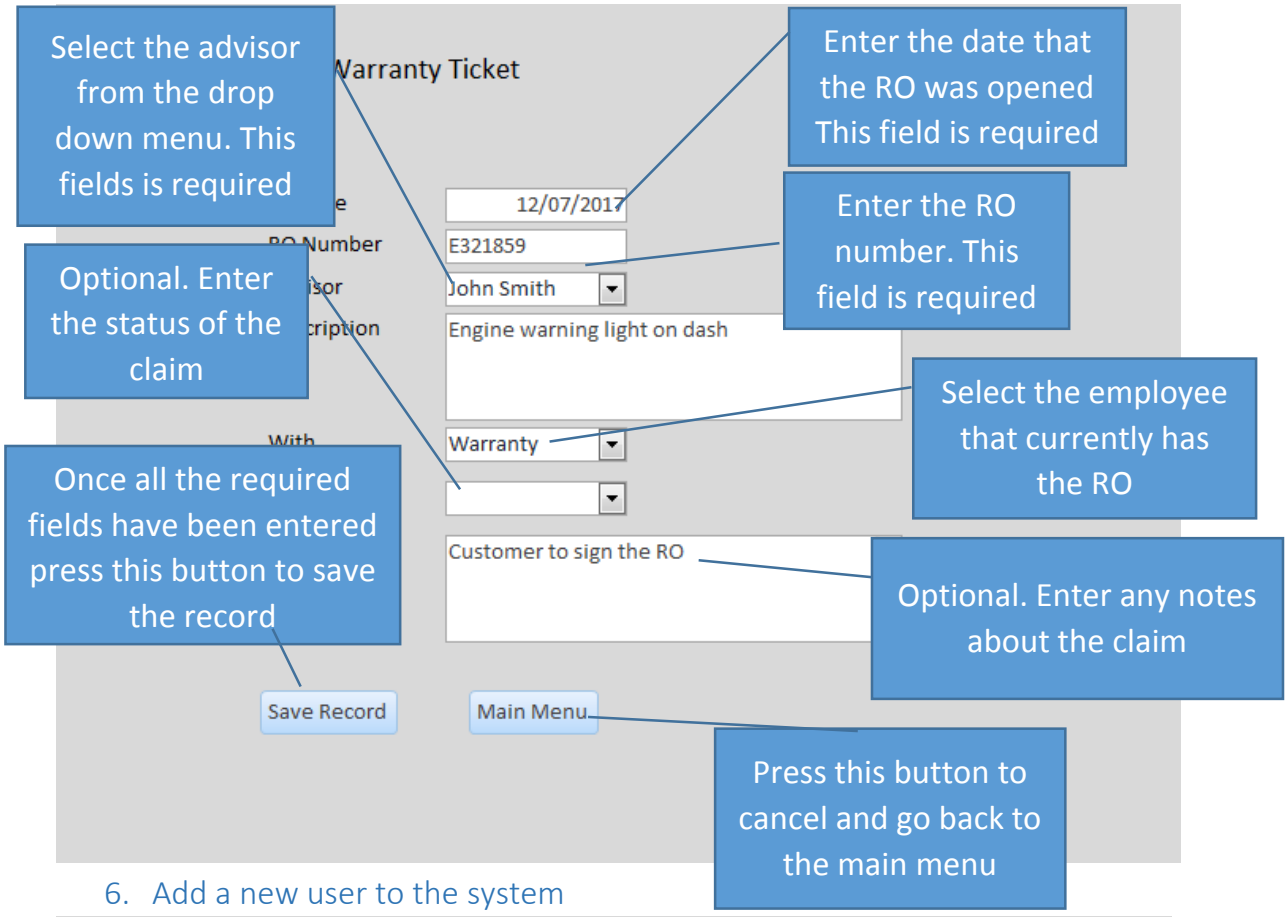
3. How to add an advisor to the warranty procedure database.



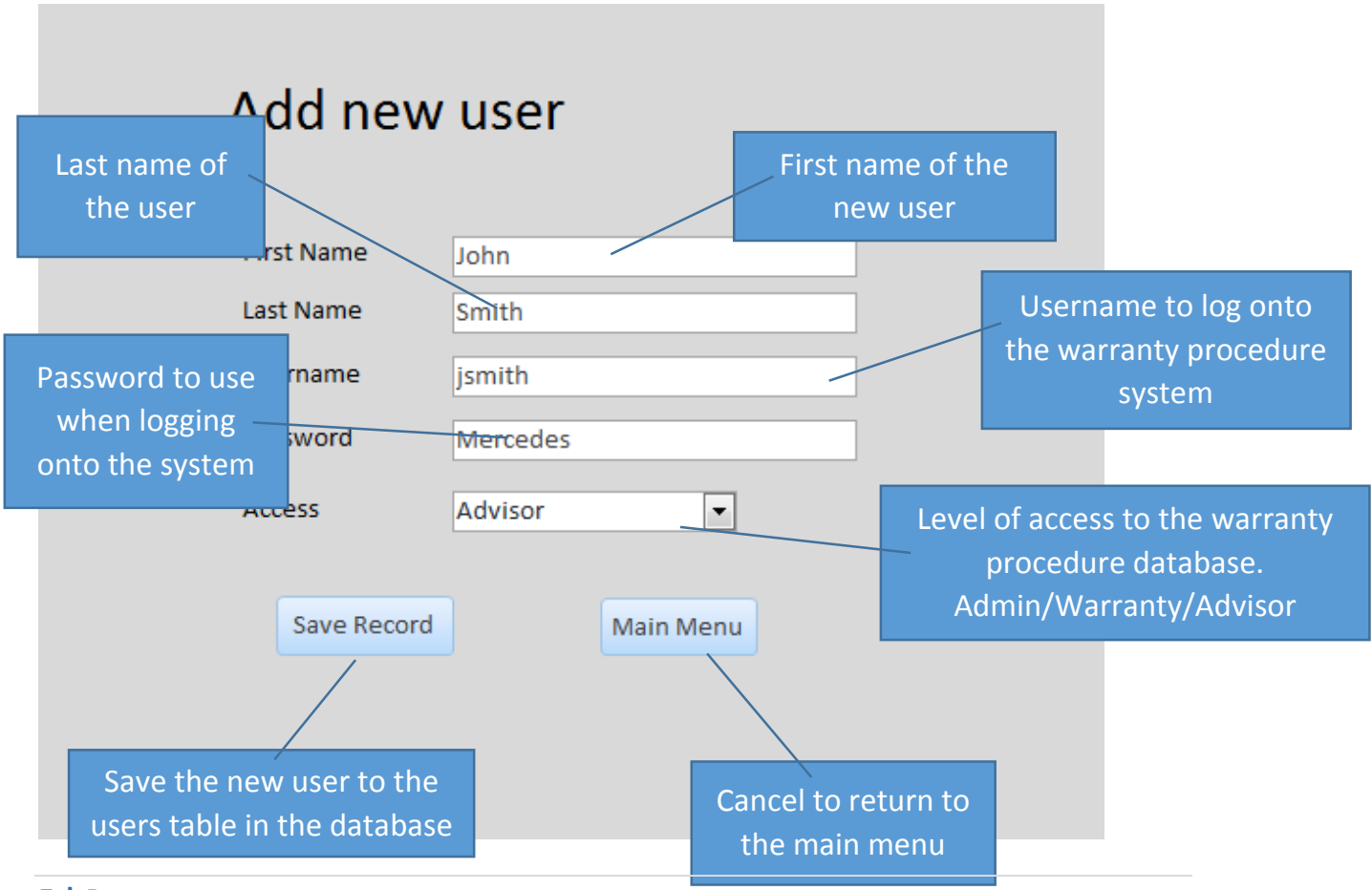
4. How to add an employee for the "With" status drop down menu in a warranty claim.



5. Adding a warranty claim to the system

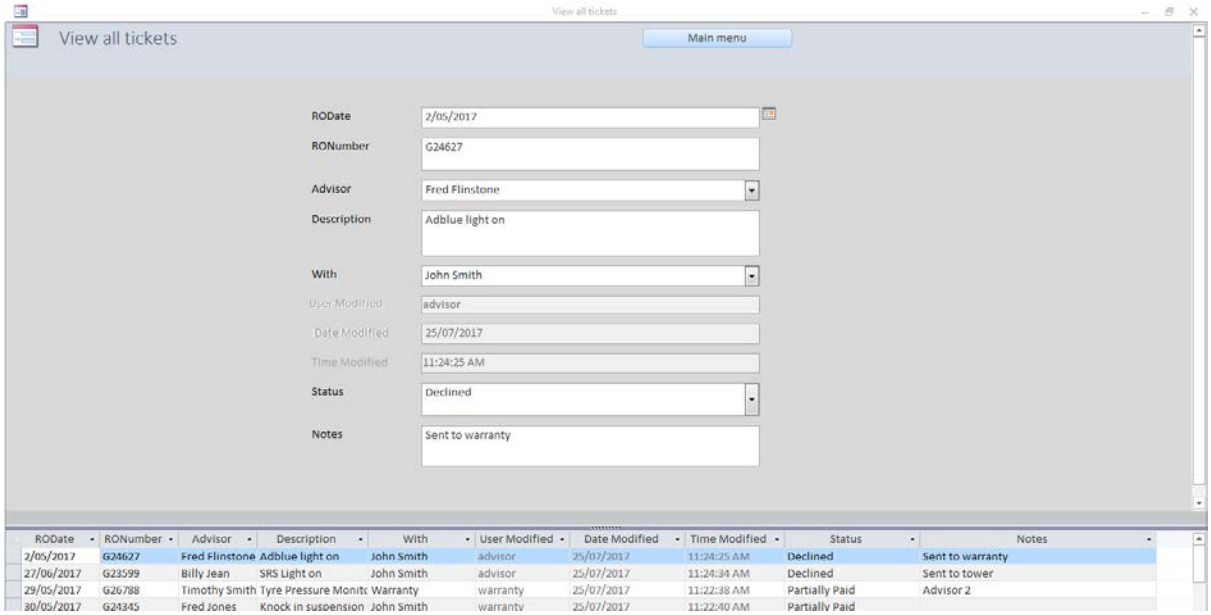


6. Add a new user to the system



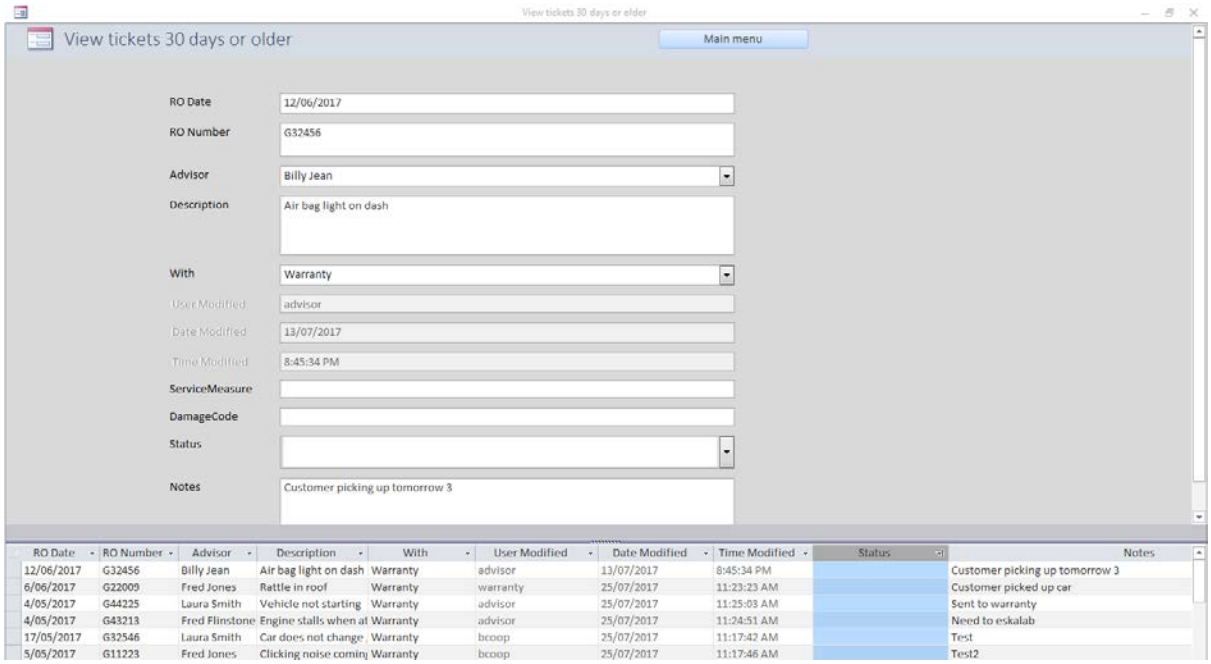
7. View all claims menu

This screen displays all the records in a table at the bottom of the menu. You can select a record from the table and update any of the fields using the table in the bottom or the fields displayed at the top. Note* admin and warranty accounts can change all fields except User, Date and Time modified. Advisors can only update notes.



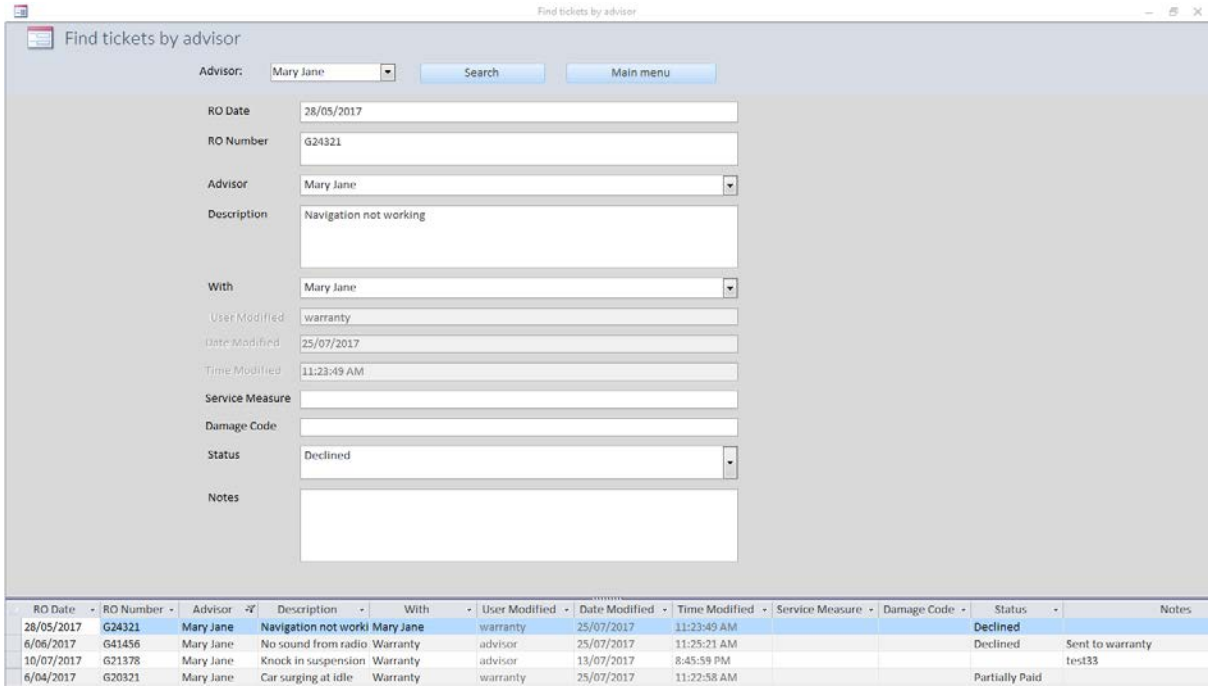
8. View tickets that are 30 days old

You can make changes to records on this screen in the same way as the select all tickets menu. This form will only display claims that are 30 days old that have not been actioned. Admin and warranty can change all fields except user, date and time modified. Advisors can only add notes.



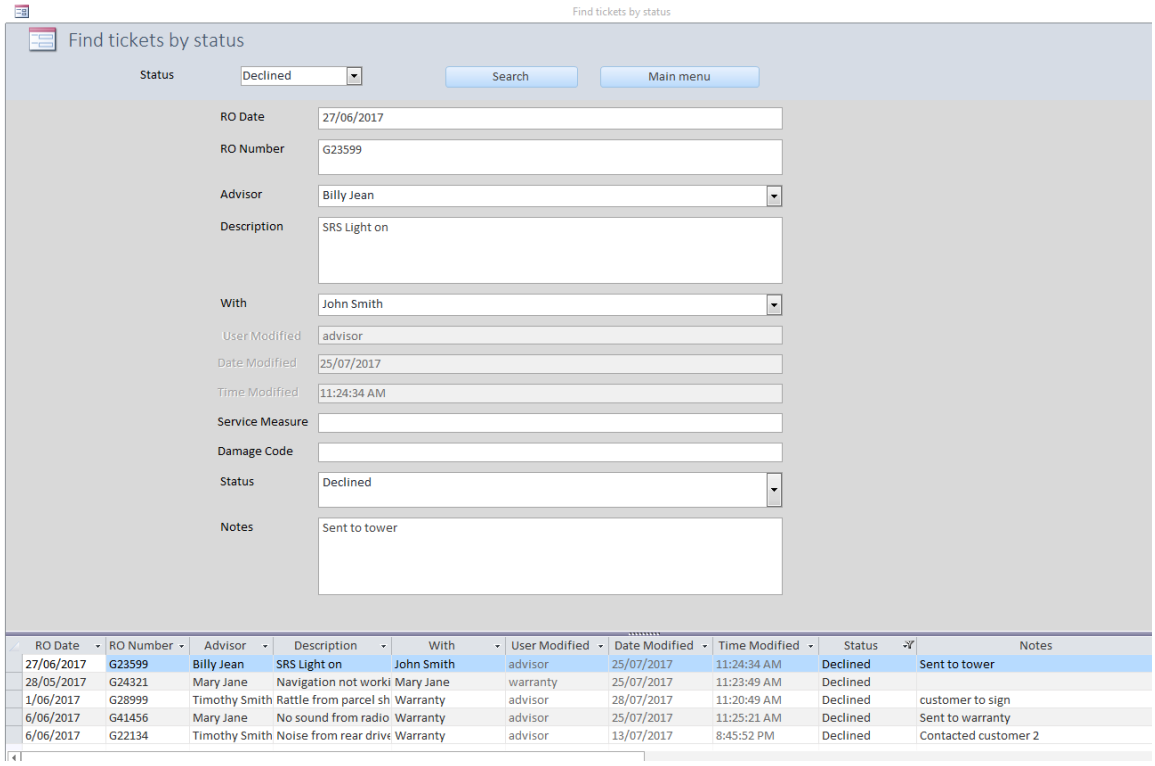
9. View tickets by an advisor

Click the advisor from the advisor drop down menu, and select search to view all the claims for that advisor. Admin, warranty can update all fields except user, date and time modified. Advisor account can only add notes to a claim.



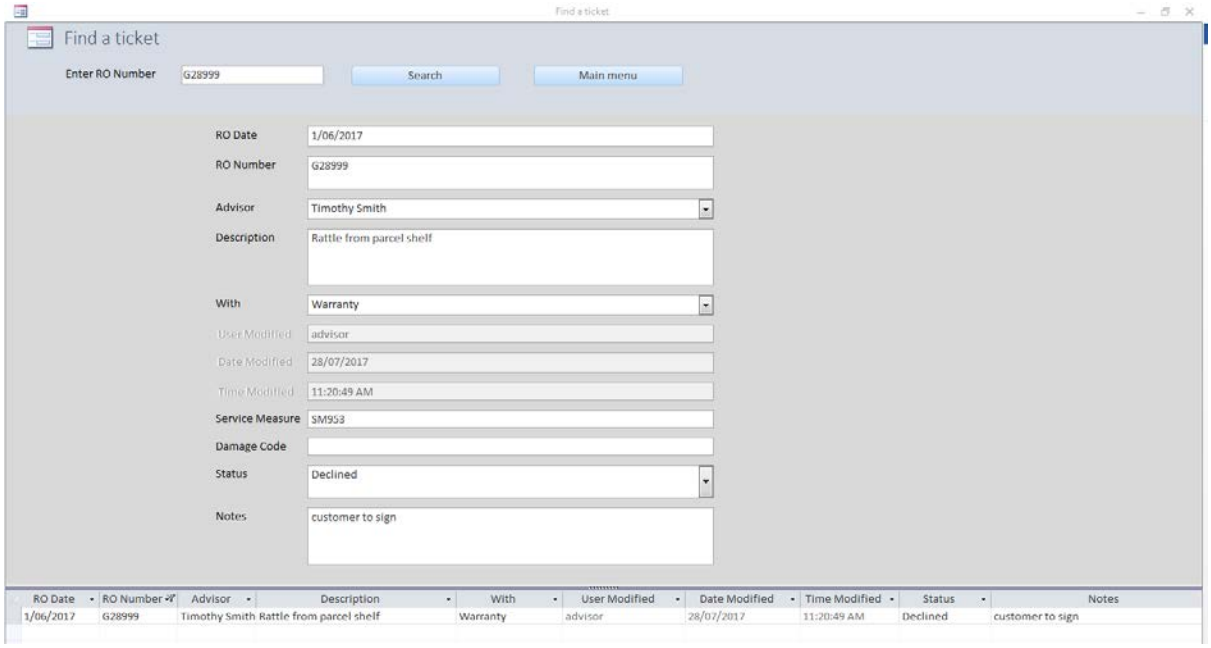
10. View tickets by status

Select the status from the drop down menu and press the search menu to display all the claims with that status. Admin and warranty accounts can change all fields except user, date and time modified. Advisors can only add notes to a claim.



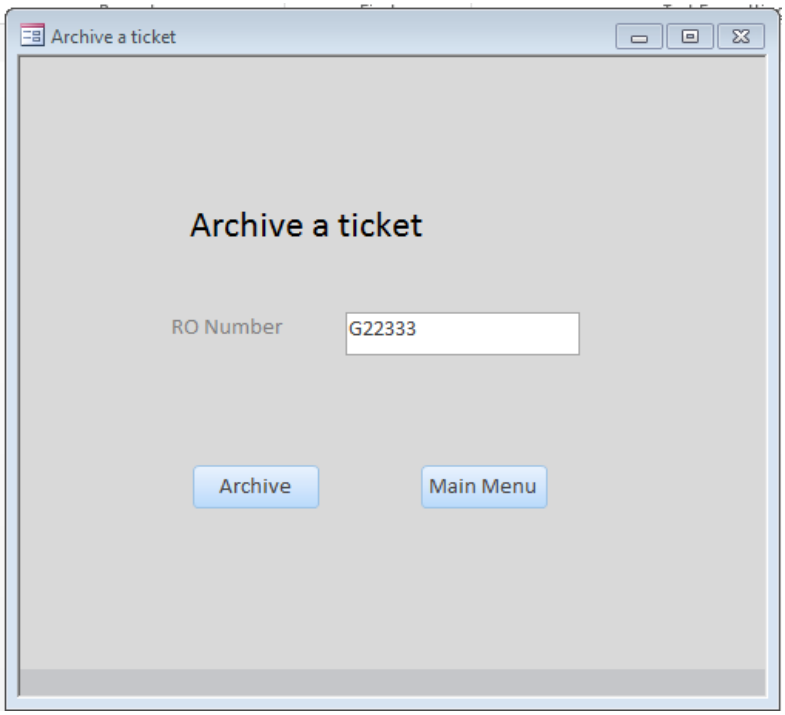
11. Search for a ticket

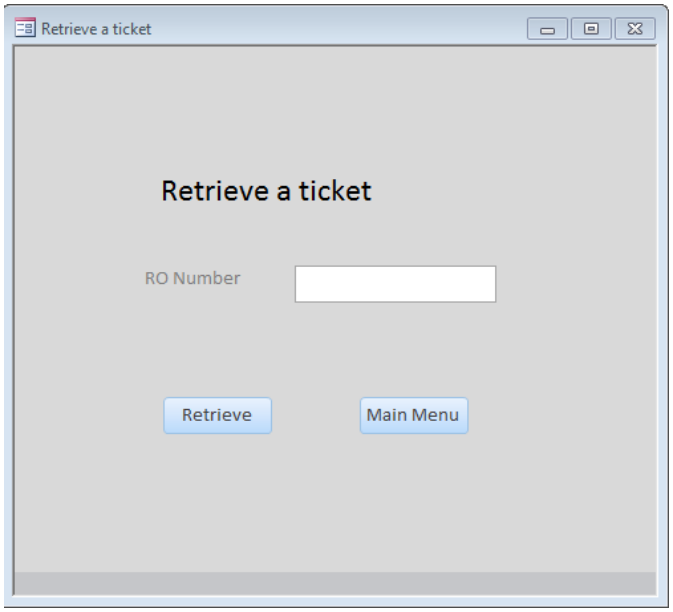
Enter the RO number in the input field and press the search button. You can put the whole RO number or a part of the RO number. Admin and warranty accounts can change all fields except user, date and time modified. Advisors can only add notes.



12. Archive a ticket

Admin feature only. Use this to move the record to an archive table after the claim has been paid and completed.



13. Retrieve a ticket

Admin feature only. Used to restore a ticket that has accidentally been archived that was not complete.