



Kubota K-Warranty Warranty Claim Submission

Software Development
RIMSS Business Systems Technology

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The following documentation provides instruction on the new ability to electronically submit warranty claims to Kubota. The process will create a Draft Claim on the Kubota Link website that can then be finalized and submitted for approval by Kubota. The process eliminates the need for entering data in both WinNetStar and Kubota Link.

Document Type: Repair Order Doc. #: 12958 Inv. #: 0 CC Auth. #: Completion Status: Open Project #:
 Initiation Date: 3/11/2020 Customer PO #: Salesman: Cust. Inv. Status: Sub Project #:
 Settlement Date: Service Writer: CARL ALBOR War. Inv. Status:
 Internal Memo: Service Type: WARRANTY
 Exp. Start Date: 2/11/2020 12:04 PM Exp. Comp. Date: 2/11/2020 1:04 PM Extract Date: 1/1/0001
 Printed Memo: Do Not Commit Parts

Customer Name and Address Name: SUBURBAN LANDSCAPE Address 1: 2710 TREBLE CREEK Address 2: City: SAN ANTONIO State: TX Zip Code: 78258 Primary Contact: JACKSON, MIKE (210) 555-8484	Wholegood Information WG ID: (414) 13609 Make: Kubota Model: SVL95-2SHFC Description: CTL/17.7" RUB TRKS/C Year: Odometer In: 0.0 Hours In: 525.0	In Service In Service: 2/1/2019 Serial #: 40858 Lic. Plate State: Lic. Plate #: Fleet Number: Odometer Out: 0.0 Hours Out: 0.0	Shipping Information <input type="checkbox"/> Ship To Shipping Method: Shipment Date: 12/31/9999 Address 1: Address 2: City: State: Zip Code:	Renameable Fields <table border="1"> <thead> <tr> <th>Renameable Field</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Tech</td><td></td></tr> <tr><td>Pickup and Delivery</td><td></td></tr> <tr><td>Ready for Customer Pickup</td><td></td></tr> <tr><td>Complete Customer Contacted</td><td></td></tr> <tr><td>Priority</td><td></td></tr> <tr><td>Setup Due Date</td><td></td></tr> <tr><td>RenameableField12-Future Use</td><td></td></tr> </tbody> </table>	Renameable Field	Value	Tech		Pickup and Delivery		Ready for Customer Pickup		Complete Customer Contacted		Priority		Setup Due Date		RenameableField12-Future Use	
Renameable Field	Value																			
Tech																				
Pickup and Delivery																				
Ready for Customer Pickup																				
Complete Customer Contacted																				
Priority																				
Setup Due Date																				
RenameableField12-Future Use																				

Hide Customer Information (F9)

	Items	Labor	Pre-Tax Subtotal	Tax	Deductible	Total	Ta
Customer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Warranty	\$1,601.31	\$127.50	\$1,728.81	\$0.00	\$0.00	\$1,728.81	
Internal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total	\$1,601.31	\$127.50	\$1,728.81	\$0.00	\$0.00	\$1,728.81	

Subtotal Tax G

Once a unit has been entered into the Repair Order and saved, the user should run the Kubota Model Determination by right-clicking on the WG ID. To correctly verify a unit, the Serial Number and first three digits of the unit must be entered into the Wholegood Master. Once the unit is verified, any corrections to the Model Number will be made automatically.

Add New Service Issue Add Standard Service Issue

Drag a column header here to group by that column

Service Issue Type	Issue #	Suppress Detail	Description	Cause	Component	Total Parts	Total Misc	Total Labor	Total	Est. Hours	Std. Hours
Warranty	1	<input type="checkbox"/>	WARRANTY CLAIM DESCRIPTION LINE	WARRANTY CLAIM CAUSE LINE		\$1,576.31	\$25.00	\$127.50	\$1,728.81	0	0

Add/Edit Service Issue

General Time Slip Notes Grid Components

Type: Warranty MIW
Warranty Deductible: \$0.00 IssueCode2:
Warranty Customer: WARRANTY OTHER IssueCode3:
 Ignore on Misc. Shop Charge Calculations IssueCode4:
 Suppress Parts, Labor and Misc. Charge Detail

Description: WARRANTY CLAIM DESCRIPTION LINE

Cause: WARRANTY CLAIM CAUSE LINE

Fix: WARRANTY CLAIM FIX LINE

OK Cancel

As per Kubota requirements, only one Warranty Issue per Repair Order can be submitted electronically. The Service Issue type must be set to Warranty. The Kubota Warranty Claim extract will automatically transfer the Description, Cause and Fix from the Service Issue.

\$1,576.31 \$25.00 \$127.50 \$1,728.81

RIMSS.WinNetStar v8.0.0.1044 Enterprise:The Enterprise Company:V3TEST SERVER (2) Location:SAN ANTONIO (3)

File View Company Customer Notes Receivable CRM Suppliers Employees Payroll Banking Fixed Assets Inventory Service Wholegoods Lease Rental Reports Web Links Windows Help

RIMSS WinNetStar | Telephony | Repair Order List | Service Repair Order - 12958

File Save Save and Close Save and New Print Credit Cards Capture Signature Update Line Item Data Show Open Documents Custom Forms Send Email

General Info | Service Issues | Items | Labor | Notes | Attachments | Print History | Preventative Maintenance | Document Register | Document Register Detail | Order Status Report | Customer Master

Add New Service Issue Add Standard Service Issue

Drag a column header here to group by that column

Service Issue Type	Issue #	Suppress Detail	Description	Cause	Fix	Warranty Deduct.	Warranty Customer	MIW	IssueCode2	IssueCode3	IssueCode4	Component	Total Parts	Total Misc	Total Labor	Total	Est. Hours	Std. Hours
Warranty	1	<input type="checkbox"/>	WARRANTY CLAIM DESCRIPTION LINE	WARRANTY CLAIM CAUSE LINE	WARRANTY CLAIM FIX LINE	\$0.00	WARRANTY OTHER						\$1,576.31	\$25.00	\$127.50	\$1,728.81	0	0
Warranty	2	<input type="checkbox"/>	PSB-2018-062 B			\$0.00	WARRANTY OTHER						\$0.00	\$0.00	\$0.00	\$0.00	0	0
Warranty	3	<input type="checkbox"/>	PSB-2019-181 SVL95-2S ACU Software Update			\$0.00	WARRANTY OTHER						\$0.00	\$0.00	\$0.00	\$0.00	0	0
Warranty	4	<input type="checkbox"/>	PSB-2019-158 Intercooler Hose and Clamp Upgrade			\$0.00	WARRANTY OTHER						\$0.00	\$0.00	\$0.00	\$0.00	0	0

✗ Delete this line

Move to New Repair Estimate

Move to New Repair Order

Open Item Master

Adjust to Fixed Billing

To bypass the Kubota limitation of a single Warranty line per Repair Order, you can use the right-click option to move Complaint Lines to new Repair Estimates or Repair Orders.

RIMSS.WinNetStar v8.0.0.1044 Enterprise:The Enterprise Company:V3TEST SERVER (2) Location:SAN ANTONIO (3)

File View Company Customer Notes Receivable CRM Suppliers Employees Payroll Banking Fixed Assets Inventory Service Wholegoods Lease Rental Reports Web Links Windows Help

RIMSS WinNetStar | Telephony | Repair Order List | Service Repair Order - 12958

File Save Save and Close Save and New Print Credit Cards Capture Signature Update Line Item Data Show Open Documents Custom Forms Send Email

General Info | Service Issues | Items | Labor | Notes | Attachments | Print History | Preventative Maintenance | Document Register | Document Register Detail | Order Status Report | Customer Master

Add New Service Issue Add Standard Service Issue

Drag a column header here to group by that column

Service Issue Type	Issue #	Suppress Detail	Description	Cause	Fix	Warranty Deduct.	Warranty Customer	MIW	IssueCode2	IssueCode3	IssueCode4	Component	Total Parts	Total Misc	Total Labor	Total	Est. Hours	Std. Hours
Warranty	1	<input type="checkbox"/>	WARRANTY CLAIM DESCRIPTION LINE	WARRANTY CLAIM CAUSE LINE	WARRANTY CLAIM FIX LINE	\$0.00	WARRANTY OTHER						\$1,576.31	\$25.00	\$127.50	\$1,728.81	0	0
Warranty	2	<input type="checkbox"/>	PSB-2018-062 B			\$0.00	WARRANTY OTHER						\$0.00	\$0.00	\$0.00	\$0.00	0	0
Warranty	3	<input type="checkbox"/>	PSB-2019-181 SVL95-2S ACU Software Update			\$0.00	WARRANTY OTHER						\$0.00	\$0.00	\$0.00	\$0.00	0	0
Warranty	4	<input type="checkbox"/>	PSB-2019-158 Intercooler Hose and Clamp Upgrade			\$0.00	WARRANTY OTHER						\$0.00	\$0.00	\$0.00	\$0.00	0	0

✗ Delete this line

Move to New Repair Estimate

Move to New Repair Order

Open Item Master

Adjust to Fixed Billing

If you have the need to move multiple lines, hold the Control key and highlight multiple lines before using the right-click.

Item Number (Ctrl-N): F3-Add Misc. Chrgs F4-Item Search F5-Apply Core Crdts F10-Apply Discount Print Item Picklist Exact Search Ignore All Sales History

Drag a column header here to group by that column

Service Issue	Issue #	Associations	Type	Price Book	Item Number	Description	Quantity	Price	Amount	Discount	Subtotal	Tax Group	Force Sales Tax	Sales Tax	Total	Back Order	Transfer Qty	Drop Ship	Serial Number
WARRANTY CLAIM DESCRIPTION LINE	1		Item	KUB	V0631-44710-620	INTERCOOLER	1.0	\$1,576.31	\$1,576.31	0.00%	\$1,576.31	TAXABLE SAT	<input type="checkbox"/>	\$0.00	\$1,576.31	0.0	0.0000	<input type="checkbox"/>	
WARRANTY CLAIM DESCRIPTION LINE	1		Misc.		PARTS - MISC. ADJUSTMENT		1.0	\$25.00	\$25.00	0.00%	\$25.00	TAXABLE SAT	<input type="checkbox"/>	\$0.00	\$25.00	0.0	0.0000	<input type="checkbox"/>	

Items and Miscellaneous Charges will be extracted.

SUM=\$1,601.31 SUM=0.0

Deleted Lines

Drag a column header here to group by that column

Service Issue	Item Type	Item Number	Description	Quantity	Price	Added By	Added By Date	Deleted By	Deleted By Date	Reason	Memo
---------------	-----------	-------------	-------------	----------	-------	----------	---------------	------------	-----------------	--------	------

Add New Labor Bill Estimated Hours Bill Standard Hours Bill Actual Hours Apply Discount

Drag a column header here to group by that column

Service Issue	Issue #	Technician	Op Code	Description	Rate Code	Std. Hours	Estimated Hours	Actual Hours	Billed Hours	Rate	Hourly or Fixed	Discount	Subtotal	TaxGroupId	Total	Sales Tax	Force Sales Tax
WARRANTY CLAIM DESCRIPTION LINE	1	CARL ALBOR	KUBOTA WARRANTY	KUBOTA WARRANTY	WARRANTY	0.0000	0.0000	2.0000	1.5000	\$85.00	Hourly	0.00%	\$127.50	TAXABLE SAT	\$127.50	\$0.00	<input type="checkbox"/>

Labor lines and Billed Hours will transfer to the Warranty Claim. The Opcode used in the Repair Order can be changed to the required Kubota Job Code when filling out the required line items on the Warranty Claim Form in WinNetStar. In this case, the line item and the entirety of the time slips will be transferred to the Warranty Claim.

Drag a column header here to group by that column

Time Slip #	Service Issue	Technician	Op code	Description	Date In	Time In	Date Out	Time Out	Total	Notes	Last Modified By	Last Modified Date	Is Void
=	#c	#c	#c	#c	=	=	=	=	=	#c	#c	=	= False

Add New Labor Bill Estimated Hours Bill Standard Hours Bill Actual Hours Apply Discount

Drag a column header here to group by that column

Service Issue	Issue #	Technician	Op Code
WARRANTY CLAIM DESCRIPTION LINE	1	CARL ALBOR	KUBOTA WA

Op Code Lookup

Make: Model: SVL95-2SHFC

Code: Short Name: Description: INTER

GroupId	Total	Sales Tax	Force Sales Tax
TABLE SAT	\$127.50	\$0.00	<input type="checkbox"/>

Drag a column header here to group by that column

Make	Model	Code	Short Name	Description	Customer Std Hours	Warranty Std Hours	Internal Std Hours	Rate Code
Kubota	SVL95-2SHFC	KCEP-020	INTER COOLER ASSY. R & R	INTER COOLER ASSY. R & R	1.00	1.00	1.00	WARRANTY
Kubota	SVL95-2SHFC	KCEP-021	INTER COOLER INLET PIPE R & R	INTER COOLER INLET PIPE R & R	0.50	0.50	0.50	WARRANTY
Kubota	SVL95-2SHFC	KCEP-022	INTER COOLER INLET PIPE, ALL R & R	INTER COOLER INLET PIPE, ALL R & R	0.50	0.50	0.50	WARRANTY

However, the Job Code can be entered into the Repair Order by selecting the Op Code and searching in the Op Code Lookup. Due to hundreds of Kubota Job Codes per model, it is suggested entering in a Model, or partial Model, and part of a Description prior to searching.

Drag a column header here to group by that column

Time Slip #	Service Issue	Technician	Op code	Description
=	■□□	■□□	■□□	■□□

3

[Inactive] = 'False'

Save Attachments

Void

Import Picklist

Copy

Export

International Warranty Claim

Kubota Warranty Claim

Printed Memo

Order # 12958 Inv. # 0 CC Auth. # Completion Status Closed Project #

Customer PO # Salesman: Cust. Inv. Status Sub Project #

Service Writer CARL ALBOR War. Inv. Status

Date 2/11/2020 1:04 PM Service Type WARRANTY Extract Date 1/1/0001

Do Not Commit Parts

Customer Name and Address

Name: SUBURBAN LANDSCAPE

Address 1: 2710 TREBLE CREEK

Address 2:

City: SAN ANTONIO

State: TX Zip Code: 78258

Primary Contact: JACKSON, MIKE (210) 555-8484

Wholegood Information

WG ID: (414) 13609

Make: Kubota

Model: SVL95-2SHFC

Description: CTL/17.7" RUB TRKS/C

Year:

Odometer In: 0.0

Hours In: 525.0

In Service: 2/1/2019

Serial #: 40858

Lic. Plate State:

Lic. Plate #:

Fleet Number:

Odometer Out: 0.0

Hours Out: 0.0

Shipping Information

Ship To

In Service Date and Hours In are required for Warranty Claim submission. Once those are set and you have completed work on the Repair Order, set the Completion Status to Closed. To transfer the Repair Order, click on File > Export > Kubota Warranty Claim.

Hide Customer Information (F9)

F2-Find Customer F6-Add Wholegood F8-Settle Invoice Settle to GL Add to Inventory Add to Wholegood

	Items	Labor	Pre-Tax Subtotal	Tax	Deductible	Total	Taxable	Non Taxable	Before Tax Subtotal
Customer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Warranty	\$1,601.31	\$331.50	\$1,932.81	\$0.00	\$0.00	\$1,932.81	\$0.00	\$1,728.81	\$1,728.81
Internal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$1,601.31	\$331.50	\$1,932.81	\$0.00	\$0.00	\$1,932.81	\$0.00	\$1,728.81	\$1,728.81

Subtotal Tax Group TAXABLE SAT

Create Deposit Return Deposit

Customer Deposit

Original Deposit	\$0.00
Deposit Applied	\$0.00
Unused Deposit	\$0.00

Kubota Warranty Claim Form

Wholegood Information

WG ID: 414 Make: Kubota Desc: CTL/17.7" RUB TRKS/CAB/HYD QA In Service: 2/1/2019 Lic. Plate State: Machine Usage Reading: 525 Repair Date: 3/11/2020
Serial #: 40858 Model: SVL95-2SHFC Year: Fleet Number: Lic. Plate Num: Engine Usage Reading: 0 Failure Date: 3/11/2020

- Determine Model Code
- Get Wholegood Details
- Generate Draft Claim
- Upload File Attachments

Determine Model Code Status: Success Message: Record searched Successfully

Drag a column header here to group by that column

Material Number	End Customer Name
> SVL95-2SHFC	

If you have not previously verified the unit with the Model Determination, you can do so now. This will verify the unit for correct ownership based Wholegood Serial Number and Model.

Kubota Warranty Claim Form

Wholegood Information

WG ID: 414 Make: Kubota Desc: CTL/17.7" RUB TRKS/CAB/HYD QA In Service: 2/1/2019 Lic. Plate State: Machine Usage Reading: 525 Repair Date: 3/11/2020
Serial #: 40858 Model: SVL95-2SHFC Year: Fleet Number: Lic. Plate Num: Engine Usage Reading: 0 Failure Date: 3/11/2020

Determine Model Code **Get Wholegood Details** Generate Draft Claim Upload File Attachments

Drag a column header here to group by that column

Status	Message	End Customer Name	End Customer City	End Customer State	End Customer Id
> Success	Success				

Policies Campaigns

Drag a column header here to group by that column

Policy Name	Policy Code	Warranty Start Date	Warranty End Date	Policy Type
> SVL Compact Track Loader	SVL Compact Track Loader	02-28-2019	02-27-2021	Standard
Emissions > 25 hp	Emissions > 25 hp	02-28-2019	02-27-2024	Standard

Clicking on the Get Wholegood Details will display the Warranty Start and End date for this unit.

Kubota Warranty Claim Form

Wholegood Information

WG ID: 414 Make: Kubota Desc: CTL/17.7" RUB TRKS/CAB/HYD QA In Service: 2/1/2019 Lic. Plate State: Machine Usage Reading: 525 Repair Date: 3/11/2020
Serial #: 40858 Model: SVL95-2SHFC Year: Fleet Number: Lic. Plate Num: Engine Usage Reading: 0 Failure Date: 3/11/2020

Determine Model Code **Get Wholegood Details** Generate Draft Claim Upload File Attachments

Drag a column header here to group by that column

Status	Message	End Customer Name	End Customer City	End Customer State	End Customer Id
> Success	Success				

Policies **Campaigns**

Drag a column header here to group by that column

Campaign Number	Campaign Name	Campaign Description	Campaign Type	Campaign End Date	Is Mandatory	Campaign Campaign Description
>	PSB-2018-089 AIR/OIL FILTERS		Service Action	12-31-2020		SVL95-2S Customer Loyalty Filter
	PSB-2019-089 Clamp Update		Service Action	04-30-2020		Due to the severity of a hose clamp
	PSB-2019-158 Intercooler Hose and ...		Service Action	12-31-2099		SVL95-2S Intercooler Hose and Clamp

Clicking on the Campaigns tab will display the current active campaigns and end date for each campaign for this unit.

Wholegood Information

WG ID: 414 Make: Kubota Desc: CTL/17.7" RUB TRKS/CAB/HYD QA In Service: 2/1/2019 Lic. Plate State: Machine Usage Reading: 525 Repair Date: 3/11/2020

Serial #: 40858 Model: SVL95-2SHFC Year: Fleet Number: Lic. Plate Num: Engine Usage Reading: 0 Failure Date: 3/11/2020

In Service and Machine Usage are extracted from the Wholegood Master. Machine and Engine Usage are validated based upon the Policy Status as determined by Kubota. Failure Date should be less than or equal to the Repair Date and cannot be future dated.

Kubota Warranty Claim Form

Wholegood Information

WG ID: 414 Make: Kubota Desc: CTL/17.7" RUB TRKS/CAB/HYD QA In Service: 2/1/2019 Lic. Plate State: Machine Usage Reading: 525 Repair Date: 3/11/2020

Serial #: 40858 Model: SVL95-2SHFC Year: Fleet Number: Lic. Plate Num: Engine Usage Reading: 0 Failure Date: 3/11/2020

Determine Model Code Get Wholegood Details **Generate Draft Claim** Upload File Attachments

Work Order

Work Order Number: 12958

Claim Type:

Dealer ID:

Business Category: KTC-USA

Is Repair Complete

Comment:

Parts

Parts Comments:

Part Number	Part Description	Serial Number	Quantity	Invoice Number	Installed On OEM	Unit Price
V0631-44710	INTERCOOL...		1		False	1576.31

Draft Claim

Status:

Claim Number:

Message:

The Generate Draft Claim is broken out into sections. Each will be described in depth on the following pages.

Preauthorization

Preauthorization is required

Reason:

Comment:

Labor

Labor Comments:

Job Code	Requested Labour Hour	Reason Additional Labor Hour
KUBOTA WARRANTY	1.5	

Miscellaneous

Other Costs Comments:

Total Cost	Cost Category Type	Comments	Invoice Number	Units Usage
25.00	Miscellaneous			0

Part & Causal Part

Part:

Part Serial #:

Host NonHost:

Causal Part:

Causal Part Serial #:

Warranty Codes

Symptom:

Defect:

Remedy:

Work Order

Work Order Number: 12958

Claim Type:

Dealer ID:

Business Category: KTC-USA

Is Repair Complete

Comment:

1

There are two types of Claims on the Warranty Claim form - Machine or Part. Each comes with their own requirements for submission.

If the work is complete on the Repair Order, check mark Is Repair Complete.

The Comment field is for overall comments on the claim.

Preauthorization

Preauthorization is required

Reason:

Comment:

2

Engine Replacement
High Value
Verify Coverage

The Preauthorization is required if prior approval has been provided. The Reason dropdown provides the available choices. Comments are required if Preauthorization is checked and limited to 256 characters.

Part & Causal Part

Part:

Part Serial #: Part Number; Mandatory for Part Claim Type

Host NonHost:

Causal Part:

Causal Part Serial #:

3

For Part type Warranty Claims, the Part dropdown should be populated with the defective part. If the part is serialized, the Part Serial # is required. Host / NonHost is required if a Part type Warranty Claim. Causal Part is required along with Causal Part Serial # if the part is serialized.

Warranty Codes

Symptom: ▼

Defect: ▼

Remedy: ▼

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Symptom, Defect & Remedy are required fields. Each drop down contains a list of codes that are to be used for submission.

Code	Description
Broken/Chi...	Broken/ Chipped/ Cracked
Noise/Rattl...	Unusual exhaust system noise/Rattle/Whistle
SA01	3-Point will not Move
SA02	3-Point functions erratically
SA03	PTO will not engage
SA04	PTO will not disengage
SA05	Inadequate Performance or Not working
SA06	Harsh ride
SA07	Mushy ride
SB01	Brakes will not engage
SB02	Brakes will not release
SB03	Brakes make noise
SB04	Brake pedal spongy

Code	Description
Cut or Rub...	Cut or Worn Seal/O-Ring
D001	Casting Flaw
D002	Mismachined
D003	Poor Heat Treatment
D004	Material Defect
D005	Corrosion
D006	Misassembly (Improper Assembly)
D007	Misadjustment (Improperly Adjusted)
D008	Insufficient Tightening Torque
D009	Unbalanced
D010	Overheated
D012	Bent or Broken Part
D013	Low Compression

Code	Description
1	Adjust
10	Not Specified
13	Other Mnt Repair
14	Install
15	Paint Prep, & Repaint
17	Add Fluids
18	Road Test
19	Rewire / Wire
2	Clean
20	Towing
21	Fabricate/Weld/Burn
24	Repair
25	Remove

Parts

Parts Comments:

Part Number	Part Description	Serial Number	Quantity	Invoice Number	Installed On OEM	Unit Price
> V0631-44710	INTERCOOL...		1		False	1576.31

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Parts from the Repair Order will transfer to the Warranty Claim form. If the part is flagged as serialized by Kubota, a serial number will be required before a successful submission is possible.

Labor

Labor Comments:

Job Code	Requested Labour Hour	Reason Additional Labor Hour
> KUBOTA WARRANTY	1.5	

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Labor

Labor Comments:

Job Code	Requested Labour Hour	Reason Additional Labor Hour
> KCEP-020	1.5	
KCEP-015	2.4	

The labor portion will import all Labor lines from the Repair Order with a line for each Op Code and Actual Hours. A valid Kubota Job Code is required. If a valid Job Code was not used on the Repair Order, the field allows for deleting the imported Op Code and manually enter a valid code. Reason for Additional Hours is required if the requested hours are greater than the standard hours.

Miscellaneous

Other Costs Comments:

Total Cost	Cost Category Type	Comments	Invoice Number	Units Usage
> 25.00	Miscellaneous <input type="button" value="v"/>			0

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The Miscellaneous portion is used for other costs, such as Freight, Hauling or Sublet Labor. Units Usage is only required for Travel By Distance.

Draft Claim

Status

Claim Number

Message

[Submit Draft Claim](#)

Status	Message	Claim Number
--------	---------	--------------

Once all sections are filled out, click on Submit Draft Claim.

Draft Claim

Status

Claim Number

Message

Status	Message	Claim Number
>		
Labor Errors		
Index		
>		1
Error Error		
Drag a column header here to group by that column		
Column		
>	KJBOTA WARRANTY - Job Code does not exists in K-Warranty System.	
	KJBOTA WARRANTY - No Fault code for this Job code and machine number.	

If your Warranty Claim is rejected, click on the + sign to expand the windows which will show error responses back from Kubota as to the reason for a failed claim submission.

Draft Claim

Status

Claim Number

Message

Once corrections are made, click on Submit Draft Claim again. You will receive a Success message and Claim Number once correctly submitted.

Multiple claim numbers may be created if the user submits multiple successful claims.

Kubota Warranty Claim Form

Wholegood Information

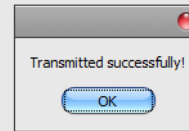
WG ID: 414 Make: Kubota Desc: CTL/17.7" RUB TRKS/CAB/HYD QA In Service: 2/1/2019 Lic. Plate State: Machine Usage Reading: 525 Repair Date: 3/11/2020
Serial #: 40858 Model: SVL95-2SHFC Year: Fleet Number: Lic. Plate Num: Engine Usage Reading: 0 Failure Date: 3/11/2020

Determine Model Code Get Wholegood Details Generate Draft Claim **Upload File Attachments**

Select Attachments:

Selection	Date Created	Description	URL	Attachment Type
<input checked="" type="checkbox"/>	4/27/2020 2:49 PM	Untitled5.jpg	Click to view attachment...	Document
<input type="checkbox"/>	4/27/2020 2:48 PM	Untitled4.jpg	Click to view attachment...	Document
<input type="checkbox"/>	4/27/2020 2:48 PM	Untitled3.jpg	Click to view attachment...	Document
<input checked="" type="checkbox"/>	4/27/2020 2:48 PM	Untitled2.jpg	Click to view attachment...	Document
<input checked="" type="checkbox"/>	4/27/2020 2:48 PM	Untitled1.jpg	Click to view attachment...	Document

Transmit Attachments



Once a successful claim has been created, click on Upload File Attachments to upload any or all attachments from the Repair Order. Check mark to upload and click on Transmit Attachments. You will receive an acknowledgment once all attachments have been uploaded. Click OK and then click on the X to close out of the Warranty Claim Form.

Document Type: Repair Order Doc. #: 12958 Inv. #: 0 CC Auth. #: Completion Status: Open Project #: ...

Initiation Date: 3/11/2020 Customer PO #: Salesman: ...

Settlement Date: Service Writer: CARL ALBOR

Internal Memo: ; Claim Number: A2954895

Exp. Start Date: 2/11/2020 12:04 PM Exp. Comp. Date: 2/11/2020 1:04 PM

Printed Memo: ...

Once a claim has been successfully submitted, the Kubota Claim number will automatically appear on the Internal Memo of the Repair Order.

Customer Name and Address Name: SUBURBAN LANDSCAPE Address 1: 2710 TREBLE CREEK Address 2: City: SAN ANTONIO State: TX Zip Code: 78258 Primary Contact: JACKSON, MIKE (210) 555-8484	Wholegood Information WG ID: (414) 13609 Make: Kubota Model: SVL95-2SHFC Description: CTL/17.7" RUB TRKS/C Year: Odometer In: 0.0 Hours In: 525.0	In Service In Service: 2/1/2019 Serial #: 40858 Lic. Plate State: Lic. Plate #: Fleet Number: Odometer Out: 0.0 Hours Out: 0.0	Shipping Information <input type="checkbox"/> Ship To Shipping Method: Shipment Date: 12/31/9999 Address 1: Address 2: City: State: Zip Code:	Renameable Fields <table border="1"> <thead> <tr> <th>Renameable Field</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Tech</td><td></td></tr> <tr><td>Pickup and Delivery</td><td></td></tr> <tr><td>Ready for Customer Pickup</td><td></td></tr> <tr><td>Complete Customer Contacted</td><td></td></tr> <tr><td>Priority</td><td></td></tr> <tr><td>Setup Due Date</td><td></td></tr> <tr><td>RenameableField12-Future Use</td><td></td></tr> </tbody> </table>	Renameable Field	Value	Tech		Pickup and Delivery		Ready for Customer Pickup		Complete Customer Contacted		Priority		Setup Due Date		RenameableField12-Future Use	
Renameable Field	Value																			
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RenameableField12-Future Use																				

Hide Customer Information (F9)

F2-Find Customer F6-Add Wholegood

	Items	Labor	Pre-Tax Subtotal	Tax	Deductible	Total	Taxable	Non Taxable	Before Tax Subtotal
Customer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Warranty	\$1,601.31	\$127.50	\$1,728.81	\$0.00	\$0.00	\$1,728.81	\$0.00	\$1,728.81	\$1,728.81
Internal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$1,601.31	\$127.50	\$1,728.81	\$0.00	\$0.00	\$1,728.81	\$0.00	\$1,728.81	\$1,728.81

Customer Deposit	
Original Deposit	\$0.00
Deposit Applied	\$0.00
Unused Deposit	\$0.00

Subtotal Tax Group TAXABLE SAT Create Deposit Return Deposit