

# Warranty Registration

Product has been pre-registered, now we want to register the product to the End User for warranty

VIN: **Example1234567890**

Evaporator Serial Number: **ExampleEvap**

Condenser Serial Number: **ExampleCond**

Compressor Serial Number: **ExampleComp**

From My Home Page, select iWarranty



Select New Product Registration



# Warranty Registration

Select Binocular next to Product Serial #

Product Registration Details # IWWC388

**Product**

Product Serial #\*:

Model\*:

Make:

Category:

SubCategory:

SubModel:

Description:

VIN Odometer:  0

Status: DRAFT

**Delivery**

Sale Type:  New

Vocation:

Delivery Date\*:

First Used Date\*:

Comments:

[Spell](#)

Enter VIN and select GO

Close Reset Clear

Please enter Search Criteria.

Product Serial Lookup( 0records returned. Viewing records0 - 0) SHLP084

Product Serial #:  Model #:  VIN:  [Go](#)

Product Serial #	Model #	Owner Name	VIN
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[Return](#)

Select one of the Components

Close Reset Clear

Product Serial Lookup( 3records returned. Viewing records1 - 3) SHLP084

Product Serial #:  Model #:  VIN:  Example1234567890 [Go](#)

Product Serial #	Model #	Owner Name	VIN
<input type="radio"/> <a href="#">EXAMPLECOMP</a>	76-62348-04		Example1234567890
<input type="radio"/> <a href="#">EXAMPLECOND</a>	77-62001-00		Example1234567890
<input type="radio"/> <a href="#">EXAMPLEEVAP</a>	77-62000-30		Example1234567890

[Return](#)

# Warranty Registration

Enter Mileage at time of Delivery

Enter Delivery Date (MM/DD/YYYY)

Enter First Used Date (MM/DD/YYYY)

Product Registration Details # IWWC388

**Product**

Product Serial #\*: EXAMPLECOMP

Model\*: 76-62348-04

Make: MCC-YORK

Category: COMPRESSOR

SubCategory: COMPRESSOR

SubModel: TM-16

Description:

VIN: Example1234567890

VIN Odometer:

Status: DRAFT

**Delivery**

Sale Type: New

Vocation:

Delivery Date\*:

First Used Date\*:

Comments:

[Spell](#)

Product Registration Details # IWWC388

**Product**

Product Serial #\*: EXAMPLECOMP

Model\*: 76-62348-04

Make: MCC-YORK

Category: COMPRESSOR

SubCategory: COMPRESSOR

SubModel: TM-16

Description:

VIN: Example1234567890

VIN Odometer: 684 Miles

Status: DRAFT

**Delivery**

Sale Type: New

Vocation:

Delivery Date\*: 02/04/2014

First Used Date\*: 02/04/2014

Comments:

[Spell](#)

# Warranty Registration

Next Enter the End User information: For First Time End Users you will select Add New Customer

The screenshot shows a web form titled "Customer". On the left side, there are three input fields: "Purchaser Type:" (a dropdown menu), "Customer Code\*:" (a text box with a small icon to its right), and "Dealer Customer ID:" (a text box). Below these fields are two buttons: "Add New Customer" and "Update Customer". A red arrow points from the top right towards the "Add New Customer" button. On the right side of the form, there are several more input fields: "Name:", "Address Line 1\*:", "Address Line 2:", "Address Line 3:", "Address Line 4:", "City\*:", "State/Province\*:", "Postal Code\*:", "Country\*:", "Local Time Zone:", "Phone:", "Fax:", "Email:", "Preferred Language:", and "Currency\*:".

Enter Name, Address, City, State and Zip, and then create Customer Code

Create a Customer Code

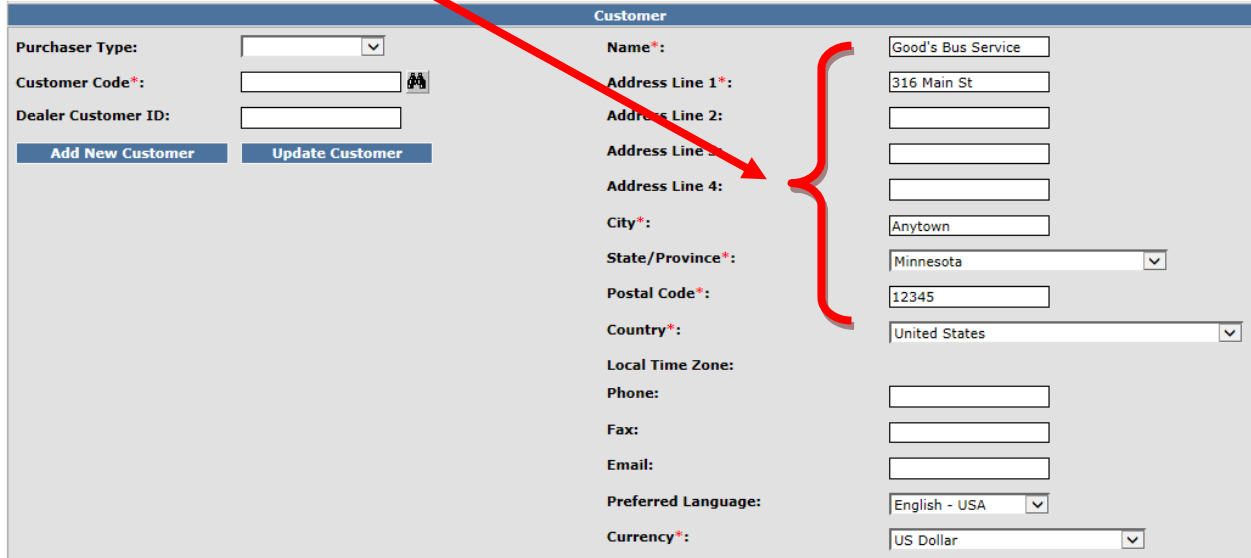
This screenshot is similar to the one above but with more fields filled in. The "Customer Code\*:" field is highlighted with a red arrow. A red bracket on the right side groups the "Name:", "Address Line 1\*:", "Address Line 2:", "Address Line 3:", and "Address Line 4:" fields. A text box in the bottom left corner contains the following text: 

**Customer Code** is a unique code the dealer creates for this particular customer. It may be all alpha, all numeric or alpha numeric characters. If this is a repeat customer the same code can be used each time.

 The other fields are partially filled: "Country\*" is "United States", "Preferred Language" is "English - USA", and "Currency\*" is "US Dollar".

# Warranty Registration

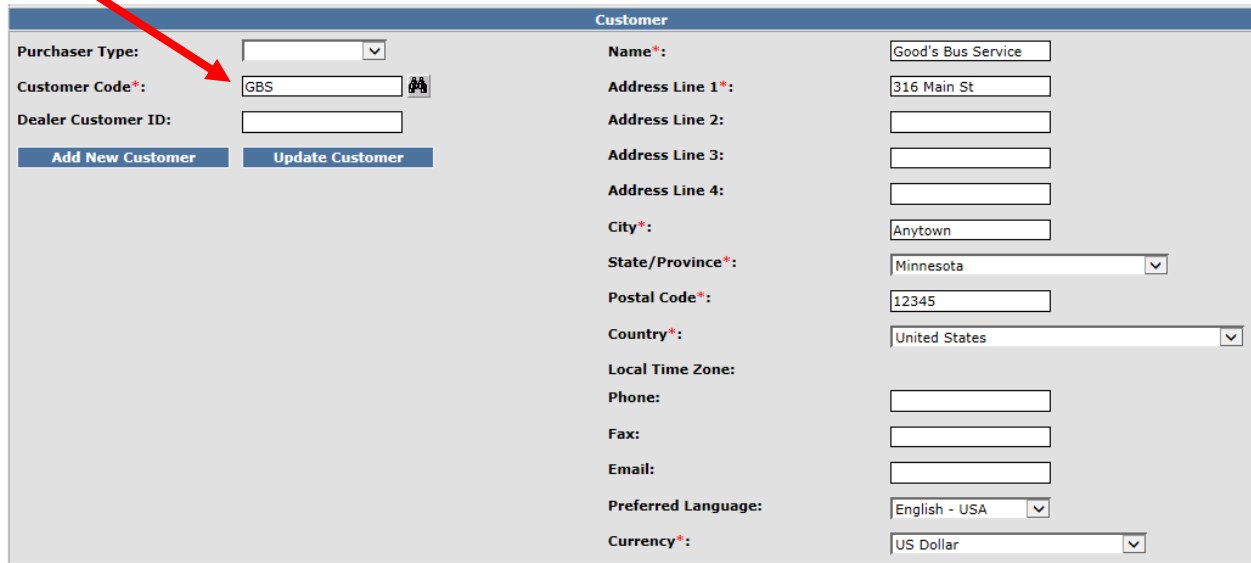
End user information added



The screenshot shows a 'Customer' registration form. On the left, there are fields for 'Purchaser Type', 'Customer Code\*', and 'Dealer Customer ID', with 'Add New Customer' and 'Update Customer' buttons below. The main form area contains fields for 'Name\*', 'Address Line 1\*', 'Address Line 2', 'Address Line 3', 'Address Line 4', 'City\*', 'State/Province\*', 'Postal Code\*', 'Country\*', 'Local Time Zone', 'Phone', 'Fax', 'Email', 'Preferred Language', and 'Currency\*'. A red arrow points from the text 'End user information added' to the 'Name\*' field, which contains 'Good's Bus Service'. A red bracket groups the 'Address Line 1\*' through 'Address Line 4\*' fields.

Purchaser Type:	<input type="text"/>	Name*:	Good's Bus Service
Customer Code*:	<input type="text"/>	Address Line 1*:	316 Main St
Dealer Customer ID:	<input type="text"/>	Address Line 2:	<input type="text"/>
<input type="button" value="Add New Customer"/>	<input type="button" value="Update Customer"/>	Address Line 3:	<input type="text"/>
		Address Line 4:	<input type="text"/>
		City*:	Anytown
		State/Province*:	Minnesota
		Postal Code*:	12345
		Country*:	United States
		Local Time Zone:	
		Phone:	<input type="text"/>
		Fax:	<input type="text"/>
		Email:	<input type="text"/>
		Preferred Language:	English - USA
		Currency*:	US Dollar

Customer Code added

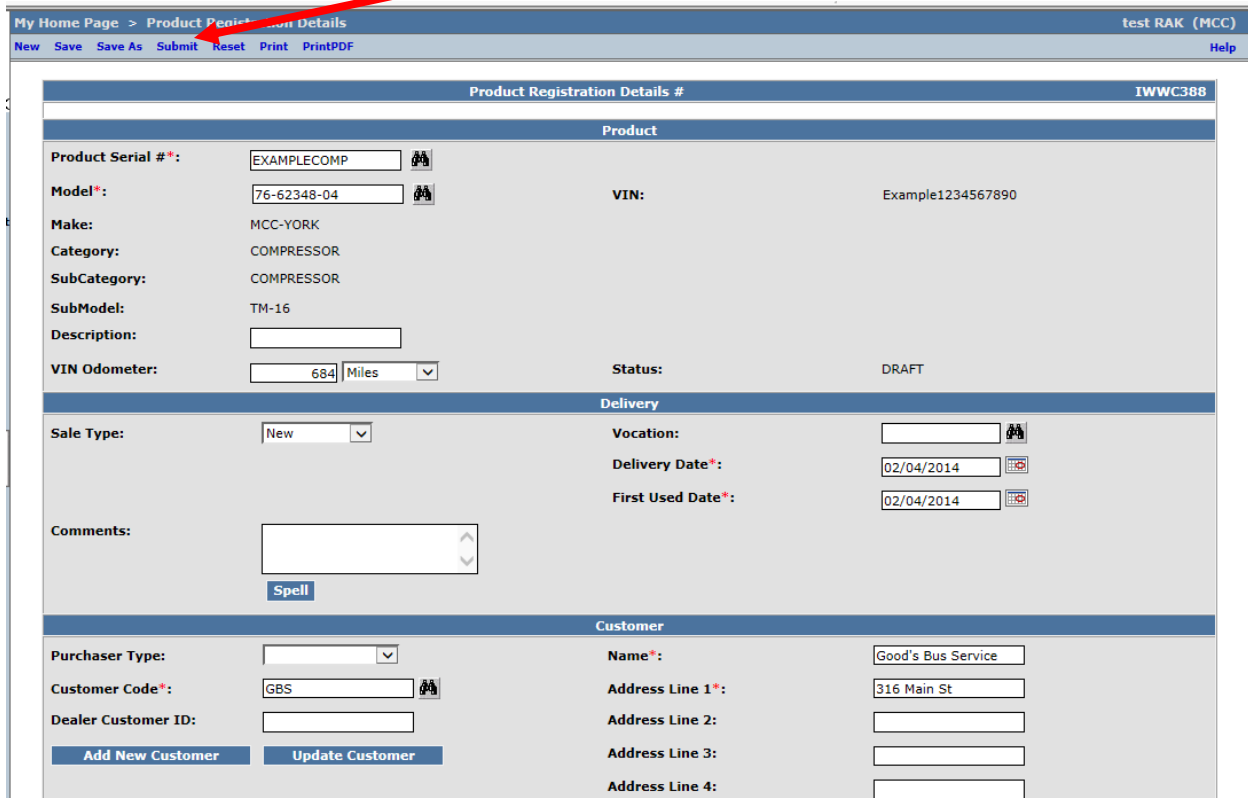


The screenshot shows the same 'Customer' registration form as above. A red arrow points from the text 'Customer Code added' to the 'Customer Code\*' field, which now contains the value 'GBS'. All other fields and values remain the same as in the previous screenshot.

Purchaser Type:	<input type="text"/>	Name*:	Good's Bus Service
Customer Code*:	GBS	Address Line 1*:	316 Main St
Dealer Customer ID:	<input type="text"/>	Address Line 2:	<input type="text"/>
<input type="button" value="Add New Customer"/>	<input type="button" value="Update Customer"/>	Address Line 3:	<input type="text"/>
		Address Line 4:	<input type="text"/>
		City*:	Anytown
		State/Province*:	Minnesota
		Postal Code*:	12345
		Country*:	United States
		Local Time Zone:	
		Phone:	<input type="text"/>
		Fax:	<input type="text"/>
		Email:	<input type="text"/>
		Preferred Language:	English - USA
		Currency*:	US Dollar

# Warranty Registration

Once all information is proved then hit Submit



My Home Page > Product Registration Details test RAK (MCC)



New Save Save As **Submit** Reset Print PrintPDF Help

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**Product Registration Details #** IWWC388




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**Product**

**Product Serial #\*:**    
**Model\*:**   **VIN:**   
**Make:** MCC-YORK  
**Category:** COMPRESSOR  
**SubCategory:** COMPRESSOR  
**SubModel:** TM-16  
**Description:**   
**VIN Odometer:**  Miles  **Status:** DRAFT


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**Delivery**

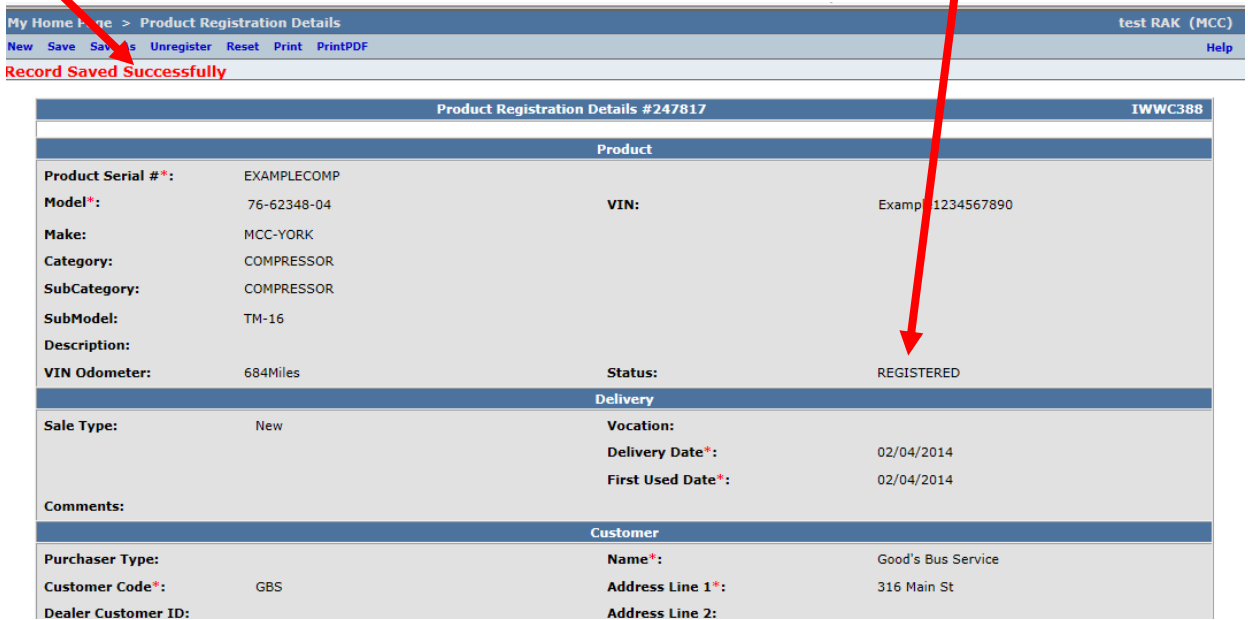
**Sale Type:**   **Vocation:**    
**Delivery Date\*:**    
**First Used Date\*:**    
**Comments:**

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**Customer**

**Purchaser Type:**   **Name\*:**   
**Customer Code\*:**   **Address Line 1\*:**   
**Dealer Customer ID:**  **Address Line 2:**   
  **Address Line 3:**   
**Address Line 4:**

Once saved you will receive the following message and status will change to Registered



My Home Page > Product Registration Details test RAK (MCC)

New Save **Saves** Unregister Reset Print PrintPDF Help

**Record Saved Successfully**

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**Product Registration Details #247817** IWWC388

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**Product**

**Product Serial #\*:** EXAMPLECOMP  
**Model\*:** 76-62348-04 **VIN:**   
**Make:** MCC-YORK  
**Category:** COMPRESSOR  
**SubCategory:** COMPRESSOR  
**SubModel:** TM-16  
**Description:**  
**VIN Odometer:** 684Miles **Status:** REGISTERED

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**Delivery**

**Sale Type:** New **Vocation:**  
**Delivery Date\*:** 02/04/2014  
**First Used Date\*:** 02/04/2014  
**Comments:**

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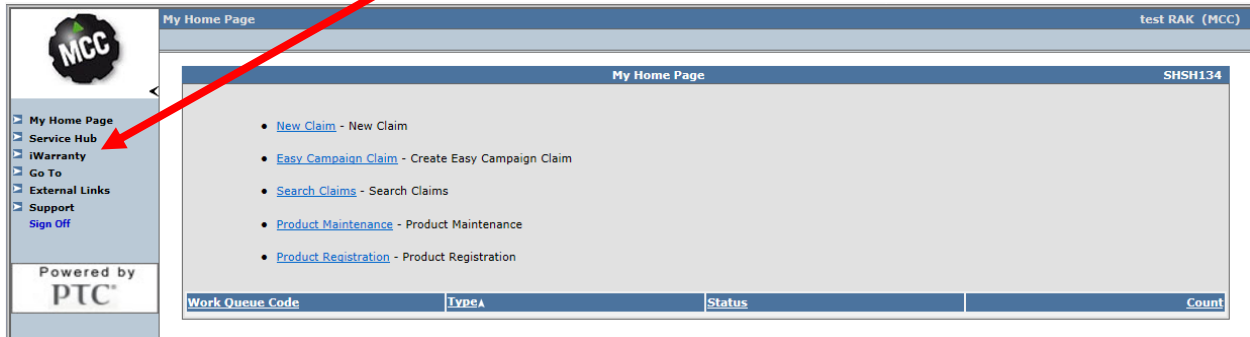
**Customer**

**Purchaser Type:** **Name\*:** Good's Bus Service  
**Customer Code\*:** GBS **Address Line 1\*:** 316 Main St  
**Dealer Customer ID:** **Address Line 2:**

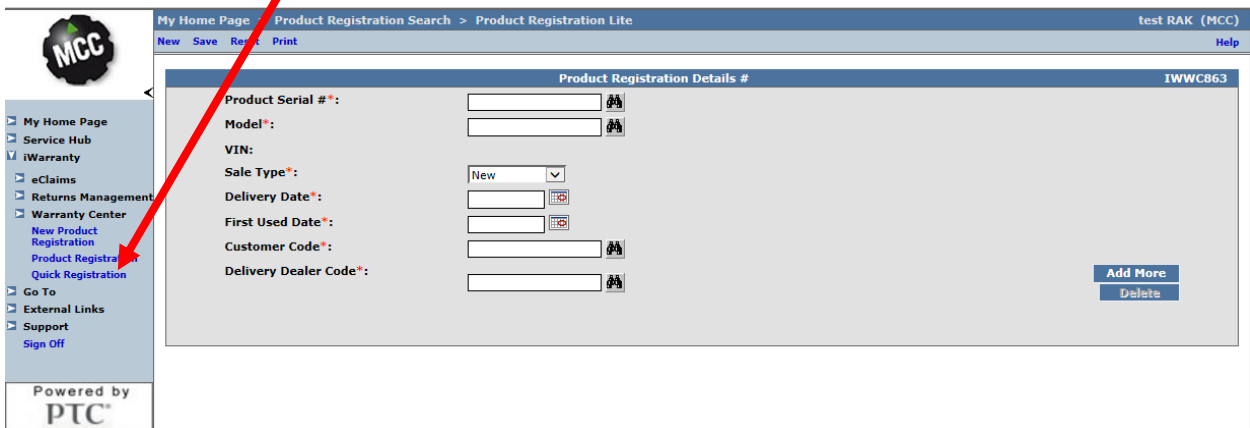
# Warranty Registration

Once the initial product is registered to an End User the dealer can use the Quick Registration format to register equipment.

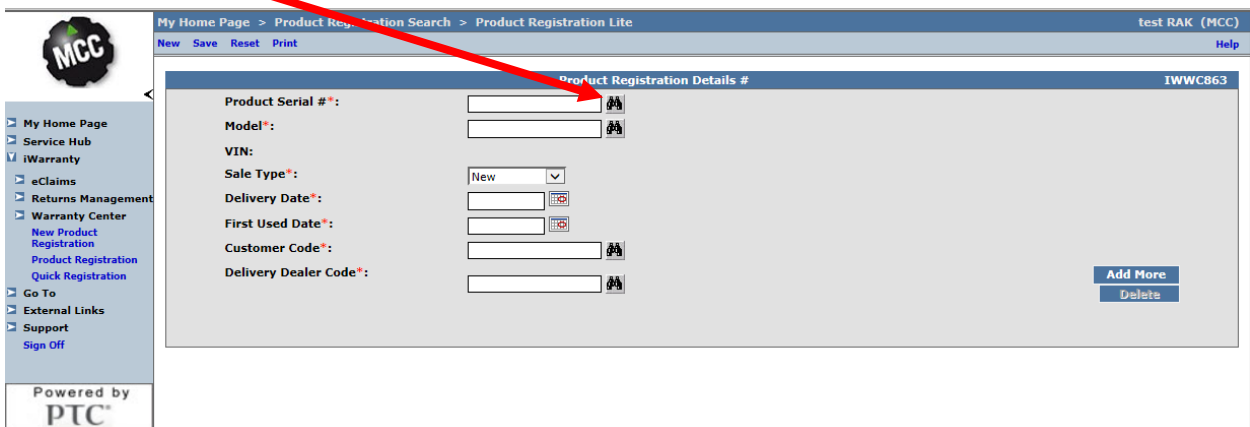
From My Home Page, Select iWarranty



Then select Quick Registration



Then click on Binocular next to Product Serial #



# Warranty Registration

Enter VIN and select GO

Product Serial Lookup

Close Reset Clear

Please enter Search Criteria.

Product Serial Lookup( 0 records returned. Viewing records 1 - 0 ) SHLP084

Product Serial #:  Model #:  VIN:  Go

Product Serial #	Model #	Owner Name	VIN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Return

You will see 1 component has been registered and 2 are available to register

Product Serial Lookup( 3 records returned. Viewing records 1 - 3 ) SHLP084

Product Serial #:  Model #:  VIN:  Go

Product Serial #	Model #	Owner Name	VIN
<input type="radio"/> <a href="#">EXAMPLECOMP</a>	76-62348-04	Good's Bus Service	Example1234567890
<input type="radio"/> <a href="#">EXAMPLECOND</a>	77-62001-00		Example1234567890
<input type="radio"/> <a href="#">EXAMPLEEVAP</a>	77-62000-30		Example1234567890

Return

Select one of the un-registered components add the requested information

Product Registration Details # IWWC863

Product Serial #\*:

Model\*:

VIN:

Sale Type\*:

Delivery Date\*:

First Used Date\*:

Customer Code\*:

Delivery Dealer Code\*:



# Warranty Registration

Provide Delivery Date (MM/DD/YYYY) First Used Date (MM/DD/YYYY) Customer Code and Delivery Dealer Code

Customer Code is the unique code you created for this customer Good's Bus Service (Customer Code GBS)

Delivery Dealer Code is you account number

The screenshot shows a form titled "Product Registration Details #" with a user ID "IWWC863". The form contains the following fields:

- Product Serial #: EXAMPLECOND
- Model #: 77-62001-00
- VIN: Example1234567890
- Sale Type\*: New
- Delivery Date\*: 02/04/2014
- First Used Date\*: 02/04/2014
- Customer Code\*: GBS
- Delivery Dealer Code\*: RAKTEST

Buttons for "Add More" and "Delete" are visible on the right side. A red arrow points from the "Add More" button towards the text below.

Then select Add More to add additional components until all components selected.

Select Binocular next to Product Serial # for second component

This screenshot shows the same form as above, but with a second component added below the first. The second component's fields are empty. A red arrow points from the text above to the "Binocular" icon next to the empty "Product Serial #" field of the second component.

Select the next component to be registered

The screenshot shows a "Product Serial Lookup" table with 3 records returned. The table has columns for Product Serial #, Model #, Owner Name, and VIN. A red arrow points to the second row.

Product Serial #	Model #	Owner Name	VIN
<input type="radio"/> EXAMPLECOMP	76-62348-04	Good's Bus Service	Example1234567890
<input type="radio"/> EXAMPLECOND	77-62001-00		Example1234567890
<input type="radio"/> EXAMPLEEVAP	77-62000-30		Example1234567890

# Warranty Registration

Once all components are selected hit Save

My Home Page > Product Registration Search > Product Registration Lite test RAK (MCC)

New Save **Reset** Print Help

Product Registration Details #		IWWC863
Product Serial #*:	EXAMPLECOND	
Model*:	77-62001-00	
VIN:	Example1234567890	
Sale Type*:	New	
Delivery Date*:	02/04/2014	
First Used Date*:	02/04/2014	
Customer Code*:	GBS	
Delivery Dealer Code*:	RAKTEST	<a href="#">Add More</a> <a href="#">Delete</a>
Product Serial #*:	EXAMPLEEVAP	
Model*:	77-62000-30	
VIN:	Example1234567890	
Sale Type*:	New	
Delivery Date*:	02/04/2014	
First Used Date*:	02/04/2014	
Customer Code*:	GBS	
Delivery Dealer Code*:	RAKTEST	<a href="#">Delete</a>

Once saved you will receive the following message

My Home Page > Product Registration Search > Product Registration Lite test RAK (MCC)

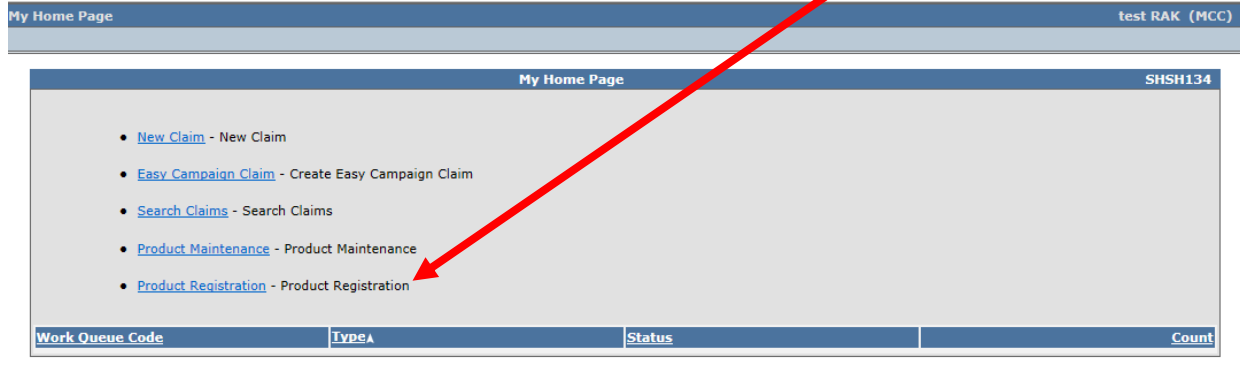
New Save **Reset** Print Help

**Record Saved Successfully**

Product Registration Details #		IWWC863
Product Serial #*:	EXAMPLECOND	
Model*:	77-62001-00	
VIN:	Example1234567890	
Sale Type*:	New	
Delivery Date*:	02/04/2014	
First Used Date*:	02/04/2014	
Customer Code*:	GBS	
Delivery Dealer Code*:	RAKTEST	<a href="#">Add More</a> <a href="#">Delete</a>
Product Serial #*:	EXAMPLEEVAP	
Model*:	77-62000-30	
VIN:	Example1234567890	
Sale Type*:	New	
Delivery Date*:	02/04/2014	
First Used Date*:	02/04/2014	
Customer Code*:	GBS	
Delivery Dealer Code*:	RAKTEST	<a href="#">Delete</a>

# Warranty Registration

To confirm registration go back to My Home Page and select Product Registration



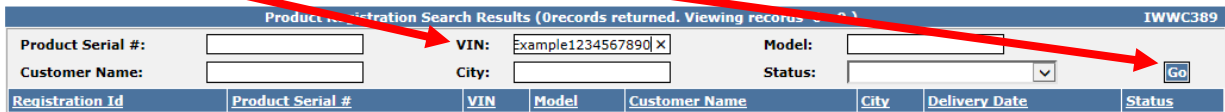
My Home Page test RAK (MCC)

My Home Page SHSH134

- [New Claim](#) - New Claim
- [Easy Campaign Claim](#) - Create Easy Campaign Claim
- [Search Claims](#) - Search Claims
- [Product Maintenance](#) - Product Maintenance
- [Product Registration](#) - Product Registration

Work Queue Code	Type	Status	Count
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Entire VIN and select GO



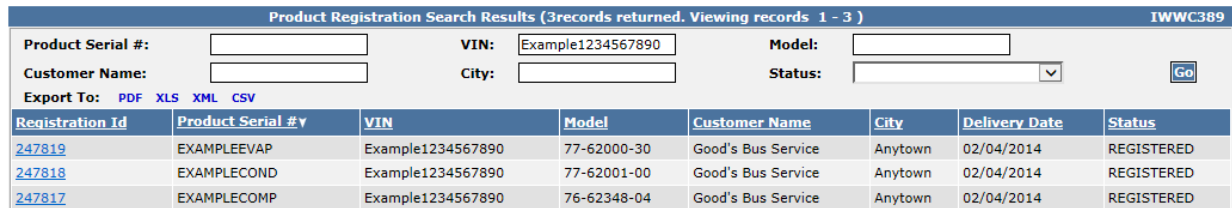
Product Registration Search Results (0 records returned. Viewing records 1 - 1) IWWC389

Product Serial #:  VIN:  Model:

Customer Name:  City:  Status:

Registration Id	Product Serial #	VIN	Model	Customer Name	City	Delivery Date	Status
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The product is registered to the End User



Product Registration Search Results (3 records returned. Viewing records 1 - 3) IWWC389

Product Serial #:  VIN:  Model:

Customer Name:  City:  Status:

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

Registration Id	Product Serial #	VIN	Model	Customer Name	City	Delivery Date	Status
<a href="#">247819</a>	EXAMPLEEVAP	Example1234567890	77-62000-30	Good's Bus Service	Anytown	02/04/2014	REGISTERED
<a href="#">247818</a>	EXAMPLECOND	Example1234567890	77-62001-00	Good's Bus Service	Anytown	02/04/2014	REGISTERED
<a href="#">247817</a>	EXAMPLECOMP	Example1234567890	76-62348-04	Good's Bus Service	Anytown	02/04/2014	REGISTERED