

Completing an Indmar On-Line Warranty Claim

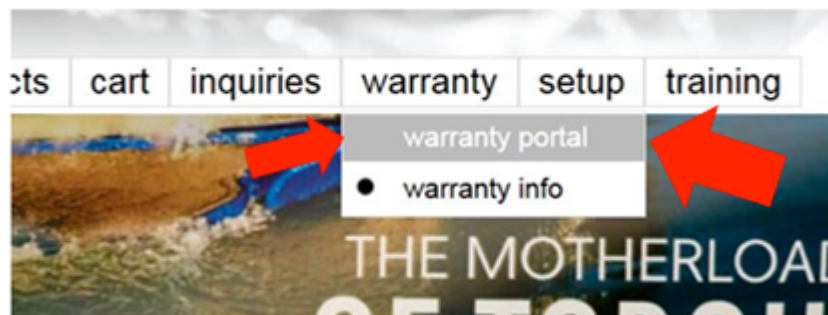
1. All Indmar warranty claims are processed online through the Indmar dealer portal. You must log into the dealer portal then click on the warranty tab near the top of the screen.



2. A drop-down menu will appear giving you the choice of entering the warranty portal or looking for warranty information. Using the Warranty Info function gives you an opportunity to check and see if the engine has been registered. Just click on Warranty Info, enter the engine serial number and click search. If the engine is registered, information like you see on the right side of this page will be displayed. If the engine is not registered, you will get a message to that effect.



3. To process a warranty claim, click on the warranty portal.



4. When you click on warranty portal you will be taken to this welcome screen.



5. If you just want to check or review a claim, click the Review Warranty Claims box from the dropdown then enter the information and click search. If you have submitted a claim, you will be able to review the status and information but not make any changes or modifications.

This screenshot shows the top navigation bar of the warranty claims portal. The 'warranty claims' tab is selected, and its dropdown menu is open, showing 'Submit Warranty Claims' and 'Review Warranty Claims'. A red arrow points to the 'Review Warranty Claims' option. Below the navigation bar, there is a search form with fields for 'Serial:', 'Claim Number:', 'Claim Date:', and 'Contact Number:', along with a 'Search' button. The 'Claim Date' field has a calendar icon.

6. To submit a claim, put your cursor over the warranty claims tab and highlight and click “submit warranty claims” from the drop-down menu.



7. Start the process by entering the engine serial number.. If there is a claim already started on that serial number, the system will tell you. You can choose to use and complete that claim or if this is a new issue, start a new claim.

Please Enter The Engine's Serial Number.

	Submit
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8. In order to perform warranty services on an engine the engine must be registered to an owner or be declared as a stock unsold engine. To be eligible to file as a stock engine the engine must have less than 50 hours run time. If the engine has over 50 hours and is being used by the dealership as a demo boat or is in a customer's boat, it must be registered before performing warranty services. If you click on the register engine box you will be taken to the engine registration screen where you can complete the registration. If you click on the submit claim on stock engine box you will be taken to the beginning of the warranty claim process.

Registration has not been completed for Engine:123457.

Register Engine	Submit Claim On Stock Engine
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9. This is the warranty registration screen that must be filled out in order to register an engine to the boat customer. It just needs to be filled out and when you are done click update in the lower left corner.

Note: If the engine is more than 12 months past the date of manufacture indicated on the Engine Emission Label, contact Indmar Customer Service for special instructions.

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10. Once the engine is been registered or if you processing the claim on a stock engine, you will be taken to the screen where you can enter the information regarding the warranty claim. Note that in the sales order number blank, you must enter the entire sales order number as it appears on the picking sheet that comes with the parts or on the invoice that is e-mailed after the parts are sent; including all of the zeroes. You must use the sales order number, the invoice number will not work. If you do not enter the sales order number, you will not be able to claim the incoming freight for the parts required on the warranty claim.

Please Enter The Engine's Serial Number.

123457 Submit Contact:

Contact Info

Description: Alternator has low output

Contact Name: Larry Engelbert Date of Failure: 10/24/2015

Contact Phone: 901-353-9930 Date of Repair: 10/28/2015

Contact Email: lengelbert@indmar.com Engine Hours: 68

Dealer Claim/Reference #: W/O 3465 Sales Order Number: W000087654

Current Owner: Roscoe P Coltrane Sales Order Number is required

11. The lower portion of this screen gives you the opportunity to describe the situation. Make sure to give us information regarding the symptoms and what you did to diagnose the problem as well as the resolution of the problem and what you did to verify that the problem was resolved. Don't just write it broke and I fixed it. Give us enough information so we can understand what the problem was and how it was resolved. More is better! Once you've filled out this portion of the claim, click the continue button at the bottom of the screen.

Symptoms/Diagnosis:

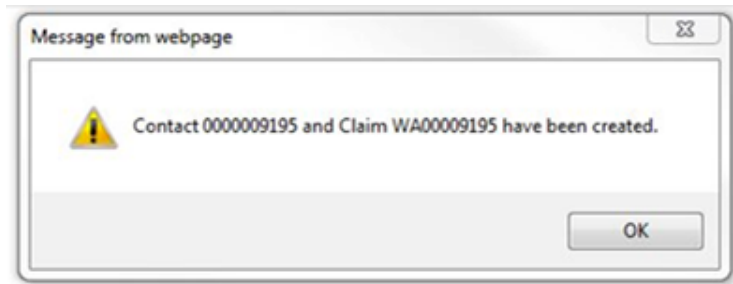
Battery keeps going dead. Tested battery-good. Belt not slipping. Alternator has less than 12V output at any RPM.

Resolution:

Replaced alternator. Measured voltage across battery terminals. 14.2 volts at any RPM.

Continue

12. Once you've clicked continue, the system will generate a contact number and a claim number. It's a good idea to write these numbers down so if you have to go back into the claim at a later date you can do so easily.



13. This is the screen where you can add your materials and labor. When you get parts from Indmar to perform a warranty repair, those parts are charged to your Indmar parts account. The warranty claim is your way of being reimbursed for those parts and the cost of shipping the parts to you. Filing warranty claims on a timely basis ensures that your Indmar parts account remains in good standing so you can continue to purchase the parts you need to keep your customers happy. Let's look at adding parts and materials to the claim.

Claim: WA00009195
Materials Used

If this is a non-Indmar item, please use the Item NPN and enter the description and cost.

Item: Find Description: Qty: Cost: \$ Add

Labor


For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code: Find Hours Billed: Rate: \$ Notes: Add

14. If you don't know the Indmar part number of the part you're trying to add you can use the lookup function and find the part by the name of the part. Just click on the find box as shown here.

If this is a non-Indmar item

Item: Find Description:



15. Type in the name of the part that you're looking for. In this case we're looking for an alternator so I've typed alternator into the box then clicked the search button. The system will look for matches of the part name that you've typed into the search box. You can scroll through the list that the system brings up and select the appropriate part. In this case I know the alternator with a 95 amp Delco alternator used on a GM 5.7L engine so I'm going to click on the 575014 alternator to add it to the claim. You can skip the lookup process if you know the part number, it is on the sales order picking sheet that came with the parts or on the parts invoice.

The screenshot shows a search interface with a text input field containing 'alternator' and a 'Search' button. Below the input field is a list of search results. The first result is '575014' with the description 'ALTERNATOR 95 AMP DELCO'. A red arrow points to the 'Search' button, and another red arrow points to the '575014' item in the list.

Item	Description
575014	ALTERNATOR 95 AMP DELCO
725013	BELT ALTERNATOR INDMAR (V-belt)
386	BRACKET, ALTERNATOR 6.0L
725014	BELT ALTERNATOR 35-63NLY

16. Once you have the part identified, click the add box to add it to the claim.

The screenshot shows the 'Materials Used' section of a claim form. It includes fields for 'Item' (575014), 'Find', 'Description' (ALTERNATOR 95 AMP), 'Qty' (1), 'Cost' (\$ 182.57), and an 'Add' button. A red arrow points to the 'Add' button.

Claim: WA00009195
Materials Used

If this is a non-Indmar item, please use the Item NPN and enter the description and cost.

Item: 575014 Find Description: ALTERNATOR 95 AMP Qty: 1 Cost: \$ 182.57 Add

17. Once you have added the initial part to the claim you can add more if necessary. If the parts are Indmar parts, just type in the part number and click FIND or the TAB key then on ADD to add the part. If the part is not an Indmar part, type NPN for No Part Number then add a description of the part, quantity and cost. Note that we might ask you for a receipt for the non-Indmar part so make sure to keep it with the claim documentation. Note that if parts were used in the repair, they must be added to the claim in order to be reimbursed for the cost of the parts.

The screenshot shows the 'Materials Used' section of a claim form. It includes fields for 'Item', 'Find', 'Description', 'Qty', 'Cost', and 'Add'. Below these fields is a table listing the added parts. The first row shows '575014' with the description 'ALTERNATOR 95 AMP DELCO', a quantity of 1.00, a cost of 182.57, and a total of 182.57. A 'Remove' button is next to the row.

Materials Used

If this is a non-Indmar item, please use the Item NPN and enter the description and cost.

Item: Find Description: Qty: 1 Cost: \$ 0 Add

Item	Description	Qty	Cost	Total	
575014	ALTERNATOR 95 AMP DELCO	1.00	182.57	182.57	Remove

18. Once all the parts are added you are ready to add the labor. The labor is added on this screen.

Labor

For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code: Find Hours Billed: Rate: \$ Notes: Add

19. The recommended way to find the labor code is to look it up in the flat rate guide. You can get a copy of the flat rate guide from the Files and Forms section of the Indmar Dealer Portal.

C-3025	Idler Pulley 6.0, 6.2, LSA	0.3
C-3026	R&R Ex. Elbow V-Band Claim	0.2

Electrical

E-2001	Alternator R&R (Incl Testing)	1
E-2002	Starter Motor R&R	0.5
E-2003	Starter Solenoid (Incl Starter R&R)	0.8
E-2004	Ignition Coil R&R (Each)	0.4
E-2005	Distributor Cap (EST or HVIS) R&R	0.3
E-2006	Distributor HVIS R&R (Not Incl Plenum)	0.5
E-2007	Ignition Plug Wire Set R&R	0.4

20. If you don't have the flat rate guide, you can look up the code using the find function.

Labor

For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code: Find Hours Billed: Rate: \$ Notes: Add

21. Just click find and type in a key word, in this case I typed in Alternator and the system brought up Flat Rate Codes pertaining to alternators. Just click on the appropriate code.

Filter:

Work Code: Wildcards (*) accepted

Description: alternator

Search Cancel

Flat Rate Code	Description
C-3012	Circ Pump/Alternator Belt
E-2001	Alternator R&R (Incl Testing)
E-2020	Alternator Bracket R&R (Incl Air R&R)

22. The system will look up the flat rate time associated with the code and apply the warranty labor rate that we have in the system for you. You can't "stack" the claim. For example, the alternator code includes removing and replacing the belt as well as testing so you can't claim that as separate labor.

Labor

For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code: Hours Billed: Rate: \$ Notes:

23. If there is additional labor time was required that is not part of the flat rate, type in the miscellaneous code MISC and enter the Hours Billed and the rate. Use the notes box to explain the reason for the additional labor being requested. Don't forget to click the ADD button to add the labor to the claim. If there are flat rate codes but you enter all of the labor under the MISC code, the claim will be returned to you for correction. MISC codes must be accompanied with written detail. Simply using MISC will not be accepted.

Labor

For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code: Hours Billed: Rate: \$ Notes:

Flat Rate Code	Description	Hours Billed	Rate	Total	
E-2001	Alternator R&R (Ind Testing)	1.00	120.00	\$120.00	Remove

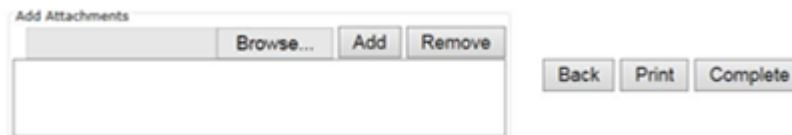
24. Once you have entered all of the information including the freight charges that you are looking for reimbursement on, click the submit button to send the claim and information to Indmar. Remember, If you did not enter as valid sales order number, you will not be able to add a freight reimbursement amount.

Freight: \$

25. After you have clicked on submit, you will be taken to this screen. At this point, If you are a US or Canadian dealer you are done. Just click the complete box to send all of the data to Indmar for review. Once we have reviewed the claim, we will either process it as-is or send you a Return Materials Authorization and instructions on how to return the parts. Failure to return the requested part within 15 days of when the RMA was issues will result in closing of the claim.



26. On international claims, you will need to supply photographs of the failed components and copies of any import, customs or duty fees that you want to be reimbursed for. The photos and documents should be attached directly to the claim. If you fail to include the photographs and/or the import documents, you will be notified and must provide the required information or the claim will be denied or the payment amount will be reduced accordingly. We will not pay import or duty fees over 10% of the parts value unless approval from Indmar is received.



27. Just a couple of things about photographing parts. We don't expect studio-quality photographs but if you follow these guidelines they should be fine. Close in as much as possible. The photo on the left is unacceptable ... the alternator is too far away. The photo on the right is much better. If the part has an Indmar serial number on it, include it in the photo. We would like to be able to read the number. If you can't read it, attach another closer shot. Digital photos don't cost anything. If in doubt... more is better!

Don't Stand Too Far Away

Close in. Show Serial Number if there is one



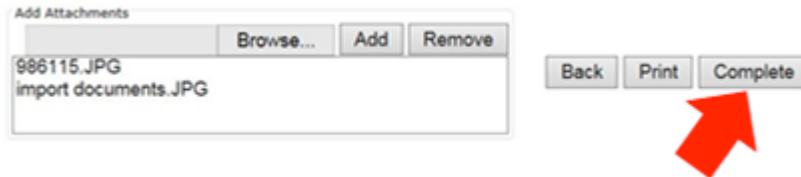
28. If the part is a transmission, we need a close up photo of the manufacturers ID tag. We must be able to read the information on the tag. You may have to use a close up function to keep the tag in focus. Also, it might be better to take the photo outside or in a bright area where flash is not required to avoid glare on the tag. We also require an overall photograph of the transmission like the one on the right.

Close-up of ID Tag. We need to be able to read.

Overall photo of transmission.



29. Once you have found your photo and document files, click the add button to attach the file to the claim. You will have to repeat the process for each photo or document you want to add. Once you have added all of the files, click on the complete box to submit the information to Indmar. When we receive the claim, we will review it and pay it if it is complete and the failure is deemed warrantable.. If we need additional photos or documents, we will inform you of what we need. If we do not receive the required information or documents within one week of the request, the claim will be closed or processed accordingly.



30. Once all of the information has been received by Indmar, we will process the claim the claim or notify you of denial within 30 days.