

This document provides instructions for **Creating a Warranty Claim**.

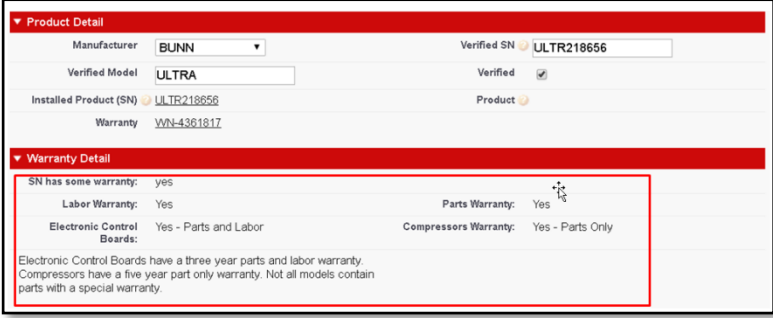
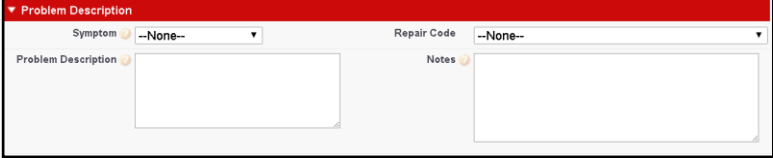
Description

You will use the **Create Warranty Claim** tab to submit a warranty claim to BUNN for warranty work that you performed directly for a customer without a BUNNserve (BSP) work order.

Steps

After clicking on the **Create Warranty Claim** tab, you will be taken to a page that says "Create Warranty Claim/Work Order in an orange header bar at the top. There will be 4 sections, each separated by a red bar.

Steps	Action	Screen Image
1	<ul style="list-style-type: none"> Enter in your Claim (invoice) Number. Note - If you have a work order in your system that you want to reference, you can put it in the Customer Dispatch #. Update the Actual Onsite Response to the date that you arrived onsite for the warranty repair. 	
2	<p>Enter all the Location information in the Location section.</p> <p>Note - Please be as complete as possible with the data that you provide.</p>	
3	<p>Enter in the machine information. Please make sure you enter in the complete serial number (not a portion of it) and then hit the Validate Warranty button.</p> <ul style="list-style-type: none"> Enter the complete serial number Click the Validate Warranty button 	<p>The second section is where you will enter in the Location information. Please be as complete as possible with the data that you provide.</p>

Steps	Action	Screen Image
4	<p>The system will look up the serial number in our system and return some values in the “Warranty Detail section”.</p> <p>Note - This will let you know what is covered by warranty. If the machine is not covered by warranty, you should stop entering the claim in BSP and submit your invoice to your customer.</p>	
5	<ul style="list-style-type: none"> • Enter in the details about the repair. • Complete all sections. • Click Save and Next button to save the claim. <p>This will create a warranty claim Work Order in our system.</p>	
6	<p>Once your Claim Work Order has been created, follow the same process as you would on a normal claim.</p> <p>You will hit the SUBMIT CLAIM button to enter in your invoice details and to post your parts, labor, and travel (as required.)</p>	