



Service Agent Help Guide



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Contents

Processing a Claim	3
Log into Global Warranty.....	3
Summary.....	5
Labor.....	6
Parts.....	7
Activity.....	9
File Room.....	10
Claim List	122
Find a Serial Number.....	166

Minimum Requirements

The Web pages and Web-based applications for Global Warranty require a minimum (or higher) Web browser of Microsoft Internet Explorer 9, Firefox 27, Apple Safari 5.1.4, Google Chrome 30, or any other Web browser that is fully compatible with these browsers. Global Warranty is no longer supported by Internet Explorer 8. If you are unable to upgrade to IE9, IE10 or IE11 you may want to use Google Chrome or Firefox.

If you are using IE11 you need to put the page in compatibility mode. To learn about compatibility mode, [click here](#).

If you are not sure of the version of your browser, select Help in the menu bar of your browser and choose About.

Processing a Claim

Purpose: To Show the Service Agent how to use Global Warranty to Process a New Claim, Search for a Serial Number, and run a report.

Log into Global Warranty

Go to <http://globalwarranty.davisware.com/globalwarranty>

You can obtain the login information from your manufacturer if you have forgotten or do not have a login or password.

GlobalWarranty

Home | Contact Us

User Login

Username

Password

Login Forgot Password?

514 Market Loop, Suite 111, West Dundee, IL 60118
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Once logged into to Global Warranty, you will first see the “Claim List”. Claim List will be discussed later in these instructions.

Serv-Ware starts all claims in Global Warranty and assigns them out to their servicers.

To open a claim to process and submit to Serv-Ware, click on View

Warranty Claims ▾ | Reports ▾

Claim List

Criteria

ManufacturerCode	SRV - Serv-Ware ▾	Authorization Number	[]	Created Date From	08/23/2018 []	Approved Date	[] []
Account Number	SRVTestSA01 ▾	Claim Status	ALL PENDING ▾	Created Date To	08/23/2019 []	Authorized Date	[] []
SO Number	[]	Invoice Number	[]	Reference #	[]	<input type="button" value="Search"/> <input type="button" value="New Claim"/> <input type="button" value="Print"/>	

Mfg	Ref#	Auth#	SA Name	Serial#	Login Name	Invoice#	Created Date	Auth Date	Appr Date	Claim Amt	Claim Status	
SRV	16491794	SRV121	Test Service Agent 01	20180600494	Kim Stowell	654789123	08/07/2019	08/07/2019		0.00	NEED MORE INFO	View
SRV	16491793	SRV120	Test Service Agent 01	20180600494	Kim Stowell	987456321	08/07/2019	08/07/2019		0.00	AUTHORIZED	View
SRV	16491513	SRV118	Test Service Agent 01	20180600494	Trey Adkins	1234	07/11/2019	07/11/2019	07/12/2019	225.00	APPROVED	View
SRV	16491383	SRV117	Test Service Agent 01	20180600494	Kim Stowell	1234567	06/25/2019	06/25/2019		50.00	AUTHORIZED	View
SRV	16491377	SRV116	Test Service Agent 01	20180600494	Kim Stowell	xxxxx	06/25/2019	06/25/2019		50.00	AUTHORIZED	View
SRV	16401202	SRV114	Test Service Agent 01	20180600404	Kim Stowell	xxxx123	06/14/2019	06/14/2019		25.00	AUTHORIZED	View

Processing a Claim

SUMMARY TAB

Once you have opened the claim you will first go to the Summary tab. You will see the serial number, model number and customer information for the equipment the claim is for. The number of warranty days left. Click on Edit in the lower right of the screen to update the Cause, Action, Work Completed date and your Invoice Number. Click on Save when you are done.

Header

Sponsor Code: SRV

Manufacturer Code: SRV - Ser-Ware

Account Number: Ser-Ware

Service Agent: Ser-Ware

Location: Kingston, NC

Labor Rate Code: TEST RATE

Warranty Type: Select

Reference: 5544921

Authorization Number: SRV1001

Created Date: 08/23/2019 02:40 PM

Claim Status: AUTHORIZED

Claim Disposition: Select

Currency Code: USD

Currency Factor: 1.0000

Submitted Date: []

Original Submitted Date: []

Distributor Submitted Date: []

Approved Date: []

Paid Date: []

View Report [?]

Send Email [?]

Policy [?]

Summary | Equipment | Labor Details(0) | Parts(0) | Service Company | Activity(2) | File Room(0) | Audit(0) | Contacts(0) | Po Info(0)

Summary

Serial: SWC1400005

Model: SMG-24

Unit Revision: []

Customer Number: []

Orig. Purchaser: []

Store Number: []

Name: John's Deli

Name2: []

First Name: []

Last Name: []

Contact: John

Address: 555 Any Street

Address2: []

City: West Dundee St. # [] Zip: 60118

Country: USA-United States

Latitude: 0.0000000

Longitude: 0.0000000

Territory: []

Telephone: (800) 555-1212

Email: []

WO#: []

Work Order Date: []

Requested By: []

Requested Date: []

Form Completed By: []

Work Completed Date: []

Customer Acceptance: []

Detail Cause Code: []

Fault Code: Select

Action: []

Installed Date: []

Purchase Date: []

SA Dispatcher Name: []

SA Dispatcher Phone: []

Processed By: SRV

Authorized By: globalsrv

Invoice: SA Invoice Here

Payment Type: --Select Type--

Mfg. Credit: []

WO Status: []

Claim Download: []

Tax Code: Select

Territory/Sales Manager: --Select--

Last Processed By (Mfg): SRV

Last Processed On (Mfg): 08/23/2019 02:40 PM

Last Processed By (SA): []

Last Processed On (SA): []

Last Processed By (Dist): []

Last Processed On (Dist): []

Warranty Days Left : 292

Labor Warranty Days Left : 292

Remaining days on Warranty

Complaint

TEST CLAIM ONLY

Serial Extra Fields

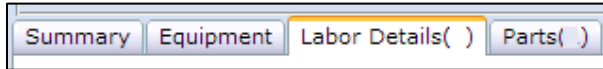
Total					
	Actual Amount	Approved Amount	Hold	Actual Amount	Approved Amount
Freight Amount	0.00	0.00	<input type="checkbox"/>	Other Charges	0.00
Expedited Freight Amount	0.00	0.00	<input type="checkbox"/>	Parts Total	0.00
Diagnostic Fee Amount	0.00	0.00	<input type="checkbox"/>	Labor Total	0.00
Shipping Amount	0.00	0.00	<input type="checkbox"/>	Tax Total	0.00
Travel Amount	0.00	0.00	<input type="checkbox"/>	Grand Total	0.00
Sub Agent Allowance	0.00	0.00	<input type="checkbox"/>	Rejected Amount	0.00

Operations

Search Claim | Delete | Submit Claim | **Edit** [?]

LABOR DETAILS TAB

To add labor to your claim, click on the “Labor Details” tab. Here, you will enter the time on the call time, travel time, and mileage.



Click on the flashing “Add Labor Line” button near the bottom right of the page.

The screenshot shows the main interface of the Labor Details page. At the top, there are several tabs: 'Labor Details(1)', 'Parts(2)', 'Service Company', 'Activity(1)', 'File Room(1)', 'Audit(102)', 'Contacts(0)', and 'Complaint(1)'. Below the tabs is a table with columns for 'Work Date', 'Hours Type', 'App. Hours Type', 'Hours', 'App Hours', 'Charge Rate', 'App Rate', 'Travel Hours', 'App. Travel Hours', 'Miles', 'App. Miles', and 'Charge Amt'. At the bottom right, there is a section with fields for 'Technician', 'Time Started', 'Time Completed', 'No of Trip', and 'Sub Agent'. A red box highlights the 'Add Labor Line' button in this section.

Enter the necessary information into the “Actual” column on the window that has opened. Click the “Save” button on the window when done.

Note 1: Technician is a required field.

Note 2: The “Actual” column is for use by Authorized Service Agents. Manufacturer logins will fill in the “Approved” column when necessary. You can enter labor hours by either entering a “Time Started” and “Time Completed” or directly into the “Hours” field.

Note 3: The manufacture has assigned the rate codes, the fields marked Charge Rate, Travel Rate, Miles Rate and Charge Amount will automatically be filled in. If it not filled in, contact the Manufacturer to get a rate code setup on your account.

Note 4: You can add more than one labor line.

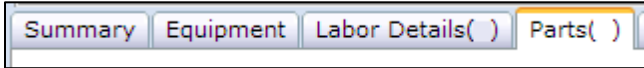
The screenshot shows the 'Labor Info' dialog box. It contains fields for 'Technician' (Ted Banks), 'Date' (12/04/2013), 'Time Started' (06:00), and 'Time Completed' (07:00). There are also checkboxes for 'Zero Pricing' and 'Hold'. Below these fields is a table with two columns: 'Actual' and 'Approved'. The 'Actual' column is highlighted with a red box. The table contains the following data:

Hours Type	Actual	Approved
Hours	1.00	1.00
Travel Hours	0.75	0.75
No. of Trips	1	1
Miles	58.00	58.00
Charge Rate	52.00	52.00
Travel Rate	52.00	52.00
Miles Rate	0.52	0.52
Charge Amt.	121.16	121.16

At the bottom of the dialog box, there are 'Operations' buttons: 'Save' and 'Cancel'.

PARTS TAB

Click on the “Parts” tab to enter the items used on the order.



Click on “Add Line Item” button near the bottom right of the page.

A screenshot of the 'Line Item' form. At the top, there is a table with columns: 'Item Number', 'Description', 'Quantity', 'App. Quantity', 'Unit Price', and 'App. Price'. Below the table are various input fields for item details: Item Number, Item Description, Qty, Unit Price, App. Price, and Extended Price. There are also fields for Old Serial, New Serial, Tag Number, Reference Number, Invoice Number, and Distributor Number. Checkboxes for 'RMA Required' and 'RMA Printed' are present, along with an 'RMA Qty.' field. At the bottom right, there are two buttons: 'Add Line Item' (highlighted with a red box) and 'Edit Line Item'.

Enter the Item Number and Quantity used on the service call. The price will automatically fill in. Click the “Save” button when done.

You can enter multiple different item lines.

A screenshot of the 'Line Item Info' dialog box. It contains the following fields: 'Miscellaneous Part' (checkbox), 'Item Number' (0012315), 'Item Description' (RELAY/HEAT SINK ASSY,|), 'Zero Price' (checkbox), 'Hold' (checkbox), 'Quantity' (1), 'App. Quantity' (1), 'Unit Price' (88.50), 'App. Price' (88.50), 'Extended Price' (88.50), 'App. Extended Price' (88.50), 'Old Serial', 'New Serial', 'Tag Number', 'Reference Number', 'Tracking Number', 'Distributor Number', 'RMA Number', 'RMA Required' (checkbox), 'RMA Qty.' (0), 'RMA Printed' (checkbox), 'Other' (checkbox), 'Markup \$ 1' (0.00), and 'Markup \$ 2' (0.00). 'Save' and 'Cancel' buttons are at the bottom right.

If the part needs to be returned, the “RMA Required” box will be checked. Upon saving the part, a RMA number will be generated. Click on the individual lines to view different RMA numbers.

To print the RMA, scroll to the top right of the page and click the “RMA Print” button.

Line Item Info [X]

Miscellaneous Part

Item Number: 1000906

Item Description: LABEL,CONTROL PANEL

Quantity: 1 App. Quantity: 1

Unit Price: 35.90 App. Price: 35.90

Extended Price: 35.90 App. Extended Price: 35.90

Old Serial:

New Serial:

Tracking Number:

RMA Number:

RMA Required RMA Qty.: 0

RMA Printed Other

Tag Number:

Reference Number:

Distributor Number:

Markup \$ 1: 0.00

Markup \$ 2: 0.00

[Save] [Cancel]

Summary Equipment Labor Details(1) **Parts(2)** Service Company Activity(1) File Room(1) Audit(102)

Line Item

Item Number	Description	Quantity	App. Quantity	U
1000734	HOLDER,HEAT GUARD,4',ED2'S	1	1	
1000720	OB, LOCKING,MECHANISM,COMBI	1	1	

Item Number: 1000734

Item Description: HOLDER,HEAT GUARD,4',E

Qty: 1

Unit Price: 14.20

App. Price: 14.20

Extended Price: 17.04

Other

Old Serial:

New Serial:

Tracking Number:

RMA Number: 48786

RMA Required RMA Qty.: 1

RMA Printed

Tag Nur:

Reference Nur:

Invoice Nur:

Distributor Nur:

[Add Line Item]

ACTIVITY TAB

Check the Activity tab in the claim. The manufacturer may have additional notes for you in this section of the claim. You can also respond to a request for an Acknowledgement of work to be done by a certain due date.

The screenshot shows the 'Header' section of a claim with the following details:

- Sponsor Code: SRV
- Manufacturer Code: SRV - Ser-Ware
- Account Number: Serv-Ware
- Service Agent: Serv-Ware
- Location: Kinston, NC
- Labor Rate Code: TEST RATE
- Warranty Type: Select
- Reference: 5544921
- Authorization Number: SRV1001
- Created Date: 08/23/2019 02:40 PM
- Claim Status: AUTHORIZED
- Claim Disposition: (dropdown menu)
- Currency Code: USD
- Currency Factor: 1.0000
- Submitted Date: (empty)
- Original Submitted Date: (empty)
- Distributor Submitted Date: (empty)
- Approved Date: (empty)
- Paid Date: (empty)

Navigation tabs include: Summary, Equipment, Labor Details(0), Parts(0), Service Company, **Activity(2)**, File Room(0), Audit(0), Contacts(0), Po Info(0).

The 'Activity' table contains the following records:

Activity Code	Activity Date	User	Contact	Notes	Due Date	Completed Date	Assigned To
AUTHORIZED	08/23/2019 02:40 PM	globalsrv	globalsrv	Claim created :SRV1001 by globalsrv			
Note	08/23/2019 02:40 PM	globalsrv	globalsrv	New Customer Created For Claim 5544921 by globalsrv			

Legend: Serial Activity (yellow), Task Activity (green), Claim Activity (pink), Call Activity (blue). Total No. Of Records : 2. Activity Operations: Add, Edit.

Select the "Add" button to open up the activity info. Enter a note and select save.

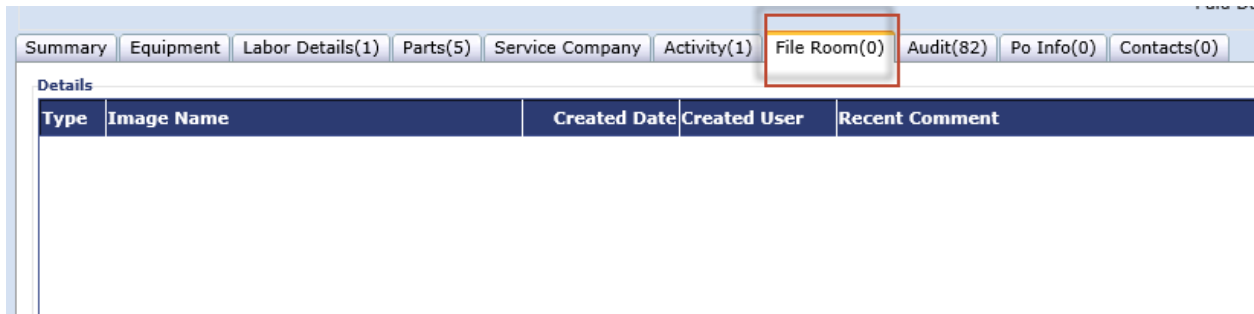
The 'Activity Info' dialog box contains the following fields:

- Activity Code: Equipment Note (with ActCodes button)
- Activity Date: 12/10/2013 (with calendar icon)
- Contact: TG
- Notes: You can write a note here about the equipment. (with a large text area and scroll bar)

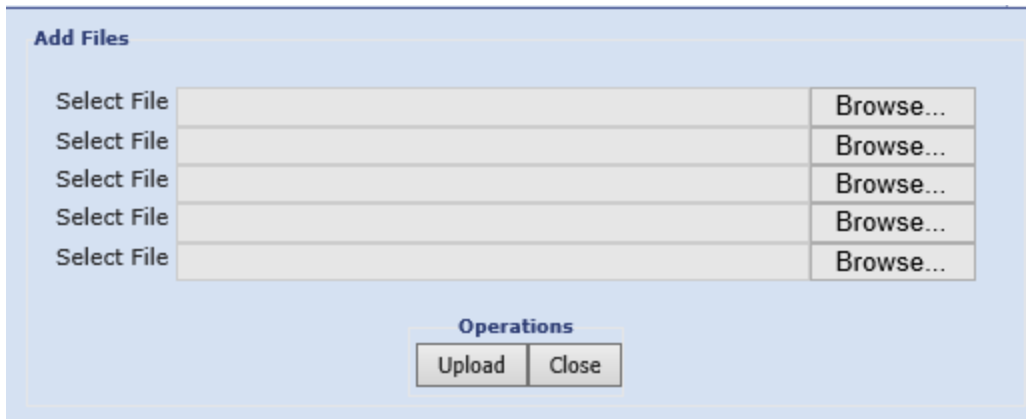
Buttons at the bottom: Save, Cancel.

FILE ROOM TAB

Another option, you can select the “File Room” tab. Examples of files you might want to upload would be a picture of the part or piece of equipment, or a copy of the invoice.

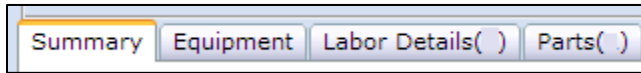


Select “Browse” and find the file, then select “Upload”.



SUBMITTING A CLAIM TO THE MANUFACTURER

After entering all parts, labor, optional activity and file room, return to the Summary tab.



In the bottom section of the claim page, you can see the claim amounts. Now select the “Submit Claim” button.

Cause
The thermostat was faulty.

Total			
	Actual Amount	Approved Amount	Hold
Freight Amount	0.00	0.00	<input type="checkbox"/>
Expedited Freight Amount	0.00	0.00	<input type="checkbox"/>
Diagnostic Fee Amount	0.00	0.00	<input type="checkbox"/>
Shipping Amount	0.00	0.00	<input type="checkbox"/>
Travel Amount	0.00	0.00	<input type="checkbox"/>

Other Charges			
	Actual Amount	Approved Amount	
Other Charges	0.00	0.00	
Parts Total	95.00	95.00	
Tax Total	0.00	0.00	
Grand Total	242.50	242.50	
Rejected Amount	0.00		

Operations

After you select “Submit Claim” a window will open summarizing the claim. If any of the top fields show a red “X”, you will need to fix the issue relating to the claim before you can submit. If you have all green check marks, you can select “Ok”. This submits the claim to the manufacturer.

Claim Submission
Claim Rules

Claim Rules	Rule Status
Claim is in warranty.	✓
Work order date is before current date.	✓
Work request date is before current date	✓
Work completed date is before current date	✓
Request date is before work completed date	✓
Labor date less than current date	✓
Invoice number included	✓
Action section completed	✓
Cause section completed	✓
Customer Acceptance	✓

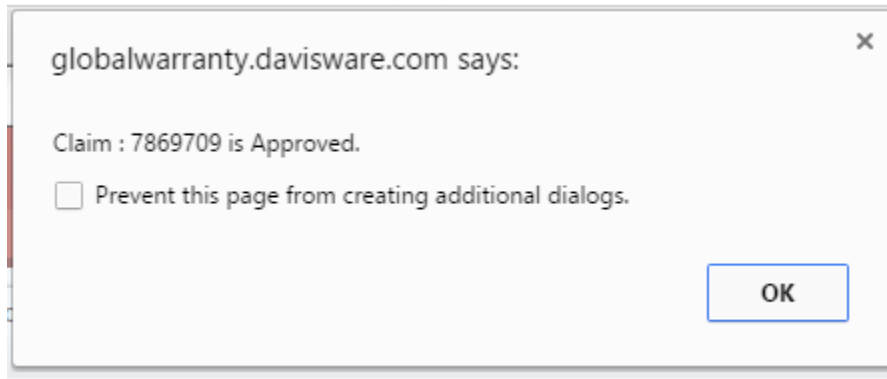
Totals

	Actual Amount	Approved Amount		Actual Amount	Approved Amount
Freight Amount	0.00	0.00	Other Charges	0.00	0.00
Expedited Freight Amount	0.00	0.00	Parts Total	95.00	95.00
Diagnostic Fee Amount	0.00	0.00	Labor Total	147.50	147.50
Shipping Amount	0.00	0.00	Tax Total	0.00	0.00
Travel Amount	0.00	0.00	Grand Total	242.50	242.50
			Rejected Amount	0.00	

Submit Claim

Operations

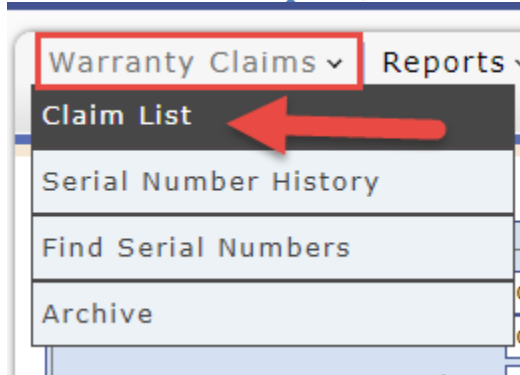
A dialog box comes up letting you know that the claim is submitted to the manufacturer.



Claim List

Find the "Warranty Claims" menu from the upper left of the screen and hover your mouse over it.

When the menu opens, select "Claim List" from the list.



From the “Claim List” page you can choose to search for a claim by:

- Account Number
- Created Date
- Approved Date
- Authorized Date
- Claim Status (See further information below)
- Reference Number
- Authorization Number
- Invoice Number
- SO Number

Claim List

Criteria

ManufacturerCode: SRV - Ser-Ware
 Account Number: Serv-Ware
 SO Number:

Authorization Number:
 Claim Status: ALL PENDING
 Invoice Number:

Created Date From: 08/23/2018
 Created Date To: 08/23/2019
 Reference #:

Approved Date:
 Authorized Date:

Search New Claim Print

Mfg	Ref#	Auth#	SA Name	Serial#	Login Name	Invoice#	Created Date	Auth Date	Appr Date	Claim Amt	Claim Status	
SRV	5544921	SRV1001	Serv-Ware	SWC1400005	Kim Stowell	SA Invoice Here	08/23/2019	08/23/2019		0.00	AUTHORIZED	View
SRV	5544897	SRV1000	Serv-Ware	SWC1051140	Kim Stowell	xxx	08/23/2019			0.00	STAGING	View

Total No.Of Records: 2

The claim statuses you would be interested in are:

- ALL – All Claims
- ALL PENDING-View all pending call status’s (SubmitMfg, Preauthorized, Authorized)
- APPROVED – Claims approved by the Manufacturer
- APPROVED PAID – Claims approved and paid by Manufacturer
- HOLDMFG – Manufacturer is holding the claim awaiting more information.
- NEED MORE INFO – Manufacturer has looked over the claim and is requesting more information.
- RMAPENDING-Waiting for manufacturer to retrieve the RMA number & parts
- RESUBMIT-Resubmit claim to the manufacturer
- STAGING – These are claims the service agent is currently working on and have not been submitted to the manufacturer.
- SUBMITMFG-Claim has been submitted to the manufacturer from Service Agent

You can also sort the list by clicking on any of the column headings.

Claim List

Criteria

ManufacturerCode: SRV - Ser-Ware
 Account Number: Serv-Ware
 SO Number:

Authorization Number:
 Claim Status: ALL PENDING
 Invoice Number:

Created Date From: 08/23/2018
 Created Date To: 08/23/2019
 Reference #:

Approved Date:
 Authorized Date:

Search New Claim Print

Mfg	Ref#	Auth#	SA Name	Serial#	Login Name	Invoice#	Created Date	Auth Date	Appr Date	Claim Amt	Claim Status	
SRV	5544921	SRV1001	Serv-Ware	SWC1400005	Kim Stowell	SA Invoice Here	08/23/2019	08/23/2019		0.00	AUTHORIZED	View
SRV	5544897	SRV1000	Serv-Ware	SWC1051140	Kim Stowell	xxx	08/23/2019			0.00	STAGING	View

Total No.Of Records: 2

To view a claim, select "View".

Claim List

Criteria

ManufacturerCode: SRV - Ser-Ware
Account Number: Serv-Ware
SO Number:

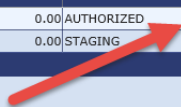
Authorization Number:
Claim Status: ALL PENDING
Invoice Number:

Created Date From: 08/23/2018
Created Date To: 08/23/2019
Reference #:

Approved Date:
Authorized Date:

Mfg	Ref#	Auth#	SA Name	Serial#	Login Name	Invoice#	Created Date	Auth Date	Appr Date	Claim Amt	Claim Status	
SRV	5544921	SRV1001	Serv-Ware	SWC1400005	Kim Stowell	SA Invoice Here	08/23/2019	08/23/2019		0.00	AUTHORIZED	View
SRV	5544897	SRV1000	Serv-Ware	SWC1051140	Kim Stowell	xxx	08/23/2019			0.00	STAGING	View

Total No.Of Records: 2



To view a claim report, select "View Report"

Sponsor Code: <input type="text" value="SRV"/> Manufacturer Code: <input type="text" value="SRV - Ser-Ware"/> Account Number: <input type="text" value="Serv-Ware"/> Service Agent: <input type="text" value="Serv-Ware"/> Location: <input type="text" value="Kinston,NC"/> Labor Rate Code: <input type="text" value="TEST RATE"/> Warranty Type: <input type="text" value="Select"/>		Reference: <input type="text" value="5544921"/> Authorization Number: <input type="text" value="SRV1001"/> Created Date: <input type="text" value="08/23/2019 02:40 PM"/> Claim Status: <input type="text" value="AUTHORIZED"/> Claim Disposition: <input type="text" value="AUTHORIZED"/> Currency Code: <input type="text" value="USD"/> Currency Factor: <input type="text" value="1.0000"/>		Submitted Date: <input type="text"/> Original Submitted Date: <input type="text"/> Distributor Submitted Date: <input type="text"/> Approved Date: <input type="text"/> Paid Date: <input type="text"/>		<input type="button" value="View Report"/> <input type="button" value="Send Email"/> <input type="button" value="Policy"/>
Summary Equipment Labor Details(0) Parts(0) Service Company Activity(2) File Room(0) Audit(0) Contacts(0) Po Info(0)						
Summary Serial: <input type="text" value="SWC1400005"/> Model: <input type="text" value="SMG-24"/> WO#: <input type="text"/> Work Order Date: <input type="text"/> SA Dispatcher Name: <input type="text"/> SA Dispatcher Phone: <input type="text"/>						

To print a claim report, select the printer icon.

Secure | <https://globalwarranty.davisware.com/GW-Training/Controls/WarrantyClaims/ClaimReport.aspx?HSeqNo=14291985>

CLAIM REPORT

Authorization No. : PRC60
 Service W/O# :
 Date :
 Invoice# : x
 Status : AUTHORIZED

Reference : 14291985

Manufacturer		Services Company	
Manufacturer	: F King	Name	: Test Service Agent
Address	: L	Address	: 541 Market Loop Road
City.State.Zip	: 88	City.State.Zip	: West Dundee,IL,60118
Phone	:	Phone	: (555) 555-5555
Email	: .com	Contact Name	:
		Account#	: PRCTestSA
		Labor Rate Code	: Flat 200.00

S	Name	: Paul	Model:	Serial#:
E	Contact	: Paul	Name	Value
C	Phone	: 11111111		
T	Store Number	:		
I	Address	: 451 South Schmale Road		
O	City	: Carol Stream		
N	State	: IL	Zip:60188	
1	Service Requested by:		Customer Acceptance Name:	
	Reported Complaint	: x		
	Probable Cause	: x		
	Action Taken	:		

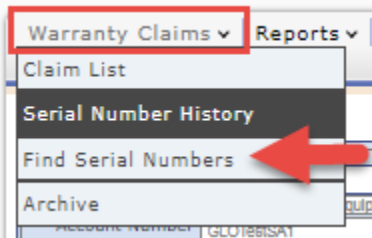
S	L	Warranty Dates	Technician	Hours	Travel Hours	Hours Type	Miles	Charge Amount
E	A	Date Required	:					
C	B	Work Completed	:					
T	O	Handling Allowance	:	0.00				
I	R	(Labor if applicable)	:					
O	&	Other Charges	:	0.00				
N	T						Total (Section2):	0
2	R							
A	V							
V	E							
L	L							

S	P	Item Number	Item Description	Quantity	Unit Price	Extended Price
E	A					
C	R					
T	T					

Find a Serial Number

Find the “Warranty Claims” menu from the upper left of the screen and hover your mouse over it.

When the menu opens, select “Find Serial Numbers” from the list.



Enter the “Serial Number” and select search.

You can also search for a serial number by “Name”, “Zip Code”, “Address”, “Telephone #”, “Part Number”, “City”, “Original Invoice Number”, “Model Number”, “State”, and “Store Number”.

A screenshot of a search form titled 'Find Serials'. The form contains several input fields and dropdown menus. On the left, there is a 'Manufacturer Code' dropdown menu with 'SRV - Ser-Ware' selected, and three empty text boxes for 'Company Name', 'Contact', and 'Zip'. In the center, there are three text boxes for 'Serial Number' (containing 'SWC1400005'), 'Address', and 'Telephone'. On the right, there are three text boxes for 'Part Number', 'City', and 'Original Invoice Number', and a 'Country' dropdown menu with 'Select' selected. Further right, there are three text boxes for 'Model Number', 'State', and 'Store Number', and a 'Dealer Code' text box. A 'Search' button is located at the bottom right of the form, circled in green. A red note at the bottom of the form reads: '**Serial Number auto search will display top 100 serial numbers**'.

From Find Serial Number, you can view the Serial Number Summary. In this summary, you can view the owner information, number of warranty days left and the install/shipping dates. You can also view previous claims, activities, and model and file room information that is associated with the serial number.

Serials List

Serial Number	Description	Model Number	Part Number	Company		
SWC1400005		SMG-24	SMG-24	John's Deli	<input type="button" value="New Claim"/>	<input type="button" value="New Incident"/>

Total Number of records: 1

Serial Number: SWC1400005 | Model Number: SMG-24 | Part Number: SMG-24

Summary | **Claims(1)** | Activities(0) | Model | File Room(0) | Incidents(0) | Ext Warranty(0) | Linked Serials(0)

Serials Info

Manufacturer Code: SRV - Ser-Ware

Serial Number: SWC1400005

Part Number: SMG-24

Description: SMG-24

Model: SMG-24

Model Description:

Unit No:

Install Date:

First Install Date:

Close Date:

Manufacturer Date:

Extended Warranty Expiration:

Installation Extended Warranty:

Voltage: --Select--

Phase: --Select--

Gas: --Select--

Warranty Days: 0

Labor Warranty Days: 0

Model Warranty Days: 0

Model Labor Warranty Days: 0

Warranty Expiration Date: 01/01/0001

Original Invoice No:

Invoice No: 3908100

Invoice Date: 03/18/2015

Order No: 3908100

Customer No:

Rep1:

Rep2:

Rep3:

Start UP Price: 0.00

Accept Price: 0.00

Start Up From Received Date:

Comment:

Notes:

Equipment Usage: 0

Serial Status: Active

Linked Serial Number:

Unit Revision:

Override All Serial Warranties:

Address Details

Company Name: John's Deli

Company Name2:

Contact: John

First Name:

Last Name:

Address: 555 Any Street

Address2:

City,State,Zip: West Dundee, IL 60118

Country: USA-United States

Latitude: 0.0000000

Longitude: 0.0000000

Telephone: (800) 555-1212

Email:

Store Number:

Dealer Code: --Select--

Is Selling Dealer:

Sale Type: --Select--

Hours Used:

Dealer Information

Dealer Number:

Name:

Address:

City,State,Zip: //

Phone:

Email:

Original Purchaser Details

Original Purchaser:

Contact:

Address:

Address2:

City,State,Zip:

Country: --Select--

Warranty

OEM Parts End:

OEM Labor End:

EXT Parts Start:

EXT Parts End:

EXT Labor Start:

EXT Labor End:

OEM Warranty:

EXT Warranty:

Warranty Days Left : 618
Labor Warranty Days Left : 618

Claim Details

Total Claims Submitted: 0

Total Claims Rejected: 0

Total Claims Approved: 0

Total Amount Paid: 0.0000

Total Claims Authorized: 1

Registration Details

Shipping Date: 03/18/2015

Purchase Date:

Is Registered:

Type Of Change: New Product registrati

Status: Approved

Date Registered:

Salesman:

Registration Type:

Entry Type:

Hold Registration:

Product Description: