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IMPORTANT WARRANTY INFORMATION

REF **14-031**

Effective 09/09/2014

Release 09/09/2014

SUBJECT New OWL Enhancements

❖ OWL Updates

In the continuous effort to make the user experience as efficient as possible, DTNA is pleased to announce several recent OWL enhancements in multiple areas including email notifications, supplier authorization codes, user profile selections, search criteria, and mass claim selection.

❖ Update #1: Pre-Approval Email Notification

As a result of collaboration with the Joint Application Development (JAD) team, certain user groups can set up Pre-Approval email notifications via the *Notification Preferences* tab in the *User Profile* link. For users who select this option, a generic email will be sent when new Pre-Approval requests enter the queue. An email will also be sent if a Pre-Approval request has had any status changes (e.g., Corrections Needed, Approved, Denied) within the last 24 hours with the following subject line, "There are Pre-Approvals that need your review."

In the *Notification Preference* column, select *Yes* to set up email alerts. Changes will not take effect until selections have been saved. The email notifications are available to users with the OWL roles, *DealerWarranty* and *FleetWarrantyManager*.** *DealerWarranty* and *FleetWarrantyManager* users with more than one email associated with their account will see multiple email addresses listed at the top of the *Notification Preferences* tab; in such situations, users can select that the Pre-Approval notifications be sent to more than one email.

Event	Notification Preference	Email	Last Updated By	Last Updated Date
Pre-Approval	Yes	Joe.Dealer@dealer.com	BXIDDW1	08/13/2014

**To determine eligibility for the email notifications, please reference OWL Home > *User Profile* link > *User Info* tab > *User Group* section > *Description* field. *DealerWarranty* and *FleetWarrantyManager* profiles are able to receive the Pre-Approval emails. Users should address individual profile questions/concerns to the Identity Management (IdM) Security Administrator at their location.

User Group			
Code	Name	Description	Language
DealerWarranty	DealerWarranty	DealerWarranty	eng

❖ Update #2: OnTrac/ Meritor Supplier Authorization Code

Also as a result of JAD partnership, a new authorization code is being introduced for known Original Equipment Manufacturer (OEM) issues in regards to Meritor failures. If the primary failed part is a Meritor component and the failure is the result of a known OEM issue (e.g., installation), service locations can enter **OEMRESP** into the *Supplier Authorization #* field. If there are any doubts as to OEM responsibility, please contact OnTrac directly. Claims with **OEMRESP** into the *Supplier Authorization #* field will be manually processed.

Supplier Authorization #:

OEMRESP

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❖ Update #3: Work Queue Preferences

Through the *WorkQueue Preferences* tab in the *User Profile* link, users can change the appearance of work queue search results; *PFP Description* and *Part Dispo* have been added as available criteria to display. OWL defaults to a view that includes all columns but by using the four (4) arrow buttons between the white *Available Columns* and *Selected Columns* boxes, users can personalize how results display. Please note that changes will not take effect until selections have been saved. For more detailed instructions on how to make column adjustments, please see IWI letter 14-011.

❖ Update #4: Search Criteria

On the *Claim Search Criteria* screen, *VMRS Code* has been added as a new search filter and the *Available Columns* field has the following new search criteria:

- VMRS Code
- VMRS Description
- Part Description

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❖ **Update #5:
Mass
Selection
Functionality**

Mass selection functionality has been added to both work queue and claim search results so users now have the ability to select a group of claims.

Step 1: When the desired claim results are returned, users must select one (1) claim record by putting a check mark in the far left column. At least one record must be selected before attempting to highlight multiple records.

☐	Claim #	Claim Type	Product S/N	Age ▲	Status
☒	BXIDZ0012939P	WARRANTY	3AKGGLD55FSBT5418	24	APPROVED
☐	BXIDZ0003197P	RECALL CAMPAIGN	1FVACYBSXDHFD6067	24	APPROVED
☐	BXIDZ0000680T	SALES TERMS	1FUJBBCK27LX39489	1076	APPROVED
☐	BXIDZ0000425T	FIELD SERVICE CAMPAIGN	1FUJGECK98LAJ1157	1202	APPROVED
☐	BXIDZ0000523T	SALES TERMS	1FUJBBCK86LU58537	1202	APPROVED
☐	BXIDZ0000524T	SALES TERMS	1FUJBBCK26LU39868	1202	APPROVED

Step 2: After selecting a single claim record, hold down the Control (CTRL) key and drag the mouse to capture the remaining desired records. Users can also use the Shift key, instead of the CTRL key, with the same effect.

☐	Claim #	Claim Type	Product S/N	Age ▲	Status
☒	BXIDZ0012939P	WARRANTY	3AKGGLD55FSBT5418	24	APPROVED
☒	BXIDZ0003197P	RECALL CAMPAIGN	1FVACYBSXDHFD6067	24	APPROVED
☒	BXIDZ0000680T	SALES TERMS	1FUJBBCK27LX39489	1076	APPROVED
☒	BXIDZ0000425T	FIELD SERVICE CAMPAIGN	1FUJGECK98LAJ1157	1202	APPROVED
☒	BXIDZ0000523T	SALES TERMS	1FUJBBCK86LU58537	1202	APPROVED
☐	BXIDZ0000524T	SALES TERMS	1FUJBBCK26LU39868	1202	APPROVED

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