



Ferrari North America

Technical Information

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Subject: New Modis SE Quick Guide and Flow Chart

Attached is a Service Entry “quick” guide created by FNA Warranty to help clarify the process flow of the New Modis Service Entry system. This guide is more user-friendly than the ICT guides available in Modis, but is not meant to replace the ICT guides. Please be sure to be well versed with both materials.

Please distribute as necessary with your colleagues. We hope that this quick guide will help answer some unknowns within Service Entry.

If you have any questions or concerns regarding this guide, please be sure to contact the Warranty Department or your ABM.

Thank you for your co-operation.



New Modis Service Entry and Claim Quick Guide

FNA Warranty Department



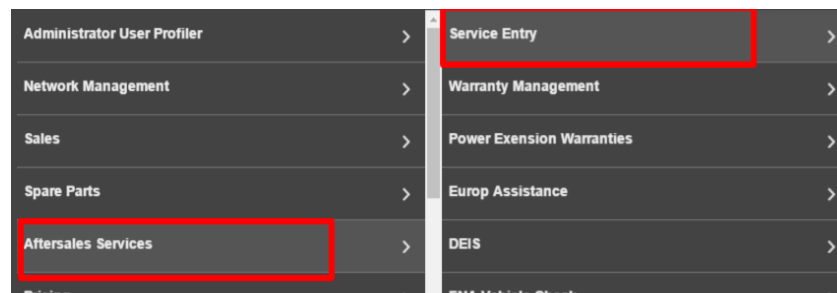
Goals

- Dealership users will reference this guide when creating Service Entries from start to finish.
- The flow of the New Modis Service Entry is very specific and must be understood step by step in order to complete the process correctly.
 - Please also reference the flow chart, which details what functions are necessary to complete during each status of service entry.



General Information

- Service Entry (SE) – The “digital repair order” that a dealership must use in order report vehicles currently in their workshop. SE allows the dealer to access the following:
 - Red On Line
 - Claim Management
 - Technical Documentation
 - Knowledge Online
 - Vehicle Database Inquiry
 - Campaign Management
 - Warranty Extension Management
 - 7 Year Maintenance
 - Change of Ownership
- Claim: A repair that is either customer pay, warranty, campaign, or service related. These can also be referred to as “Lines”.
- DMS: Dealer Management System
- Red On Line (ROL): Help Desk Report for assistance in vehicle diagnosis.
- <XXXXXX>: References a clickable item in service entry.





Vehicle Database Query

- The Vehicle Database Query function, located on the LN home screen, is used to view all vehicle history.

Pre Service Entries and Claims	Preventive Maintenance	Field Service	Additional Information
<input checked="" type="checkbox"/> Pre Service Entry	<input checked="" type="checkbox"/> Inspections	<input checked="" type="checkbox"/> Service Entries	<input type="checkbox"/> Warranties and Additional Coverages
<input type="checkbox"/> Failure Analysis	<input checked="" type="checkbox"/> Maintenance Contracts	<input checked="" type="checkbox"/> Service Entry Lines	<input type="checkbox"/> Vehicle Notes
<input checked="" type="checkbox"/> Dealer Claim Lines	<input checked="" type="checkbox"/> Vehicle Maintenance History	<input checked="" type="checkbox"/> Campaigns	<input type="checkbox"/> ROL Numbers
<input checked="" type="checkbox"/> Subsidiary Claim Lines		<input checked="" type="checkbox"/> Traceability List	<input checked="" type="checkbox"/> Vehicle Card
			<input checked="" type="checkbox"/> Vehicle Options

- Enter Vehicle Database Query, type in the chassis #, and select the vehicle line. If you do not do this, no data will show!

<input type="checkbox"/>	Vehicle	Chassis Number	Description
<input type="checkbox"/>	+a	+a	+a
<input type="checkbox"/>	749856040	185403	CALIFORNIA MY12

Vehicle Database Query: 7 Year Maintenance



- Within the Vehicle Database Query, the user can also view all completed and pending maintenance services.
 - To access, click <Actions>,<Applicable Activities>.
- It is imperative to review these options when a vehicle is being scheduled for service. This will assist in properly scheduling time expectations for both the customer and service department.

Recently Used Vehicle Database Query **Applicable Activities** ✕

Model Code: 749864058 CALIFORNIA TA 2+2 CDN MY14 Calculation Results Log...

Chassis Number: 198619

Service Entry:

Mileage in KM: 0

Selection	Type of Activity	Activities	Activity Group	Traffic Light	Lower Limit of Execution Date	Upper Limit of Execution Date	Lower Limit of Mileage in KM
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	SERVICE 20 000 KM	Red			16000
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Annual check -a-	Red			0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Annual check -b-	Red			0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Annual check -c-	Red			0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Annual check -d-	Red	2/5/2018	12/5/2019	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Auxiliary belts change each 2	Red	9/30/2015	7/30/2017	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Check 40.000 km	Red			38000
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Service 60.000 km	Red			56000
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Brake fluid change -each 2 yea	Red	9/30/2015	7/30/2017	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Break fluid change -each 2 yea	Red	9/30/2017	7/30/2019	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Break fluid change -each 2 yea	Red	9/30/2019	11/30/2020	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Auxiliary belts change each 2	Red	9/30/2017	7/30/2019	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Auxiliary belts change each 2	Red	9/30/2019	11/30/2020	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Service 80.000 km	Red			78000
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	annual service -e-	Red	2/5/2019	11/30/2020	0
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Service 100.000 km	Red			98000
<input type="checkbox"/>	Maintenance Contract	Maintenance Contract Activity/Genuine Maintenance Service 7	Spark plugs replacement easch	Red			56000
<input type="checkbox"/>	Warranty Extension	Warranty Extension Request S1	Warr. Ext. Fid. Pkg 1 yr	Green			0



Service Entry Flow

Pre-Pre-SE Pre-Service Entry SE: Free SE: Released SE: Completed Conversion to Claim Check and Submit



Service Entry Navigation

- Service Entries are split into two parts. The top area is the SE data and actions.

The screenshot shows the 'Service Entry' form with several key areas highlighted:

- SE Navigation Toolbars:** A toolbar at the top right containing 'Views', 'References', 'Actions', 'Applicable Acts...', and 'Release...'.
- Data entry by dealer:** A central label pointing to the 'Mileage' and 'Repair Order' sections.
- Mileage Section:** Fields for 'Mileage in KM: 0', 'Mileage in Miles: 0', 'Scan Out Mileage in KM: 0', and 'Scan Out Mileage in Miles: 0'.
- Repair Order Section:** Fields for 'Repair Order:', 'Date IN:', 'Start Date of Work:', and 'End Date of Work:'.

Fig.6

- The bottom section of the SE contains the Activities List, which displays the repair data in lines, similar to a repair order.

The screenshot shows the 'Activities List' section with the following components:

- Claim Data Tabs:** A row of tabs labeled 'Material', 'Labor', 'Sublet', and 'Assignments'.
- Claim Toolbar:** A toolbar containing 'Views', 'References', 'Actions', 'Complete', and 'Cost'.
- Claim Lines:** A table displaying activity data.

Entry Line	Cost Code	Description	Component	Status	Claimable
<input type="checkbox"/>	1 0	test migration	LOOSE FASTENER ELEMENT-Teste Cilindri e Distribu	Closed	
<input checked="" type="checkbox"/>	10 16	regular warranty	dashboard effect	Closed	

Fig.63



Service Entry Status'

- Pre – Pre- Service Entry (Created by Roadside)
- Pre-Service Entry (Created by Dealer)
- Service Entry
 - Free
 - Released
 - Completed
 - Closed
 - Conversion to Claim
 - Check Claim
 - Submit

A screenshot of a software interface for managing service entries. The interface includes a navigation bar with tabs for 'Home', 'Vehicle Database Query', 'Employees - General', 'Employees - General', 'Service Entries', and 'Service Entry'. Below the navigation bar is a toolbar with various icons for file operations and navigation. The main content area shows a form with the following fields: 'Service Entry Number: SE1', 'Service Department: 100006385', 'RECOVERY RACING, LLC', and 'Status: Free'. The 'Status: Free' field is highlighted with a red rectangular border. There is also an 'Interrupted' checkbox which is currently unchecked.

Important It is imperative to understand the distinction between SE status and Claim Status! Just because your SE may be closed, it does not mean your claim is completed. Please reference the steps outlined later in this presentation.




Pre – Pre-Service Entry

- Created when customer utilizes Ferrari Roadside Assistance.
- The Pre-Pre SE is automatically set up only when the roadside company reports the vehicle as reached and loaded.



Pre-Service Entry

- Created automatically by the DEIS scan tool when vehicle enters the service center at the dealership.
- At this point, the service writer will open a Repair Order within their DMS.
- Note: It is possible to manually open a Service Entry without scanning the vehicle in the DEIS scan tool.
 - To do this, go to <Aftersales Services>, <Service Entry>, <Service Entry Search>,  Sign.



Service Entry: Free

- *Free* status represents the time between vehicle write up and the beginning of intervention by the technician.
- The following data is necessary to enter:
 - Mileage in
 - Repair order number (if not automatically entered by DMS)
 - Date in
- Once saved, the user must also fully complete “Service Entry – Main Reasons”, which provides a brief explanation of customer complaints:

State of Vehicle: *

Cost at Expense of: *

Reason Vehicle brought to Workshop:

Type of Fault: *

Group/Sub Group: *


Defect Code: *

Demerit Index/State: 0

Complaint:



Service Entry: Free

- Next step is to add the customer complaint lines, either manually or by DMS Integration*
 - Clicking the  sign under Activities List creates a new line.
- Note: Creation of a Service entry automatically creates a “Customer Pay” Line. This line must have a technician assigned to it even if it is not claimable. In fact, every line added to a service entry must have a technician assigned, regardless of the type.
- To create a new line, click the + Icon. Your “Activities List” will also have the following sub-tabs:



- Material
 - Labor
 - Sublet
 - Assignments (technician assigned to repair)
 - You will also have to designate the cost code
- Each Line will create a line number (1, 10, 20, etc.).
 - For 7 Year Maintenance services, go to <Applicable Actions>, <Maintenance>. Note you can only choose green lit items one at a time.
 - It is not necessary to fill in all items at this time as the vehicle is still being worked on, but it is important that all lines are created. Note that if this is a FNA refundable claim, please check “Claimable”.
 - After this is complete, the next step is to *Release* the service entry. .


*DMS Integration at this point is not 100% complete. Some items may have to be entered manually.



Hints on Adding Line Data


- Note: Each line added is given a number that is associated to it. It is critical to know which line is registered to which number, as all data added will reference that number.

Entry Line	Cost Code	Description	Component	Status	Claimable
1	0	test migration	LOOSE FASTENER ELEMENT-Teste Cilindri e Distribuz	Closed	
10	16	regular warranty	dashboard effect	Closed	

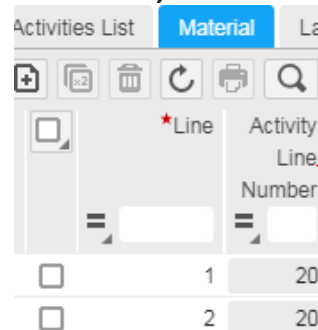
- Note the example above. The user has two lines, line 1 and line 10.
- Do not forget to save  any data entered!



Hints on Adding Materials

- To add materials (replaced parts), click the corresponding claim line under assignments, then click the <Material> tab.
- Clicking the  sign will create a new material line.

Important to remember Creating this new material line will generate a new “Line” number. This line number references the amount of lines within the materials list. The number that should not change is the “Activity Line Number”, which directly references the claim you adding to. This is the case for any addition of materials, labor codes, and sublets.




	*Line	Activity Line Number
<input type="checkbox"/>	1	20
<input type="checkbox"/>	2	20



Hints on Adding Materials

- The line added requires the user to enter the Spare Part Code and Quantity Consumed. Required data is marked with *.

*Line	Activity Line Number	*Spare Part Code	Serial Number	Description	*Quantity Consumed	Immediate Return	Change Performed	Text	Creation Time
<input type="checkbox"/>	1	20		000170994					
<input type="checkbox"/>	2	20		000256884	14.00 KG	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	3	20		000309013	2.00 NR	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	4	20		000153628	2.00 NR	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	5	20		000280846	1.00 NR	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	6	20		000172436	2.00 NR	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	7	20		000171861	1.00 LT	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	8	20		000171109	1.00 LT	<input type="checkbox"/>	Not Applicable		6/7/2017
<input type="checkbox"/>	10	30		000314630	2.00 KG	<input type="checkbox"/>	Not Applicable		6/7/2017
					1.00 NR	<input type="checkbox"/>	Not Applicable		8/15/2017

- It is recommended the user saves  the data as they add more parts. When complete, save the data once more and proceed to parts.
- Note: All part numbers will be 9 digits.



Hints on Adding Labor

- To add labor, click on the <Labor> Tab after selecting the corresponding claim line.
- Entering the labor operation code under “Operation” will generate the description and hours.

Line Number	Activity Line Number	Operation	Cumulative Labor Time	Registration Date
1	20 Free	4410000034 ENGINE - REPLACE	20.45 HR	6/7/2017 12:00 AM
2	20 Free	4410000330 ROAD TEST	0.50 HR	6/7/2017 12:00 AM
3	20 Free	44853000153 CYCLE WITH DEIS DIAGNOSTIC T	0.30 HR	6/7/2017 12:00 AM
4	20 Free	44020000083 ION CONTROL UNIT - CAN TEST I	0.50 HR	6/7/2017 12:00 AM
5	20 Free	44020000014 RH. PROGRAMMED IGNITION CO	0.50 HR	6/7/2017 12:00 AM
6	20 Free	44810000032 IGNITION COIL - R. & R. OR REP	0.70 HR	6/7/2017 12:00 AM
7	20 Free	44810000052 IGNITION SPARK PLUG - R. & R.	0.95 HR	6/7/2017 12:00 AM
8	20 Free	44140005350 RH. HIGH PRESSURE FUEL PUMF	2.05 HR	6/7/2017 12:00 AM
9	20 Free	44020000088 ION CONTROL UNIT - EXCHANGE	1.80 HR	6/7/2017 12:00 AM
10	20 Free	44160000030 OIL FILTER CARTRIDGE - REPLAC	1.40 HR	6/7/2017 12:00 AM

- Note: The first two digits of the labor operation code references the vehicle type. The total labor operation must be 11 digits long (including vehicle type).



Hints on Adding Sublet

- To add a sublet , click on the <Sublet> Tab after selecting the corresponding claim line.
- Sublet items can be generated by either a preloaded fluid selection or a custom entry.
 - To enter a fluid sublet, click the empty field under item. This will open a window with a selection of fluid types. Be sure to enter quantity.
 - To enter a custom sublet, fill out the description and quantity (leave the “Item” field blank). In the example below we see that under units, we have chosen “USD” for US Dollars. For more options on units, click the blank field under “Unit”.

*Line	*Activity Line	*Item	*Description	*Quantity	Unit	*Creation Time
1	20		US0118948	1.00	Pcs	7/16/2017 6:05:24 AM
10	20		Engine Markup	2000.00	USD	8/22/2017 8:21:11 PM

- Do not forget to upload sublet documentation.



Hints on Adding Assignments

- Note: “Assignment” is referencing the technician assigned to the repair.
- To add a technician, click on the <Assignments> Tab after selecting the corresponding claim line.
- Click the plus sign and be sure to reference the correct “Activity” line. Then, select the technician by using their Tech ID# or click the second empty field under “Technician” to bring up the dealership’s full list.

Activity	Technician	Assignment Status	Duration	Planned Start Time	Planned Finish Time
10 FAULT - BREAKAGE - Engine assembling and Cheking: Released	6279021	Assigned	1.00 HR	6/3/2017 2:34:00 PM	6/3/2017
20 FAULT - BREAKAGE - Engine assembling and Cheking: Free	6279021	Assigned	31.30 HR	6/3/2017 2:34:00 PM	6/3/2017
30 Charge port for trickle charger inop during PDI. S Free	6279021	Assigned	1.35 HR	6/3/2017 2:34:00 PM	6/3/2017



Service Entry: Released

- *Released* Status indicates the vehicle's intervention is currently in progress by the technician.
- To release the SE, click <Release> at the top of the SE.
 - If "Current Owner" is selected as **No**, you will have to complete a change of ownership. <Actions>, <Ownership Change>.

The image shows a dialog box titled "Ownership Change" with a close button (X) in the top right corner. It contains a "Save" button and a "Close" button. Below these, it displays "Ownership Change Source: SE1137446". Underneath, it lists "Old Customer: DRV000054 Mike Green" and "New Customer: [redacted] (1)". To the right of the "New Customer" field is a "Create Contact (2)" button. At the bottom, there are fields for "nmsoc0203m000" and "800 en...".

- The user is now able to "Release" the SE.

The image shows a screenshot of a software interface for a Service Entry. The "Service Entry" tab is active, and the "Release" button in the top right corner is highlighted with a red box. The form displays the following information:

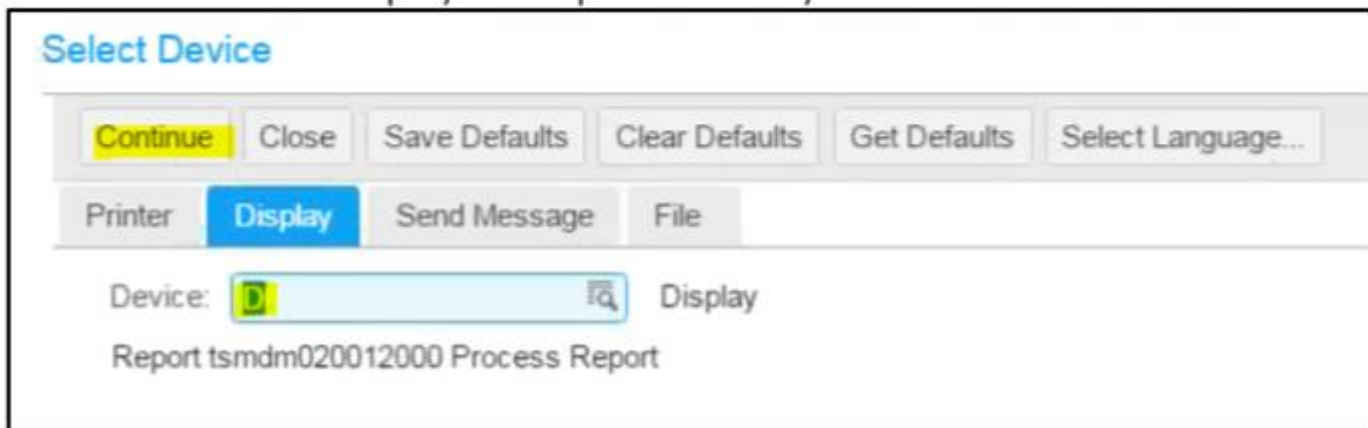
- Service Entry Number: SE1137597
- Service Department: 100006135
- PASSIONE ROSSA, LLC
- Status: Free
- Interrupted:
- Interruption Reason:
- Vehicle: Chassis Number: 198292, Description: 458 MY14, Assembly Number: 116084, License Plate Number: [redacted]
- Sales Dealer: Dealer 1: 100006395, RECOVERY RACING, LLC, Vehicle Owner: DRV000162, Current Owner: No
- Mileage: Mileage in KM: 45061, Mileage in Miles: 28000, Scan Out Mileage in KM: 0, Scan Out Mileage in Miles: 0
- Repair Order: Repair Order: 800, Date IN: 14/05/2017, 21:08:55, Start Date of Work: [redacted], End Date of Work: [redacted]

Fig.35

Notes on “Select Device” Window



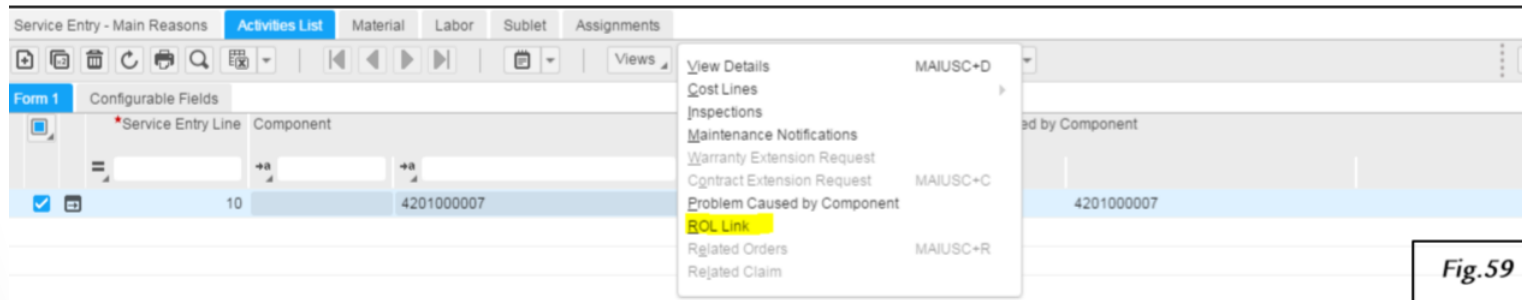
- Each time you change a SE status, you will be required to select a method for displaying any error reports generated (possibly by missing or incorrect data). This window will pop up automatically when a status change is selected.
- Next to device, type in “D” (Not case sensitive). This will display any reported errors in a separate tab.





Service Entry: Released

- *Released* status allows the dealer to report additional information as the vehicle intervention progresses. The SE will stay in *Released* status until all vehicle repairs are completed.
- Red On Line reports are now able to be opened.
 - To open a ROL, select the applicable claim line and click <References>, <ROL Link>. The system will open a new window called “Service Entry – ROL Link”.



- To create the ROL, click <Actions>, <Create ROL>.

Note: For ROL Policy and Procedures, please reference Bulletin #2410

Service Entry: Released



Note on Immediate Returns

- It is possible for a ROL case to become an “Immediate Return”. This will be indicated in the report itself, as shown below. Note that the ROL will not be closed until tracking info is uploaded.

General information Anomaly information Further information Attachments **Chronology** Request to Factory

DATE	USER	REQUEST
2017-08-17 10:13 PM		Risposta Help Desk: please attach a vehicle scan in, any sign of moisture or cause of th eissue? replace the warped panels and see if anything can be repaired. YA
2017-08-21 09:52 PM		Scan-in added to attachments. Sorry for the delay. --Michael
2017-08-21 11:01 PM		Risposta Help Desk: checking with factory to see if they want pieces back. YA
2017-08-22 03:35 PM		Risposta Help Desk: Send the trim pieces back immediate parts return. Let us know the tracking info. Thanks. HY 8/Q2

- For Immediate Returns select “Immediate Return” in corresponding activity line and proceed to “Conversion to Claim” instructions.

Labor Sublet Assignments

Views References Actions

*Line	*Spare Part	Serial Number	Description	*Quantity Consumed		Immediate Return
10		000248224	PIPE	1.00	NR	<input checked="" type="checkbox"/>
20		000253465	SCREW M 8 X 22	4.00	NR	<input type="checkbox"/>

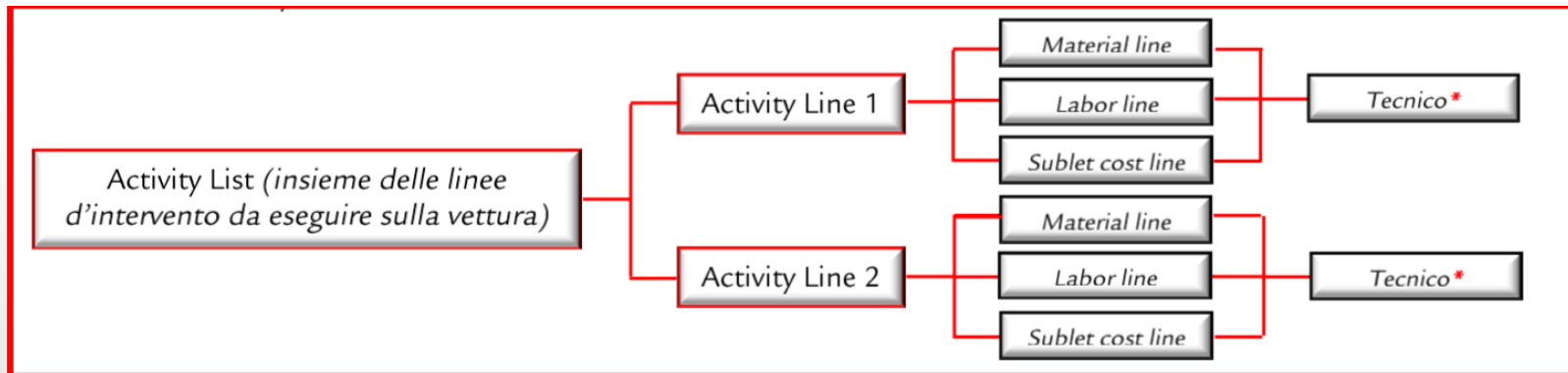


Service Entry: Released

Once the vehicle repairs are complete and the ROL is closed, it is at this point the user will finish the added warranty/service lines that will eventually be submitted.

IMPORTANT

BEFORE putting the SE into “Completed” status, you must completely fill in the claimable lines. If this is not done, the claim is not considered refundable by FNA.





Service Entry: Completed

- To *Complete* the SE, the user must fill in the following:
 - End Date
 - Delivery Time
 - Scan out Mileage
 - Scan out Date (Last punch date)
- To put the SE into *Complete* status, click <Actions>, <Complete>

The screenshot shows a software interface for managing Service Entries. The 'Actions' menu is open, and the 'Complete' option is highlighted. The form displays the following information:

Field	Value
Service Entry Number	SE1137597
Service Department	100006135
Sales Dealer	PASSIONE ROSSA, LLC
Vehicle	
Chassis Number	198292
Description	458 MY14
Assembly Number	116084
License Plate Number	
Mileage	
Mileage in KM	45061
Mileage in Miles	28000
Scan Out Mileage in KM	45077
Scan Out Mileage in Miles	28010
Scan-In Date	
Scan-Out Date	14/06/2017
Start Date of Work	14/06/2017
End Date of Work	14/06/2017
Vehicle Delivery Time	15/06/2017

Fig.43



Service Entry: Closed

- Once the SE's status is changed to *Complete*, the user can now close the service entry. This is confirmation that the vehicle's Repair order is no longer open.
 - Remember, closing the SE does not change the status of the warranty claims!
- To *Close* the SE, click <Actions>, <Close Service Entry>, <Process>

The screenshot shows a software interface for managing Service Entries. The main window is titled 'Service Entry' and contains a form with the following fields:

- Service Entry Number: SE1137597
- Service Department: 100006135
- SALES DEPARTMENT: PASSIONE ROSSA, LLC
- Vehicle: Chassis Number: 198292, Description: 459 MY14, Assembly Number: 116084, License Plate Number: []
- Mileage: Mileage in KM: 45061, Mileage in Miles: 28000, Scan Out Mileage in KM: 45077, Scan Out Mileage in Miles: 28010, Scan-In Date: [], Scan-Out Date: 14/06/2017, 21.51.51
- Repair Order: Start Date of Work: 14/06/2017, 21.40.00, End Date of Work: 14/06/2017, 23.00.00, Vehicle Delivery Time: 15/06/2017, 21.51.29

The 'Actions' menu is open, showing the following options:

- Change Ownership from DMS to LN
- Price Simulator...
- Insert in Details...
- Complete
- Close Service Entries (6)**
- Change Service Entry to Claim
- Link/View Documents...
- Ownership Change...
- Create Warranty Extension Request
- Create Maintenance Contract Extension Request
- Visualizza altre voci

The 'Close Service Entries' option is highlighted with a red box and labeled (6). The 'Actions' menu is also highlighted with a red box and labeled (5).

Fig.45



Conversion to Claim

- Once the SE is in *Closed* Status, is it necessary to convert any claimable line(s) into actual warranty claims. To do this, select your claimable line(s) under the Activities List, and click <Actions>, <Convert>.
- Note: Only lines marked as “Claimable” can be converted.

The screenshot shows a software interface for managing Service Entries. The top navigation bar includes tabs for Home, Vehicle Database Query, Pre Service Entry, Service Entries, Service Entry (selected), and Process Report. Below the navigation bar is a toolbar with icons for home, back, forward, and other actions. The main form displays details for a Service Entry with the following information:

- Service Entry Number: SE1137597
- Service Department: 100006135
- Sales Dealer: PASSIONE ROSSA, LLC
- Vehicle: Chassis Number: 198292, Description: 458 MY14, Assembly Number: 116084, License Plate Number:
- Mileage: Mileage in KM: 42841

The 'Activities List' section is visible at the bottom, showing a table of activities. The 'Actions' menu is open, and the 'Convert Service Entry to Claim' option is highlighted with a red box.

Entry Line	Cost Code	Description	Component	Status	Claimable
1	0	test migration	LOOSE FASTENER ELEMENT-Teste Cilindri e Distribu:	Closed	
10	16	regular warranty	dashboard effect	Closed	

Fig.63



Conversion to Claim

- To view the claim details, select the line under the Activities List and click <References>, <Related Claim>.

The screenshot shows the 'Activities List' interface. At the top, there are tabs for 'Material', 'Labor', 'Sublet', and 'Assignments'. Below these are navigation icons and a 'Views' dropdown. A table is displayed with columns for 'Entry Line', 'Cost Code', and 'Description'. The second row is highlighted in blue and contains the text '10 16 regular warranty dashboard effect'. A dropdown menu is open over the table, listing various options: 'View Details', 'Cost Lines', 'Inspections', 'Maintenance Notifications', 'Problem Caused by Component', 'ROL Link', 'Related Orders', and 'Related Claim'. The 'Related Claim' option is highlighted with a red rectangular box.

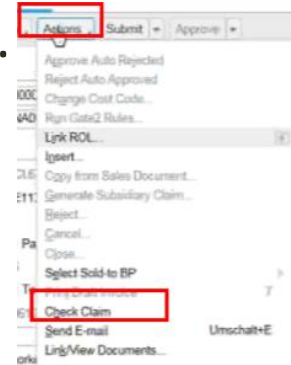
- Fill in any missing data including notes, uploads, etc.

The screenshot shows the 'Dealer Claim' form. The 'Dealer' field is filled with '10000382' and 'THE COLLECTION, LLC'. The 'Invoice' field is filled with '100006125' and 'THE COLLECTION, LLC'. The 'Service Entry' field is filled with 'SE1137565'. The 'Claim Description' field is filled with 'LOCK-Frizione, Rinvio e Regola'. The 'Status' field is filled with 'Free'. The 'Service Department' field is filled with '005125' and 'THE COLLECTION, LLC'. The 'Internal Sales Representative' field is filled with 'egorka' and 'Christian Corke'. The 'Creation Date' field is filled with '13.06.2017' and '16:40'. The 'Latest Finish Time' field is empty. Below the form, there is a table with columns for 'Line', 'Line Status', 'Cost Type', 'Spare Part', 'Operation', 'Claim Line Description', 'Claimed Quantity', 'Claimed Amount', 'Immediate Return', and 'Manually Processed'. The first row of the table is filled with '10', 'Free', 'Material', '000246224', 'PPE', '1.00', 'NR', '599.00', 'USD', and a checkbox.

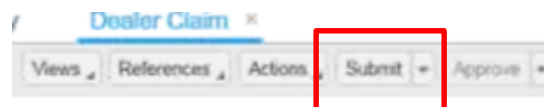


Check Claim - Submit

- Once the claim has been reviewed and filled in, it is now time to check the claim. Click <Actions>, <Check Claim>.



- A traffic light system governs the check
 - Green: Claim meets FNA Standards
 - Yellow: Address the claim and make adjustments as needed. The user can still submit, but a second review of the claim is recommended before submission. Any missing or incorrect labor, parts, or component code must be corrected.
 - Red: Claim blocked, user intervention necessary.
- At this point, the user can submit the claim





Check Claim - Submit

- For Immediate Returns (as directed by ROL):
 - Select the line and click <References>, <Related Claim>
 - “Dealer Claim” Session will be opened
 - <References>, <Related Claim>
 - Click <Submit>

*Line	*Spare Part	Serial Number	Description	*Quantity Consumed	Immediate Return
10	000248224		PIPE	1.00 NR	<input checked="" type="checkbox"/>
20	000253465		SCREW M 8 X 22	4.00 NR	<input type="checkbox"/>

Note: There is no need for Immediate Return claims to run through the checks.



Claim Status'

- Free: Temporary Status (The claim has been created in the service entry, but not yet submitted to FNA. At this point you can still modify the claim.
- Modified: Claim returned to the dealer for corrections/questions.
- Pending Approval. Claim is waiting for FNA warranty to review.
- Approved: Claim approved or partially approved by FNA.
- Rejected: Claim rejected by FNA. Note: Dealer will receive an email from FNA.
- Canceled: Claim canceled/Deleted
- Closed: SE closed, claims not yet converted.

- Note: All claims are viewable from the New Modis home screen. It is also possible to submit free status claims from this management screen.
 - To access, click <Aftersales Services>, <Warranty Management>

Service Entry Flow Chart

