



Warranty & Rework Procedure

System being used: Units

Access Type: All Staff

What's the difference?

Warranty Work

Warranty work is classed as anything where we are replacing a component or components on a customer's vehicle that have failed under warranty and replacement parts are coming from the supplier either at no charge or charged to us and be credited when the parts are returned.

Rework

Rework is essentially anything where we have made an error. We may have damaged the car during fitting, fitted the parts incorrectly or not to the customer's requirements, supplied the incorrect part or carrying out work under goodwill.

Step 1. Identify whether the job will be classed as either **Warranty or Rework** as defined above. Once this has been determined please skip to either **10111 for Warranty** or **10112 for Rework**.

10111 - Warranty Part One:

**** Please refer to Pictures 1 & 2 ****

Step 2. Firstly, discuss with the customer the issues relating to the claim, get all relative details (include photos where necessary), evaluate if the claim is genuine or valid. If there is grounds for a claim, contact the supplier in concern and determine the process to take.

Step 3. Start the process in units as a quote, this way the store stock will be not be affected whilst the process is started.

Step 4. Enter the customer details the same way as you do in a Cash Sale

Step 5. Enter the part number of the product(s) under the claim

Step 6. Enter the part number "**WARRANTY**". Add notes against this as to the issue / cause including all relevant information about the claim including fitting date and kilometres since fitment. The more information the better. If required, charge out labour as "**FITTING-WARRANTY**", one unit per hour.

Step 7. Record the details of the **Original Invoice number, Date, Vehicle** details in the pink notes field in the bottom of the screen.



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10111 - Warranty Part Two: Parts processing under a warranty claim

Step 8. Where the supplier has provided the part(s) at no charge and doesn't require the old part back, just note the part(s) details in the "WARRANTY" notes, convert the quote to a sales order, book the job in and once the job is completed, invoice it out (Do not give the invoice to the customer).

Step 9. Where the supplier has provided the part(s) and charged them to us and intend to credit the part upon its return. Convert the quote to a sales order, leaving the parts on the sales order as to raise a Purchase Order's for parts as per any other job. Also note the part(s) details in the "WARRANTY" notes. Once the parts have arrived book the job in to carry out the work. Upon completion of the job, remove the parts from the sales order and invoice the order out (Do not give the invoice to the customer). A "PURCHASE RETURN" then has to be completed for the parts to be returned to the supplier.

Step 10. In the case of TJM warranties lodged through "Equipped", where they invoice us for the part under the "ID" reference, please ensure that the part is receipted under the order number created for the job before the invoice is entered into units.

10112 - Rework

**** Please refer to Picture 3 ****

Step 2. Enter the customer details the same way as you do in a Cash Sale
Itemise the parts required including labour (As you would on a normal job card). Where we need to get repair work done (eg Panel beater or touch up guy) use the part number "SUBLET-WARRANTY".

Step 3. Charge out labour as "FITTING-REWORK", one unit per hour. Add notes against this as to the issue/cause etc.

Step 4. Record the details of the **Original Invoice number, Date, Vehicle details** in the pink notes field in the bottom of the screen.

Step 5. Raise a Purchase Order(s) for parts or repair work as per any other job

Step 6. Complete work and invoice the job card (Do not give the invoice to the customer)

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Warranty or Rework?

Warranty 10111

Failed component, parts coming from supplier under warranty

1. Discuss with the customer the issues relating to the claim, get all relative details (include photos where necessary), evaluate if the claim is genuine or valid. If there is grounds for a claim, contact the supplier in concern and determine the process to take.
2. Start the process in units as a quote, this way the store stock will not be affected whilst the process is started
3. Enter the customer details the same way as you do in a Cash Sale
4. Enter the part number of the product(s) under the claim
5. Enter the part number "**WARRANTY**". Add notes against this as to the issue / cause including all relevant information about the claim including fitting date and kilometres since fitment. The more information the better.
If required, charge out labour as "**FITTING-WARRANTY**", one unit per hour.
6. Record the details of the Original Invoice number, Date, Vehicle details in the pink notes field in the bottom of the screen.

Rework 10112

Internal error, damage caused to vehicle, incorrect fitment

1. Enter the customer details the same way as you do in a Cash Sale
2. Itemise the parts required including labour (As you would on a normal job card).
3. Where we need to get repair work done (eg Panel beater or touch up guy) use the part number "**SUBLET-WARRANTY**". Charge out labour as "**FITTING-REWORK**", one unit per hour.
4. Add notes against this as to the issue/cause etc.
5. Record the details of the Original Invoice number, Date, Vehicle details in the pink notes field in the bottom of the screen.
6. Raise a Purchase Order(s) for parts or repair work as per any other job
7. Complete work and invoice the job card (Do not give the invoice to the customer)



Warranty & Rework Procedure

Picture 1.

TJMC Pty Ltd - Units™ [Operator]

File Favourites Parts Manager Options Window Help

Parts Sales Order and Invoicing

PIN: ***** RAY DOOLAN Order Type: Q - Quotation for Follow Up Sales Ord. No.: Branch: 1

Cust. No.: 10111 Contact Code: WARRANTY-SUPP: New History

Name: WARRANTY - SUPPLIER WARRANTED PARTS Bill To Acc.: 10111

Address 1: Available Credit: \$101,851.60 Trade Type: Internal Sales Tax Ex No.: NOGST/INTERNAL

Address 2: PCODE: Street: City: State: PCode:

Phone No.: Price Level: C

PCM: PCM Value:

NO	IN	PO	C	M	Line No	Part Number	Part Desc	B/C	Load Multi	Parts	Clear All	Issue All	ReCalc	OOSR	QOSR	ReCalc	S/P	Salesperson	GP %	Ex L/P	Disc %	Ex L/P
					1	WARRANTY	CARRY OUT WORK UNDER W	C	NG	1.00			\$0.00	\$0.00	\$0.00				0.00%	.00%		\$0.00
					2	FITTING-WARRANTY	WARRANTY WORK AS PER NK	C	NG	1.00			\$70.00	\$70.00	\$0.00	\$70.00			0.00%	30.00%		\$100.00
					3	650XS2881	TJM 54000 XGS SHOCK ABSOR	C	NG	1.00			\$86.30	\$86.30	\$0.00	\$86.30			0.00%	44.16%		\$154.55
					Total:					3.00	\$156.30	\$156.30	\$0.00	\$156.30	0.00			0.00%	38.60%		\$254.55	

Comments: REMOVE & REFIT RHS REAR SHOCK TO PRADO 150

Branch: 1, Franchise: NG, Part No.: 650XS2881

Part Desc.: TJM 54000 XGS SHOCK ABSORBER Last Dem. Date: 21/03/2016 Category: LO

Bin Location: Total O/Hand Qty: 0.00 Sales Class: Bulk Bin L

Super From: Available Qty: 0.00 Tax: Retail Trade Dealer % Level 4 List Price

Super To: Os Order Qty: 0.00 Inc Tax.: \$154.55 \$146.82 \$131.36 \$127.50 \$154.55

Note: Fy Tax.: \$154.55 \$146.82 \$131.36 \$127.50 \$154.55

Sales Order Details

Order No.: Hide Details Payment Method: Account Print Options

Template Note: Deposit Amount: .00 Pre-Pay BO: Notify Issued Parts: Print Print Preview Archive Labels Email Distribution

Notes/StockNo ORIGINAL INV # 123456 1/2/2017 PRADO 150

Freight: Frequency: ReCalc Value: .00 Lock Run Details

Run No: Run Date: 00/00/0000 Run Direction:

Reset Order Delete Advise Customer... JDC Pre-Auth Preview Transaction Distribute Details Accept Order Close

Ready Last Doc No: AU | 2075263 ray Production 3:25 PM 15/03/2017

Picture 2.

TJMC Pty Ltd - Units™ [Operator]

File Favourites Parts Manager Options Window Help

Parts Sales Order and Invoicing

PIN: ***** RAY DOOLAN Order Type: Q - Quotation for Follow Up Sales Ord. No.: Branch: 1

Cust. No.: 10111 Contact Code: WARRANTY-SUPP: New History

Name: WARRANTY - SUPPLIER WARRANTED PARTS Bill To Acc.: 10111

Address 1: Available Credit: \$101,851.60 Trade Type: Internal Sales Tax Ex No.: NOGST/INTERNAL

Address 2: PCODE: Street: City: State: PCode:

Phone No.: Price Level: C

PCM: PCM Value:

NO	IN	PO	C	M	Line No	Part Number	Part Desc	B/C	Load Multi	Parts	Clear All	Issue All	ReCalc	OOSR	QOSR	ReCalc	S/P	Salesperson	GP %	Ex L/P	Disc %	Ex L/P
					1	WARRANTY	CARRY OUT WORK UNDER W	C	NG	1.00			\$0.00	\$0.00	\$0.00				0.00%	.00%		\$0.00
					2	FITTING-WARRANTY	WARRANTY WORK AS PER NK	C	NG	1.00			\$70.00	\$70.00	\$0.00	\$70.00			0.00%	30.00%		\$100.00
					3	650XS2881	TJM 54000 XGS SHOCK ABSOR	C	NG	1.00			\$86.30	\$86.30	\$0.00	\$86.30			0.00%	44.16%		\$154.55
					Total:					3.00	\$156.30	\$156.30	\$0.00	\$156.30	0.00			0.00%	38.60%		\$254.55	

Comments: RHS REAR SHOCK LEAKING OIL, FITTED 1/2/2017 14587KM TRAVELLED SINCE FITTING

Branch: 1, Franchise: NG, Part No.: 650XS2881

Part Desc.: TJM 54000 XGS SHOCK ABSORBER Last Dem. Date: 21/03/2016 Category: LO

Bin Location: Total O/Hand Qty: 0.00 Sales Class: Bulk Bin L

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Note: Fy Tax.: \$154.55 \$146.82 \$131.36 \$127.50 \$154.55

Sales Order Details

Order No.: Hide Details Payment Method: Account Print Options

Template Note: Deposit Amount: .00 Pre-Pay BO: Notify Issued Parts: Print Print Preview Archive Labels Email Distribution

Notes/StockNo ORIGINAL INV # 123456 1/2/2017 PRADO 150

Freight: Frequency: ReCalc Value: .00 Lock Run Details

Run No: Run Date: 00/00/0000 Run Direction:

Reset Order Delete Advise Customer... JDC Pre-Auth Preview Transaction Distribute Details Accept Order Close

Ready Last Doc No: AU | 2075263 ray Production 3:27 PM 15/03/2017

