

Multiquip, Inc. E-Warranty Customer Application & Helpful Tips

Thank you for signing up to participate in E-Wty electronic claim filing. In addition to our Claim processing guidelines, we hope these helpful hints and tips will provide for a smooth transition from the manual process.

Currently E-Wty is for Units only. File part warranties as before with the Parts Department

To expedite the entry process, make sure your paperwork is complete. Some mandatory fields in the program require accurate input before you may proceed to the next fields.

Data Requirements within Submitting Claims:

- Correct model/serial# format
- Date of In-service, Failure and Repaired
- Part (s) and Labor (if applicable)
- Brief Description of: Problem, Cause and Remedy

E-Wty Tips: Problems or error messages you may encounter during entering a claim.

- Model – must be entered as referenced on MQ invoiced or picking slip
 - Model/Serial # - may contain dashes in-between alpha & numeric
 - Examples: Model# MTX70 vs. MTX-70 / Serial: R-4562 vs. R4562 / Generators on trailers use the trailer serial #, not the unit serial#
 - Error messages, due to invalid part (s) # & part #used is from original MQ invoice.
- * Make sure you use the correct part no. If necessary, check the validity of the part in our SmartEquip parts catalog
- * To bypass error message, enter Main Failed Part within Misc. Items instead.
- Error message containing: Model # does not exist within the table families
- * E-Warranty accepts units only within the current warranty period or model numbers older than 1999 models
- * Older units must be filed manually and faxed. They do not fall under the Multiquip warranty policy

Nevertheless, if you are experiencing repeated errors, we would like to hear from you.

Please e-mail us at GCEWarrantyDepartment@multiquip.com and provide specifics too expedite technical assistance. If possible, attach a screen print of the error message.

We are very excited to announce this major development of E-Wty.

MQ's E-warranty work will shorten the entire warranty experience

If you have any improvement, suggestions we would like to hear from you. We value the input from our users.

Multiquip Inc. Warranty Dept.

Telephone# (800) 421-1244

Chris Fairchild – cfairchild@multiquip.com / Ext. 1338

Wendy Sanchez – wsanchez@multiquip.com / Ext. 1322

Google - Windows Internet Explorer

http://www.google.com/ Live Search

File Edit View Favorites Tools Help

The MSN Toolbar has encountered an error. Please close all browser windows and start the browser again. (Error code: 200)

Connecting...

Web Images Videos Maps News

iGoogle | Search settings | Sign in

without a secure connection).

User name: 412334

Password:

Remember my password

OK Cancel

Advanced Search Language Tools

Waiting for http://mqifs3:8080/EWarranty/ewa/index

start SAP Logon 710 Presentation1 Google - Windows ... Inbox - Microsoft ... 10:27 AM



Welcome 412334

Multiquip Warranty System

Phone: 1-800-421-1244 Email: mqwarranty@multiquip.com

[New Claim](#) [Search](#) [Logout](#)

Status [v]

Claim Date [calendar] - [calendar]

MQ Wty Claim #

Cust. WO Ref.#

Model # -

Serial # -

E-Wty ID -

Results per Page

Primary screen enables to search for prior claims
And option to enter a new claim.
-To view prior claims or claims in process, use the left hand side
Status drop down and/or use other fields to continue with a search (s)
- To enter a **New Claim**, click on top right hand side



Select type of application

Construction:

Compact, Concrete, Masonry, Portable Generators (less than 10KW) Welders 225 amp & above), & Pumps

Power Equipment:

DCA (models "SS" & "US"), Power Industrial / Standby models, Power Containerized models, Studio & KD Industrial units

Then click on **Submit** button to continue.



Welcome 412334

Multiquip Warranty System

[New Claim](#) [Search](#) [Logout](#)

Phone: 1-800-421-1244 Email: mqwarranty@multiquip.com

Please select the type of claim to be created

- Construction Equipment
- Power Equipment (MQ Power)

Submit

Cancel

Local intranet



100%

start

SAP Logon 710

Presentation1

MultiQuip Warrant...

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10:28 AM

Export Customers, please note: E-Warranty currently is set-up for states within USA; this is only temporary & will be resolved promptly other countries will need to remove default letters **ALL** within **State** field. Delete and leave blank. "Only enter City and Zip code".

* **Español - Exporte Clientes, por favor de notar:** E-Warranty fue programado para uso de USA, esto es temporal y será solucionado pronto. Al entrar una nueva aplicación, la sección de **State** resulta con **ALL**. Quite el **ALL** y déjelo en blanco para continuar con su aplicación. Complete solamente área de ciudad & código (City y Zip)

Customer filing application must fill in required **Orange Fields** within the application.
Export customers, please see above notes.

Customers with multiple locations are to fill in **Secondary Contact**
Primarily the City & State information is required.

Primary Contact		Secondary Contact or Branch (Optional)	
Account #	412334	Account #	
Customer Name	MQ Warranty Department	Customer Name	
Street Address 1	18910 Wilmington Ave.	Street Address 1	
Stress Address 2		Stress Address 2	
City	Carson	City	
State	CA	State	
Zip	90746	Zip	
Contact Name	Wendy Sanchez	Contact Name	
Phone	800-421-1244	Phone	
Customer Email	wsanchez@multiquip.com	Customer Email	
Owner		MQ Sold Date	10/08/2010
Cust. WO Ref.#	12345	Resale/In Service Date	02/11/2010
Model #	P33HHMRC	Failure Date	
Serial #	1537100	Repair Date	
Hours in Service	45		
Engine Model #			

E-Wty ID New Claim

February 2010

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6

Local intranet 100%

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File Fill in required **Orange** fields on **Problem/Cause/Remedy**.
If any **Orange** fields are missed the application will not allow you to **Save** or **Submit** your claim inquiry

Hours in Service
Engine Model #
Engine Serial #
Pre-Approval #

Problem
The unis is giving the error code 23

Cause
After inspecting wiring harness, found the voltage regulator to be faulty.

Remedy
Removed and replaced the voltage regulator & performed a operational test.
Unit worked

Additional Notes

Customers are required to provide the specifics within application; such as **parts/labor/misc. items**

* Machines pre-approved by MQ Field Service Managers, please use the **Primary Failed Part (s)** section to add model

* MQ purchased replacement parts can be claimed within the **Primary Failed Part (s)** section.

Please ensure to check mark (x) at least 1 primary failed part to proceed with application.

* Items not purchased directly with MQ can be claimed within the **Misc. Items** section.

Please ensure to note a clear description of item & cost. MQ may request for receipt copy.

* To claim labor hours, please use **Labor Description** & use the MQ Flat Rate Guide drop down list, if available., ok to add

If drop down list is blank, please to use the **Outside Labor Description** section as an alternative.

* **Outside Labor Description** is normally used for MQ approved third party repairs.

Qty	Primary Failed Part(s) Check	Part Number	Item Description	Replaced on Invoice/ Packing List No.	Net Price EA	Extended Amount
<input type="checkbox"/>	1	X	90292	Regulator P33/24FC	91876640	691.60
						691.60

Select All

Qty	Misc. Items	Net Each	Extended Amount
<input type="checkbox"/>	1	Freight MQ Parts Inv.# 91876640	10.00
			10.00

Select All

Labor Description	MQ Hours	Customer Actual Hours	MQ Hourly Rate	Extended Amount
<input type="checkbox"/>	R & R Voltage Regulate	0.3	1.0	60
				60.00

Select All

Outside Labor Description	Labor Hours	Hourly Rate	Extended Amount
Nothing found to display.			

Claim Total: \$891.60

Note: Orange fields are required

After application is completed click on **Submit** button.
Claim status will then provide you with MQ Reference #
And display claim status as **Submitted**.
However customers have the option to save application in case complete information is not available. Claim will then remain in **Status: Not Submitted**

After the Submit button is selected your claim
Will be assigned to a specific **MQ Warranty Claim Ref. # 2000 & E-Wty ID**
* Please note the 2000# reference is the assigned warranty claim # & not E-Wty ID

E-Wty ID: 7258 submitted. MQ Wty Claim #: 000200073885

Status: Show All

Claim Date: [] - []

MQ Wty Claim #: []

Cust. WO Ref.#: []

Model #: [] - []

Serial #: [] - []

E-Wty ID: [] - []

Results per Page: 15

Search

Search option to go to Status window
& locate claim by either of the fields
And/or by specific **MQ Claim Ref.#**

Status: Show All

Claim Date: [] - []

Account #: []

Customer Name: []

Wty Claim #: 000200073885

Cust. WO Ref.#: []

Model #: [] - []

Serial #: [] - []

MQ Manager: []

MQ Wty Admin: []

E-Wty ID: [] - []

Results per Page: 15

Search

E-Warranty provides capability to add attachments to your claim saved from your computer, such as:

- Photos of defective/damaged item (s)
- Documents to show proof of resale
- Receipt copies of local purchase (s)
- Receipt copies of 3rd party repair

By clicking on **Attachment** button to select & use feature.

Attachments can also be e-mailed to MQ Warranty Dept. at: mqwarranty@multiquip.com warranty admin can update info on your behalf

Welcome wsanchez1

MultiQuip Warranty System

Phone: 1-800-421-1244 Email: mqwarranty@multiquip.com

[New Claim](#) [Search](#) [Logout](#)

View Claim View Status Log Edit Claim Attachments Delete View Action Log Change Status Create Actions

View Claim Docs

One item found. 1

	E-Wty ID	Claim Date	Customer Name	Cust. WO Ref.#	MQ Wty Admin	MQ Wty Claim #	Model #	Serial #	Status	Last Action Date	MQ Manager
<input checked="" type="checkbox"/>	7258	10/08/2010	MQ Warranty Dep...	12345		000200073885	RX1510CI33	1839380	Submitted		

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MultiQuip Warranty Web Application - Windows Internet Explorer

http://mqjfs3:8080/EWarranty/ewa/index.jsp

File Edit View Favorites Tools Help

Click on **Add** button
Browse button will then display, click on **Browse** to search
 only within your computer files.

MultiQuip Warranty Web Application

Welcome 412334 MultiQuip Warranty System New Claim Search Logout
 Phone: 1-800-421-1244 Email: mqwarranty@multiquip.com

Attachments For Claim: 7083

0 Attachments Found

Description	Attachment
<input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Return

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MultiQuip Warranty Web Application - Windows Internet Explorer

http://mqjfs3:8080/EWarranty/ewa/index.jsp

File Edit View Favorites Tools Help

Once you have selected the file
 you will then be able to note attachment description
 Click on **Add** button to have picture added,
 then click on **Return** button to return to claim or add more files.

1 Attachments Found

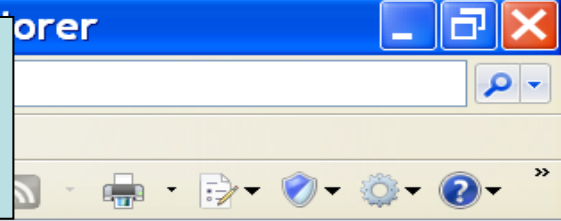
Description	Attachment
<input type="checkbox"/> Regulator	
<input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Return

Done Local intranet 100%

start W 8 Mi... 4 S... 6 Mi... Micros... MultiQ... Reque... Desktop 1:22 PM

Claims with attachment (s) will display an asterisk (*) icon below the paper click icon for MQ review.

Reminder Note: This attachment feature can be used when submitting claims or at any time after the claim is in process.



MQ **MULTIQUIP** **Welcome wsanchez1** **Multiquip Warranty System** [New Claim](#) [Search](#) [Logout](#)
Phone: 1-800-421-1244 Email: mqwarranty@multiquip.com

[View Claim](#) [View Status Log](#) [Edit Claim](#) [Attachments](#) [Delete](#) [View Action Log](#) [Change Status](#) [Create Actions](#)
[View Claim Docs](#)

One item found. 1

<input type="checkbox"/>		E-Wty ID	Claim Date	Customer Name	Cust. WO Ref.#	MQ Wty Admin	MQ Wty Claim #	Model #	Serial #	Status	Last Action Date	MQ Manager
<input checked="" type="checkbox"/>	*	7258	10/08/2010	MQ Warranty Dep...	12345	Wendy Sanchez	000200073885	RX1510CI33	1839380	Submitted	10/08/2010	Wendy

