

Questions?

Contact our Tech/Warranty
Department at
800.227.4116

MAXON®

WEB WARRANTY TUTORIAL

www.maxonlift.com



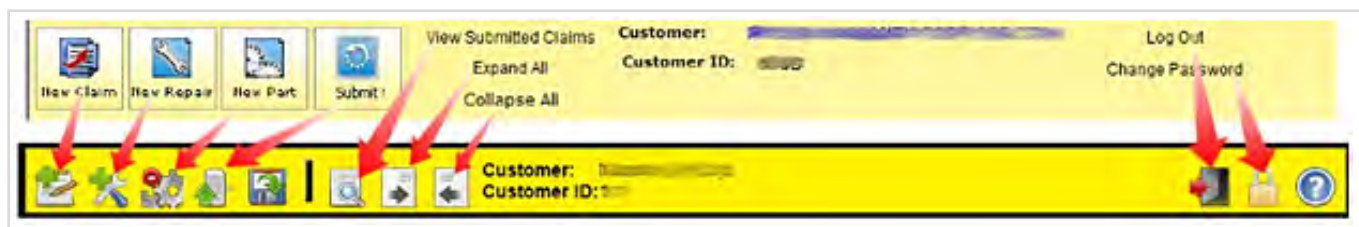
Web Warranty Tutorial

Toolbar / Saving / Changing Passwords

Toolbar

The toolbar has been updated for a cleaner, more efficient look.

The primary changes are the addition of a Save button and a help button. The text buttons have also been changed to graphic icons; see the following reference picture for a comparison of old (top) vs. new (bottom).



Any time while using the warranty program, you can click on the help (?) button to get detailed help on the page you are currently viewing. You can click on the lock icon to change your password at any time. You can now click on the disk icon to save any current entries to the database—this used to require logging out and logging back in.

Saving

You may now save your data entry progress at any time by clicking on the save button in the toolbar.

Changing Passwords

The option to change your password is now fully functional.

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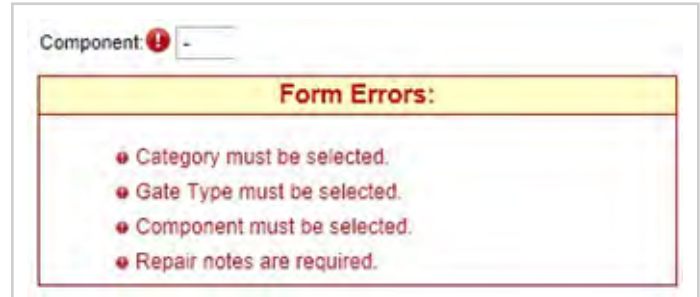


Entry Error Feedback / Help

Entry Error Feedback

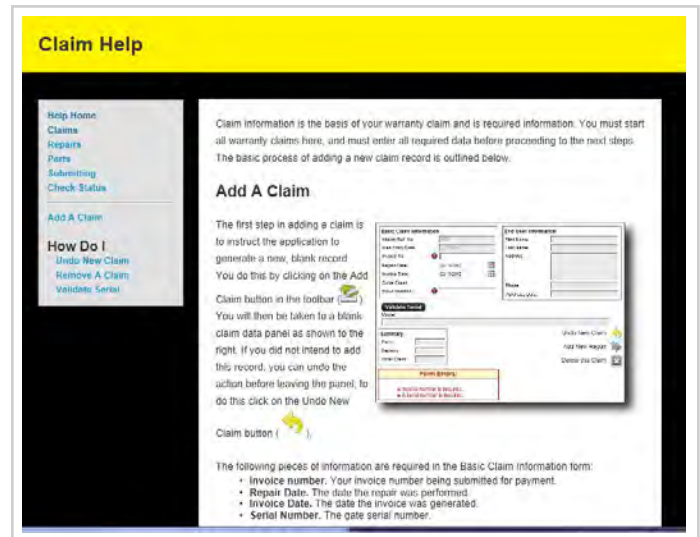
The program will now give detailed error messages when there is a problem with the entered data.

The indicators in the tree view on the left side are still there; but, now when you navigate to the page showing the error, there will be indicators of which fields are causing the error next to the field titles. Additionally, there will be a summary at the bottom of the panel with detailed descriptions of what is triggering the error.



Help

There is now a complete help system available. Simply click on the help button in the toolbar and the relevant section of help will pop up.



Web Warranty Tutorial

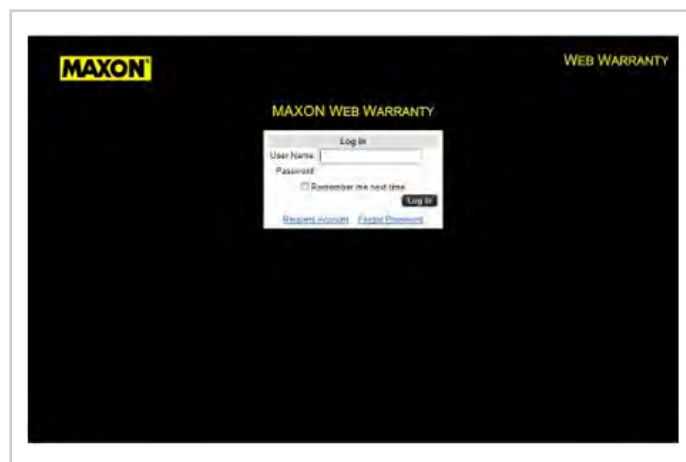
Log-in Page

Log-in Page

This is the first page you will see when navigating to the Web Warranty program. You must enter your User Name and Password to log in. Your User Name is the email address used to register your account with the system. The password was sent to the registered email address.

If you forgot your password, you may enter the User Name and click on Forgot Password. You then answer the security question, and the current password will be sent to the registered email.

If you do not yet have an account, click on Request Account to register into the system. If you already have an account from the old version of the system, you do not need to re-register—the old accounts are still valid.



Web Warranty Tutorial



Claim Entry Page / Claim Entry Quickstart

Claim Entry Page

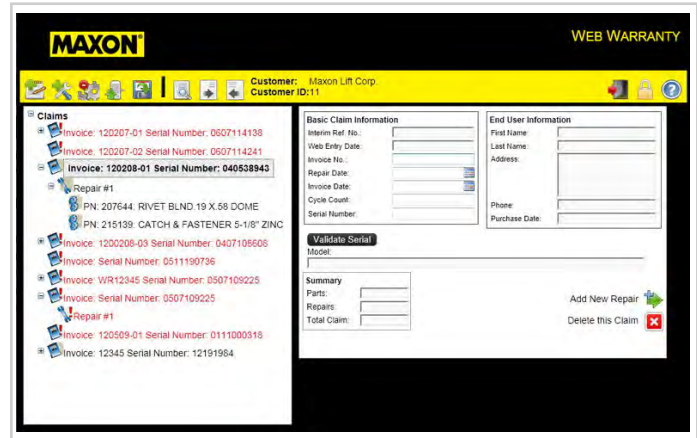
This is the initial data entry page. If you have used the older system, you should be immediately comfortable here; all the main controls are in the same places as before.

Claim Entry Quickstart

Follow these steps to begin processing a claim:

1. Enter your invoice number in the Invoice Number field.
2. Enter the repair date in Repair Date, or accept the default of today's date.
3. Enter the invoice date, or accept the default of today's date.
4. Enter the gate serial number in Serial Number.
5. Click the Validate Serial button.

When the above steps are complete and a description displays in the Model field, you may move on to adding repairs. You may do this by clicking on the Add New Repair button in the lower right of the page, or on the tool bar.



Web Warranty Tutorial

Repair Entry / Repair Entry Quickstart

Repair Entry Page

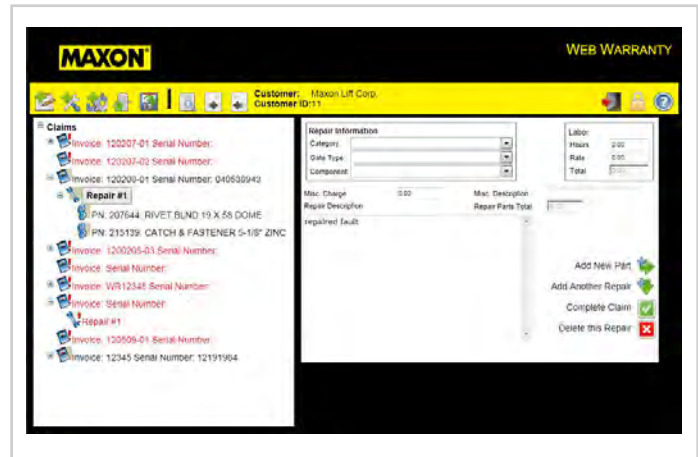
This is the repair entry page. You must enter at least one repair for each claim. This page has changed little from the previous version.

Repair Entry Quickstart

Follow these steps to enter a repair:

1. Select a repair Category.
2. After the category is selected, the Gate Type should automatically fill based on the retrieved data from the serial number. You may override this if necessary.
3. Select a Component type.
4. Enter the hours required to perform the repair.
5. Enter your hourly rate.
6. Enter a brief description of the work performed.

When the above steps are completed, the claim is ready for submitting to Maxon. If there are additional repairs performed under the same invoice, you may add as many as required using the above procedure. If there are any parts required for the repair that need to be noted, you may now enter Parts; please be sure to select the repair the parts were needed for before adding a part record—this will ensure the parts are attached to the correct repair.



Web Warranty Tutorial



Part Entry Page / Part Entry Quickstart

Part Entry Page

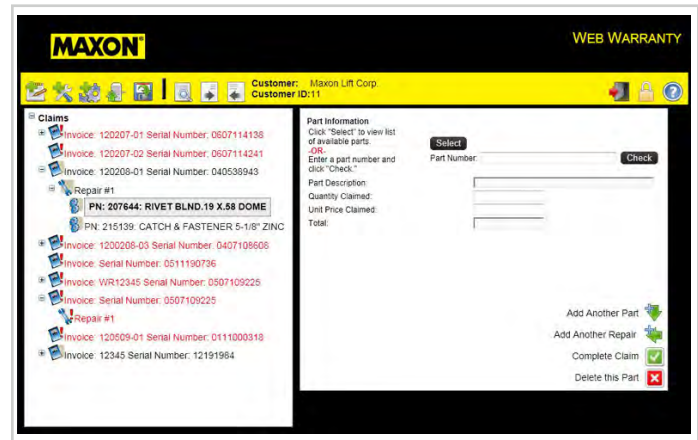
This is the part entry page. As with the repair page, little has changed from the old version of the program.

Part Entry Quickstart

Follow these steps to enter a part:

1. Enter a part number. You may click on the Select button to have the program run a search on our BOM database. The button will be replaced with a dropdown containing a list of all valid parts used in the gate; this is based on the serial number entered at the beginning of your process.
2. Enter the quantity of this part required
3. Enter the price paid for each part.

If you have multiple parts used in a repair, you may add as many as required for each repair.



Web Warranty Tutorial

Submit Claims Page

Submit Claims Page

You arrive at this page by clicking on the Submit Claims button in the toolbar or by clicking the Complete Claim button. Once here, you will see indication of which claims are valid for submitting to Maxon. You can select which claims to submit individually.

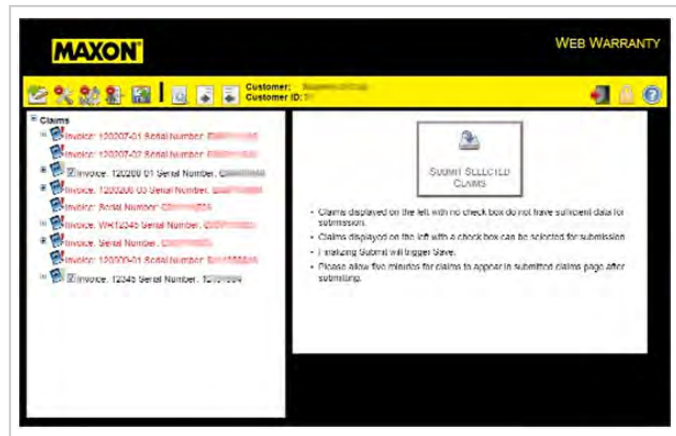


When you arrive at this page, you will see the claims that are valid for submitting with a check box next to them. All such claims with the

boxes checked are set to send to Maxon. Simply click the Submit Selected Claims button on the right.

If you do not wish to send a claim yet, simply uncheck the box. All claims showing error conditions will not be submitted.

To cancel, simply navigate away from this page.



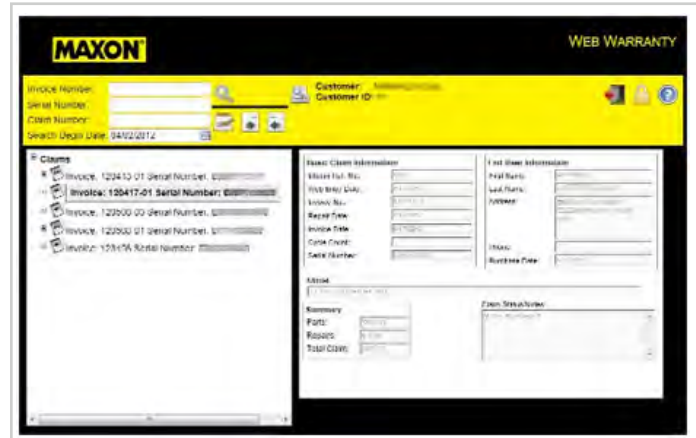
Web Warranty Tutorial

Submitted Claims Status Page



Submitted Claims Status Page

This page displays submitted claims and their status with Maxon. All data here is read-only since it has been entered into the main Maxon database for processing. The toolbar is similar to the old version of the system with a few changes.



You may search on the three fields indicated: your invoice number, the gate serial number, or the Maxon claim number. New for this version is the ability set a date from which to begin searching; the default is two weeks prior to the current system date. Be aware that if you set a date from a far in the past, it may take a long time for the system to respond.

You can access a printer-friendly version page of a selected claim by clicking on the printer button.



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