

# WARRANTY



**RVS for NetSuite** is software built specifically for Recreational Vehicle & Trailer manufacturers by providing order configuration, production scheduling, warranty processing, and more within a single platform.

Now you can get the scalability, accessibility, and flexibility of NetSuite ERP without compromising any of the unique features this industry requires.

## Highlighted Features



### Flat Rate Manual

- Store Flat Rate Codes and group by multiple levels of Part Categories
- Require Photos, Pre-Auths, or Model & Serial numbers per Flat Rate Code and per Vendor



### Dealer Portal

- Allow Dealers to submit Pre-Auths online and Claim once approved
- Customize permissions to show Dealers exactly the info you choose
- Grant unlimited portal users, with no extra licensing or hosting fees



### Vendor Chargebacks

- Create Chargebacks per Vendor from processed Claims
- Track Chargeback status to ensure correct credit or reimbursement



### Pre-Authorization & Claims

- Specify Operations and Parts required, with Fault Code tracking and notes fields
- Automatically pull in proper time and dollar amounts from Flat Rate Manual
- Track Approvals and Attach Photos on individual Operation Lines



### Recalls

- Easily identify Recalled Units by Series, Model, Serial Numbers, Manufacture Date and more
- Track Recall status for each affected Unit and automatically link it to a Claim



### NHTSA TREAD Reporting

- Link Flat Rate Codes to TREAD Codes and generate properly-formatted NHTSA reports

Home Parts Dealer Warranty Units Announcements

## Pre-Authorization

Save Save & New Save & Copy

Primary Information	Unit Information
PRE-AUTH # To Be Generated	SERIES RVS BlueBird
DEALER Britsch RV	MODEL 17RVSB400
DEALER WORK ORDER <input type="text"/>	MODEL YEAR 2017
REQUESTOR Britsch RV : Robert Smith	DECOR Blue
UNIT * RVSD83528F1103547	RETAIL CUSTOMER Stella Krauth
STATUS In Progress	RETAIL PURCHASE DATE 2/16/2019
<b>Detail Information</b>	WARRANTY EXPIRATION DATE 2/16/2020
REQUESTOR EMAIL ADDRESS mcswober@hr.com	OFF-LINE DATE 1/31/2019

## Pre-Authorization

When creating a Pre-Authorization via the online portal, Dealers choose from available VINs and see relevant Unit Information populated automatically.

## On Each Operation Line

Dealers can select a Flat Rate Code, attach photos, enter requested amounts and type notes.

Operation Line	Notes	Flat Rate Codes for VIN											
#	FLAT RATE CODE*	BRAND	VEHICL	FAULT CODE	PROBLE*	CAUSE*	REMEDY*	PART RETURN	PHOTO REQ	TIME REQUEST	TIME ALLOWED	REQUEST AMT	APPROV AMT
1	130001 Tighten Bolt ...	Freemove	Freemove	Freemove	loose	improper instal	tighten	Yes	<input type="checkbox"/>	.6	0.1	33.00	22.00
2	420001 Repair Exterior Light				cracked fixture	accident	R&R	No	<input type="checkbox"/>	0.2	0.2	11.00	11.00

+ Add Operation Line

## After Internal Review

Dealers Claim approved Pre-Authorizations and record Parts used on each Operation Line.

ITEM*	UNITS	QUANTITY*	BASE PRICE	CALC. AMOUNT	REQUEST AMOUNT	APPROVED AMOUNT
10027 HD 42 inch LCD TV Samsung - 4	EA	1	450.00	517.50	517.50	0.00
11039 Porch Light, Amber/Clear Bulbs	EA	2	7.65	17.59	17.59	0.00

+ Add Part Line