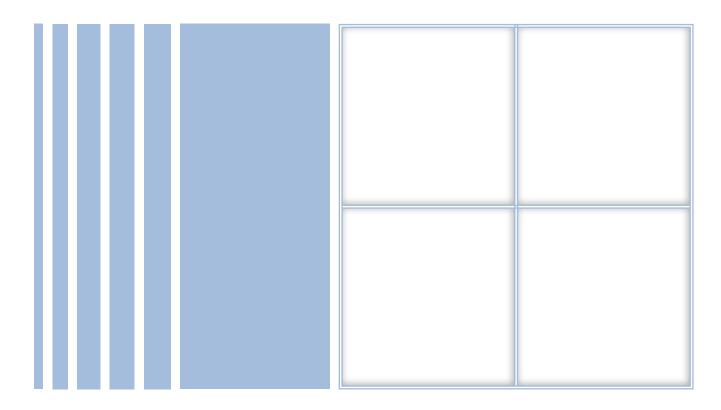
Service Portal

TMT - 101206 Class Course Code: SK1201 First Edition, March 2012

Managing Your Business for Service Managers Study Guide



©2012 Navistar, Inc. 2701 Navistar Drive, Lisle, IL 60532.

All rights reserved.

No part of this publication may be duplicated or stored in an information retrieval system without the express written permission of Navistar, Inc.

TABLE OF CONTENTS

LESSON 1: INTRODUCTION	3
Service Portal Resources	3
Learning Objectives	3
LESSON 2: NAVIGATING THE SERVICE PORTAL	5
Operational Functions	6
Navigational Menu Options	8
Navigating Through the Menus	14
Home Screen Resources	20
LESSON 3: MONITORING THE REPAIR PROCESS	23
Monitoring Current Repairs	23
Dealer Monitor Report	24
Generating the Dealer Monitor Report	28
Status of Estimates	29
Navigating to Repair Management	29
Repair Management Home Screen	30
Viewing Estimates in Repair Management	31
Operations Quoted Not Sold	35
Monitoring Service Personnel Resource Usage	37
Navigating to Vehicle Information Usage	39
Monitoring Performance on Warrantied Repairs	42
Navigating to Service Performance Statement	42
Service Performance Statement	43
Warranty Performance	45
Navigating to Warranty Claim History	48
Navigating to Claim Appeal	49
Navigating to Parts Return	51
Navigating to Recall/AFC/MIN Summary by Dealer	53
Navigating to Fleet Information Request Tool	55
Summary	57

INTRODUCTION

Welcome to the Navistar Service Portal training program – Managing Your Business for Service Managers. In this program, you'll learn about the tools and resources you may utilize to manage your business on a day-to-day basis.

To receive credit for completing this program, you must take the post-test. This is the last item in the online course grade book for this program.

LESSON 1: INTRODUCTION

The Service Portal is your online resource for the most up-to-date service and technical information. It is a comprehensive collection of materials designed to support you in doing your job.

Service Portal Resources

Whether your focus is service, technical information, dealership administration, or warranty information, the Service Portal is a vital resource as you do your job.

- Need the Hard Start/No Start Diagnostic form for a MaxxForce 11 engine? In the Publications menu, you'll find the Master Service Information tool, which allows you to search all available publications.
- Need help troubleshooting an issue with an air conditioning system? In the Diagnostic menu, you'll find a link to the HVAC Service Resource Center.
- Need information about a particular vehicle? In the Write Up menu, you'll find the Vehicle Information feature.
- Looking for the portal to access the Learning Management System? It's in the Dealer menu.
- Looking for metrics on your dealership's performance on warrantied repairs? You'll find this information in the Service Performance Statement, which is in the Warranty menu.
- Want to change your password? The link to this feature is in the Support menu.

Learning Objectives

In this program, you'll learn to:

- Navigate the Service Portal interface, and
- Access resources used to monitor the repair process.

The Service Portal Quick Start Guide for Service Managers is available to assist you while completing this program and as a resource on the job.

There is also a Glossary, which provides a brief description of each menu feature.

NOTES

Service Portal Home Screen •

In the top menu bar at the upper right, you'll find options that take you to operational functions of the portal. Here you can set up Favorites, just as you can when using a browser; select the brand you want to work in, set up language and other personal preferences and log off.

In the menu bar below the International[®] logo, you'll find options that allow you to navigate to the available resources in the Service Portal.

The main menu options are:

- 1. Publications
- 2. Diagnostic
- 3. Write Up
- 4. Dealer
- 5. Warranty
- 6. Support



Operational Functions -----

The menu options at the upper right of the Service Portal Home screen allow you to set up how you want the portal to operate.



- My Favorite allows you to bookmark the features and tools you use most often. You can easily add, edit and delete entries in your My Favorite list.
- Brand allows you to move between Navistar brands: Estar, International, NC2 Caterpillar, NC2 International, ICBus, and NeoBus are examples.
- The Preferences option opens a dialog box where you can select parameters that affect how the features of the Service Portal are displayed. You'll learn more about this in the next topic.
- Logoff allows you to log out of the portal.

Preferences •

Let's take a closer look at the preferences you can set up using the Preferences dialog box.

Return			Print
	l	User Preferences	
User Preferences For Service Voice Wo	rld Wide Service Portal	✓ All Sessions	View
Item	Context	Selection	
Language	All	ENGLISH -	
Records per page	All	50 🗸	
Srand	654327 000		

- 1. The User Preferences For fields allow you to select the Business, Group, Application, and Session you want to view and modify.
- 2. You can select the Language used for the display. Simply click the drop-down arrow after the current language and click on one of the supported languages.
- 3. The Records Per Page field will be used in the future.
- 4. If your dealership is set up to work with more than one Brand, it will default to International. You can change your default brand by clicking on the drop-down arrow and selecting it from the list.
- Finally, you can Apply Settings To a particular Business, Group and Application by selecting the values you want from these drop-down lists. Or you can apply them to This Session Only by clicking the checkbox.
- 6. Click the Save button to apply your new settings. Then close the dialog box to return to the Service Portal.

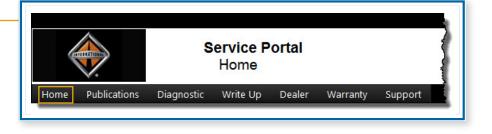
Navigational Menu Options -

You'll use the navigational menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support, to navigate to the resources available in the Service Portal.

Now let's take a look at the types of resources you'll find in each menu.

Home 🔸

Home returns you to the Service Portal Home screen from whatever feature or tool you might be using.



Publications

The Publications menu provides access to service documents that may be used by technicians, service advisors, warranty administrators, and service managers.

- The Master Service Information tool allows you to conduct searches through all Service documents in the portal.
- The Enhanced Circuit Diagram feature provides the ability to search for and view specific wiring diagrams.
- The Telematics Solutions link includes various technical publications, installation guides and other support for Qualcomm's Mobile Computing platform.

ications Diagnostic Write Up Dealer Warranty Service Manuals

Support

Master Service Information

Enhanced Circuit Diagrams

Telematics Solutions

Diagnostic -

The Diagnostic menu provides access to tools that are most frequently used during the diagnosis process.

- The iKNow Home link provides access to the knowledgebase of articles about vehicle repairs. iKNow also provides a platform for communication with various support groups, such as Technical Services or Technical Parts, should their assistance be required while troubleshooting a repair.
- The Wabco FPB Programming link is used to program Wabco Full Power Brakes.
- The Service Resource Center provides a variety of information about the various MaxxForce engines, HVAC, remote throttles, service tools, and after treatment.

iagnostic	Write Up	Dealer	Warranty	Support
iKNow				Service Resource Center
iKNow H	lome			2010 MaxxForce® 11 and 13
Program				2010 MaxxForce® DT, 9 and 10
Wabco F	PB Program	ning		2010 MaxxForce® 7
				HVAC Service Resource Center
				Remote Throttle Resource Center
				Service Tool Resource Center
				Aftretreatment
				Latin America - Home Page

Write Up

The Write Up menu provides access to resources that are most commonly used during the write-up process.

Vehicle Information	Parts Catalog
Customer Update	Parts Online
Engine Information	Communications
VIN Search	Customer Communications Tools
Vehicle Info Usage Report	Custom Response Tool
Supplier Links	Contact File Mass Upload Tool
Repair Management	Dealer Communication Dashboard

- Vehicle-related resources include specific information about a particular vehicle, the ability to update customer information and specific information about an engine. Other resources provide the ability to search for VINs, look at the Vehicle Info Usage Report and access supplier links.
- The Repair Management system is used to generate service estimates.
- Parts-related resources include the Parts Catalog and Parts Online.
- Communications with customers is supported by the Customer Communications Tools, Custom Response Tool, Contact File Mass Upload Tool, and Dealer Communication Dashboard.

Dealer

The Dealer menu provides access to resources that a service manager might use to administer the dealership, market services and develop the business.

Write Up Dealer Warranty Support	
Administration	Service Development
Administration Dealer Search Update Your Service Information Service Level Authorization Training Learning Management System Dealer Education Service Marketing Preventive Maintenance Service Partner News	DPF Cleaning Support Service Development Tools Diamond Club Parts and Service Expo Accelerated Service Repair Management Repair Advocate Portal Decal Order Form Contact Information
Customer Solutions Customer Service Newsletter - Shifting Gears	Service Profiles Technician Recruitment Navistar Brands Continental Mixers Estar MILCOTS

- Administration tools include the ability to search for dealerships, update service information about the dealership and Service Level Authorization.
- Training features include access to the Learning Management System and the Dealer Education site, which provides information on available training courses.
- Service Marketing tools help dealers promote and enroll customers in Parts and Service solutions offered under Navistar brands. They include the Preventive Maintenance program, customer newsletters and a variety of other resources designed to meet customers' needs.
- Service Development tools help dealers better manage their service operations. They range from support for DPF Cleaning to Diamond Club to ordering decals. There are resources that explain the Accelerated Service, Repair Management and Repair Advocate programs.
- The Navistar Brands section provides access to the websites of other Navistar brands, if you are authorized to use them.

Warranty

The Warranty menu provides access to a number of resources that the warranty administration group would most commonly use.

- The iClaim system is used to submit warranty claims to Navistar.
- There are a number of reports dealing with performance on warrantied repairs.

Write Up Dealer Warranty Support	
iClaim	Service Contracts
iClaim Home	Service Contracts
Reporting	Service Contract Policy Coverage
Service Performance Statement	Standard Repair Times
Warranty Claim History	SRT Home Page
Parts Return	Warranty Matrix
Policy Letters	CTS Warranty Form Matrix
Manual Policy/Coding/Other	Fleet Information Request Tool
Appeals	Fleet Information Request Tool
Claim Appeal	
Forms	
Labor Rate Change	
SRT Review	
Marshfield Core Return Manual	
TTC Pre-Approval Worksheet	
Campaigns	
Recall/AFC Information by Any Dealer	

From this menu, you can also access:

- Claim Appeal,
- forms to request review of parameters of the warranty process,
- information about campaigns,
- information about Service Contracts,
- Standard Repair Times,
- the Warranty Matrix, and
- the Fleet Information Request Tool.

Support

In the Support menu, you'll find:

- Service Portal Feedback and
- A number of Support tools, including system updates, changing your password and a glossary, among others.

Warranty Support		
eedback	FAQ and Support	
Service Portal Feedback	Town Hall replay	
	Systems Updates	
	Change Password	
	Load Graphics Viewer	
	Glossary	
	Employee Registration	

Chassis Search +

The Chassis Search feature allows you to use the eight-digit chassis number for a vehicle to navigate to the Vehicle Information screen for that vehicle. Just type in the eight digits and click the View button.



Navigating through the Menus

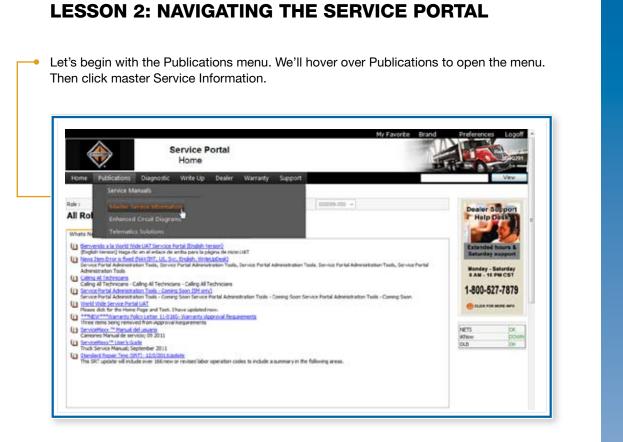
Now that you've been introduced to the features that are included in each menu, let's take a look at how navigating through them really works. In the following demonstration, you'll learn how to open a menu, select an option and then return to the Home screen.

V	/.	ce Portal H			-	Tur a	U8-0291
Home F	Publications Diagnostic Write U	p Dealer \	Narranty Supp	at	Chassis Last 8 C	haracters	View
tole :	Service Manager		Location :	000099-000 -		FIND A Q	
Whats New	Recent Service Information Role 8	ased Information	1			TECHN	IIGIAN
	ge Preference current describes how to set your lan	nuane melevence					1.881
Service	Education Fees	Availle hrénérence	8			1	- and
Importa	int updates to Service Education fees.						7
If you n	eed assistance with the pilot please c	ontact Steve We	ber via email Steve	Weber@Navistar.Com.		676	10. III
	nk to the Navistar PrintPortal nk to the Navistar PrintPortal Need to r	auickly find when	to order forms, pr	sters, brochures, manuals and o	ther materials from		F.
	r? Enter the Navistar PrintPortal throu		enient link in the S	ervice Portal (ISIS)		Interna	
The rep	Recall 11516 Parts Kit May Contain In bair parts kit 8900223R91 for safety rec	all 11516 may cr				Technician	
	f bracket to the fuel pump case. The k 31053R1 which is an M8 x 16 mm bo					Program	(ITEP)
if the th	readed length measures 20 mm (0.78	in) the bolt need	s to be replaced wi	th a 31053R1, M8 x 16 bolt or ex		· · · · · · · · · · · · · · · · · · ·	
Incally.	If the threaded length measures 15 m htting Gears Newsletter Posted	m (0.63 in) the b	oit can be used for	the repair.		NETS	OK
	est Shifting Gears Customer Service n		available.			BKNow	OK
I New St The late	ustomer Support Center Phone Hotline		. Many Dhone M	tina Number has been almine	and all together the	Loco.	(unit
The late							
The late Our gos	al is to simplify your ability to contact r selections have been reduced and lar		t has been simplify	Id All Customer Support Hotani	rs numbers - Parts		

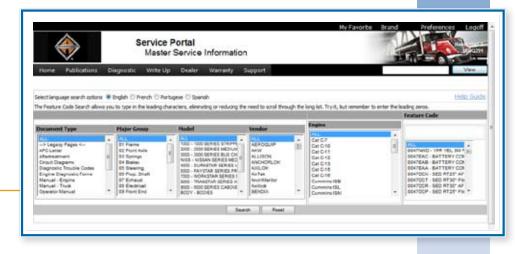
We'll begin at the Service Portal Home screen.

Here are the main menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. Let's say that we want to learn more about the latest Navistar MaxxForce engine.

There are two places that we might find engine-related information: the Publications menu or the Diagnostic menu.



The Master Service Information feature allows users to search through all the available Service publications based on document type, major group, model, vendor, engine, feature code, or any combination of these characteristics. It is your one stop shop for finding service-related resources in the Service Portal.



When we open the Master Service Information Search Tool, all fields default to "All." Let's limit our search to the MaxxForce 13 engine by using the Engine field. Engine types are arranged alphabetically. We'll need to scroll down to get to the MaxxForce 13. Now we'll click on MaxxForce 13 to select it. And click on the Search button.

The search result is a list of all relevant publications, including AFCs and other documents related to the MaxxForce 13 engine. We'll scroll down to see more.

Home Publications (e Portal er Service Informat up Dealer Wernety	on Sapport	Hy Favorite Dr	and Profession Logof
clect language search uptions 🖷 re Feature Code Search allons o	and the second se		the read to scul through t	he key let. Try it, but remember to ente	Holp Cuide r The leading serves. Feature Cade
Incoment Type	Happe Croup	Photel	Vendar	Engine	
ACC Later	PALED 21 France 21 France 20 Former Anim 25 Springe 20 Forming 20 Francis 20 Forming 20 Francis 20 Forming 20 Francis 20	 Total - total Schulz Linkert polici - 2014 IERNES METALA polici - 2014 IERNES METALA polici - 2014 IERNES NOSAN SILVES UN NOSAN SILVES UN NOSAN SILVES UN NOSAN SILVES UN NOSAN SILVES UN NOSAN SILVES NOSAN SILVES NOSAN	E ANIX ALLISON ANIXON ANIXON ANIXON ANIXON ANIXON ANIXON	Macrifues 8 Macrifues 10 Macrifues 11 Macrifues 13 Macrifues 13 Matrifues 14 Matrifues 15 Value fues 14 V130 V131 V130 V130 V230 2.5	COLOR TRANSPORTED AND TRANSPORTED AND TRANSPORTERY COLOR DIACTAL AND TRANSPORTERY COLOR DIACTAL AND TRANSPORT
		19	Read Read		Vi1
Ctetter		Legery APC Page			
rusil Diegreen					
2. Chiamana		Legicy Croat Dagrame			
Lagaentic Trouble Codes		Enhanced Circuit Diagrams			
z. Traine		Legacy Traubieshooting Guides			
4. Jthdrens		Legacy Diagnastic Trouble Code	Ision		

- Here you see Engine Diagnostics Forms, Engine and Operator Manuals and other documents.
- To open a document in HTML format, simply click the File name.
- Documents that are available as PDFs are preceded by the PDF icon. Just click on the icon to open the document in this format.

C.regime	e Diegenstik, Furies		
10	1060123	MacoForta @ 15 (Reginning with 2011/Nodel Year) Performance Dagnostica	
1	EGE0325	MacoForce@ 13 (Regimme with 3011 Nodel Year) Engine Wiking Diagram Form BG00-525	
2	1000120	ManoForce @ 15 (Regiming with 3011 Model Year) Hard Start and No Start Diagnostics	
Hame	ual - Engine		
12	0085515	2011 Mixed orce & 15 (ingne Diagnostic/Troubleshooting Planual	
10	STCR04	2011 Mexisforce @ 15 Engine Service Manual	
Open	star Hamael		
-	a CattanualsOta	Legacy Operator Manuals Old	
	a: Ostfanuate	Legacy Operator Manuali	
1	117224281	MaxxPorce(9-13 Devel Engine Operation and Harrienance Manual (2011 Model Year)	
Salet	y Resall		
		Legacy Recall Page	
578.6	etter		
	afr 1299Laaccr04NPage	3 agacy SPR Page	
13		211E4921 Gean Fuel Tank	
10		2011MoonForce 15 for Technicians	
1511	etter		
	12P20LenicsTOP and	Lopecy TSE Page	
10	111206	Navistar, Inc. Devel Engine Service Publications Application Guide	
		Older TIZLetters	
			3

To return to the Service Portal Home screen, scroll back up to the top of the screen. Now we'll click the Home link in the menu bar.

Now let's look for MaxxForce 13 information in the Diagnostic menu. We'll begin by hovering over Diagnostic in the menu bar. Next we'll click on the Service Resource Center for the MaxxForce 11 and 13.



Each Service Resource Center is an article from the iKNow knowledgebase. It opens in a separate window. This particular Service Resource Center provides a Content Menu to help find specific information in the document more easily. We'll scroll down to see the entire menu.



The Engine Calibration section consists of links to a series of related articles. Let's scroll down to the Maintenance section.

Deck Cellingur Son	mant Here - Erter Dierer	a Number East & of Vite		
Californios Photoase Data	Faines Jype	Description	California Versan	Reference Descent of the and Descent of the and Descent of the instruction of
(607021)	Frotuction and Environ	2009 5. 2009.75 and UPA 2100 MaxxForce 13 Engines Models: Profiles+, Transflar, and Workford: DefCK CALIRPATION SCORECARD Note: This document is note a contemp bit of all Tenice: Editoritize Television for the 2010 Micro one 10 Corpore.	241	1122208
W272211	Protection and Service	2008 5, 2009 /5 and EPA 2016 MaxAF unce 11 Expine Middle: ProClam, Tradition, and WorkStar, CHECK CALENATION SCORECAME Role: The document is not a straining fait of all Senior Calibration Falsaces for No. 2010 MaxAF and 11 Expine	0.8.1	K1228238
			-	
Contract Manager and State			1.95	Bayerra
Cole Lond Daugeter		n tanu kuna tan	1.5% Pada	Press.
Fasture Colle Call Description In Party College		To Serve Andread D.G. 10 Serve Andread D.G.	L2N Posts	Degeneral ESN
Contraction Dar Parts Contraction Contract	- 11 CPA 12, 130 HP (8 1		Pid	
Carlos Constantino Da Plata Carlos Aleita Carlos Viscol Aleita (2012) Al	2 con 2 con 1 con 2 con 1 con = 11 CPA 12, 330 cPP (2 17 = 11 CPA 12, 330 cPP (2 17	NO FRYM, 1218 Rolt Torque (§ 1000 FRYM, 1100 FRYM Coverned Spred	Pole NK	ANDITLE
Control Control Control Control Data Parta Control Con	a 11 074 12, 130 arr (8 11 a 11 074 12, 130 arr (8 11 a 11 074 12, 30 arr (8 11 a 11 074 12, 36 arr (8 12	100 KRM, 1218 B-R Torgan 용 1000 KRM, 1108 KRM, Gowmed Speed 100 KRM, 1218 B-R Torgan 용 1000 KRM, 2108 KRM, Gowmed Speed	204 205 208	41011318 4101518
Constant In Parts Constant (20204) Macoff and (20204) Macoff and (20204) Macoff and (20204) Macoff and (20204) Macoff and (20204) Macoff and	a 11 074 10, 300 HP @ 11 a 11 074 10, 300 HP @ 11 a 11 074 10, 300 HP @ 11 a 11 074 10, 300 HP @ 12 a 11 074 10, 310 HP @ 11	900 XRTM, 1516 B-F Targae (B. 5006 RPM, 1505 RPM, Governed Spreed 900 XRM, 1250 B-F Targae (B. 5000 XPM, 2108 XRTM Governed Spreed 900 XRM, 1256 B-F Targae (B. 5000 XRM, 2108 XRTM Governed Spreed	706 706 706	4101010 4101010 4101010
Control of	a 13 074 12 300 HP @ 1 a 13 074 12 300 HP @ 1	100 JAPM, 1214 B-F Targae (E) 1000 RDM, 1100 RDM, Discend Speed 100 RPM, 1220 B-F Targae (E) 1000 RDM, 2100 RDM, Discend Speed 100 RPM, 1210 B-F Targae (E) 1000 RDM, 2110 RDM, Growinsd Speed 100 RPM, 1210 B-F Targae (E) 1000 RDM, 1100 RDM Growinsd Speed	106 106	4101110 4101510 4101510 4101510
Careford Car	5 11 074 12, 200 97 (8) 1 * 11 074 12, 200 97 (8) 1	100 (4974) 5214 (b-1 Targae (2) 5000 6074, 1500 60744 Diseared Speed 100 (4974) 5216 (b-1 Targae (2) 5000 6076, 2100 60764 Diseared Speed 100 6974, 1216 (b-1 Targae (2) 500 60764, 2100 60764 Diseared Speed 100 6974, 1316 (b-1 Targae (2) 5000 60764, 1500 60764 Diseared Speed 100 6974, 1316 (b-1 Targae (2) 5000 60764, 2100 60764 Diseared Speed	106 106 106 106	4101010 4101010 4101010 4101010 4101010 4101010

This section also includes several tables that document service intervals for various components of the vehicle. To exit this document, we'll close the window.

Maintenance Guide (FOR)	KINGINE.	2018 Model Year Macoff artistill 13	and 13 Maintenance Duide		1102311
x 200004.2	COOLING	Clump Shall Rotatul Extended Lit	Is Caulant in 2010 Maxwhere 11L and 13L Enge	nei.	111002011
1000000	0.000,200		ated this Potential (In Castan (CLC) used in		1915/2011
N 27800C 32	COOLINE	Phonehalie Constitution Financial V			N102213
	-				
Shit Robot (Use 252)	COOLING	Stel Rouled Ura Extended UR	Confant 185ale Free Confant		7192311
2010 ManaForce © 11L &	121. Regions	d and Live Your Vehicles * Service	a bournals "		
Operations / Paul Economy		LKIHT+ E.S.MPG at Higher (MORE THAN 4 Kingle)	MODERATE = 5.5 mag -5.0 mpg (D-2 KingL)	SEVERE - LESS THAN S.C. (LESS THAN 2 Kingl.)	ing -
Change Engine OK and Fille Part # 3007238052	4	at, 000 mi/54, 400 km**	20.001 mildl.300 km ^m (Record on a lott economy of 5.2 steps)	18,000 mi/21,000 kmm	
Diange Centrifuge Filler Part # 2005/12/C91		Web Or Change	With Of Change	Web Dir Change	
Change Fuel Filter Part # 3001673(53)		21.000 mm10.000 km	25.300 min0.000 km	215.000 mir/10.000 km	
Dean or Change Feel Stram		56,000 millio.200 km	\$42.300 milli0.000 km	50.000 mi/90.000 km	
Dange Water Filter		net 000 parties 000 34	53,000 mu00,000 km	10,000 mir/0),000 km	
Adjust Engine Value Lash	1.1.2.2.2.2.2.	240.000 mil400.000 km	250,000 ma-488,800 km	2162 856 mi/800,068 km	
Dean Desel Particulate Pith Registie Engine Containe	# CPTH	800.000 m/511.000 km	525.000 m#523.000 km	250.000 m/400.000 km	
		\$100.000 es/1.000.000 tem	840,000 mil 1,000,000 km wice internals above, pricese control? The appropri-	8400.000 es/1.000.000 km	



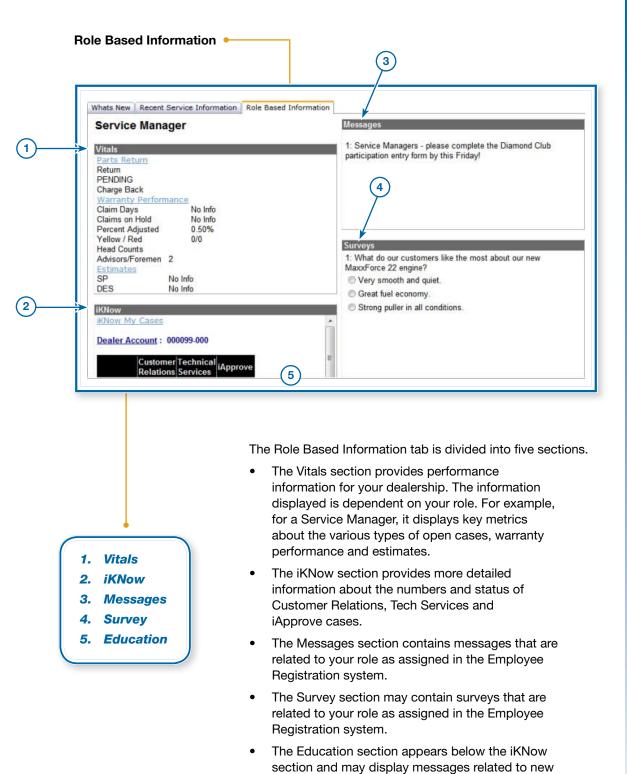
When we close an iKNow document, we'll always see this dialog box requesting feedback on the usefulness of the article. Click Yes or No to indicate whether or not the article helped resolve your issue.

Home Screen Resources -

The Service Portal Home screen has been designed to provide access to the information that you need most frequently.

Home P	Se	rnational ervice Portal te Up Dealer	Home Warranty Suppo	rt Chasairs Last 8 Character	View
lole :	Senice Manager	•	Location :	000099-000 +	ND A QUALIFIED TECHNICIAN
Pilot Co If you ne New Lin	red assistance with the plot plea <u>k to the Navistar PrintPortal</u> k to the Navistar PrintPortal Need	se contact Steve d to quickly find w brough this new c		sters, brochures, manuals and other materials from	
Navistar The repart standoff contain if the the locally. I New Sh	Recall 11516 Parts Kit May Conta ir parts kit 8900223R91 for safet bracket to the fuel pump case. T 31053R1 which is an M8 x 16 mr	y recall 11516 ma he kit may contai m bolt. You can d 0.78 in) the bolt n 16 mm (0.63 in) th	n part number 31054R etermine if the bolt is c eeds to be replaced wi e bolt can be used for	which is an M8 x 20 mm long bolt. The kit should prect by measuring the threaded length on the bolt. h a 31053R1, M8 x 16 bolt or equivalent obtained	W OK

- The Role feature allows you to customize the Service Portal Home page based on your role in your dealership. The default role is based on the role you are assigned in the Employee Registration system. If you have not been assigned a role, Role will default to "All Roles." You can select any role to view what personnel in other roles see. If you need a role assigned to your User ID, contact the Employee Registration Administrator at your dealership.
- Location defaults to the dealer location that you are assigned in the Employee Registration system. If you are set up to work in more than one dealer location, you can select the correct location from the drop-down list.
- The What's New tab displays items that may have articles attached.
- The Recent Service Information tab displays recently released publications. To view a document as an HTML document, click the article title. To view it as a PDF, click the PDF icon.
- The Role Based Information tab displays metrics and information based on the role associated with your user ID. If you have not been set up in the Employee Registration system, you may not see this tab.



Service Portal: Managing Your Business for Service Managers • © 2012 Navistar Inc. All rights reserved.

training offerings and other training-related issues.

NOTES

The Service Portal provides access to several resources that are designed to help you manage different aspects of the repair process. You can:

- Monitor current repairs using the Dealer Monitor Report and other resources,
- Review performance on warrantied repairs using a number of warranty-related reports and
- Manage warranty campaigns with the Recall/AFC MIN Summary by Dealer report.

Monitoring Current Repairs

Let's take a closer look at some of the features you might use as you manage repairs in your dealership.

Requests for Support

Each request for assistance to a Navistar support team generates a case file. You can view your complete list of case files using the Dealer Monitor Report. This report includes all support requests to Tech Services, parts inquiries, critical parts orders, and Repair Advocate cases.

Status of Estimates

The status of estimates can be reviewed using the Repair Management System. Options allow you to view open or all estimates for a variety of time periods and locations or to search for specific estimates. The Operations Quoted Not Sold Report provides information on operations that were declined by customers.

Resource Usage

Two reports provide information on how often technicians and service advisors use key resources that are available to them: The Vehicle information Usage Report and the Estimate Usage Report.

Dealer Monitor Report

The Dealer Monitor Report displays the current status of a dealership's cases. It is designed to be prominently displayed so that everyone at your dealership can see it.



- 1. All available Case Types are listed in the Monitor Preferences section. In this particular display, all case types are checked. You could, however, limit the display to some subset of these types.
- 2. If there is more than one location for the dealership, you can select the one you want to view from the Location drop-down list.
- This display defaults to refreshing automatically every five minutes. You can select a different value from the drop-down list or refresh immediately by clicking the Refresh Now button.
- 4. The colors assigned to the cases in this report have specific meanings. If action is required, the case is salmon-colored. If a note from Tech Services is attached, it is tan. Cases that have a new iKNow document attached are green. And requests for closure are yellow.
- 5. Cases are displayed in table format based on the case types selected and the dealership location selected. You'll learn more about the fields that are displayed for each case in the next topic.

ealer	Mon	itor R	eport Fie	elds							
1	2	3	4	5	6	7	8	9	10	(11)	(12)
Sase.#	Dealer 10	Name	Status ID;	Yehicle Status	Case Type	Days Open	80.#	Customer	Chassis g	Group	Fleet Nar
1327063	795245 -	Roberto Anaya	ACTION REQ	Vehicle Down	TECHNICAL SERVICE	21	36064	rapid testers	3H595116	Engine V8	
1329371	795245 - 000	Roger Huett	ACTION RECV		TECHNICAL SERVICE	18		SOUTHEASTERN FREIGHT LINES INC	C3462721	Engine Big Bore Support	Southeast Freight Lin
1352038	795245 -	Roger Huell	ACTION REQ	Vehicle Down - At Dealer	TEOMICAL SERVICE	4	36698	tuint	81364289	Engine Big Bore Support	
1352642	795245 -	Dusty Cobb	REQ_CLOSURE		PARTSINQUIRY	1		GELCO CORP	88651617	Parts Inquiries	
1342690	795245 -	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	.9			JH572368	Parts Inquiries	
	795245 -	Cory Smith	REQ CLOSURE		PARTSINQUIRY	4		BANDERA TRUCKING	63241929	Parts Inquiries	

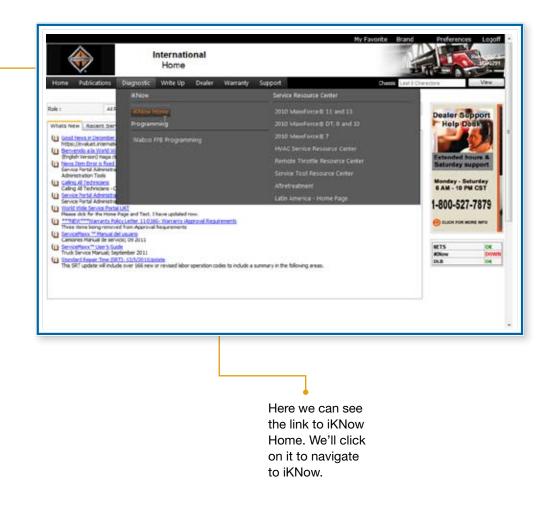
A number of different fields are displayed for each case in the Dealer Monitor Report. The report can be sorted on any of these fields simply by clicking on the field name in the column heading.

- 1. The Case Number is the number assigned when the case was created.
- 2. The Dealer ID displays the dealer account number.
- 3. The Name field displays the name of the person who initiated the case.
- 4. Status ID displays the iKNow system status currently assigned to the case. As you can see, this frequently corresponds to the color-coding assigned to the case.
- 5. The Vehicle Status column displays the status assigned to the vehicle, if any.
- 6. The Case Type field displays the type of case for each listing.
- 7. Days Open displays the number of days the case has been open.
- 8. The Repair Order Number field displays the number, if any, assigned to the associated repair order in the dealership's management system.
- 9. The Customer field displays the name of the customer that owns the vehicle.
- 10. The Chassis Number displays the chassis number of the vehicle.
- 11. The Group Name column displays the name of the support group that is currently assigned to the case.
- 12. The Fleet Name field displays the name of the associated fleet, if any.

Generating the Dealer Monitor Report

Generating the Dealer Monitor Report is a simple task.

- 1. First, navigate to iKNow.
- 2. Then click on the Reports tab.
- 3. Select the Dealer Monitor Report link.
- 4. And change preferences as needed.



Dealer Monitor Report Fields

Open Technical Service Cases Assigned to My Dealer	16	New KNow Courses Available
Open Customer Service Cases Assigned to My Dealer	0	
open Parts inquiry Cases Assigned to My Dealer	15	EPA 2010 MaxoForce 11 and 13 Resource Center
lumber of Open Cases Over 5 Days Old Assigned To My Dealer Junter of Open Cases Over 15 Days Old Associed To My Dealer	50	EPA 2010 MaxxForce DT, 9 and 10 Service Resource Center
umber of Open Cases Over 5 Days Oid Assigned To My Deper	0	EPA 2010 Maxo/Force 7 Service Resource Center
umber of Open Cases Over 15 Days Old Assigned To Me	0	A/C - HVAC Service Resource Center
umber of Open Cases Waiting for a Response from Me	0	EPA 2010 MaxoForce 15 Resource Center
umber of Open Cases Walting for a Response from My Dealer	20	
lumber of Open Cases Pending Auto Closure	20	Remote Throttle Service Resource Center
Bookmarked Cases		
dy Bookmarks • Add Delete Refresh		
o bookmarked cases in this folder.		
o boolmarked cases in this folder. Startch Cases Case Type		
o bookmarked cases in this folder.		
o bookmarked cases in this folder. description of the folder of the fol		,
o bookmarked cases in this folder.		0
o bookmarked cases in this folder. Scarch Cases Case Type P A8 Tech Services Approve Request Repair Advocate Parts Inquiry E2-Tech Managed Repair Dealer Admin	ir 🔲 Tool Request	• Search
o bookmarked cases in this folder. Scarch Cases Case Type Case Type All Tech Services Approve Request Repair Advocate Parts inquity E2-Tech Managed Repai Deater Admin Status Open • List Type My Cases • Dealer Name: All	ir 🔲 Tool Request	
o bookmarked cases in this folder. Sarch Cases Case Type All Aspent Advocate Parts inquiry E2-Tech Managed Repai Deater Advocate Deater Advocate Lat Type My Cases Deater Name: All Search for a Case: Case # Go	ir 🔄 Tool Request	

 iKNow opens to the Home screen. As you know, the Home screen displays Key Metrics and News articles. Here we can also display cases based on type, status and assignment or search for a specific case-by-case number. To generate the Dealer Monitor Report, navigate to the Reports tab.



KNow						Dealer Monitor						
Vonite	ar Preferen	CER .										
Case Typ Tech Services	R Pop	ove 😢 Requ IC Nane Repar	service	Repair Advocate Parts Critical			•	TERNATIONAL, TRUCKS nooming Case Files Only C celly Retrestes Every 3 M	Al Open Car	se Fies		
				-				1				
Case #	Dealer	Nama	Actor Result	Vehicle Status	Tech Services Tech	Days Open	BO.e	Atached Request for C	Chassis	Group	Fleet Name	
Case #	10	Nome Roberto Anaya		Vehicle	Case Type	Days	80.#		Chassis g		Elect.Nems	
	10 795245 -	Roberto Anaya	Status 10:	Vehicle Status	Case Type TECHNICAL	Days Open	80.#	Customer	Chassis g	Name	Fleet Name Southeastern Freight Lines	
1327063	10 795245 - 008 795245 -	Roberto Aneya Roger	Status ID: ACTION REQ	Vehicle Status	Cose Type TECHNICAL SERVICE TECHNICAL SERVICE	Days Open 21	80.#	Conformer rapid testers SOUTHEASTERN REFERENT LINES INC	Chasais 2+595114 C1462721	Erone VE Erone Ero	Southeastern	
1327063 1329371 1312038 1312642	10 795245 - 008 795245 - 009 795245 - 009 795245 - 009	Roberto Anaya Roger Hustt Roger Hustt Dusty Cobb	Status 30: ACTION REQ ACTION RECV	Vehicle Status Vehicle Down - 40 Dowler	Case Type TECHNICAL SERVICE TECHNICAL SERVICE TECHNICAL	Days Open 21	80.#	Conformer rapid testers SOUTHEASTERN REFERENT LINES INC	Chasais 2+595114 C1462721	Name Ergine V8 Ergine Sig Bore Support Ergine Sig Bore Support	Southeastern	
1327063 1329371 1312038 1312642 1312642	10 795245 - 008 795245 - 009 795245 - 009 795245 -	Roberto Annya Roger Huntt Roger Huntt Dusty Cobb Cory Smith	Status JD. ACTION REQ ACTION RECV ACTION REQ	Vehicle Status Vehicle Down - 40 Dowler	Core Type TECHNICAL SERVICE TECHNICAL SERVICE TECHNICAL SERVICE	Days Open 21 18 1	80.#	Conformer rapid failters SOUTHEASTERN FEELOWE LINES DNC that	C1462721 E1364289	Name Ergine VS Ergine Sig Bore Support Parts Trguiries	Southeastern	

The Dealer Monitor Report is displayed, with an entry in the listing for each case for
the dealership. If we wanted to see all the action requests listed together, we could sort on Status ID. Let's click on this column heading.

			KN o	W		-		Deale	er Mo	onitor	
Monite	or Preferen										
Case Type Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type Image: Case Type											
			0.000								
Case #	Dealer 1D	Name	Action Re Status 10:	quired Note Fr	in Tech Services	Days Open	Docume RD.#	nt Atlached 📕 Request For Customer	Cosure	Group Name	Fleet Name
Case #	Dealer 10 795245 - 000	Name Roger Huett		Vehicle		Days			Chassis	Group Name Engine Big Bore Support	Elect Name Southeastern Preight Lines
Control I	10 795245 -	Roger	Status ID:	Vehicle	Case Type TECHNICAL	Days Open		Customez SOUTHEASTERN FREIGHT LINES INC	Chassis #	Engine Big Bore Support	Southeastern
1329371	10 795245 - 000 795245 -	Roger Huett Roger	Status ID: ACTION RECV	Vehicle Status	Case Type TECHNICAL SERVICE TECHNICAL	Days Open	RD.#	Customez SOUTHEASTERN FREIGHT LINES INC	Chasais £ C3462721 82364289	Engine Big Bore Support	Southeastern
1329371	10 795245 - 000 795245 - 000 795245 - 000	Roger Huett Boger Huett Dusty	Status ID: ACTION RECV ACTION REQ	Vehicle Status	Case Type TECHNICAL SERVICE TECHNICAL SERVICE	Days Open 18	RD.#	Customer SOUTHEASTERN PREIGHT LINES INC tdot	Chassis £ C3462721 83364228 886631617	Engine Big Bore Support Engine Big Bore Support	Southeastern

- Now all listings are sorted by Status ID.

Status of Estimates

If your dealership uses the Repair Management System to create estimates, you can View estimates by status, location, date range, and other variables and View the Operations Quoted Not Sold Report. We'll look more closely at each of these features next.

Navigating to Repair Management International Service Portal Home nte Up Dealer Warranty Service Manager Parts Catal Whats New Recent Service Informa Navistar Advisor is in French A French version of Navistar Adviso Bendott Wingman® ACB Advisor REMNOPER. The Bendott Wingmu Dealer's contracted to senice Heav not to duplicate dealers tool invento found under the Survey section that Wingman® collision avoidance syst Advisorment tool places orderore the Alignment tool please refernce the concerns or feedback related to Se Language Preference This document describes how to set your language preference. Service Education Fees Important updates to Service Education fees. Plot Contact NETS If you need assistance with the pilot please contact Steve Weber via email Steve Weber@Navistar Com. iKNos OK <u>New Link to the Navistar PrintPortal</u> Need to quickly find where to order forms, posters, brochures, manuals and other materials from New Link to the Navistar PrintPortal Need to quickly find where to order forms, posters, brochures, manuals and other materials from Navistar? Enter the Navistar PrintPortal through this new convenient link in the Senice Portal (SIS). DLB Safety Recall 11516 Parts Kit May Contain Incorrect Part 1.14

You'll find the Repair Management link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Repair Management.

Repair Management Home Screen

/hen you navigate to epair Management, ou'll see the Service stimating Screen.	(1) (2) (3)		IS CANTERA NTER WARFELD ROAD, RETWILLE, 6, 6000 & Open Estimate	NAL ACCT (0000 1 1 3 / Incords were t	HEHZ) [-	i Vetec			Calmain. ii Ca	Piol Ferdical Philomer	i Logof Help De
. Menu Bar	9	_	ly open estimati	Sector Souther		arcat Sea					
Estimate Header	(5)	•	412197/ (173+64)	Ascount 000009-212	P.GJ	Total SIRS2 (H	2012/02/27	915 53 <u>2</u>	Vehice Visit 20064330 4500.556A.40Q -07466.245 -07466.245 -07060.00V -07466.245	Centerner Statum	AssistedChinaed
Estimate Parameters	Ŭ	0	412228	010096-512	54.00	800	381343.07	28 2	310HPI2290	Carren Enterprised as Process	Osi Hulm 2013-63-37
Advance Search Estimate List		9	112201-0	010095 212	50 00	81831.20	2012/12/27	40 W	GOV - 1970/EA2POLISTID 19 2005 - 4390 - 4201 5EA 402 - DT466 5T 106-91106-97 106-91106-97 106-91106-97 106-91106-97 106-91106-91 106-91106-91 107-9	NAVISTAR FLEEZ Locates Heat (sett)	Oal 2012-62-27 Nale 2012-62-27

Menu Bar

The black menu bar under the Repair Management logo provides you with access to the features of this system. You can learn more about these features by taking the Repair Management training that is available on the Learning Management System. For the purposes of this program, we'll concentrate on the features used to view estimates and generate reports.

Estimate Header

Below the menu bar is the estimate header. This area is used to specify key inputs when creating an estimate, including the dealer location, vehicle and customer.

Estimate Parameters

A drop-down list provides numerous options to specify which estimates to display, from estimates assigned to the individual user for the last two days to all estimates (both open and closed) for the last 30 days.

Advanced Search

The Advanced Search link displays more specific search criteria. You can set a custom beginning and end date for your search or search on a specific field, such as Estimate ID, Repair Order Number, Chassis Number, or Unit Number. You can include closed estimates or search on a specific location, customer or vehicle.

Estimate List

Depending on the criteria you've set, you'll see a list of estimates. Key fields displayed include the Estimate Number, Dealer Account Number, Estimate Total, Promised Date, Vehicle Description, Customer, and Status. You can view the details of the estimate by clicking the Estimate Number.

Viewing Estimates in Repair Management

Now let's take a look at how to navigate to the Repair Management System and view estimates.

	Veticle	Parts	
e : AJ Roles	Vehicle Information	Parts Catalos	
		Parts Coline	Dealer Su Help De
hals New Recent Service Inform	Engine b formation	Fleet Parts Catalog	
https://wakuet.internationaldelivers.co berrvendo a la World Wide UAT Service		Communications	
English Version) Haga dic en el enlace Marco Den Error a fixed (MAN/201, US)	de la Colombia de Seconda da Calendaria		Extended ho
Service Portal Administration Tools, Ser Administration Tools	Stopler Links	Customer Communications tools Custom Response Tool	Saturday su
Caling Al Technology - Caling Al Tech	Repair Management	Contact File Mass Upload Tool	Monday - Sat 6 AM - 10 PN
Service Portal Administration Tools - Co Service Portal Administration Tools - Co	C. C	Dealer Communication Dashboard	
Tranid Mide Service Portal UAT Please did, for the Hone Page and Tex	 Instantion community 	Craw Commenced Devices	-800-527-
Type tans being renoved from Aport	016G-Warranty Approval Requirements		CLOX FOR NO
Serviceflaxx "Manual de servicio: 09 2011			and the second second
Sensothers Hanual de Bendos, VY 2011 Truck Service Nanual: September 2011			NETS OK
Standard Repar Time (IRT)- 12/5/201	Lindeiz		ACNOV COVIN DLB CK
This SRT update will include over 166 n	ew or revised labor operation codes to include a summary in the fit	dowing areas.	2100

We'll begin at the Service Portal Home screen. Here we can see the seven main menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support.

The link to Repair Management is in the Write Up menu. We'll hover over it to see all the options. At the bottom of the first column is the link to Repair Management. We'll click on it to navigate to the system.

CITE ESTIMATE Dealer Customer V CANTERA US OLI TEST ACCT (00009000) ON WINFED RD., ARSENVILL & 6055 Wick Open Estimate:	Vetectes Vetectes Vetectes Vete Engine:	Print Feedback Preferences Logoft Help Banner
My open estimates from past 2 days My open estimates from past 7 days My open estimates from past 7 days My open estimates from past 30 days My open estimates from past 30 days All my estimates from past 2 days All my estimates from past 7 days All open estimates from past 7 days All open estimates from past 7 days All open estimates from past 2 days All open estimates from past 7 days All open estimates from past 2 days All estimates from past 2 days All estimates from past 7 days All estimates from past 7 days	Advanced Search.	At papes 🗾 🕼 🏵

The Repair Management System opens in a separate window.
In this demonstration, the estimate parameters are set to default to "My open estimates for the past 7 days." As a service manager,
you'll probably want to view all estimates written for your dealership and may want to view them for a longer timeframe. We'll click on the drop-down arrow to see what's available.

There are a number of options for viewing estimates that are assigned to the user – ranging from "My open estimates from the past 2 days" to "All my estimates from the past 90 days." However, none of these will display estimates for the entire location. You'll need to choose one of the last six options to view either "All open estimates" or "All estimates (both open and closed)" from the past 2, 7 or 30 days. Let's look at all open estimates for the past 30 days.

The list of estimates is displayed. You can scroll through them and open any that you would like to review in detail. If you want to view only those estimates prepared by a certain service advisor, you would use the Advanced Search. Just click on the link.

122	14 Estmate	Dealer Cust	amer Vehicle	Links						Frint Fe	edback Preferenc	tes Logof	Help Bi	ime
201	CANTERA US D.R. WHFIRLD RD. SREWVILLE, K. 6019 Ck Open Estimate		(9990)		NCR: New We Ingine:			Estimate) Es	Statusi	4			
9	 35 re All open estimate 	cords were foun rs from past 30	-	hanced Sear	in.								a a	
	Extension (RC)	Account	20.	Intel	Promised	1975	111	Vetice	I	Custom	Status	-	4 1 2 Chinged	1
2	202112	000099-000	50.38		2010/02/22	64	•	2007 - ICSB - WTEGRATED OE 5 BUTS - CT458 2104RON0 GOV - 409810ALPT78		Carman Entergriter popoleker TWST eSt		Marcal Schuurne	2011-12-22	
	262140	000009-000	50.30	\$425.45	201012/20	44	•	1999 - 4900 - 4900 4/2 - ET4562 HEU NT DSL 250HF 210HF 4857 - 1HTSDAANSKH		Carmen Enterprise piloppen TEST 455	h fresans 🔹	Marcel Schourm	2011-12-20	Ш
								2011 - 4308 - 4305M7 58A		Ayrton Trucking				Γ

CANTERA US DLA TEST ACCT (SOSOBOOS) SI WARE(LD RD. JATERVALIE, & CISSA ACCESS ACC Deen Extimate:	E <u>Yehkä</u> u Owner: Ville Engine:		Satas	
		Search Criteria		
From Date: 11082011	101		Stope	City account: 000000000
Te Cele: 13(35(01)	Status:	Extension II RD Number RD Sumber Chessis	(Jetest Above)	Congrande -
	1	4		Al pages 🖂 🕼
Korns // Ext Vehicle Requires fixet post (or closure) No destir customer access is that account Not Not	Create New Extr Customer type is Unread Next ion	dealer customer	Create New Estimat Customer type in to Not overent account	nice patter

In Advanced Search, the date range defaults to the last month. And the Scope defaults to the current dealer location. Since no vehicle or customer was selected before we clicked on the Advanced Search link, these options are grayed out. Here in the center of the Advanced Search options is the ID drop-down list. Click on the drop-down arrow to see the available search fields.

CANTERA US DLR TE WINFELD RD., RENVELE, & 60555 (k Open Extirtute)	EST ACCT (0000	999000) -	Weblicke: Owner: Vite Engine:	E Castoner 🔍 🕈 Status					
				Search Criteria					
From Date:	11/25/2911	1	6	Assigned user ID •	Scepe	Only account 000096000			
To Deter	Date: 13/28/2011	(R)	Status	E weinde Donest Extension	(Select Above):	C on white			
				Search Cancel					
				ME		At pages 🗇 🖾			
Edit Vanica			Contellew Ed	inste for Customer	Create New Estimat				
Appuires feet post (or closure)		🚨 Custoner type i	s desitr customer	Customer type is service partner					
No dealer sustomer access in that account in Print			Driveat feet not	e present er this loos to see explanation	Not current account	or other attention			
			· race never cr	er ine oon is see expansion					

At the bottom of the list is Assigned User ID. We'll use this option to search for a particular service advisor. Now enter the service advisor's User ID in the text box below the dropdown box. Then click the Search button.

Here you see a list of all estimates for this service advisor for the last month. You can scroll through the list and open any estimates you'd like to review in further detail.

	ne Estimate	Danier Dut	tomer Vehicle	Links						Print Fe	adback D	and the same	ten inon	Help B:	-	
Home Estimate Dester Customer Whide Links Control of Co							Print Feedback Preferences Logoff Help Bana E Cutlomen (+ Statue:									
	 10 re 	cords were four	sd													
From Date: 01/03/2012				10-			Soarch Cristerio Assigned user D = U000XSP I Include Cosed Estimates			Scope (Select Above):		Only account: 0000190000				
To Date: 02/02/2012												Dily sehide				
						Search	6) (Cancel							_	
	Extende (RO)	Account	2.0.	Total	Promised	Hrs		Vehicle	Unit	Custum	Status	S	Assigne	Charged		
ø	400980 (124554)	000099-009	\$0.00	\$121.14	2012/02/02	1.5	0	2008 - 7400 - 7400 SBA 6X4 - MAXXF0RCE 0T 230HP2400 00V - 1HTWGAAR96		Carmen Enterpris- IDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDD	In Process		Marcel Schuurm	2012-42-42		
φ	400333 (0040114)	000099-000	\$0.00	5 /2 12	2012/02/02	15	2	2005 - 4200 - 4200 SBA AXC - VT365 200HP/200HP PEAK 2800 GOV - 1HTMPAFM358		Carmen Enterpra- (0000190 TEST 450	in Process		Marcel Schuum	2012-02-02	-	
	399666 (239645)	000095-008	50.00	\$2051.18	2012/02/01	15	2	2008 - 7400 - 7400 SBA 6X4 - MAXXPORCE DT 230HRQ400		Carmen Enterpre- (0000190) TEST	In Process		Marcel Schuurm	2012-02-01	ļ	

Operations Quoted Not Sold

You'll find the Operations Quoted Not Sold Report in the Dealer menu of the Repair Management System. The Operations Quoted Not Sold Report allows the user to view the estimate items quoted in estimates but not sold.



hover over Dealer. Hover over Reports at the bottom of the menu. Click on Operations Quoted Not Sold.

Repair Management	Operations Not Sold Report	
forme Estimate Dealer Customer Us CANTERA NTERNAL ACCT (000098212) 201 WARENVLLE, L 60555 AURRENVLLE, L 60555 auick Open Estimate:	Vehicle Links	Print Feedback Preferences Logoff Help Banner
		To Date: 2/27/2012
Quoted By User:	Vew Report	

operations for all users or a specific user.

Sepair Management S	Constructions Not So				N
Home Estimate Dealer Customer Vehicle	e Links		Print Feedback	Preferences Log	goff Help
US CANTERA NTERNAL ACCT (000099212) 4201 WHITELD ROAD, WARRENVILL & 60555	•				
Quick Open Extimate:					
	0	ions Quoted Not Sold			
From Date: 12/1/20		ons Grotted Not Sold	To Date: 1/11	K2012	
Guoted For Dealership: CANTE		m		Contraction of the second	
	IN NO BUR TEOL POULT (WWWPPW	w)	•		
Quoted By User: Al			•		
Quoted By User: Al		View Report			
	Variation	Date Quoted	Customer Name	Dealer	
Quoted By User: Al	Variation	Date Quoted 1/13/2012	Customer Name Budget Truck Rental / tuba	000099000	Steve Kuel
Quoted By User: All Operation	Variation	Date Quoted 1/13/2012 1/13/2012	Customer Name Budget Truck Rental / Juliaa Budget Truck Rental / Juliaa	000099000	Steve Kuel Steve Kuel
Quoted By User: All Operation	Variation	Date Guoted 1/13/2012 1/13/2012 1/10/2012	Customer Name Budget Truck Rental / Julia Budget Truck Rental / Julia Carmen Enterprise	000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch
Quoted By liner: All Operation ALTERNATOR, R.A.R. OR. REPLACE ALTERNATOR, DIACHOSTICS		Date Quoted 1/13/2012 1/13/2012 1/10/2012 1/10/2012	Customer Name Budget Truck Rental / tutus Budget Truck Rental / tutus Carmen Enterprise Carmen Enterprise	000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.A.R. OR. REPLACE ALTERNATOR, DIAGNOSTICS Front and Algorithmet	DEFAULT	Date Quoted 1/13/2912 1/13/2912 1/15/2912 1/15/2912 1/15/2912 1/202012	Customer Name Budget Truck Bental / tuba Budget Truck Bental / tuba Carmen Enterprise Carmen Enterprise Enterprise / 30 Cirvisiand	000099000 000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.A.R. OR REPLACE ALTERNATOR, DIACADOSTICS Front add Allocriment Front add Allocriment		Date Quoted 1/13/2912 1/13/2912 1/16/2912 1/16/2912 1/202012 1/2/2912	Customer Name Budget Truck Rental / Mina Budget Truck Rental / Mina Carmen Enterprise Carmen Enterprise Enterprise / 20 Cleveland Enterprise / 20 Cleveland	000099000 000099000 000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.A.R.OR REPLACE ALTERNATOR, DIAGNOSTICS Front and Aligometic front and Aligometic front and Aligometic	DEFAULT	Date Guoted 1/13/2012 1/13/2012 1/19/2012 1/19/2012 1/2/2012 1/2/2012	Customer Name Budget Truck Bental / Juha Budget Truck Bental / Juha Corrent Enterprise Carmen: Enterprise Contenties 200 Carestand Enterprise / 30 Carestand Enterprise / 30 Carestand	000099000 000099000 000099000 000099000 000099000 000099000 000099000	Steve Kue Steve Kue Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.A.R. OR. REPLACE ALTERNATOR, DIACHOSTICS Front ark Alarment Front ark Alarment VALVE LASH ICLEARANCEL ADJUST TURGIES, OR, PUMP, REPLACE	DEFAULT	Date Quoted 1/13/2912 1/13/2912 1/16/2912 1/16/2912 1/202012 1/2/2012	Customer Name Budget Truck Rental / Mina Budget Truck Rental / Mina Carmen Enterprise Carmen Enterprise Enterprise / 20 Cleveland Enterprise / 20 Cleveland	000099000 000099000 000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.A.R.OR REPLACE ALTERNATOR, DIAGNOSTICS Front and Aligometic front and Aligometic front and Aligometic	DEFAULT	Date Guoted 1/13/2012 1/13/2012 1/19/2012 1/19/2012 1/2/2012 1/2/2012	Customer Name Budget Truck Bental / Juha Budget Truck Bental / Juha Corrent Enterprise Carmen: Enterprise Contenties 200 Carestand Enterprise / 30 Carestand Enterprise / 30 Carestand	000099000 000099000 000099000 000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.A.R. OR REPLACE ALTERNATOR, DIACHOSTICS Front add, Alexander Leant add, Alexander VALIE LASH ICALLARANCE LADJUST ENDER ON, DURCH ACLE ADJUST ENDER ON, DURCH ACLE ADJUST	DEFAULT	Date Geoted 1/13/2912 1/15/2912 1/15/2912 1/15/2912 1/2/2912 1/2/2912 1/2/2912 1/2/2912	Customer Name Budget Truck Rental / Juha Budget Truck Rental / Juha Corrent Enterprise Carmen: Enterprise Contenties / 20 Ceveland Enterprise / 30 Ceveland Enterprise / 30 Ceveland	000099000	User N Sheve Kuel Sheve Kuel Sheve Kuel Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.&.R. OR. REPLACE ALTERNATOR, DIAGNOSTICS Frontark Aligomed Econtark Aligomed VAVIEL LANK INCLEARANCEL ADJUST ENGINE OIL PUMP, REPLACE HIGH FRESSURE OS, MANFOLD AND OR O-RIVES BEFLACE	DEFAULT	Date Geoted 1132812 1132812 1150912 1160912 1020912 1020912 1020912 1020912 1020912 1020912 1020912 1020912 1020912 1020912 1020912 1020912	Castomer Name Budget Truck Rental / Julias Budget Truck Rental / Julias Correns Directorprise Carmen Exterprise Conterprise / 30 Ceveland Enterprise / 30 Ceveland Enterprise / 30 Ceveland Enterprise / 30 Ceveland Enterprise / 30 Ceveland	000099000 000099000 000099000 000099000 000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch
Quoted By User: All Operation ALTERNATOR, R.&.R. OR. REPLACE ALTERNATOR, DIAGNOSTICS Frontark Aligomed Econtark Aligomed VAVIEL LANK INCLEARANCEL ADJUST ENGINE OIL PUMP, REPLACE HIGH FRESSURE OS, MANFOLD AND OR O-RIVES BEFLACE	DEFAULT	Date Quested 1113/2912 1113/2912 1113/2912 1115/2912 1115/2912 112/2912 112/2912 112/2912 112/2912 12/2912 12/2912 12/2912	Customer Name Budget Truck Bental / Muse Budget Truck Bental / Muse Carmen Exterprise Carmen: Exterprise Carmen: Exterprise Carmen: Carterprise Carmen: Carterprise Carmen: Carterprise Carterprise / 30 Cleveland Enterprise / 30 Cleveland Enterprise / 30 Cleveland	000099000 000099000 000099000 000099000 000099000 000099000 000099000 000099000 000099000	Steve Kuel Steve Kuel Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch Marcel Sch

The result is a table showing all operations quoted but declined. Each operation is a link which takes you to the estimate in which each operation appears.

Monitoring Service Personnel Resource Usage

There are two reports available to help you monitor how much your service personnel are using two key resources available to them: the Vehicle Information screen and Repair Management estimates.

Estimate Usage Report

Like the Operations Quoted Not Sold Report, the Estimate Usage Report is accessed from the Dealer menu.

		lenance Inance Ienance	Vehici	u 🗌			Extende	EΩ	Print Fee	dback Pr	eferenc	oes Lõg	of Help D	anne
pen estimu	Operation Mainte	nance	anced Sear	ch										
imate (RD)	Customer Estimation	ating into	Total	Promised	BO		Vehicle 2006 - 4300 -	Unit	Customer	Status		Assis	nedChanged	
<u>412187</u> (578484)	Fieet Info Reports)	SS62.06	2012/02/27	\$3	-	- DT466 245 HP/2600 00V	2854	New Day Trucking (000098211	in Process	•	Gel Hahn	2012-02-27	6
412209	600098-212	50.00			25	•	2008 - 7400 - 7400 SFA 4X4 - MAX0FORCE 10 310HR(2200 GOV -		Carmen Enterprose (00009921)	In Procesa	•	Gal Hahs	2012-02-27	6
12205-0	600099-212	\$0.00	\$1031.28	2012/02/27	43		2005 - 4300 - 4300 SBA 4X2 - 07466 ST 155H9195HP 3 PEAK 2000 GOV - 1HTIMMAAMX2HE	5170	NAVISTAR PLEET / Location 10	Hold (auth)	•	Gal Nahn	2012-02-27	6
	ALLE, L. 001 en Estima pen estima imate (RO) 412197 575464)	ALUE, 8, 601 Labor Rate Main en Estima ShopMisc Fee II Upload Logo Part Maintenanco Operation Mainte imate BIO Customer Estim Opload Custome Estima Strategy Reports 800095-212	ALUE, 4, 600 em Estima ShopMac Fee Maintenance Upload Logo Part Maintenance Operation Maintenance Costomer Estimating Info Upload Customer Vehicles Fleet Info PReports Estimating Info Opficial Customer Vehicles Fleet Info States) Reports Estimating Info Opficial Customer Vehicles Fleet Info States)	ALUE 4. 600 Labor Rate Maintenance Volcad Logo Part Maintenance Cpersten Maintenance Labor Boure Maintenance Customer Estimating into Uplead Logo Labor Boure Maintenance Customer Estimating into Uplead Customer Vehicles Fleet Info States Reports Estimate Utage Operations Quit	ALUE, 8, 600 Entime: ShopMac See Maintenance ShopMac See Maintenance Upload Logo Part Maintenance Coeration Maintenance Labor Source Maintenance Statumatic Mice Labor Source Maintenance Statumatic Mice Labor Source Maintenance Statumatic Mice Labor Source Maintenance Statumatic Mice Labor Source Maintenance Statumatic Mice Statumatic Mice Statumati	ALUE, 4, 600 Externa ShopMisc Fee Maintenance Upload Logo Part Maintenance Coveration Maintenance Maintenance Labor Source Maintenance Estimate UBD2 Customer Estimating Info Upload Costomer Vehicles Fiert Info Status Reports Estimate UBS2 Coveration Surce Maintenance Estimate UBS2 Coveration Surce Maintenance Status Fiert Info Status Reports Estimate UBS2 Coveration Surce Maintenance Status Status Reports Estimate UBS2 Coveration Surce Maintenance Status	ALUE & GO ALUE & GO Externa ShopMisc Fee Maintenance Verad Logo Part Maintenance Coveration Maintenance Coveration Maintenance Customer Estimating Info Uplead Customer Estimating Info Uplead Customer Vehicles Fileet Info State 2012/00/27 5.3 2 Fileet Info State 2012/00/27 5.3 2 Coverations Customer Vehicles Fileet Info State 2012/00/27 5.3 2 Estimate Usage Coverations Customer Vehicles State 2012/00/27 5.3 2 Estimate Usage Coverations Customer Vehicles State 2012/00/27 5.3 2 State 2	Xull, L. eor, BhopMischer Maintenance ShopMischer Maintenance Advanced Search Volead Logo Part Maintenance Operation Maintenance Advanced Search Labor Rourse Maintenance Xotal Volead Logo Statute Maintenance Labor Rourse Maintenance Xotal Volead Logo Statute Maintenance Volead Logo Statute Maintenance Volead Logo Statute Maintenance Volead Customer Estimating Into Upload Customer Estimating Into Upload Customer Vehicles Xotal Fiet Into Statute Vehicles Fiet Into Statute Vehicles Operations Guit Vehicles Statute Vehicles Statute Vehicles Statute Vehicles Fiet Into Statute Vehicles Statute Vehicles Statute Vehicles St	Lille, Leon Labor Rate Maintenance ShopMac Lego Labor Rate Maintenance Operation Maintenance Advanced Search Imate (BD) Part Maintenance Operation Maintenance Advanced Search Imate State Search Imate State	Labor Rate Maintenance Advanced Search Part Maintenance Advanced Search Constant Bio Constant Consta	Labor Fate Maintenance Advanced Seattle Patt Maintenance Advanced Seattle Corrent BBD Corrent Maintenance Labor Source Maintenance Advanced Seatch Labor Source Maintenance Advanced Seatch Labor Source Maintenance Total Labor Source Maintenance Total Labor Source Maintenance Total Labor Source Maintenance Sature Seattle Labor Source Maintenance Sature Seattle Light Source Seattle Sature Seattle Light Source Seattle Sature Seattle Light Source Seattle Sature Seattle Sature Seattle Sature Seattle Light Source Seattle Sature Seattle Sature Seattle <	Xull, L. eor BhopMisChe Maintenance ShopMisChe Maintenance Oper estim Coeradon Maintenance Ceradon Maintenance Ceradon Maintenance Ceradon Maintenance Ceradon Maintenance Ceradon Maintenance Ceradon Maintenance Ceradon Maintenance Status Lipicad Customer Estimagi Into Upicad Customer Calmang Into Coerations Customer Calmang Coerations Customer Calmang IntraMAAMberlistration Coerations Customer Calmang IntraMAAMberlistration Coerations Customer Calmang IntraMAAMberlistration Coerations Customer Calmang IntraMAAMberlistration Coerations Customer Calmang IntraMAAMberlistration IntraMAAMberlistratio IntraMAAMberlistration IntraMAAMberlistration IntraMAAMberlistrat	ALUE & 600 ShopMisc Fate Maintenance ShopMisc Fate Maintenance Part Maintenance Coreration Maintenance Coreration Maintenance Coreration Maintenance Labor Source Maintenance Labor Source Maintenance Coreration Maintenance Status FietLinfo Status Sta	Total Extenses Status Assisted Chanced Status Part Maintenance Operation Maintenance Contraction Maintenance Assisted Status Assisted Chanced Status Labor Source Maintenance Contraction Maintenance Total Promisest Mon Labor Source Maintenance Status Total Promisest Mon Labor Source Maintenance Status Status Assisted Chanced Status Status Status Status

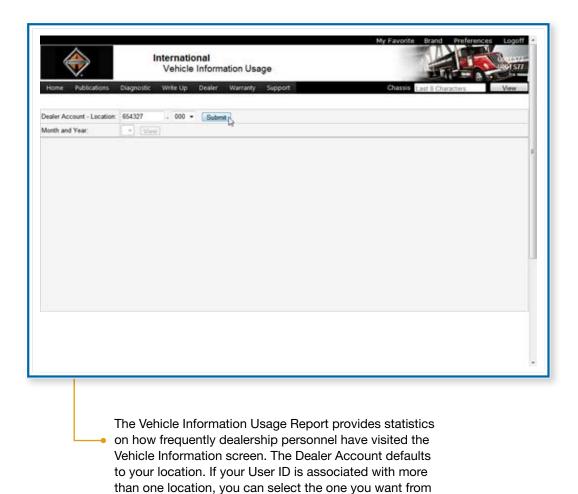
	BY NAM	STAR	Estimate I	Jsage Repo	ort		24		a sector
iome Estin	ate Dealer Cu	ustomer Vehicle	Links			Print	Feedback Pre	ferences Logon	Help Banner
US CANTER	A INTERNAL ACCT (00	0099212)							
ARRENVILLE,	L 60555								
uick Open Es	timate: 📑	f							
				Estimate U	sage Report				
	1	rom Date: 1/1/2012					To Date: 2/27/201	2	
E	stimate Usage for De	ealership: CANTER	A US DLR TEST ACC	CT (000099000)					
	Estimate Usage	for User: All							
				View	Report				
					15				
ome Estin	A INTERNAL ACCT (00 IOAD) L 60555 Simate:	ISTAR ustomer Vehicle 00090212) .	Linita	Usage Řepo	ort Jsage Report	Print		ekrences Logar	Help Banner
US CANTER OI WHIFELD F ARRENVELE, uick Open Es	BY NAM atta Dostar Ca A NTERNAL ACCT (00 (0AD) L 00555 Simate:	estomer Vahida cose212) s	Estimate (Lines	Usage Řepo			Feedback Pro		Help Banner
US CANTER OI WHFELD F AREENVELE, uick Open Es	BY NAM bit Doster Or A NTERNAL ACCT (00 GAD, L 00055 Simate:	ISTAR Istomar Vahida Istomar Vahida Istomaria Istom	Estimate (Lines	Usage Řepo		T			Help Banner
US CANTER OI WHFELD F AREENVELE, uick Open Es	BY NAM atta Dostar Ca A NTERNAL ACCT (00 (0AD) L 00555 Simate:	ISTAR Istomar Vahida Istomar Vahida Istomaria Istom	Estimate (Lines	Usage Řepo Clamato B	Isage Report				Help Banner
US CANTER OI WHIFELD F ARRENVELE, uick Open Es	BY NAM bit Doster Or A NTERNAL ACCT (00 GAD, L 00055 Simate:	ISTAR IS	Estimate I Lints A US DLR TEST ACC	Usage Řepo CERmete U CT (000099000) Verw Total Estimate	Sange Report r Report	v v	To Date: 3/27/201	2 Cosed Estimate	
Account	BY NAM ate Dealer C A NTERNAL ACCT (00 IOAA) L00505 Simate: C fitmate Usage for D Estimate Usage	ISTAR Ustomer Vehicle Compare Vehicle Compare Vehicle Compare Vehicle Compare Vehicle Compare Al	A US DUR TEST ACC	Usage Řepo Climate Ct (occostoce)	ampe Keport	•	To Date: 207/291	2 🗉	S Of Closed Estimate Value 200 %
EST EST	BY NAM by NAM by ANESNAL ACCT (00 0AD, 0.0055 timate: f timate: f timate Usage for D Extimate Usage User Name Brian Multime Jamms, John M	ISTAR IS	Estimate I Lints A US DUR TEST ACC Day 0.23 6.12	Ctempte Repo	Ange Report Average Estimate value \$74.15 \$1237.36	* * * * * * * * * * * * * * * * * * *	To Date: 3/27/201 Total Estimates Closed 0	2 Cosed Estimate Value 50.50 50.50	Estimate Value 0.00 % 0.00 %
ELECTRIC ELECTRIC ANTER OF WHEFELD A ARRENVILE, MICK Open Es E Account 0099000 0099000 0099000	BY NAM ate Dister Co A NTERNAL ACCT (00 IOAD LOSSS irritate: C fittimate Usage for D Estimate Usage for Bran Nukhne Jamse, John W Marcel Echuman	estimates withing w	Estimate I Lines A US DLR TEST ACC Day 0.23 0.12 1.04	Usage Řepo (Climato P CT (000099000) Total Estimate Valar Sold 3 54 Sold 1: 00 Sold 1: 29	Alepot Alepot Average Estimate value \$74.15 \$1237.36 \$956.21	Soff Total Estimate Value 0.44 % 3.96 % 25.70 %	To Date: 2/27/201 Total Estimates Closed 0 0 34	2 Elimate Value 50.00 50.00 50.00 50.00	Estimate Value 0.00 % 0.00 % 22.35 %
ELECTRIC ELECTRIC ANTER OU WAPELD ANTER ANTERVULE, ANTERVULE, ACCOUNT COSPOOL COSPOOL COSPOOL COSPOOL	BY NAM at Desite Co Antenual ACCT (00 (0AD), 00005 simate: F timate Usage for D Estimate Usage Usee Name Drus Multime Jamma, John M Marcel Schurman Marcel Schurman	ISTAR Utioner Vehicle compare Vehicle compare Velice compare Velice compare Velice compare Al Total Estimates Wettern 53 7 59 24	Estimate I Lines A US DUR TEST ACI Day 0.22 0.12 1.04 0.42	Estimate D Estimate D CT (000099000)) Verw Total Estimate Verw S903.94 S904.05 S564.0	Auppe Report Average Estimate value 574-15 51227-50 5966-21 51242-57	* * * * * * * * * * * * * *	To Date: 2/27/201 Total Estimates Closed 0 34 23	2 (1) Coosed Estimate Value \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Estimate Value 0.00 % 0.00 % 22.36 % 21.20 %
COME ESTIN US CANTER In WHERLD A ARRENVILE, inick Open Es E E Account C009000 C009000 C009000 C009000 C009000 C009000	BY NAM ate Dister Co A INTERNAL ACCT (00 IOAD LOSSS irritate: C fittimate Usage for D Estimate Usage for Bran Nukhne Jamse, John W Marcel Echuman	estimates withing w	Estimate I Lines A US DLR TEST ACC Day 0.23 0.12 1.04	Usage Řepo (Climato P CT (000099000) Total Estimate Valar Sold 3 54 Sold 1: 00 Sold 1: 29	Alepot Alepot Average Estimate value \$74.15 \$1237.36 \$956.21	Soff Total Estimate Value 0.44 % 3.96 % 25.70 %	To Date: 2/27/201 Total Estimates Closed 0 0 34	2 Elimate Value 50.00 50.00 50.00 50.00	Estimate Value 0.00 % 0.00 % 22.35 %
Ellis US CANTER In WHIFELD A ARRENVILE, uick Open Es E Account 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000	BY NAM by NAM by Deler Cr AHESNAL ACCT (00 IOAD, 0.0055 timate: F timate Usage for D Extimate Usage F User Name User Name Dran Multime Jamos, John M Marcel Schurmen Reach, Scot H	estionar Vahisla econo Date: ULI2012 eatership: CANTER to Date: Al Total Estimates Written 13 7 59 24 5 38	Estimate I Lints A US DUR TEST ACC Day 023 6 12 1.04 0.42 0.09	CEEmble C CEEmble C CT (000099000) Verve Sold S 64 Sold 1 65 Sold 1 65 Sold 1 65 Sold 1 65 Sold 1 65 Sold 1 55 Stid 7 91	Asopo Report Average Estimate value \$74.15 \$1247.50 \$106.21 \$1242.97 \$267.53 \$1198.29	* * * * * * * * * * * * * *	Total Estimates Closed 0 34 23 0	2 Cosed Estimate Value 50.00 50.125.42 529031.15 50.00	Estimate Value 0.00 % 0.00 % 22.35 % 21.28 % 0.00 %
EUS CANTER IS US CANTER IS WHEFELD A ARRENVILE, IS CANTER E E ACCOUNT OCODOD OCODO OCO	BY NAME ate Dister Co A INTERNAL ACCT (00 IOAD, 100555 irritate: C Estimate Usage for D Estimate Usage Dister Name Distantion Usage Dister Name Jancol John M Ancrol Tokuman Reach, Soch M Steve Kueler Poissant, Michel Vahlenbeuvel, Tel J	Com Date: ULID012 eatership: CANTER for User: Al Total Estimates Written 33 7 59 24 5 38 6	Estimate I Lines A US DLR TEST AC Day 0.23 0.12 1.04 0.42 0.00 0.67 0.21	CE (000099000) CT (000099000) CT (000099000) CT (000099000) CT (000099000) CT (000099000) CT (000099000) Statutor Stat	Ango Report Average Estimate value \$74.15 \$1237.30 \$966.21 \$1242.97 \$1257.95 \$1242.97 \$1242.95 \$125 \$125 \$125 \$125 \$125 \$125 \$125 \$12	* * * * * * * * * * * * * * * * * * *	To Date: 2/27/201 Total Estimates Closed 0 34 23 0 36 11	2 El Value 50.00 50 50.00 50 50.00 50 50 50 50 5	Estimate Value 0.00 % 0.00 % 22.35 % 21.28 % 0.00 % 30.14 % 17.33 %
ELE ELE US CANTER E1 WHFELD ARRENVILE, uick Open Es E Account 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000	BY NAME ate Dealer Co A INTERNAL ACCT (00 IOAD, 4 0555 ismate: If timate Usage for D Estimate Usage fram Multime Jamma, John Multime Prasaat, Nichel Yandenheuvet, Tel J Pouetle, Daniel R	rom Date: U12012 extensible rom Date: U12012 extensible for User: All Total Estimates Written 13 7 59 24 5 38 9 12 14	Estimate 1 Line: A US DUR TEST ACI Day 0.23 0.12 1.04 0.42 0.00 0.67 0.25	(tsimate 0 (tsimate 0 (tricession)) (tricession) (tricess	Except Report Except 2 Except 2 E	* * * * * * * * * * * * * *	To Date: 3/27/201 Total Estimates Closed 0 34 23 0 36 11 7	2 The second Estimate Value 50.00 50	Estimate Value 0.00 % 0.00 % 22.25 % 21.28 % 0.00 % 30.14 % 17.33 % 7.39 %
COLO ESTIS UIS CANTER PI WHFELD F ARREWYLLE, uick Open Es E Account 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000 0099000	BY NAME ate Dister Co A INTERNAL ACCT (00 IOAD, 100555 irritate: C Estimate Usage for D Estimate Usage Dister Name Distantion Usage Dister Name Jancol John M Ancrol Tokuman Reach, Soch M Steve Kueler Poissant, Michel Vahlenbeuvel, Tel J	Com Date: ULID012 eatership: CANTER for User: Al Total Estimates Written 33 7 59 24 5 38 6	Estimate I Lines A US DLR TEST AC Day 0.23 0.12 1.04 0.42 0.00 0.67 0.21	CE (000099000) CT (000099000) CT (000099000) CT (000099000) CT (000099000) CT (000099000) CT (000099000) Statutor Stat	Ango Report Average Estimate value \$74.15 \$1237.30 \$966.21 \$1242.97 \$1257.95 \$1242.97 \$1242.95 \$125 \$125 \$125 \$125 \$125 \$125 \$125 \$12	* * * * * * * * * * * * * * * * * * *	To Date: 2/27/201 Total Estimates Closed 0 34 23 0 36 11	2 El Value 50.00 50 50.00 50 50.00 50 50 50 50 5	Estimate Value 0.00 % 0.00 % 22.35 % 21.28 % 0.00 % 30.14 % 17.33 %
Contract ETE Us CANTER Internet Internet Internet E	BY NAME at Desite Co A INTERNAL ACCT (00 (0AD), 4 60505 ismate: 6 F timate Usage for D Estimate Usage Fran Mulshine Jamos John Mulshine Paisast, Kitchel Yandenheuvet, Ter J Pouette, Daniel R Aystala, Lalabrin Rochard Hansen Rochard Hansen	rom Date: UU2012 rom Date: UU2012 rom Date: UU2012 eatership: CANTER for User: A3 Total Estimates Wetten 13 7 59 24 5 59 24 5 59 24 5 59 24 5 59 24 5 59 24 5 14 2 4 1	Estimate I Lious A US DUR TEST ACI Day 0.23 0.12 1.04 0.42 0.44 0.42 0.44 0.45	Estimate 0 Estimate 0 (1000099000) Verw Total Estimate Verw Sol3 54 Sol4 10 Sol4 10	August Report Average Estimate value 51/27.50 51/27.50 51/24.297 52/27.50 51/24.297 52/27.55 51/196.29 54/10.99 54/70.42 59/61.19 50.00	* * * * * * * * * *	To Date: 3/27/201 Total Estimates Closed 0 34 23 0 36 11 7 2 1 0 0	2 (1) Cossed Estimate Value \$0.00	Estimate Value 0.00 % 0.00 % 22.35 % 21.26 % 0.00 % 30.14 % 17.33 % 7.39 % 0.87 % 0.43 % 0.00 %
Date Estin Us CANTER 201 WHIFIELD F WHIFIELD F WHIFIELD F WHICK Open Es	BY NAME ate Doster Co A RTERNAL ACCT (00 IOAD, LOSSS simate: C f timate Usage for D Estimate Usage Dian Mushine Brian Mushine Jamos John M Marcel John M Strok Kueler Panaant, Soch H Strok Eller Panaant Michel Valoret, Dantel R Aysole, Lakahin Rochat Haneen	Com Date: ULI2012 eatership: CANTER for User: Al Total Estimates Written 13 7 5 58 54 538 5 12 14 2 4	Estimate I Lines A US DLR TEST ACC Day 0 23 0 12 1 12 0 42 0 657 0 21 0 25 0 64 0 67	CE (000099000) CT (000099000) CT (000099000) CT (000099000) S963.94 S964.16.29 S25963.15 S1437.91 S1454.59.15 S2422.93 S47837.781 S940.64 S940.64 S940.84 S940.84	Report Average Estimate value \$72.15 \$124.297 \$207.58 \$196.29 \$1242.97 \$207.58 \$1242.97 \$207.58 \$207.58 \$2023.58 \$2476.42 \$561.19	* * * * * * * * * * * * * * * * * * *	To Date: 2/27/201 Total Estimates Closed 0 34 23 0 36 11 7 2 1	2 Closed Estimate Value 50.000	Estimate Value 0.00 % 0.00 % 22.35 % 21.20 % 0.00 % 30.14 % 17.33 % 7.39 % 0.627 % 0.43 %

Here you see a list of all employees who fit the criteria and the associated counts, totals and averages for the timeframe in the report.

Navigating to Vehicle Information Usage

		ternational Service Portal Home			10002291
Home Pul	blications Diagnostic Service Manager	Write Up Dealer Warranty Support	Chassis Last 8 C	_	View
Navistar /	Recert Service Informatio	Customer Update Engine Information VIN Search	Parts Online Communications		ICIAN
Bendix® REMINDE Dealer's o not to dup found und Wingman Alignmen	Windows of Names Advisor Windows ACB Alignme ER - The Bendix® Wingm contracted to service Heav plicate dealers tool invents plicate dealers tool invents effects avvey section that @ collision avoidance sys 1 tool plivase telemice the to greedback related to Se-	Vehicle sets Usage Report Supplier Links Repair Management Repair Management	Customer Communications Tools Custom Response Tool Contact File Mass Upload Tool Dealer Communication Deshboard		
Language This docu Service E Important Plot Con If you nee	Preference iment describes how to set y ducation Fiets updates to Service Education tact of assistance with the pilot p to the Navistar PrintPortal	rour language preference. in fees. lease contact Steve Weber via email Steve W	eber@Navistar.Com. rs. brochures. manuals and other materials from	Interna Technician I Program NETS IRNow DLB	Education
Navistar?		al through this new convenient link in the Servi		1. Contraction of the second s	

You'll find the Vehicle Information Usage link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Vehicle Information Usage.



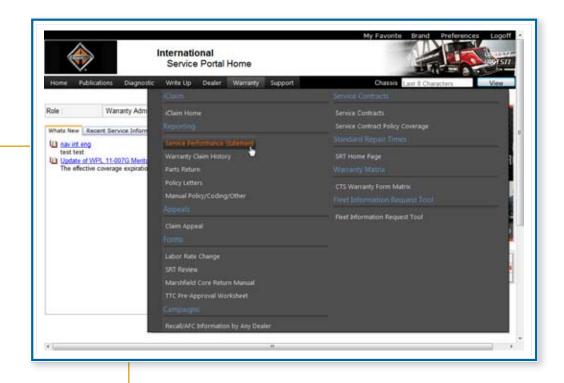
the drop-down list. Then click the Submit button.

		Veh	ational hicle Information Usage			1 Alexandre		11
Home Publicat	tions.	Diagnostic Write	Up Dealer Warranty Su	pport		Chassis Last 5 (Characters View	
Dealer Account - Lo	ocation:	654327 . 0	00 • Submit					
Month and Year:		January, 2012	View					
Dealer Details			(4) (5)					
Business Name:	CHICA	GO INTL TRK-CENTR	ZAL	Shipping Name:	CHICAGO	INTL TRK-CENTRAL		
Dusiness Address:		ALDEN OFF SQ ST. IMBURG, IL 60173	275	Shipping Address	4655 SO. 0 CHICAGO,	ENTRAL AVE IL 60638		
Phone Number:		96-7500		Fax Number:	(708) 496-7	530		
Toll Free Number:	0 -					Þ		
Name		User ID	Job Class	Page	240	Component	No. of Visits	į,
Provide the second seco								
Subramanyam, Sh	ankar	YYYZ520 YYYYSLW3	SE003, Senice Manager SE003, Senice Manager	VehicleInf Scorecard		Summary Cal Scorecard	3	
Subramanyam, Sh	lankar							
Subramanyam, Sh	hankar							
Subramanyam, Sh	lankar							
Subramanyam, Sh	larkar							
	lankar							
Subramanyam, Sh	larkar							
Subramanyam, Sh	lankar							
Subramanyam, Sh	lankar							
Subramanyam, Sh	hankar							

Monitoring Performance on Warrantied Repairs

A number of resources are available to monitor your dealership's performance on warrantied repairs: the Service Performance Statement, Warranty Claim History, Claim Appeal, and Parts Return Requests.

Navigating to Service Performance Statement



You'll find the Service Performance Statement link in theWarranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Service Performance Statement.

Service Performance Statement

The Service Performance Statement provides a month-by-month snapshot of your dealership's performance on a number of measures. Access to this feature is controlled in the Employee Registration system. Your dealership's Admin is responsible for setting up appropriate access rights for dealership personnel.

(1)	(2) (3) (4) (5)		
None Pati atton	Internal SPS Deposite write La		See It	Ny Favor	to Brand Pretoreno	
¥	130.000 • 2011 Pet	nary • Subn				
Rugeng Address Jeaker Account & Locate	2	4201 WARREN WARRCINGL 671943-000	WILLE RD			
Contact Informations		CONTRACTOR OF A CONTRACT				_
hone		633-555-5100				
Fan		630-655-3163				
Convice Details						
Labor Rain	112		Dody Shop	Y		
Santce Bays	16		Wrecker Senice	N		
Number of Techs	0		Idooleaso	¥.		_
Number of Self-Statles CSE/TSM	5 JOHN GROSLINGER		Road Service	N		
Banager Celtrile	and the second second			_		_
Manager Dotails						
Total Waterty	1.055.526	Labor	156.226	Parts	419.366	
Submit 6 Mits	651 721	PadeMa	548 545	Pct Advalue		
Policy IN	66.827	Parts 66 With	and the second			
	9.13		Polamaco Le R	18	1	
N1 Cost Per Vehicle Regained Wedgen	1.683/73	1,424/	73 CALEN		1,624/10	

Dealer Location

The Dealer Location drop-down list can be used to generate the Service Performance Statement for each location associated with your dealership. Just select it from the drop-down list.

Report Month

The report month drop down list allows you to select the month for the report. It defaults to the most recent available month.

Submit Button

Use the Submit button to generate the report after selecting a different dealer location or month.

Back Button

The Back button returns you to the screen you were previously viewing.

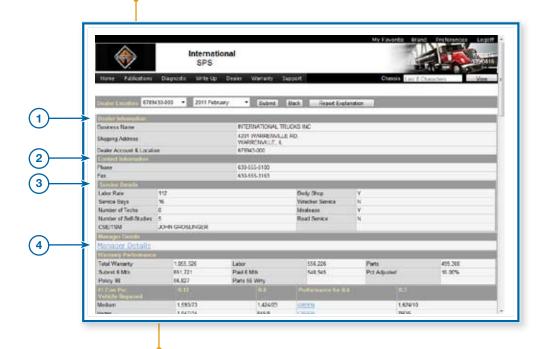
Report Explanation Button

The Report Explanation button provides access to a complete explanation of this report.

The Service Performance Statement provides numerous metrics about your dealership's performance.

- 1. Dealer Location
- 2. Report Month
- 3. Submit Button
- 4. Back Button
- 5. Report Explanation

The Dealer Profile displays a summary of each dealer location's certifications and program participation. With more information on your dealership's capabilities, Navistar can quickly refer customers to the ideal dealer location.



Dealer Information

The Dealer Information section lists your dealership's address and account number.

Contact Information

The Contact Information section displays the selected location's phone and fax numbers.

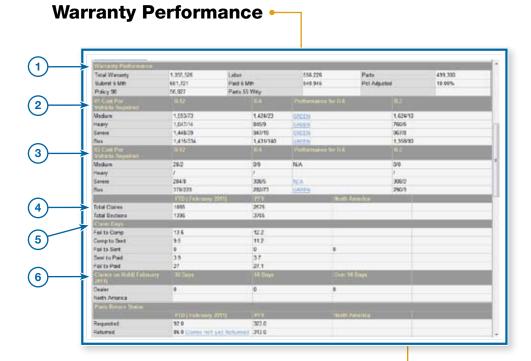
Service Details

The Service Details section displays information about the labor rate, size and services offered at the selected location. You can maintain many of these fields through the Update Your Service Information feature in the Dealer menu.

Manager Details

The Manager Details section provides a link to information on personnel in various positions in your dealership. This information comes from the Employee Registration System. Here you can see the sections of the Service Performance Statement for:

- 1. Dealer Information
- 2. Contact Information
- 3. Service Details
- 4. Manager Details



Here you can see the sections of the Service Performance Statement for:

- 1. Warranty Performance
- 2. 01 Cost of Vehicles Repaired
- 3. 03 Cost of Vehicles Repaired
- 4. Claim Totals
- 5. Claim Days
- 6. Claims on Hold

The Warranty Performance section provides a comprehensive report on warranty dollars paid to your dealership over the past twelve months. This report helps your dealership expedite claims, improving your cash flows.

Warranty Performance

The first part of this section provides dollars paid for: Total Warranty, Labor, Parts, Policy 98, and Parts 55 Warranty. It displays total claim dollars submitted and total claim dollars paid over the past six months. The Percent of Claims Adjusted field is the ratio of adjustments to total claims. Lower figures indicate more accurate claims.

01 Cost for Vehicle Repaired

The 01 Cost for Vehicle Repaired section represents warranty work done after delivery to the customer during the vehicle's standard warranty period. This information is provided for three rolling periods: the past twelve months, the past six months, and the past three months.

03 Cost for Vehicle Repaired

The 03 Cost for Vehicle Repaired section represents warranty work done prior to customer delivery. This information is provided for three rolling periods: the past twelve months, the past six months, and the past three months.

Claim Totals

In the next section of the Warranty Performance section you'll find the Total Claims submitted for warranty service and the total number of sections, or repairs, per 12-month period.

This information can be used to analyze the amount of warranty work done in your service center. It is also useful to determine the workload on your warranty administrator.

Claim Days

In the Claim Days section you find information on the time required for a warranty claim to be processed.

- "Fail to Complete" displays the average number of days from repair order open date until it is complete. This is a measure of your service center's efficiency.
- "Complete to Sent" displays the average number of days between repair completion and the time a claim is sent to Navistar. This is an indicator of your warranty administrator's performance.
- "Sent to Paid" displays the average number of days between the time the claim is sent to Navistar and the time the claim is processed. This measures Navistar's efficiency in processing warranty claims.
- "Fail to Paid" represents the average days for the entire cycle.

Claims on Hold

The Claims on Hold section shows the number of warranty claims that are currently on hold. Averages for all North American dealers demonstrate how your warranty processing system compares to the rest of the dealer network.

The remaining sections of the Service Performance Statement deal with parts returns, service program parameters, Service Level Authorization and Diamond Club.

	Returned Wittin 60 Days Beyond 60 Days Parts Ret Pict Clame with Parts Returne	92.0 05.0 Clarms not, yet Beharre 86.0 0.0 93.5%	323.0 11 313.0 309.0 4.0			1	
Returned D5.0 Cleme rest yrd Returned 313.0 Winn 60 Days 66.0 303.0 Beyent 60 Days 0.0 4.0 Para Ret Pct 0.0.5% 96.9% Chems with Parts Returned YTD Edd of Since Float Cleaning Capable N DPF Cleaning Capable Accelerated Series N DPF Cleaning Capable Accelerated Series N Def Cleaning Capable Accelerated Series Y Demond Cub Enroll Y Cin Cammins Datable Cede Y Deformance PM Cetting Y Commiss Datable Cede Y Pater 1 Y Phase 1 N Pole Scool Phase 2 N Phase 1 N Phase 1 N Phase 2 N Phase 1 N Phase 1 N Oth Det Note Cost 116 Cates Goal Complement Det Note Ceffied N	Returned Wittin 60 Days Beyond 60 Days Parts Ret Pict Clame with Parts Returne	05.0 Cleme roll yet Return 85.0 0.0 93.5%	1 213.0 309.0 4.0				
Name 60 Days 85.0 309.0 Beyond 60 Days 0.0 4.0 Para Ret Pot 00.5% 96.9% Clears Neth Ports Basered VTD Cended Endown Paceneeus Estab Hylind Series Provider: N Eata Hylind Series Provider: N Def Charming Capable Cancel and Andersteining(CA) Estab Hylind Series Provider: A provide Series Patter: Y Estab Provide Endown Hard Leatenee Estab Provide Management Part Cleaning Capable N Estab Provide Endown Hard Leatenee Estab Provide Endown Hard Leatenee Estab Provide Management Part Cleaning Estable Provide Management Part Cleaning Estable Provide Management Part Cleaning Estable Provide Management Part Cleaning Estable Provide Management Part Cleaning Estable Provide Management Part Cleaning Part Cleaning Capable Estable Provide Management P Estable Provide Management P <td>Within 60 Days Beyond 63 Days Parts Ret Pot</td> <td>85.0 0.0 93.5%</td> <td>309.0 4.0</td> <td></td> <td></td> <td></td> <td></td>	Within 60 Days Beyond 63 Days Parts Ret Pot	85.0 0.0 93.5%	309.0 4.0				
Beyond 60 Days 0.0 4.0 Press Ret Pict 0.0 55% 05 7% Clans. with Parts Betroved XTD Center Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Derived Carbon Program Parameters Extra hybrid Series Provider N Derived Carbon Program Parameters Extra hybrid Series Program Parameters Parameters Extra hybrid Series Program Parameters Extra hybrid	Beyond 63 Days Parts Ret Pct Clama with Parts Batterne	0.0 93.5%	4.0				
Paras Ref Pot 93.5% 96.5% Cherns with Parts Rescried YTD Extent Mytrd Serice Producting Capable Part Tank Creating Capable DPF Changing Capable Accelerated Serice Extent Mytrd Serice Producting (CA) Service Excel Authorization (CA) Demond Cub Enroll Y Demond Cub Enroll Y Peternance PM Cetting Y Defenses Conternand Service Patter Y Phase 1 13 Technical Readience Phase 1 Y Phase 1 Y Phase 1 H Phase 2 H Phase 1 Y Phase 3 H Phase 1 H Ord Macros Crist Ended N Service Writer Certified N Service Writer Certified N Service Writer Certified N Diamond Cub Points. Diamond Cub Points.	Parts Ret Pet	93.5N					
Decision Processing Yest Tank Creating Capable N DPF Changing Capable Accelerated Service N Def Changing Capable Accelerated Service N Service Excel Authorization (SCA) Service Excel Authorization (SCA) Service Cade Service Y Demons Cade Department Processing Demons Cade Service Partner Y On Commiss Datable Cade 13477 Demons Cade Department Processing Y Configuration (SCA) 13477 On Oceaning Service Planter Y 10102008 Professional Repair Memory Service Planter Y Configuration (SCA) 13477 On Oceaning Service Planter Y 10102008 Profession Service Macrofinice 11 and 13 Technician Readiress Y 10102008 Place 2 N Phase 1 Y 10102008 Place 2 N Phase 1 N 10102008 Oriol Memory Carlied Carlied Technologicated Carlied Technologicated Carlied Technologicated Carlied Technologicated Carlied Technologicated Carlied Technologicated Carlied N 10102008 Optic Memory Carlied N N 10102008 10102008 Optintecordinal Carlie							
Eates Hyled Series Provider N Pail Tank Cleaning Capable N DPF Cleaning Capable Accelerated Series N Service Lowelf Authoritization(SLA) Service Lowelf Authoritization(SLA) Service Lowelf Authoritization(SLA) Service Lowelf Authoritization(SLA) Discourse Code 13477 On Command Repair Metalogitization On Command Service Pattern Y On Command Repair Metalogitization On Commiss Dealer Code 13477 Petros Cable Droll Y Cert IBX & ISM 2007 Y - 10102008 Provider Service Macoffract It and 13 Technicum Realises 13477 Pase 1 Y Phase I II Phase 2 N Phase I II Phase 3 II Phase I II Deal Internet Code Lobector Group N Service Unid Carlies Deal Reservice Confied N Service Confied N Service Unide Off Points. III Service Confied N Data Confied/Technician Certified N IIIIII Service Confied IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Gervice Program Paramet	<u>4 YTD</u>					
DPF Channing Capable Accelerated Service Service Land Authorization (SLA) Service Land Authorization (SLA) Service Land Authorization (SLA) Service Land Authorization (SLA) Service Land Authorization (SLA) Cinclemand Sence Patter Demond Club Provide Authorization (SLA) Cinclemand Sence Patter Y Demond Club Provide Mathematics Cinclemand Sence Patter Y On Command Repair Management Y Extended Sence Patter Y Performance PRO Confider Y Carentize Land Club Patter Y Preformance PRO Confider Y Carentize Land Club Patter Y 10/10/2003 Preformance PRO Confider Y Carentize Land Club Patter Y 10/10/2003 Phase 1 Y Phase 1 N 2 10/2003 Phase 2 N Phase 1 N 10 Phase 3 H Phase 1 N 2 10/2003 On Charman Club Falset Coal Econol Information Coal Econol Information 10/2003 Other Coal Machematics Coal Econol Information Coal Econol Information							
Exercise Level Authoritation(SLA) Descent Control Service Level Authoritation(SLA) - Descent click Performance Control Y Demond Cub Program Participation Y Cn Commiss Database Y Demond Cub Program Participation Y Cn Commiss Database Y Deformance PM Cetting Y Commiss Database Y 10/10/2008 Proton Cub Program Participation Y Commiss Database Cede Y 10/10/2008 Proton Cub Program Participation Y Cetting & statuse Y 10/10/2008 Proton Cub Program Participation Y Cetting & statuse Y 10/10/2008 Proton Cub Program Participation Y Proton Cub Proton Y 10/10/2008 Phase 1 Y Phase 1 N Y - 8/26/2008 Phase 2 H Phase 1 H Y - 8/26/2008 N - 8/26/2008 N - 8/26/2008 10/10/2008 - - 8/26/2008 - - 8/26/2008 N - <t< td=""><td></td><td>r N</td><td></td><td></td><td>pable 1</td><td>0</td><td></td></t<>		r N			pable 1	0	
Service Level Authorization(SLA) = Please click Element Club Progress Participation V On Command Service Partner Y On Command Report Mentopation Y On Command Service Partner Y On Command Report Mentopation Y Commiss Dealer Code 13477 Performance PM Cestile Y Cert IDX & ISM 2007 Y - 101/02008 Provides Service Maco/Arcs 11 and 13 Technicum Realises Y Phase 1 Y Phase 1 Y Phase 2 N Phase 1 N Phase 3 H Phase 1 N Deal International Club Education Gendue Dealer Code Gend Education Gendue Deal Network Club Education Gendue N Service Virtual Carlinet Deal Network Carlinet N Service Virtual Carlinet Deal Network Carlinet N Service Virtual Carlinet			_	Accelerated Service			_
Partnered Circle Progress Functional States Y On Command Sensitive Partner Y On Command Repair Management Y Extended Sensitive Code 13477 13477 On Command Repair Management Y Extended Sensitive Code 13477 10102001 Profemance RM Outlind Y Cert IDX & ISM 2007 Y 10102001 Profemance RM Outlind Y Cert IDX & ISM 2007 Y 10102001 Profemance RM Outlind Y Prose I Y 10102001 Place 2 N Phase I Y 8062008 Place 3 N Phase I N 10102001 Outline Model Flack Education Gradue Cost Manager Cented N 10102001 Data Decement Flack Flack Education Gradue N 10102001 10102001 Decement Flack Flack Education Gradue N 10102001 10102001 Diamond Flack Flack Education Gradue N 10102001 10102001 Diamond Flack Flack Education Gradue N 10102001 101020001							
Demond Cub Erroll Y On Command Service Patter Y On Command Repair Management Y Extende Summary Commiss Davier Code 13477 Province Repair Confide Y Original Y Original Plane V 10105008 Province Repair V Provide Service Plane V 10105008 Province Repair V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide Service Plane V 10105008 Provider Service Plane V Provide V Provide V Provide V Provide V Provide V Provider V			£				_
On Command Repair Management Y Extended Sectors Code 13477 Performand Repair Management Y Extended Sectors Code 13477 Performand Repair Management Y Certification Sectors Code 13477 Performand Repair Management Y Certification Sectors Code 13477 Phase 1 Y				Concernance Restored	Destruct		
Pedermance PM Certified Y Cert IEX & IEM 2007 Y - 10/10/2008 Provide Searcy, Phase 1 Y Phase 1 Z - 8/26/2008 Phase 2 II Phase 1 Z - 8/26/2008 Phase 3 II Phase 1 II Phase 1 II Phase 1 II Phase 3 II							
Naxoffact State Naxoffact 11 and 13 Technican Readiness Phase 1 Y Phase 1 Y Phase 2 N Phase 1 N Phase 3 N Phase 1 N Phase 4 N Phase 1 N Part Between Cost Inf Laws Cost Inf Laws Cost Inf Laws Dot Name N Service Writer Carlied N Service Writer Carlied N Service Writer Carlied N Distanced Cabe Points. Discover Carlied Cabe Points. Total 7 Total 7							
Phase 1 Y Phase 1 Y Phase 1 Phase 1 Phase 1 Phase 2 N Phase 2 N Phase 1 N Phase 1 N Phase 3 N Phase 4 Phase 4 N Phase 4 Ph		-		The second s	To the local division of the local divisione		
Place 2 II Place 1 II Place 3 II Place 3 II Place 3 II Place 4 Description 4 Descr					Reconcision Presentationers		
Place 3 14 PHT Destroad Club Education Content Phone Note Control Content Destroad Club Education Content Destroad Content Discont Content Discont Club Points Discont Club Points Total 1 Discont Club Point Total 1 Disc							
Dest Diservent Flask Education Goale Deck Diserve Goal Ecosystemed Dic Marger Carried N Service Writer Carried N Distribution Carried N Distribution Carried N Distribution Carried N Diamond Clab Points. Distribution	1000000			Phase I		· .	
Deck Narger Cold England Gold Ecompleted DC Marger Carlied N Service Writer Carlied N Binths Carlied[Technician Carlied] N Diamond Club Points. Diamond Club Points. Total Parts Return Total 1			_		_	_	
DC Marager Certified N Service Writer Certified N Service Writer Certified N Service Writer Certified N United Service N Diamond Club Points. Total 7 Diamond Club Points. Total 7		CONTRACTOR OF CONT		CONTRACTOR OF THE OWNER.		Contraction of the local division of the	
Service Vinter Carfied N Sinhs Certified(Technician Cartified) N Diamond Club Points.						Construction of	
Dirits Cetified/Technician Cetified) N Diamond Club Points. Crowth of Intal Path Return 1935 Service Total 7							
Diamond Club Points. Total Parts Return 1905 Sensice Total 1							
Record Growth of Total Parts Return Chine Service Francisco Total F	onits Cethed; echican C	aried)		A CONTRACTOR OF			
			Dia	amond Club Points.			
Service Sales Points Came Care Estimation Points Eatmat	Performance Goal			Claim Days Points	25 Service dination Points	Enter Points	Total Pr

Here you can see the sections of the Service Performance Statement for:

- 1. Parts Returns Status
- 2. Service Program Parameters
- 3. Service Level Authorization
- 4. Diamond Club

Parts Return Status

The Parts Return Status section displays information on parts returns, including the total number of requested parts returns, the number actually returned, and those returned within 60 days and beyond 60 days. Parts not returned within 60 days may not be paid by the vendor, and may be charged back.

Service Program Parameters

The Service Program Parameters section indicates the services that your dealership performs, including Eaton Hybrid Service, DPF Cleaning, Fuel Tank Cleaning and Accelerated Service.

Service Level Authorization

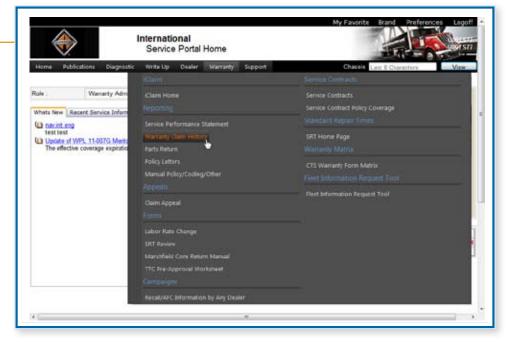
The Service Level Authorization section provides a link to your dealership's Service Level Authorization Scorecard. This scorecard identifies the service level tiers for which your dealership is contracted to provide service.

Diamond Club

The Diamond Club section displays information one your dealerships participation in this recognition program. It includes your goals and a matrix in which to enter points earned in each quarter.

Navigating to Warranty Claim History

You'll find the Warranty Claim History link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Warranty Claim History.



Warranty Claim History

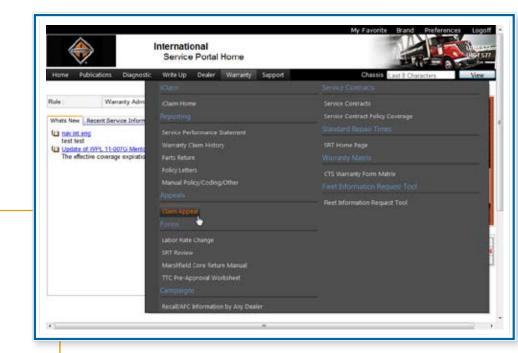
		national arranty Claim H	History		
Home Publicatio	oni Diagnostic Writ	e Up Dealer 1	Warrarty Support	Chassis Leet I	Characters
Dealer Account/Loc	654327 . 000	Warranty Code	19 - Service Contract Expense 40 - Authorized Safety Recall or Field Change	From 9/01/2011	No. of Days : 50 Day
			59 - Vendor Pasa Thru -		enter
			Copyright 2012 Nanistan, Inc.		
		A0 5	Copyright 2012 Manister, Inc.		

The Warranty Claim History allows you to view claims filed by the dealership. You must specify the dealer account number or location, select the applicable warranty code and define the timeframe. Then click on the View button.

	Home Publica	fiens Diagnosti	War	ational ranty Claim H	fistory Varianty Support		My Favo Chast	ALC: N	I Chara	Profess		Logoff PTS77 View
	Dealer Account.co	654327	, 000	Wamanty Code :	All 00-Denied Section 01 - In Warranty 03 - Psior to Delivery	in	From : 1 Da		D	n. of nym : 60 11 - 5/1/2	Days -	. Cathle
	'CY' can now acce	ss this information finlony 3 NUTL 1 Res.CI NTS	in Claim.	ineccare.	d to be pertup as Warranty A	Warranty	Seb	Paid	Sub	Paid	Labor	Pay
	A (202200	EMILS11173			07/18/2011	Code 55 - Senice Parts		Tetai 342.65	-	e.oo	0.00	Code
All warranty claims for the selected arameters are displayed.												

Navigating to Claim Appeal

LESSON 3: MONITORING THE REPAIR PROCESS



 You'll find the Claim Appeal link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Claim Appeal.

V.	Claim Appeal				-	11- m a 1	USA SI
Publications Diagnostic	Write Up Dealer	Warranty 5	Sepport	¢	assis Lait & O	satochera	View
	Account:	700231	Location :	000			
	Claim :	0019283	Section :	Ă			
		Submit	Cancel				
		Copyrigt	bi 2012 Nanislar, brc.				
	3		M 2012 Manislar, bri 2000: Cented Time (US & Canac				

Claim Appeal

The Claim Appeal feature allows you to appeal the reimbursement you have received for a warranty claim. Start by entering the Dealer Account Number and Location, Claim Number and Claim Section.

*	THE R. LEWIS CO., LANSING MICH.	national aim Appeal Form		
Home I	Publications Diagnostic Write	e Up Dealer Warrant	ly Support	Chazzlin Laint & Chazochen - Initi Meeting
		c	laim Appeal D	Jetails
Inst	ructions for using this screen			Supporting Documentation Examples
	ill in the Appeal Detail section unde	er Labor Operations.		1) Technician Time Documentation (Time Punches)
2) P	hint this page using the Print buttor	n.		2) Technician Write Up (Hard Card)
3) F	as the printruit and supporting docu	umentation to (530) 753-521	6	 Any other such as diagnostic forms, Emails, fixes, tow bills or Pata Price Page.
		and a second	Frint	Back
Company of the local data	ACCOUNT OF A DECEMPTOR OF			
MOWEST 1	RANSIT EQ., INC			
Caim Detail	la contra de la co			
the second second	la contra de la co	12/13/2311 De	aler : 760231.0	00 VIN: 4DREUSKPBCR095942 Reviewer: 138
Claim Detail Claim : 00 Comments	la contra de la co	12/13/2911 De	aler : 760231-0	00 VIN: 4DREUSKPBCB39542 Reviewer: 138
Cain Detail Claim : 00 Comments Claim :	19283-A Processed 1			
Cain Detail Claim : 00 Comments Claim : Section :	19283-A Processed : DRIVEABLTY ISSUE TURBO			
Caim Detail Cloim : 00 Comments Cloim : Section : Adjustment	DRIVEABLTY ISSUE TURBO			
Cain Detail Claim : 00 Comments Claim : Section :	DRIVEABLTY ISSUE TURBO			
Caim Detail Cloim : 00 Comments Cloim : Section : Adjustment	DRIVEABLITY ISSUE TURBO			
Cain Detail Claim : 00 Comments Claim : Section : Adjustment Labor Opera	DRIVEABLITY ISSUE TURBO			
Claim Detail Claim : 00 Comments Claim : Section : Adjustment Labor Opera As Submitt	PISZEJA Processed : DRIVEABLTY ISSUE TURBO II Itoms	DINTAKE TUBES LOOSE (Submitted	REATING ALGO	FYTH
Claim Detail Claim : 00 Cerements Claim : Section : Adjustment Labor Opera As Submitt Ony	DRIVEABL TV ISSUE TURBO	DINTAKE TUBES LOOSE C Submitted Rours	REATING ALGO	EVTH Description
Claim Detail Claim : 00 Cerements Claim : Section : Adjustment Labor Opera As Submitt Ony	DRIVEABL TV ISSUE TURBO	DINTAKE TUBES LOOSE C Submitted Rours	REATING ALGO	EVTH Description

e resultir

The resulting page displays instructions for submitting an appeal followed by a form that must be completed.

Navigating to Parts Return

	International Service Portal Home	My Favorite Brand Preferences Logoff
Home Publications Diagnostic ole Warrarty Adm Wata New Recent Service Inform marint eng test test Update of WPL 11-0075 Mento The effective coverage expirate	Write Up Dealer Warranty Sapport Claim Home Reporting Service Performance Statement Warranty Claim History Path Retrin Policy Letter Manual Policy/Coding/Other Appeal Claim Appeal Form Labor Hate Change SRT Review Manshfield Core Retran Manual TTC Pre-Speproval Worksheet Campungni Recal/AFC Information by Any Dealer	Chastie Werk Service Contracts Service Contracts Service Contracts Service Contracts <t< th=""></t<>

Parts Return

The Parts Return search engine allows you to determine the status of parts requested to be returned to Navistar. You specify the dealer account number and location and the timeframe in which you want the search to occur. Maximum is 60 days.



	>		ternational Parts Return	1			My Favorite	Brand Pro	
Home Pub	lications Di	igrostic	Write Lip Dealer	: Warranty	Support		Chassis	Lait I Curacta	Ver
Dealer Account	V.oc: 618363	_000	Include Return 7	o Veedor Claims	E Fee 1	26/2011	Te 1252012	EP Mex.	Reset Expor
Claim	Group	Noun	Process Date	Days Left	Return To	Warranty Code	Status	Core	Total
0067726-A	1288A	802	61/24/2012	59	R. Wayne	Et-In Warranty	Open		28
0007710:8	1288A	856	01/24/2012	59	Ft. Wayne	01-In Warranty	Open		
0067727-A	1288C	647	01/24/2012	59	Ft. Wayne	01-In Waranty	Open		
0967772-A	12BAK	569	01/24/2012	59	Ft. Wayne	61 In Warranty	Open		
0483582-A	13000	3/9	61/24/2012	59	FL Wayne	55-Service Farts	Open		
A.FG3H5RO	09009	072	01/24/2012	59	Ft. Wayne	55-Service Parts	Open		
0007502-A	12000	563	01/16/2012	51	FL Wayne	55-Service Parts	Oyen		
0267229-A	128BC	089	61/10/2012	45	PL Wayne	03-Prior to Delivery	Open		
0267882-A	12NU8	563	61/10/2012	15	PL Wayne	61-In Warranty	Open		
0.9811199-0	09000	022	01/10/2012	45	Ft. Wayne	55-Service Parts	Open		
0067438-A	1288A	856	12/30/2011	34	Ft. Wayne	01-In Warranty	Open		
0967585 A	12BBE	171	12/30/2011	34	FL Wayne	61-in Wananty	Open		
0267655-A	15040	167	12/28/2011	32	R. Wayne	01-In Warranty	Open		
0067696-A	12KUC	746	12/28/2011	32	Ft. Wayne	01-In Wanarty	Open		
0907778-A	96617	663	12/28/2011	32	R. Wayne	01-In Wananty	Open		
0967791-A	12NUN	453	12/28/2011	32	Ft. Wayne	E1-In Warranty	Open		
O257555-B	19106	385	12/06/2011		Ft. Wayne	01-In Warasty	Closed		
A 6566560	1286A	693	11/29/2011		Pt. Wayne	01-In Warranty	Closed		
0067160-A	12NUN	892	11/29/2011		R. Wayne	01-In Warranty	Closed		

The result is a list of the status of all the parts requested by Navistar.

Managing Warranty Campaigns

Two tools are available to help you manage warranty campaigns: Recall/AFC/MIN Summary by Dealer and the Fleet Information Request Tool.

Navigating to Recall/AFC/MIN Summary by Dealer



Recall/AFC/MIN Summary by Dealer

From the Recall/ AFC/MIN Summary by Dealer, you can access information about the progress of your dealership towards completion of each listed campaign.

		International Recall/AFC/	MIN Summary by I	Dealer		E
Homa Ru	bleations Clagn	ostic Write Up Deale	ir Wartanty Suppor	÷	Chassis Last II Charact	Ves
Summary 8	Page					
Dealer : 654327 400 + Q View by Dealer Whee		The Export All Incomplete	Expert Campaign Summary to Cempelgris to Excell Butter is completel campaign number is p	unctional for up to a total of 2		
Show Explore	d AFCs and MINs :	17				
Doaler Name		CHICAGO BITL TEX-CEN	ITRAL			
Address			ST275 SCHALMINERG I	60173		
Phone :		(708) 496-7500		3.00.00		
Number	Description		Complete Click For Details	Incomplete Click For Dotails	Total Click For Details	Permit Complete
ALL.	00000		20380	2709	23322	10
CONTRACTOR OF CO	AMTRAN DRY	VER SEAT MOUNTING	11	1	m	100
10501	EENDX TFAC	TION CONTROL VALVE	11	6	14	79
10100	FROSLPR BL	INK BOLT ISSUE	8	11	1.1	0
	LLK PWR ST	RG PUNP CASTING	44	2	140	.96
20104	EATON AUTO	SHIFT 060199 START	支 (1)	2	12 Ocean	100
	FENOX SEN		3217	12 :-	Long /	97
10501		E SWITCH RE-ORIENT	1928	2	385	99
22551		AMITRAN CINLY	4	12	1.1	100
20505		ABS-SAP BUS ONLY	3	1	1	100
30518		STRAGHT TRUCKS	874	24	1910	95
20511	BENOX ECU		X-11	421	1912	95
20512	TRW TIE ROD		282	0	183	100
20632	TRW DRAG L		102	1.6	208	32
	ENDX ABS SENSOR WRE INSPECTIO		42	10	41	100
20505	ELACK ADJUSTER CHANGE				1	100

The listing defaults to view vehicles that you last serviced. This will include any vehicle that you've done warranty work on at your dealership location. Or you can view this information for the vehicles sold by your dealership.

You can also export the entire campaign summary matrix to Excel or export only the incomplete campaigns.

For each entry, the number in the Number column is a link to the description of the campaign, the number in the Complete column is a link to details on each vehicle that was repaired under the campaign and the number under Incomplete is a link to details on those vehicles still to be repaired.

	\bigotimes			International Recal/AFC/MIN Detail	is by De	aler			St. an
Hor	e futical	ans.	Diag	occic Willie Up Doulee Warteely	Sappo	n -		Chassis Lart F Chaseling	View
Deta	il Page - Inc	omp	ete						
Deale		65437	7-300		Custore	e Norse		Search	Reset
Deale	North C	CHICA	100	VTL TRK-DENTRAL	Recall/A	FCANN	50313		
Addm		1827		EN OFF SQ ST276; SCHWUMBURG, K,	Descript	ion :	TTEW D	RAG LINK RECALL	
Phone : (786) 495-7500			Linck to Summer		ny] Export To Excel] Pret				
Craw	ar Chamb Ca	mpaig	n 54	tes Commer		Madel Descriptio		Englise Description	Rold Date
1	74211202	00613	i.	T H RYAN, 111 SOUTH /TH, MAYWOOD, L. 60153		4705 402	0	THRE ST TEEHHITEEHP PEAK 2600 GOV	10/01/1999
2	1923103	00513	1	BOROUGH OF CARTERET. 28 COOKE AVE, CARTERET, NJ, 87208		4700 612	0	THE ST THEFT TOPP PEAK 2600 GOV	09/07/1999
3	71049779	00513	1	ARABAN ENG SVR LLC, PO BOX 3000, SULTAWATE OF OMAN, , 01100		4708 402		IT ELECT T444E DSL 125HP@25/2500RPM	05/05/1999
4	111255258	00513	1	LANELAND GA, 122 S VALDOSTA RD, LARELAND, GA, 31636		4700 402		IT ELECT T444E DOL 175HP@232500RPM	10/00/1999
s	21/253302	00513		ELGIN SWEEPER CO, 1300 W SARDLETT RD, ELGIN, K., 60120		4705 492	8	IT ELECT T444E DEL 175HP@2525008PM	06/05/1329
6	20211117	00613	1	DOE RUN CO. HC 1 BCX 1096. BCSS MO 45440		4700 470		IT ELECT 1444E DEL 175HPQ02505000PM	16/06/1399

The Details listing of Incomplete vehicles for each campaign is a tool that you can use to provide additional support to your customers and generate additional business. The listing for each vehicle that has not been repaired includes a link to the Vehicle Information screen, the customer's name and address, and other basic information about the vehicle.

Navigating to Fleet Information Request Tool

You'll find the Fleet Information Request Tool link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Fleet Information Request Tool.

		International Service Portal Home	
Home Pu	blications Diagnostic	write Up Dealer Vitamany Support	Charase Last 3 Characters
Whats New Recent :	Warranty Adm Recent Service Inform 0 1994, 11-02/G Mente two coverage incention	iClaim Home Reporting Service Performance Statement Warrarly Claim History Farts Refore Folicy Lutters Manual Policy/Coding/Other	Service Contracts Service Contract Policy Concreage Standard Tergan Times SRT Home Page Warranty Stating CTS Warranty Farm Matrix Hent Information Norgent Tool
		Appendis Clarm Append Fransis Labor Rate Charge SRT Review Marsheld Core Rither: Manual	
		TTC Fre-Approval Worksheet Chinosoph Recall/APC Information by Any Dealer	

Fleet Information Request Tool

The Fleet Information Request Tool		International Fleat Information Request Tool	My Fevorite Brand Preferences Logoff
is designed	Home Publications	Diagnostic, Write-Up Dealer Warranty Support	Chassia Last & Charactera
to assist	Provide and the second		
customers	Note: This feature may File :	act work with the populp blocker enabled. Please turn of the populp block Drowse.	er to ese the Nature Dependent Sampleg for Hand Parts
with multiple	Email Address		0
International®		Submt Reset	
vehicles in			
looking up			
critical vehicle			
information.			
To use it, begin			
by downloading			
the sample file.			
•			
		Copyright 2012 Navrotar, Inc.	8
L		All Innea and (DMT-08-80) Certral Time (UB / 2013)81-0114-58 - BDH/SUMRS	

ASSIS 14, MREP This is an Excel spreadsheet that documents the Chassis Numbers, Unit Numbers, Location, and Comments about any other information the requester wants back with the request. Once you have created your spreadsheet, save it on your computer. CL / Man 2 / Man 1000

LESSON 3: MONITORING THE REPAIR PROCESS

 You can then browse to find it. You must enter your email address in the Email Address field. And then click the Submit button.

	International Fleet Information Request Tool	9201
ne Publicati	orn Disposite WriteUp Dealer Warrarty Support Chassis Call & Characters	Ver
This feeture of	my net work with the populp blocker multicel. Proces turn of the populp blocker to use this human	
	C User/Des Mathew/Deshtop/FeetbicReport_1.sbx Downey Convinced Sanche File Hand July	
Address	şal birn@gmii con	
	Satra Read	
	Corporated 2012 Maximizer, Inc.	
	At times we (DVT-00.00 Central Time V/0.6 Central)	
	SE12COTT 14 BE BASSWEE	

spreadsheet with the Model, Build Date, Warranty Start Date, Engine Unit Code, Engine Make, Engine Description, detailed engine data, Wheel Base, GVWR, Paint, details about vehicle components, open AFCs and Recalls for each vehicle listed in the spreadsheet.

Summary

In this program, you learned about resources that you can use to monitor the status of repairs in your dealership and administrative tasks that set up and maintain key dealership information.

Monitoring Current Repairs

The Dealer Monitor Report displays all support requests to Tech Services, parts inquiries, critical parts orders, and Repair Advocate cases. The Repair Management System provides lists of current and closed estimates for a variety of timeframes for your review. Personnel use of key resources, such as the Vehicle Information screen and Repair Management estimates, is documented in two different reports.

Monitoring Warranties Repairs

A number of resources are available to monitor your dealership's performance on warrantied repairs: the Service Performance Statement, Warranty Claim History, Claim Appeal, and Parts Return Requests.

Managing Warranty Campaigns

Two tools are available to help you manage warranty campaigns: the Recall/AFC/ MIN Summary by Dealer feature and the Fleet Information Request Tool.

NOTES

NOTES

NOILS		
-		



Service Portal: Managing Your Business for Service Managers • © 2012 Navistar Inc. All rights reserved.