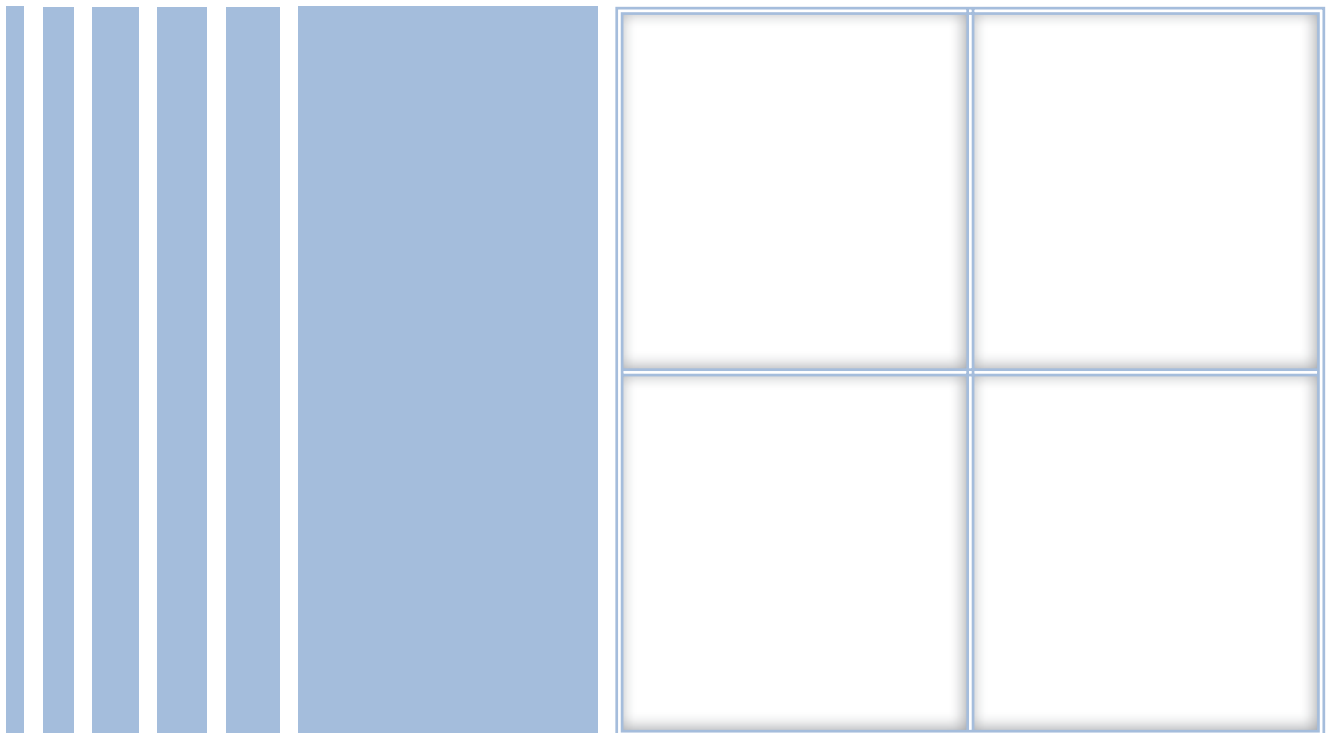


# Service Portal

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

## Managing Your Business for Service Managers Study Guide





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# 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

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

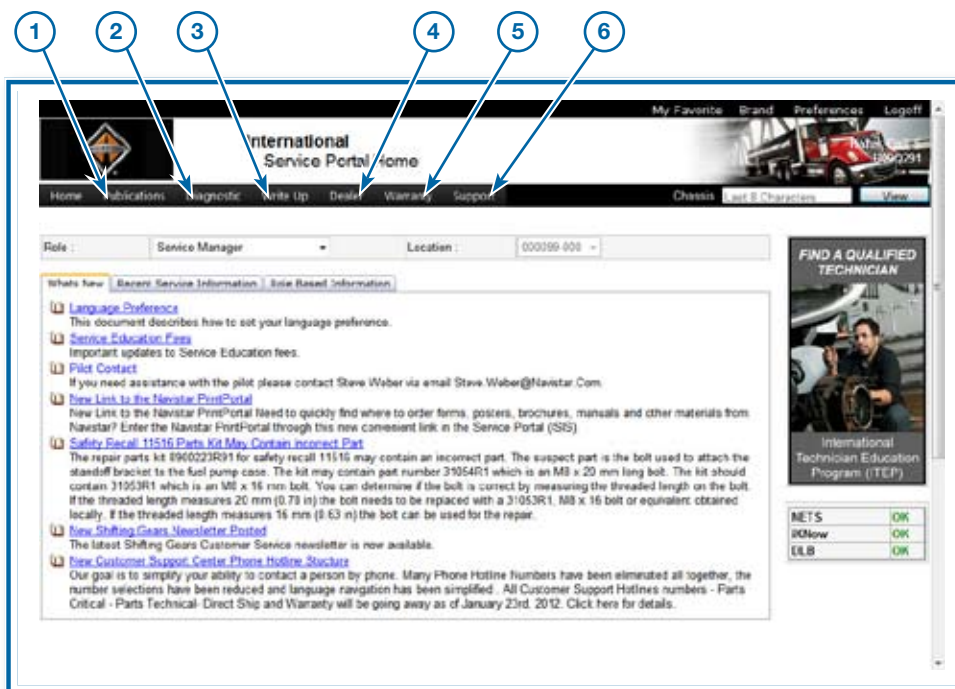
### Service Portal Home Screen

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:**

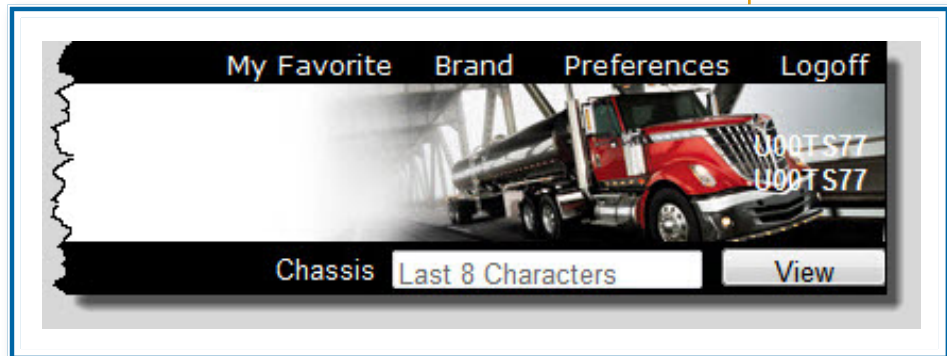
1. **Publications**
2. **Diagnostic**
3. **Write Up**
4. **Dealer**
5. **Warranty**
6. **Support**



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### 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.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Preferences

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

**User Preferences**

Return Print Help

**User Preferences For**

Service Service World Wide Service Portal All Sessions View

Item	Context	Selection
Language	All	ENGLISH
Records per page	All	50
Brand	654327 000	

**Apply Settings To**

Service Service World Wide Service Portal Or ☐ This Session Only Save Refresh

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.
5. 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.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

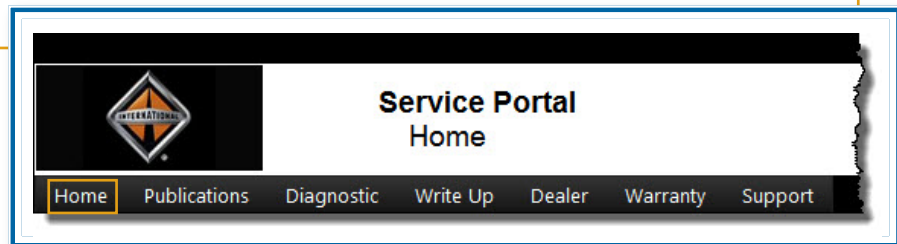
### Navigational Menu Options

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

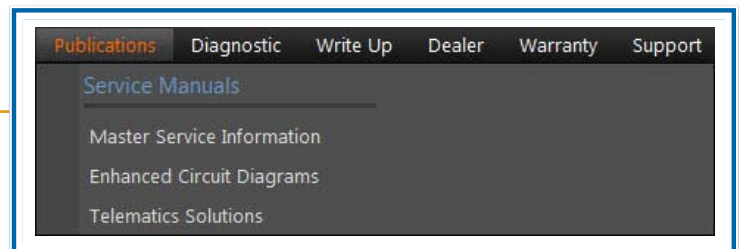
Home returns you to the Service Portal Home screen from whatever feature or tool you might be using.



#### 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.

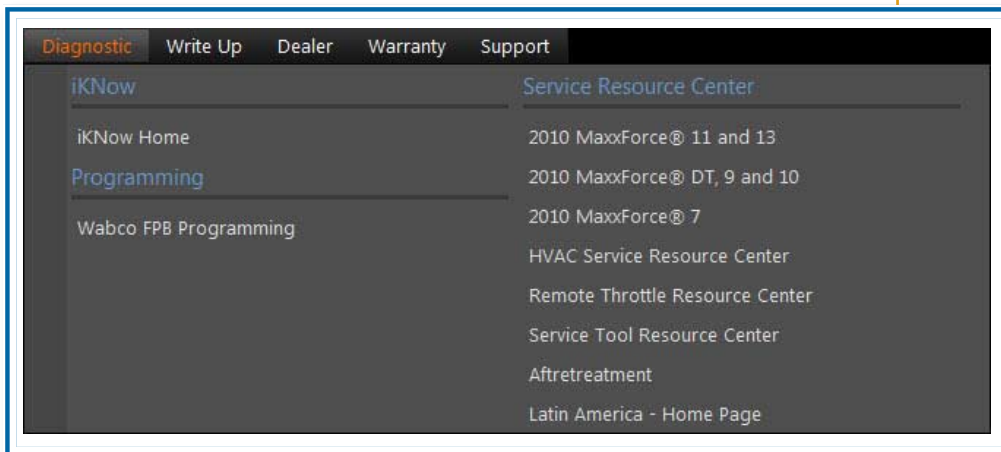


## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Diagnostic

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

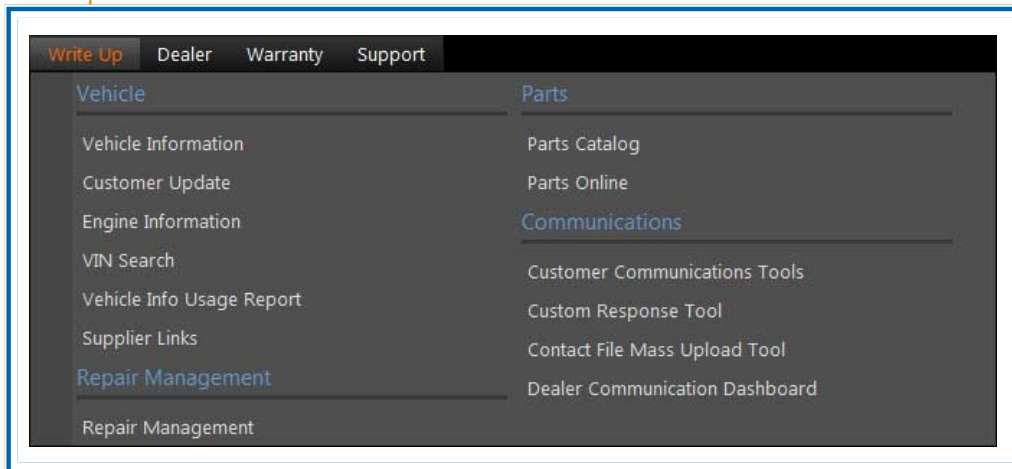
- The iKNow Home link provides access to the knowledgebase of articles about vehicle repairs. iKNow also provides a platform for communication with various support groups, such as Technical Services or Technical Parts, should their assistance be required while troubleshooting a repair.
- The Wabco FPB 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.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Write Up

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

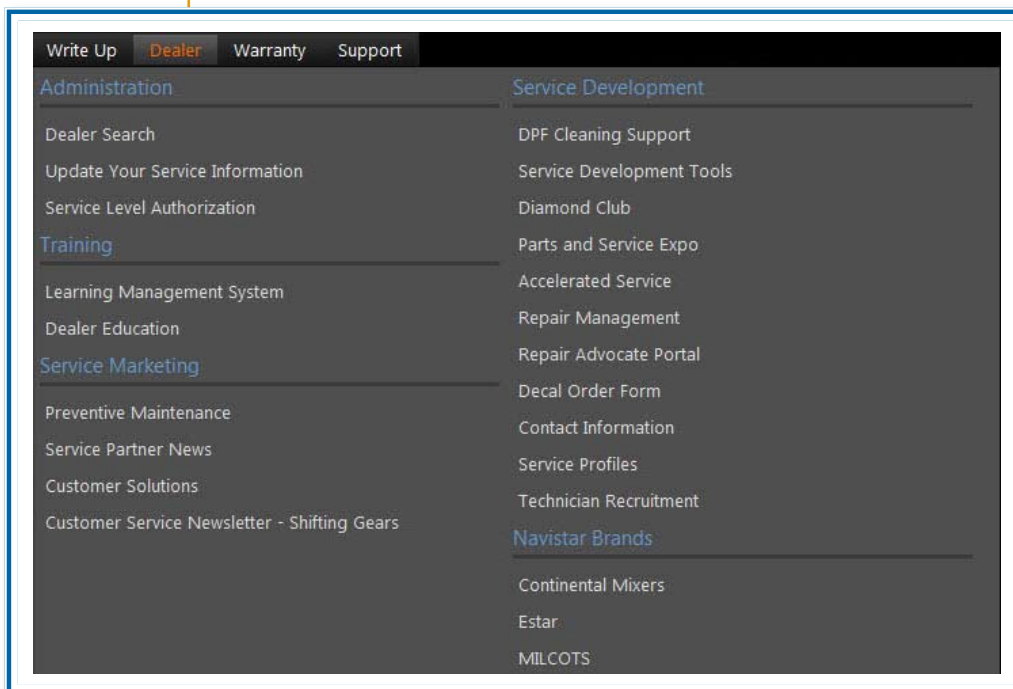


- Vehicle-related resources include specific information about a particular vehicle, the ability to update customer information and specific information about an engine. Other resources provide the ability to search for VINs, look at the Vehicle Info Usage Report and access supplier links.
- The Repair 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.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### Dealer

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



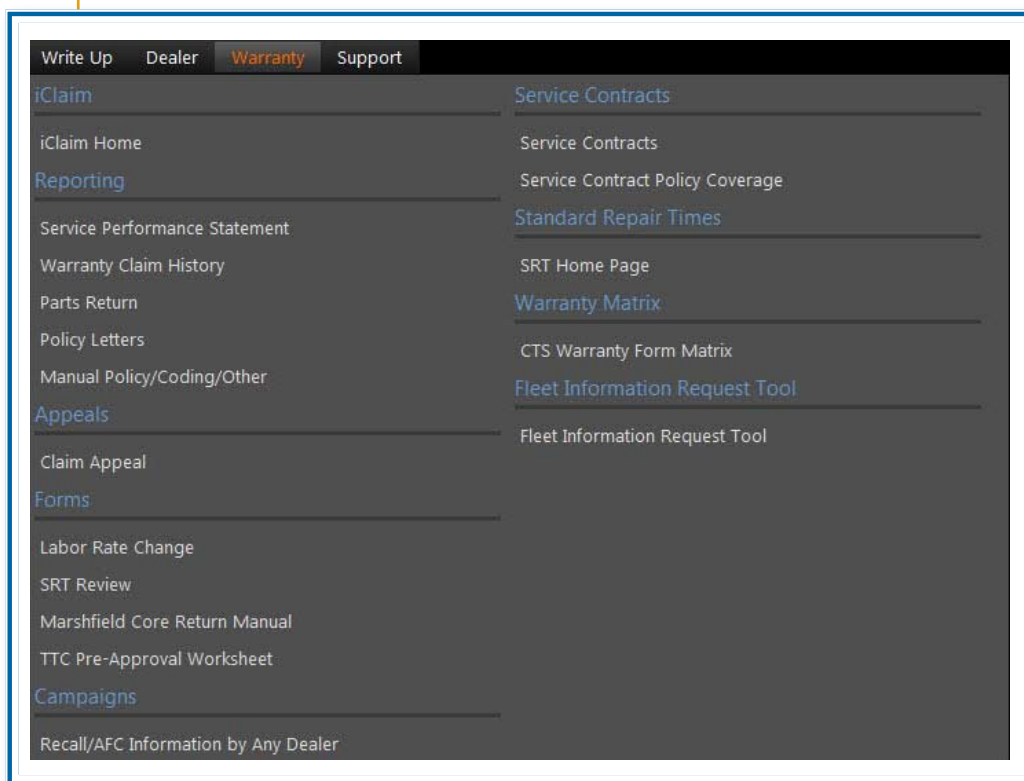
- Administration tools include the ability to search for dealerships, update service information about the dealership and Service Level Authorization.
- Training features include access to the Learning Management System and the Dealer Education site, which provides information on available training courses.
- 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.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### 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.



From this menu, you can also access:

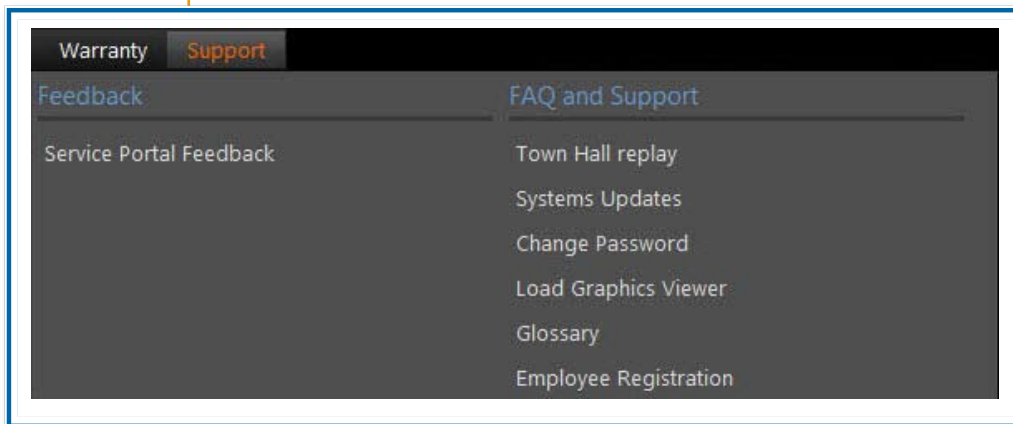
- Claim Appeal,
- forms to request review of parameters of the warranty process,
- information about campaigns,
- information about Service Contracts,
- Standard Repair Times,
- the Warranty Matrix, and
- the Fleet Information Request Tool.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

### 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.



### Chassis Search

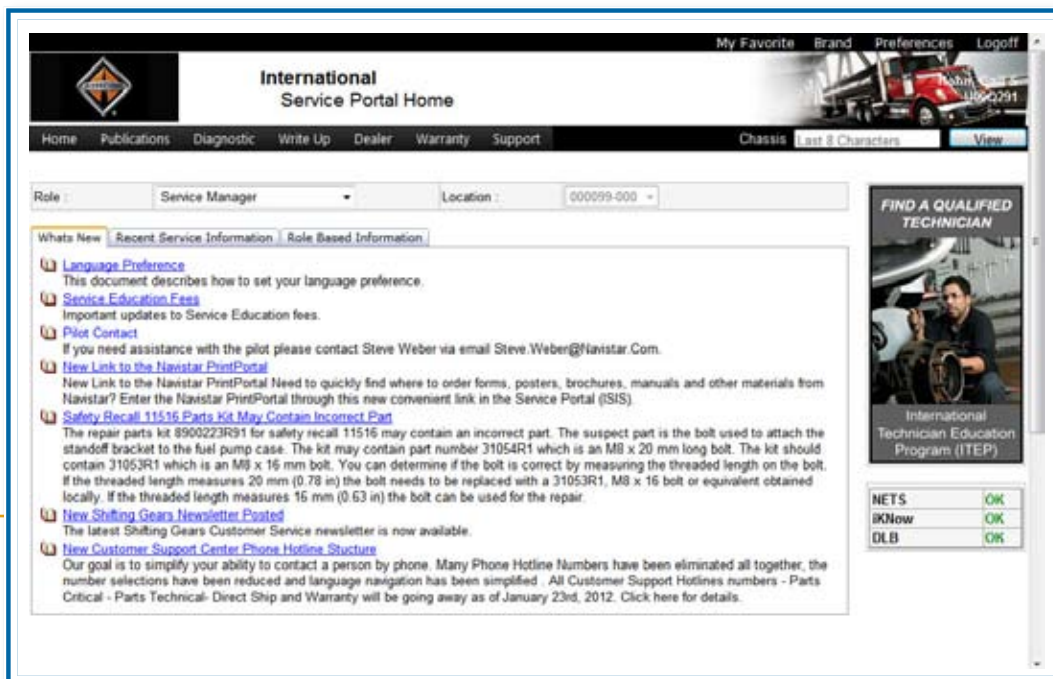
The Chassis Search feature allows you to use the eight-digit chassis number for a vehicle to navigate to the Vehicle Information screen for that vehicle. Just type in the eight digits and click the View button.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

### • 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.



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.

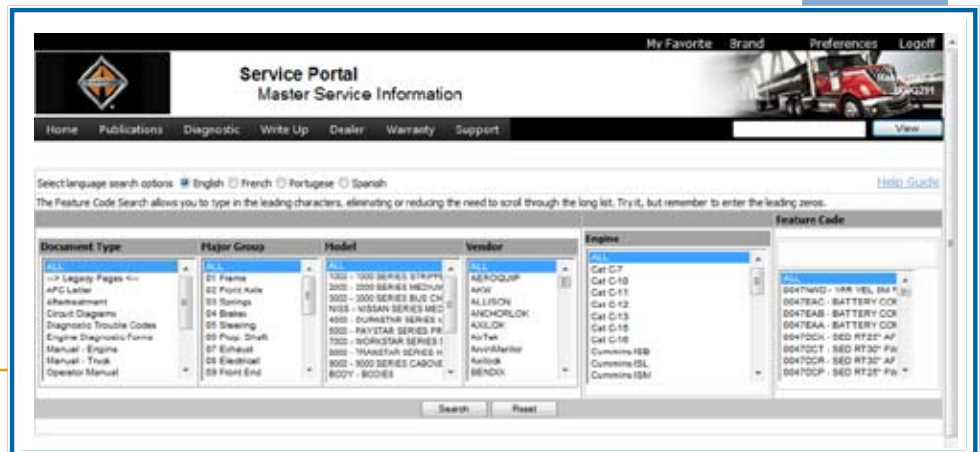


## LESSON 2: NAVIGATING THE SERVICE PORTAL

Let's begin with the Publications menu. We'll hover over Publications to open the menu. Then click master Service Information.



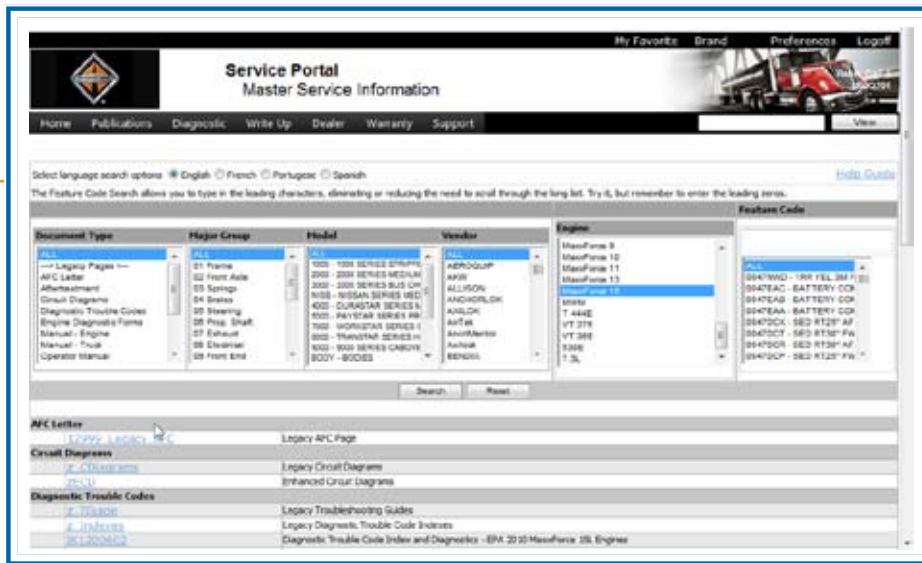
The Master Service Information feature allows users to search through all the available Service publications based on document type, major group, model, vendor, engine, feature code, or any combination of these characteristics. It is your one stop shop for finding service-related resources in the Service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

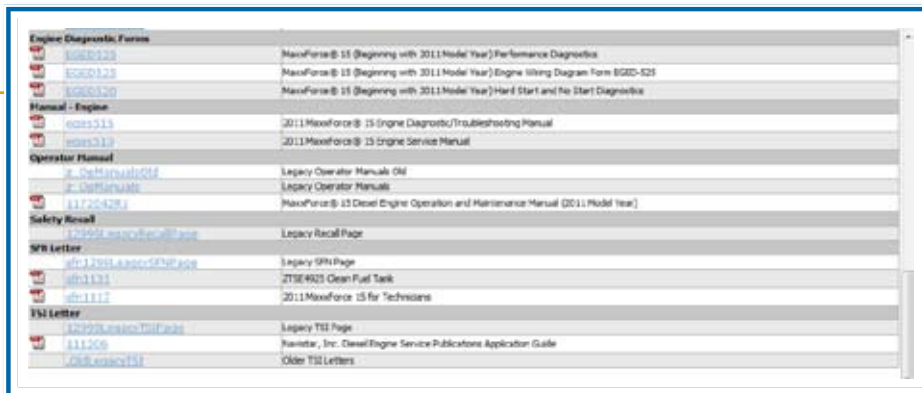
## LESSON 2: NAVIGATING THE SERVICE PORTAL

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.



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.



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.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

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.

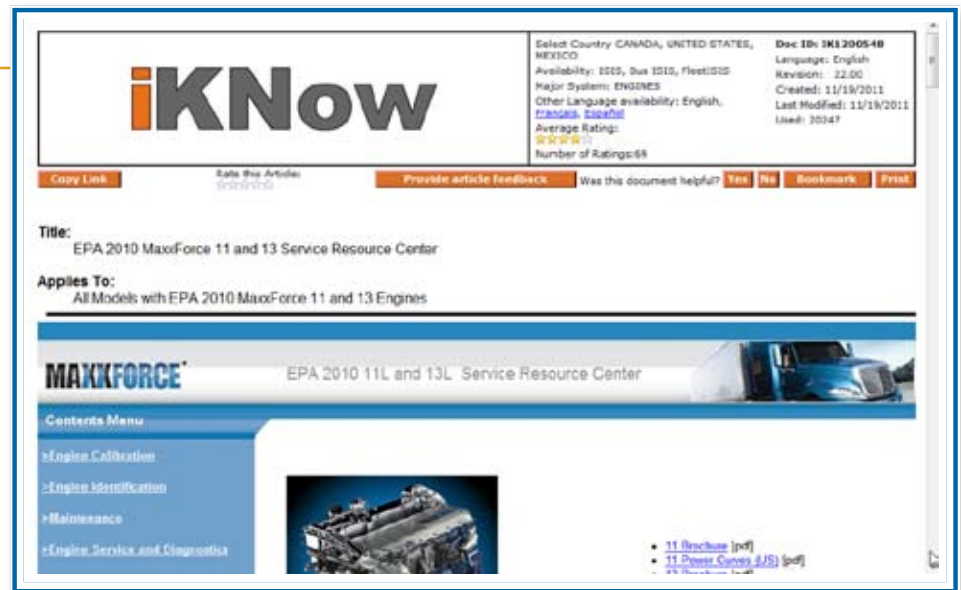


## LESSON 2: NAVIGATING THE SERVICE PORTAL

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.

In this Contents Menu, there are entries for Engine Calibration, Engine Identification, Maintenance, Engine Service and Diagnostics, Chassis Service, and other topics.



Just click on the topic that you're interested in to navigate to that topic. Let's take a closer look at Engine Calibration.

## LESSON 2: NAVIGATING THE SERVICE PORTAL

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

Calibration Release Date	Release Type	Description	Calibration Version	Release Documentation and Programming Instructions
06/02/2011	Production and Service	2009-2010 T6 and EPA 2010 MaxForce 13 Engines Models: ProStar, TriStar, and WorkStar. CHECK CALIBRATION SCORECARD. <i>Note: This document is now a running list of all Service Calibration Releases for the 2010 MaxForce 13 Engine.</i>	3.8.1	6/2/2010
06/02/2011	Production and Service	2009-2010 T6 and EPA 2010 MaxForce 11 Engines Models: ProStar, TriStar, and WorkStar. CHECK CALIBRATION SCORECARD. <i>Note: This document is now a running list of all Service Calibration Releases for the 2010 MaxForce 11 Engine.</i>	3.8.1	6/2/2010

Calibration Release Date	Description	Calibration Version	Release Documentation and Programming Instructions
06/02/2011	MaxForce 11 EPA 12, 130 HP @ 1700 RPM, 1250 B-t Torque @ 1000 RPM, 1100 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 11 EPA 12, 230 HP @ 1700 RPM, 1250 B-t Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 11 EPA 12, 380 HP @ 1700 RPM, 1250 B-t Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 11 EPA 12, 370 HP @ 1700 RPM, 1300 B-t Torque @ 1000 RPM, 1900 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 11 EPA 12, 370 HP @ 1700 RPM, 1350 B-t Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 11 EPA 12, 380 HP @ 1700 RPM, 1450 B-t Torque @ 1000 RPM, 1900 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 11 EPA 12, 380 HP @ 1700 RPM, 1450 B-t Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4/10/10
06/02/2011	MaxForce 13 EPA 17, 430 HP @ 1700 RPM, 1650 B-t Torque @ 1000 RPM, 1900 RPM Governed Speed	106	4/10/10

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 Item	Description	Date
2010 Model Year MaxForce 11 and 13 Maintenance Guide	2010 Model Year MaxForce 11 and 13 Maintenance Guide	7/19/2011
COOLING	Using Shell Rotella® Extended Life Coolant in 2010 MaxForce 11, and 13, Engines	7/19/2011
COOLING	Service Information New Shell Rotella® Ultra Extended Life Coolant (ELC) used in MaxForce 11 and 13 engines	7/19/2011
COOLING	Phosphate Conditioner Required When Replacing Radiator	7/19/2011
COOLING	Shell Rotella® Ultra Extended Life Coolant Multi-Grade Free Coolant	7/19/2011

System/Fuel Economy	LIGHT + 6.5 mpg or Higher (MORE THAN 4 km/L)	MODERATE + 5.5 mpg - 6.5 mpg (3-4 km/L)	SEVERE + LESS THAN 5.5 mpg (LESS THAN 2 km/L)
Change Engine Oil and Filter (Part # 300741803)	40,000 mi/64,400 km**	30,000 mi/48,000 km** (Based on a full economy of 5.8 mpg)	18,000 mi/29,000 km**
Change Gear/Oil Filter (Part # 300441803)	With Oil Change	With Oil Change	With Oil Change
Change Fuel Filter (Part # 300441803)	25,000 mi/40,000 km	25,000 mi/40,000 km	25,000 mi/40,000 km
Clean or Change Fuel Strainer	25,000 mi/40,000 km	25,000 mi/40,000 km	25,000 mi/40,000 km
Change Water Filter	25,000 mi/40,000 km	25,000 mi/40,000 km	25,000 mi/40,000 km
Adjust Engine Valve Lash	250,000 mi/400,000 km	250,000 mi/400,000 km	250,000 mi/400,000 km
Clean Diesel Particulate Filter (DPF)†	200,000 mi/320,000 km	200,000 mi/320,000 km	200,000 mi/320,000 km
Regenerate Engine Coolant	200,000 mi/320,000 km	200,000 mi/320,000 km	200,000 mi/320,000 km

For additional maintenance services or for more detailed information on the service intervals above, please consult the appropriate Engine Operator Manual.  
 \* The recommended Service Intervals for MaxForce 11, 13, and 13L engines are directly related to the fuel economy achieved. Many variables affect fuel economy such as application, load, driver habits and the elements. Please consult your International dealer for the latest service recommendations. A time or full service limit may also apply. Refer to the Engine Operator Manual for complete details.  
 \*\* Oil drain interval with centrifuge.  
 † Reduced service interval required if CH-4 engine lubrication oil is used. If using CH-4 oil, reduce DPF cleaning interval to 200,000 mi/320,000 km, 20 months or 6,500 hours. A time or full service limit may also apply. Refer to the Engine Operator Manual for complete details.



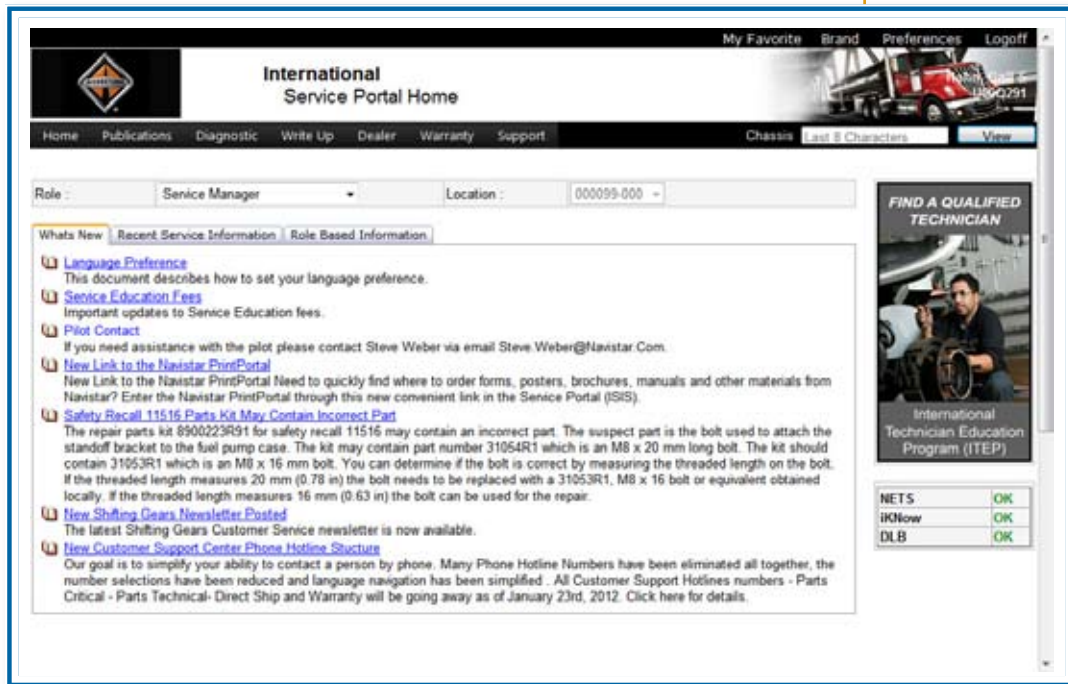
When we close an iKnow document, we'll always see this dialog box requesting feedback on the usefulness of the article. Click Yes or No to indicate whether or not the article helped resolve your issue.



## LESSON 2: NAVIGATING THE SERVICE PORTAL

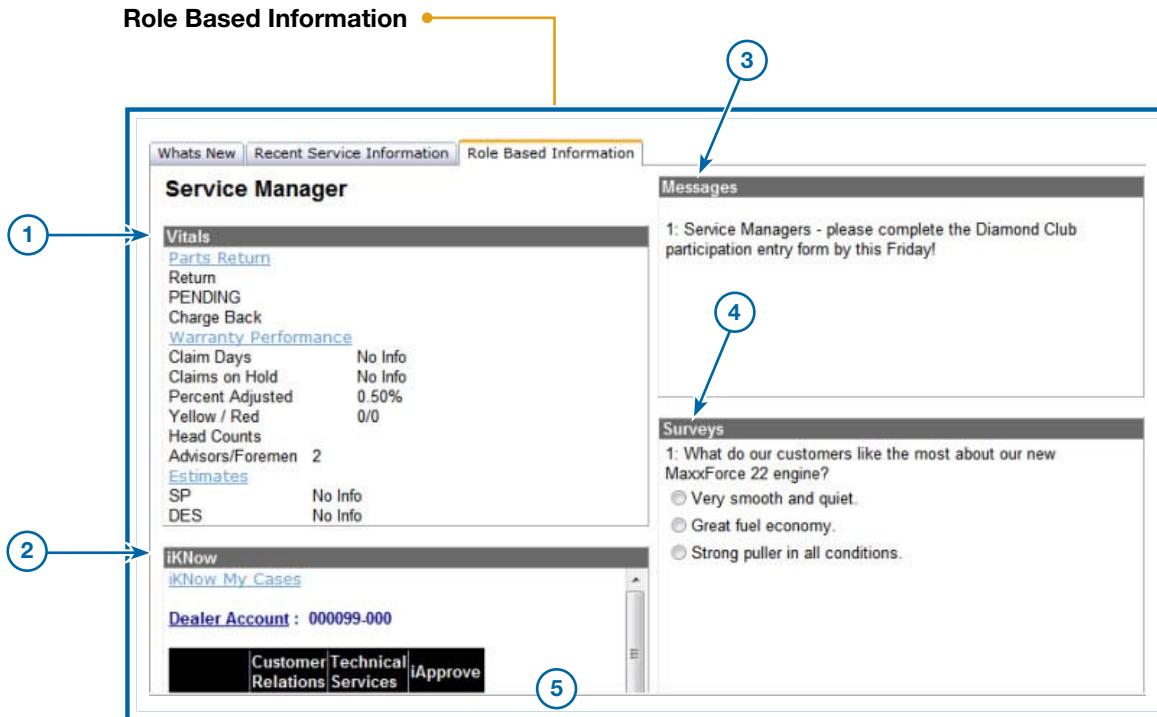
### Home Screen Resources

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



- 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.

## LESSON 2: NAVIGATING THE SERVICE PORTAL



1. **Vitals**
2. **iKNow**
3. **Messages**
4. **Survey**
5. **Education**

The Role Based Information tab is divided into five sections.

- The Vitals section provides performance information for your dealership. The information displayed is dependent on your role. For example, for a Service Manager, it displays key metrics about the various types of open cases, warranty performance and estimates.
- The iKNow section provides more detailed information about the numbers and status of Customer Relations, Tech Services and iApprove cases.
- The Messages section contains messages that are related to your role as assigned in the Employee Registration system.
- The Survey section may contain surveys that are related to your role as assigned in the Employee Registration system.
- The Education section appears below the iKNow section and may display messages related to new training offerings and other training-related issues.

## NOTES

[illegible]



## LESSON 3: MONITORING THE REPAIR PROCESS

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.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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** Monitor Preferences

**2** Location: INTERNATIONAL TRUCKS (00001-000)

**3** Refresh Now

**4** Case #, Dealer ID, Name, Status ID, Vehicle Status, Case Type, Days Open, RO #, Customer, Chassis #, Group Name, Fleet Name

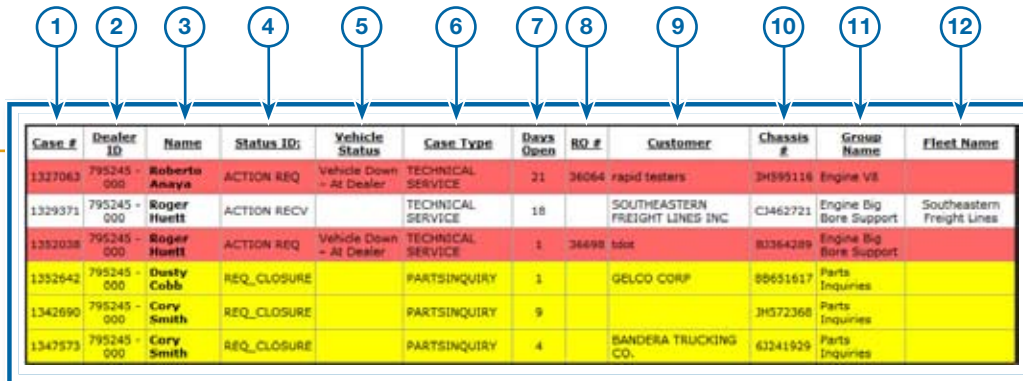
**5** Case #, Dealer ID, Name, Status ID, Vehicle Status, Case Type, Days Open, RO #, Customer, Chassis #, Group Name, Fleet Name

Case #	Dealer ID	Name	Status ID	Vehicle Status	Case Type	Days Open	RO #	Customer	Chassis #	Group Name	Fleet Name
1327063	795245-000	Roberto Anaya	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	21	36064	rapid trailers	34585116	Engine V8	
1329371	795245-000	Roger Huett	ACTION RECV		TECHNICAL SERVICE	18		SOUTHEASTERN FREIGHT LINES INC	C3462721	Engine Big Bore Support	Southeastern Freight Lines
1352038	795245-000	Roger Huett	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	1	36698	tdst	83364239	Engine Big Bore Support	
1352642	795245-000	Dusty Cobb	REQ_CLOSURE		PARTSINQUIRY	1		GELCO CORP	88631617	Parts Inquiries	
1342690	795245-000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	9			39572348	Parts Inquiries	
1347573	795245-000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	4		SANDERA TRUCKING CO.	63241929	Parts Inquiries	

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.
3. 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.

## LESSON 3: MONITORING THE REPAIR PROCESS

### Dealer Monitor Report Fields



1	2	3	4	5	6	7	8	9	10	11	12
Case #	Dealer ID	Name	Status ID	Vehicle Status	Case Type	Days Open	RO #	Customer	Chassis #	Group Name	Fleet Name
1327063	795245-000	Roberto Araya	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	21	36064	rapid testers	JH595116	Engine V8	
1329371	795245-000	Roger Huett	ACTION RECV		TECHNICAL SERVICE	18		SOUTHEASTERN FREIGHT LINES INC	C3462721	Engine Big Bore Support	Southeastern Freight Lines
1332038	795245-000	Roger Huett	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	1	36498	Isot	83364289	Engine Big Bore Support	
1332642	795245-000	Dusky Cobb	REQ_CLOSURE		PARTSINQUIRY	1		GELCO CORP	88651617	Parts Inquiries	
1342690	795245-000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	9			JH372368	Parts Inquiries	
1347573	795245-000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	4		SANDERA TRUCKING CO.	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.

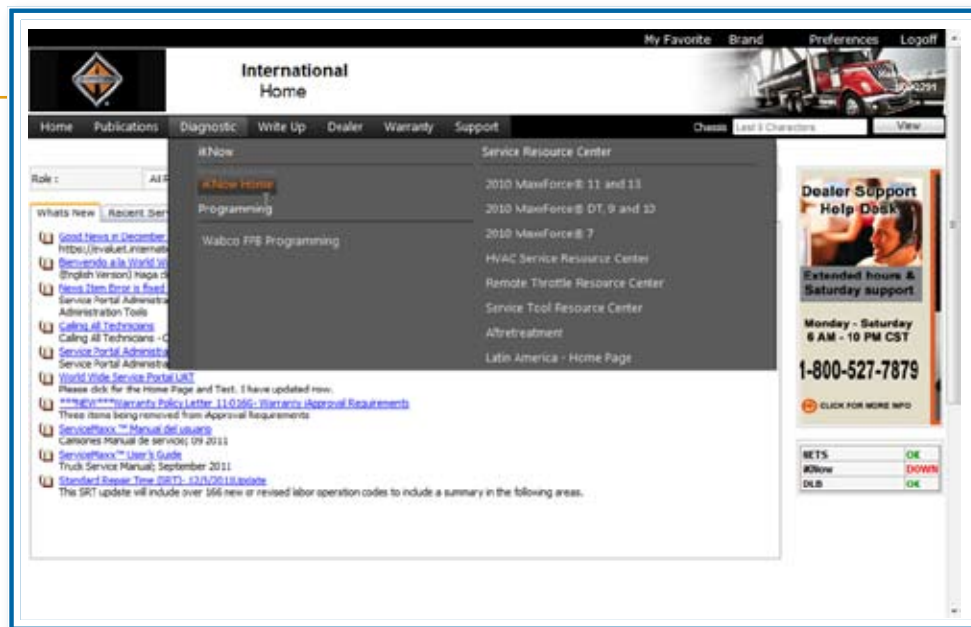
1. The Case Number is the number assigned when the case was created.
2. The Dealer ID displays the dealer account number.
3. The Name field displays the name of the person who initiated the case.
4. Status ID displays the iKNow system status currently assigned to the case. As you can see, this frequently 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.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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.*



Here we can see the link to iKNow Home. We'll click on it to navigate to iKNow.

## LESSON 3: MONITORING THE REPAIR PROCESS

### Dealer Monitor Report Fields

The screenshot shows the iKnow Home interface. At the top is a navigation bar with tabs: iKnow Home, iKnow Search, What's New, My Profile, Reports, Parts Orders, Repair Advocate, Dealer Profile, and My Sold Vehicles. The 'Reports' tab is highlighted. Below the navigation bar, there are four main sections:

- Key Metrics:** A table showing various metrics related to cases assigned to the dealer.
 

Metric	Value
Open Technical Service Cases Assigned to My Dealer	18
Open Customer Service Cases Assigned to My Dealer	0
Open Parts Inquiry Cases Assigned to My Dealer	15
Number of Open Cases Over 5 Days Old Assigned To My Dealer	35
Number of Open Cases Over 15 Days Old Assigned To My Dealer	31
Number of Open Cases Over 5 Days Old Assigned To Me	0
Number of Open Cases Over 15 Days Old Assigned To Me	0
Number of Open Cases Waiting for a Response from Me	0
Number of Open Cases Waiting for a Response from My Dealer	20
Number of Open Cases Pending Auto Closure	20
- News:** A list of new iKnow courses available, including EPA 2016 MaxxForce 11 and 13 Resource Center, EPA 2016 MaxxForce DT, 9 and 10 Service Resource Center, EPA 2016 MaxxForce 7 Service Resource Center, A/C - HVAC Service Resource Center, EPA 2016 MaxxForce 15 Resource Center, and Remote Throttle Service Resource Center.
- Bookmarked Cases:** A section for managing bookmarked cases. It includes filters for Action Required, Note From Tech Services, New iKnow Document Attached, and Request For Closure. There are buttons for Add, Delete, and Refresh. A message states: "No bookmarked cases in this folder."
- Search Cases:** A section for searching cases. It includes filters for Case Type (All, Tech Services, Approve, Request, Customer Service, Repair Advocate, Parts Inquiry, EZ-Tech, Managed Repair, Tool Request, Dealer Admin), Status (Open), List Type (My Cases), Dealer Name (All), and a Search button. There is also a search bar for Case #.

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.

The screenshot shows the iKnow Reports interface. At the top is a navigation bar with tabs: iKnow Home, iKnow Search, What's New, My Profile, Reports, Parts Orders, Repair Advocate, Dealer Profile, and My Sold Vehicles. The 'Reports' tab is highlighted. Below the navigation bar, there are four main sections:

- Links:** A section with links to Dealer Scorecard and Dealer Monitor.
- Step 1 - Select Report:** A section for selecting a report type. It includes radio buttons for Open/Closed Cases by Location, Cases by Staff, and a Run Report button.
- Step 2 - Select Begin/End Dates:** A section for selecting a begin and end date for the report. It includes input fields for Begin Date and End Date.
- Step 3 - Select Case States:** A section for selecting the state of cases to include in the report. It includes radio buttons for Open, Closed, and Both.
- Step 4 - Select Locations:** A section for selecting the locations to include in the report. It includes a checkbox for Field Personnel (000100) and a Run Report button.

At the top of this tab are two links: one for the Dealer Scorecard and the other for the Dealer Monitor. We'll click the Dealer Monitor link.

## LESSON 3: MONITORING THE REPAIR PROCESS

Case #	Dealer ID	Name	Status ID	Vehicle Status	Case Type	Days Open	RO #	Customer	Chassis #	Group Name	Fleet Name
1327063	795245 - 000	Roberto Araya	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	21	36264	rapid beaters	3H595116	Engine Big Bore Support	
1329371	795245 - 000	Roger Huett	ACTION REC'D		TECHNICAL SERVICE	18		SOUTHEASTERN FREIGHT LINES INC	C3462721	Engine Big Bore Support	Southeastern Freight Lines
1352038	795245 - 000	Roger Huett	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	1	36698	Idot	B3364289	Engine Big Bore Support	
1352642	795245 - 000	Dusty Cobb	REQ_CLOSURE		PARTSINQUIRY	1		GELCO CORP	88651617	Parts Inquiries	
1342690	795245 - 000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	9			3H572368	Parts Inquiries	
1347573	795245 - 000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	4		BANDERA TRUCKING CO.	61241929	Parts Inquiries	

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.

Case #	Dealer ID	Name	Status ID	Vehicle Status	Case Type	Days Open	RO #	Customer	Chassis #	Group Name	Fleet Name
1329371	795245 - 000	Roger Huett	ACTION REC'D		TECHNICAL SERVICE	18		SOUTHEASTERN FREIGHT LINES INC	C3462721	Engine Big Bore Support	Southeastern Freight Lines
1352038	795245 - 000	Roger Huett	ACTION REQ	Vehicle Down - At Dealer	TECHNICAL SERVICE	1	36698	Idot	B3364289	Engine Big Bore Support	
1352642	795245 - 000	Dusty Cobb	REQ_CLOSURE		PARTSINQUIRY	1		GELCO CORP	88651617	Parts Inquiries	
1342690	795245 - 000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	9			3H572368	Parts Inquiries	
1347573	795245 - 000	Cory Smith	REQ_CLOSURE		PARTSINQUIRY	4		BANDERA TRUCKING CO.	61241929	Parts Inquiries	

Now all listings are sorted by Status ID.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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



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.

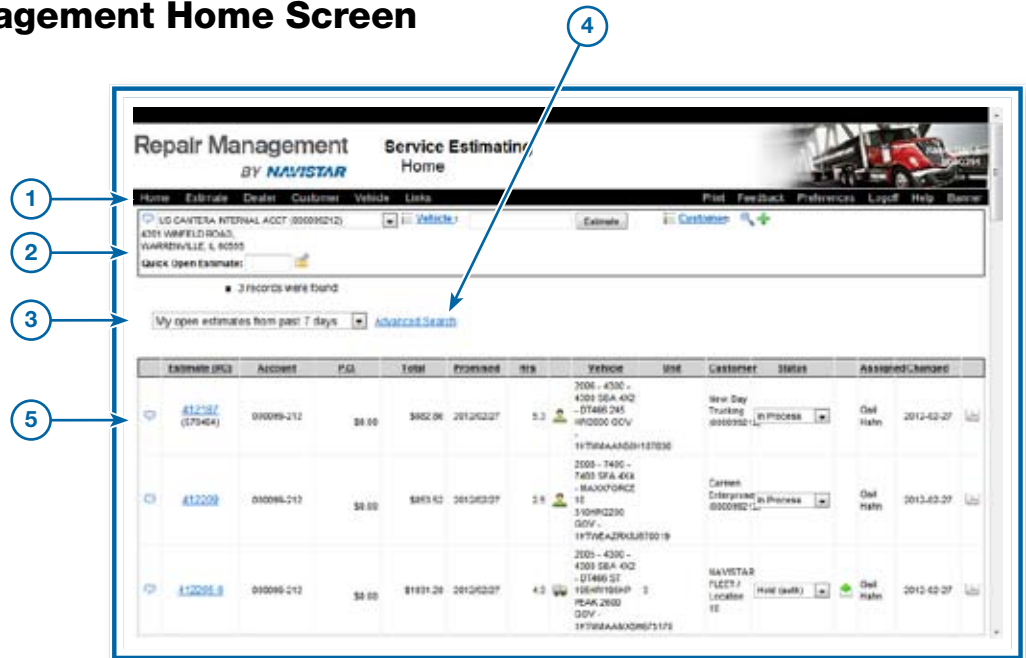


## LESSON 3: MONITORING THE REPAIR PROCESS

### Repair Management Home Screen

*When you navigate to Repair Management, you'll see the Service Estimating Screen.*

1. **Menu Bar**
2. **Estimate Header**
3. **Estimate Parameters**
4. **Advance Search**
5. **Estimate List**



#### 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

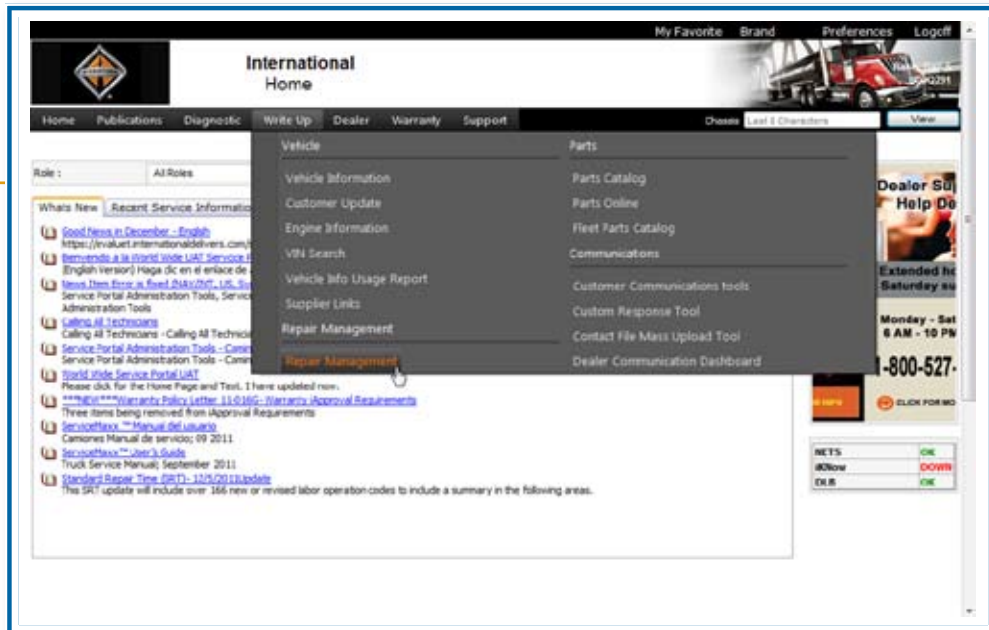
Depending on the criteria you've set, you'll see a list of estimates. Key fields displayed include the Estimate Number, Dealer Account Number, Estimate Total, Promised Date, Vehicle Description, Customer, and Status. You can view the details of the estimate by clicking the Estimate Number.



## LESSON 3: MONITORING THE REPAIR PROCESS

### Viewing Estimates in Repair Management

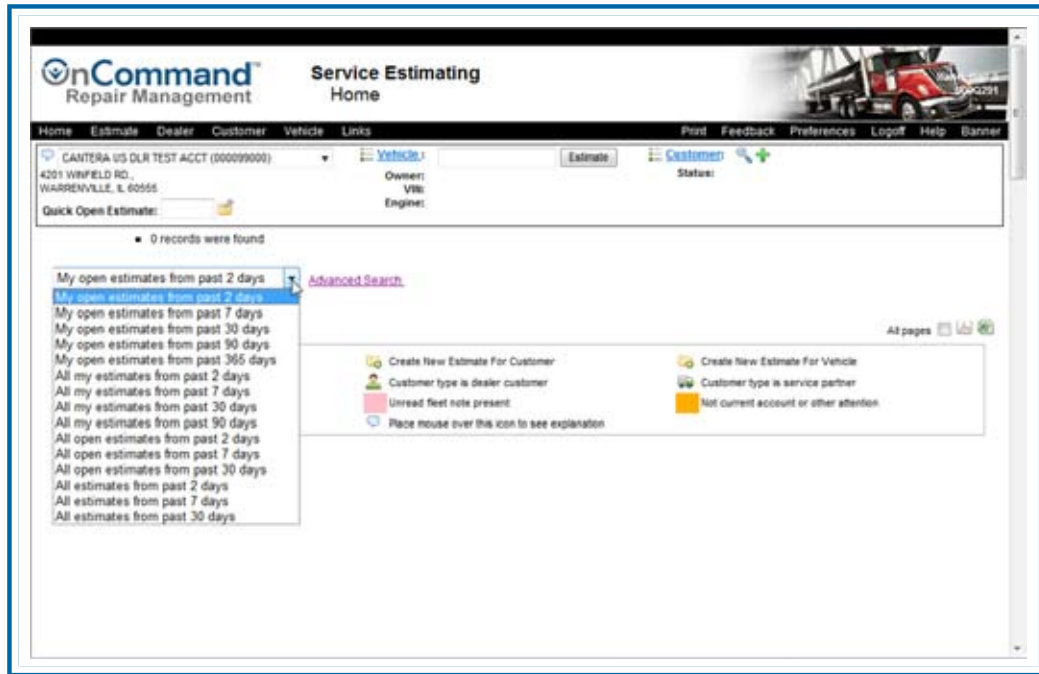
Now let's take a look at how to navigate to the Repair Management System and view estimates.



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.

## LESSON 3: MONITORING THE REPAIR PROCESS



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.

## LESSON 3: MONITORING THE REPAIR PROCESS

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.

The screenshot shows the 'nCommand Repair Management' interface. At the top, there's a navigation bar with links: Home, Estimate, Dealer, Customer, Vehicle, Links. Below this, there's a search bar with 'CANTERA US CLR TEST ACCT (00000000)' and a 'Vehicle' dropdown. A 'Quick Open Estimate' button is also present. Below the search bar, it says '35 records were found'. A table of estimates is displayed with columns: Estimate ID, Account, P.O., Total, Promised, Hrs, Vehicle, Unit, Status, Assignee, and Changed. The table shows three estimates with IDs 20211, 20214, and 20215. An 'Advanced Search' link is highlighted in the top right of the table area.

The screenshot shows the 'nCommand Repair Management' interface for 'Service Estimating Search Estimates'. It features a search criteria section with fields for 'From Date' (11/08/2011), 'To Date' (12/08/2011), 'ID' (a dropdown menu), 'Status' (a dropdown menu), and 'Scope' (a dropdown menu). Below the search criteria, there are several icons and links for actions like 'Edit Vehicle', 'Create New Estimate For Customer', 'Create New Estimate For Vehicle', and 'Print'. A legend at the bottom explains the icons: a green checkmark for 'Requires test post (or closure)', a red X for 'No dealer customer access in that account', a green person for 'Customer type is dealer customer', a pink note for 'Unread Test note present', a blue magnifying glass for 'Place mouse over this icon to see explanation', a yellow checkmark for 'Create New Estimate For Vehicle', a green checkmark for 'Customer type is service partner', and a yellow checkmark for 'Not current account or other attention'.

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.

## LESSON 3: MONITORING THE REPAIR PROCESS

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 drop-down box. Then click the Search button.

**OnCommand Repair Management** Service Estimating Search Estimates

Home Estimate Dealer Customer Vehicle Links Print Feedback Preferences Logout Help Banner

CANTERA US DLR TEST ACCT (000099000) Vehicle: Owner: VIN: Engine: Customer: Status:

Quick Open Estimate: [Icon]

**Search Criteria**

From Date: 11/28/2011 To Date: 12/28/2011 ID: Assigned user ID Status: [ ] Include Closed Estimates Scope (Select Above): [x] Only account: 000099000 [ ] Only customer [ ] Only vehicle

[Search] [Cancel]

Icons: Edit Vehicle, Requires fleet post (or closure), No dealer customer access in that account, Print, Create New Estimate For Customer, Customer type is dealer customer, Unread fleet note present, Place mouse over this icon to see explanation, Create New Estimate For Vehicle, Customer type is service partner, Not current account or other attention

All pages [Icons]

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.

**OnCommand Repair Management** Service Estimating Search Estimates

Home Estimate Dealer Customer Vehicle Links Print Feedback Preferences Logout Help Banner

CANTERA US DLR TEST ACCT (000099000) Vehicle: Owner: VIN: Engine: Customer: Status:

Quick Open Estimate: [Icon]

18 records were found

**Search Criteria**

From Date: 01/03/2012 To Date: 02/02/2012 ID: Assigned user ID: U000XSP Status: [ ] Include Closed Estimates Scope (Select Above): [x] Only account: 000099000 [ ] Only customer [ ] Only vehicle

[Search] [Cancel]

Estimate ID	Account	P.O.	Total	Promised	Hrs	Vehicle	Unit	Custom	Status	Assignee	Changed
400580 (124554)	000099-000	\$0.00	\$131.14	2012/02/02	1.5	2008 - 7400 - 7400 SBA 6X4 - MAXXFORCE DT 230HP/2400 GOV - 1HTWGAAR06L		Carmen Enterprise (000099000) TEST 486	In Process	Marcel Schuurm	2012-02-02
400333 (0043114)	000099-000	\$0.00	\$62.52	2012/02/02	0.5	2005 - 4200 - 4200 SBA 4X2 - VT365 200HP/200HP PEAK 2000 GOV - 1HTWPAF035K		Carmen Enterprise (000099000) TEST 486	In Process	Marcel Schuurm	2012-02-02
399580 (236945)	000099-000	\$0.00	\$205.18	2012/02/01	3.5	2008 - 7400 - 7400 SBA 6X4 - MAXXFORCE DT 230HP/2400		Carmen Enterprise (000099000) TEST 486	In Process	Marcel Schuurm	2012-02-01

## LESSON 3: MONITORING THE REPAIR PROCESS

### Operations Quoted Not Sold

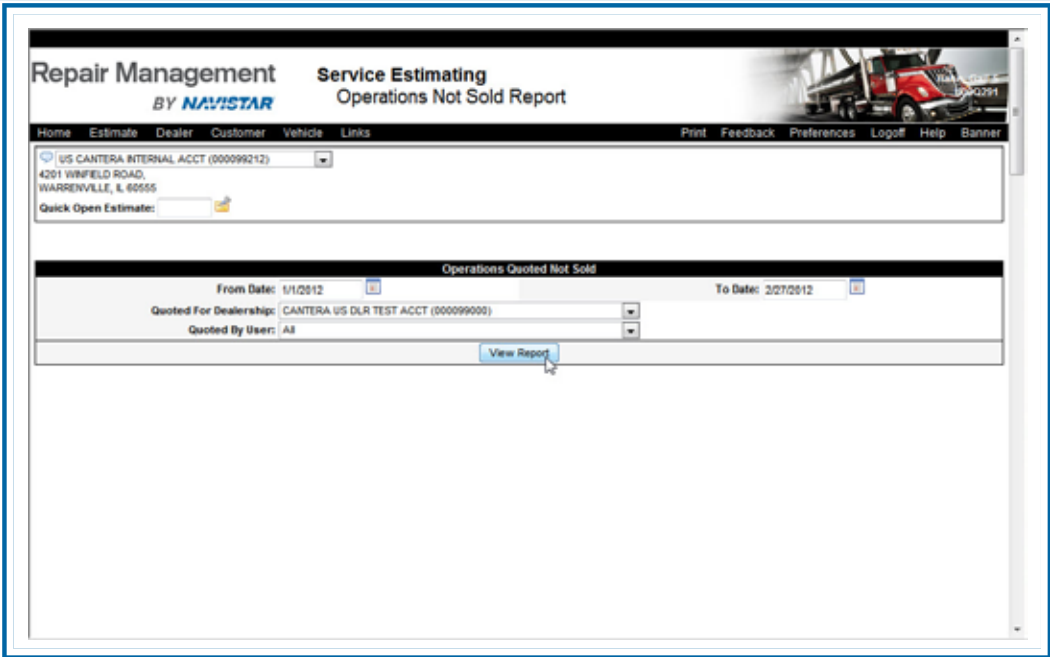
You'll find the Operations Quoted Not Sold Report in the Dealer menu of the Repair Management System. The Operations Quoted Not Sold Report allows the user to view the estimate items quoted in estimates but not sold.

The screenshot shows the 'Repair Management BY NAVISTAR Service Estimating Home' interface. The 'Dealer' menu is open, displaying a list of options: Dealer Info Maintenance, Sales Tax Maintenance, Labor Rate Maintenance, Shop/Misc Fee Maintenance, Upload Logo, Part Maintenance, Operation Maintenance, Labor Source Maintenance, Customer Estimating Info, Upload Customer Vehicles, Fleet Info, and Reports. The 'Reports' submenu is open, showing 'Estimate Usage' and 'Operations Quoted Not Sold'. The 'Operations Quoted Not Sold' option is highlighted with a mouse cursor.

Estimate (ID)	Total	Promised	Hrs	Vehicle	Unit	Customer	Status	Assigned/Changed
452187 (575464)	\$882.86	2012/02/27	5.3	2006 - 4300 - 4300 SBA 4X2 - OT486 245 HR2600 GOV - 1HTMMAAN56H157836		New Day Trucking (000096212)	In Process	Gail Mahn 2012-02-27
452209	\$0.00	\$853.52	2.5	2008 - 7400 - 7400 SFA 4X4 - MAXXFORCE 10 310HR2200 GOV - 1HTWEAZR5J579919		Carmen Enterprises (000096212)	In Process	Gail Mahn 2012-02-27
412205-5	\$0.00	\$1031.28	4.3	2005 - 4300 - 4300 SBA 4X2 - OT486 ST 190HP1195HP 3 PEAK 2600 GOV - 1HTMMAAN5XSH6751175		NAVISTAR FLEET / Location 10	Hold (auth)	Gail Mahn 2012-02-27

From the Service Estimating Home page, hover over Dealer. Hover over Reports at the bottom of the menu. Click on Operations Quoted Not Sold.

### LESSON 3: MONITORING THE REPAIR PROCESS



This screen allows you to set the criteria for the estimates you'd like to view. You can specify a date range, choose a dealership location from the drop-down list, and look at operations for all users or a specific user.

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.

Operation	Variation	Date Quoted	Customer Name	Dealer	User Name
<a href="#">BUDGET TRUCK RENTAL / TULSA</a>		1/13/2012	Budget Truck Rental / Tulsa	000099000	Steve Kueller
<a href="#">BUDGET TRUCK RENTAL / TULSA</a>		1/13/2012	Budget Truck Rental / Tulsa	000099000	Steve Kueller
<a href="#">CARMEN ENTERPRISE</a>		1/19/2012	Carmen Enterprise	000099000	Marcel Schuurman
<a href="#">CARMEN ENTERPRISE</a>		1/19/2012	Carmen Enterprise	000099000	Marcel Schuurman
<a href="#">FRONT AXLE ALIGNMENT</a>	DEFAULT	1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">FRONT AXLE ALIGNMENT</a>	DEFAULT	1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">VALVE LASH / CLEARANCE / ADJUST</a>		1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">VALVE LASH / CLEARANCE / ADJUST</a>		1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">HIGH PRESSURE OIL MANIFOLD AND/OR O-RINGS REPLACE</a>		1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">HIGH PRESSURE OIL MANIFOLD AND/OR O-RINGS REPLACE</a>		1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">ADJUST ESTIMATE PRICE</a>		1/2/2012	Enterprise / 39 Cleveland	000099000	Marcel Schuurman
<a href="#">ADJUST ESTIMATE PRICE</a>		12/13/2011	Carmen Enterprise	000099000	James, John M
<a href="#">ADJUST ESTIMATE PRICE</a>		12/13/2011	NAVISTAR FLEET / Location 10	000099000	James, John M
<a href="#">ADJUST ESTIMATE PRICE</a>		12/13/2011	NAVISTAR FLEET / Location 10	000099000	James, John M

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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.

The screenshot shows the Navistar Service Portal interface. The top navigation bar includes 'Home', 'Estimate', 'Dealer', 'Customer', 'Vehicle', and 'Links'. The 'Dealer' menu is open, showing options like 'Dealer Info Maintenance', 'Sales Tax Maintenance', 'Labor Rate Maintenance', 'Shop/Misc Fee Maintenance', 'Upload Logo', 'Part Maintenance', 'Operation Maintenance', 'Labor Source Maintenance', 'Customer Estimating Info', 'Upload Customer Vehicles', 'Fleet Info', and 'Reports'. The 'Reports' sub-menu is open, and 'Estimate Usage' is highlighted. The main table displays a list of estimates with columns for Total, Promised, Price, Vehicle, Unit, Customer, Status, and Assigned/Changed.

Estimate (RQ)	Total	Promised	Price	Vehicle	Unit	Customer	Status	Assigned/Changed
412187 (578484)	\$882.86	2012/02/27	5.3	2006 - 4300 - 4300 SBA 4X2 - DT466 245 HP/2600 GOV - 1HTMMAAN56H187836	3	New Day Trucking (00009921)	In Process	Gail Hahn 2012-02-27
412208	\$0.00	\$853.52	2.5	2006 - 7400 - 7400 SFA 4X4 - MAXXFORCE 10 310HP/2200 GOV - 1HTVIEAZR03J670019	3	Carmen Enterprises (00009921)	In Process	Gail Hahn 2012-02-27
412205-0	\$0.00	\$1831.28	4.3	2005 - 4300 - 4300 SBA 4X2 - DT466 ST 195HP/1950HP PEAK 2600 GOV - 1HTMMAAMX5HE75178	3	NAVISTAR FLEET / Location 10	Hold (auth)	Gail Hahn 2012-02-27

Just click on the first item in the Reports sub-menu.



## LESSON 3: MONITORING THE REPAIR PROCESS

You'll be presented with search criteria for the report. Once you've selected them, click the View button.

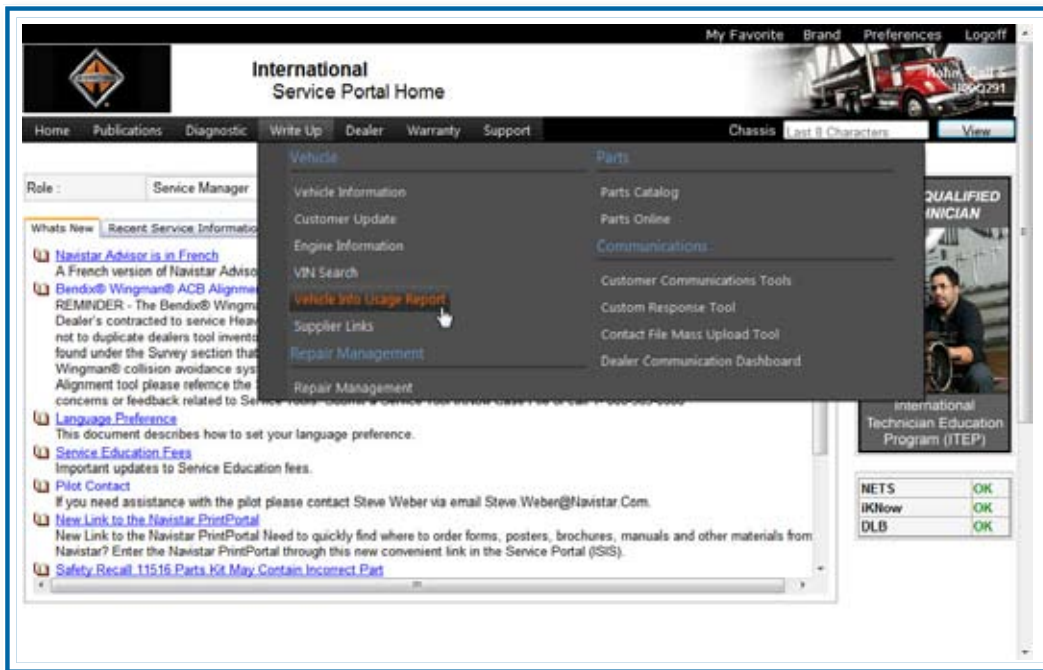
Account	User Name	Total Estimates Written	Estimates Per Day	Total Estimate Value	Average Estimate value	% Of Total Estimate Value	Total Estimates Closed	Closed Estimate Value	% Of Closed Estimate Value
000099000	Brian Mulshine	13	0.23	\$963.94	\$74.15	0.44 %	0	\$0.00	0.00 %
000099000	Jamros, John M	7	0.12	\$8661.08	\$1237.30	3.95 %	0	\$0.00	0.00 %
000099000	Marcel Schuurman	59	1.04	\$56416.29	\$956.21	25.70 %	34	\$31329.42	22.35 %
000099000	Reach, Scot H	24	0.42	\$29631.15	\$1242.97	13.59 %	23	\$29631.15	21.28 %
000099000	Steve Kueller	5	0.09	\$1437.91	\$287.58	0.66 %	0	\$0.00	0.00 %
000099000	Poisant, Michel	38	0.67	\$45459.15	\$1196.29	20.71 %	36	\$42241.34	30.14 %
000099000	Vandenhuyvel, Ted J	12	0.21	\$24282.98	\$2023.58	11.06 %	11	\$24282.98	17.33 %
000099000	Piquette, Daniel R	14	0.25	\$47837.81	\$3416.99	21.00 %	7	\$11196.67	7.99 %
000099000	Aysola, Lakshmi	2	0.04	\$940.84	\$470.42	0.43 %	2	\$940.84	0.67 %
000099000	Richard Hansen	4	0.07	\$3924.77	\$981.19	1.79 %	1	\$598.11	0.43 %
000099000	Paul Masse	1	0.02	\$0.00	\$0.00	0.00 %	0	\$0.00	0.00 %
<b>Grand Total</b>		<b>178</b>	<b>3.12</b>	<b>\$219487.50</b>	<b>\$1233.08</b>	<b>100.00 %</b>	<b>113</b>	<b>\$140154.10</b>	<b>100.00 %</b>

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.



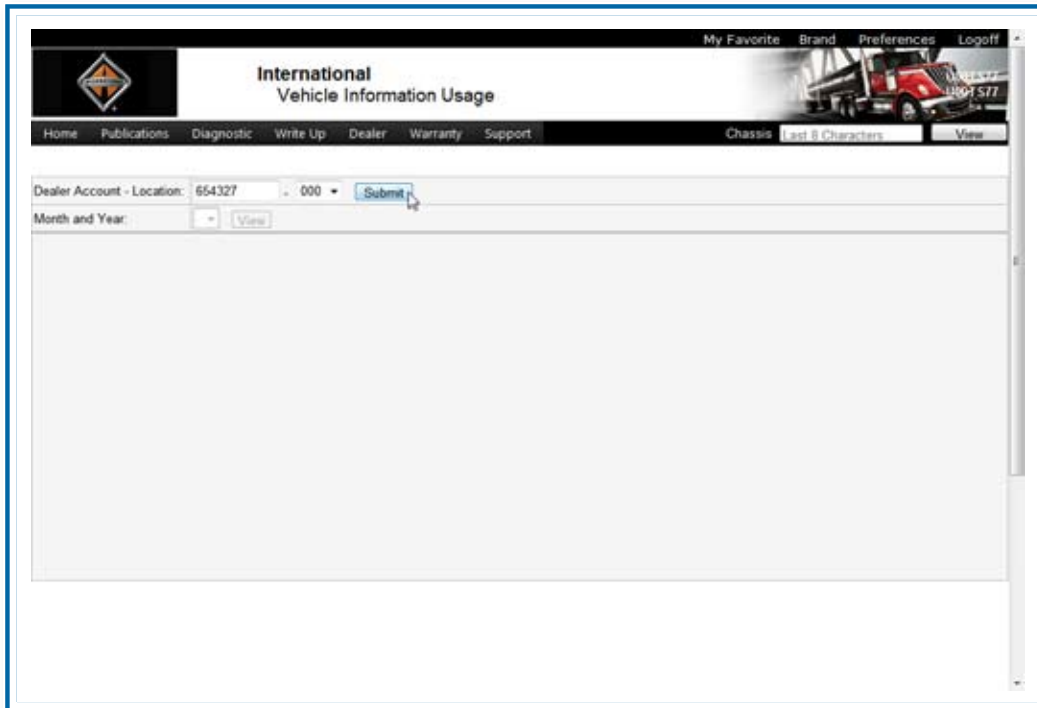
## LESSON 3: MONITORING THE REPAIR PROCESS

### Navigating to Vehicle Information Usage



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.

## LESSON 3: MONITORING THE REPAIR PROCESS



The screenshot shows the 'International Vehicle Information Usage' web application. The header includes the International logo, navigation links (Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support), and user options (My Favorite, Brand, Preferences, Logout). Below the header, there's a 'Chassis' field with a dropdown menu showing 'Last 8 Characters' and a 'View' button. The main form area contains two input fields: 'Dealer Account - Location' with the value '654327' and a dropdown arrow, and 'Month and Year' with a dropdown arrow. A 'Submit' button is located to the right of the first field, and a 'View' button is to the right of the second field. A large, empty rectangular area is below these fields, likely for displaying the report data.

The Vehicle Information Usage Report provides statistics on how frequently dealership personnel have visited the Vehicle Information screen. The Dealer Account defaults to your location. If your User ID is associated with more than one location, you can select the one you want from the drop-down list. Then click the Submit button.

## LESSON 3: MONITORING THE REPAIR PROCESS

The screenshot shows the 'International Vehicle Information Usage' web application. At the top, there is a navigation bar with links: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, Chassis, Last 6 Characters, and View. Below the navigation bar, there are input fields for 'Dealer Account - Location' (654327) and 'Month and Year' (January, 2012), each with a 'Submit' or 'View' button. A 'Dealer Details' section follows, containing a table with business and shipping information. Below this is a table showing user activity for the current month, with columns for Name, User ID, Job Class, Page, Component, and No. of Visits. The table lists two users: Subramanyam, Shankar and Weber, Steve.

Dealer Details					
Business Name:	CHICAGO INTL TRK-CENTRAL	Shipping Name:	CHICAGO INTL TRK-CENTRAL		
Business Address:	1827 WALDEN OFF SQ ST275 SCHAUMBURG, IL 60173	Shipping Address:	4655 SO. CENTRAL AVE CHICAGO, IL 60638		
Phone Number:	(708) 496-7500	Fax Number:	(708) 496-7530		
Toll Free Number:	( ) -				

Name	User ID	Job Class	Page	Component	No. of Visits
Subramanyam, Shankar	YYYZ520	SE003, Service Manager	VehicleInfo	Summary	3
Weber, Steve	YYYSBW3	SE003, Service Manager	Scorecard	Cal Scorecard	1

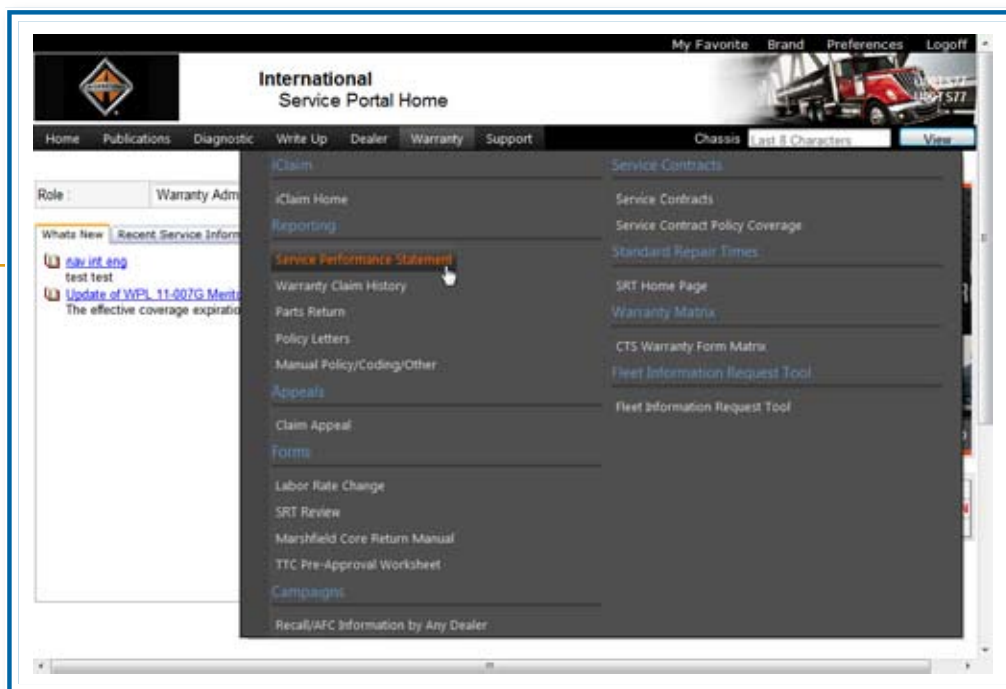
A table, arranged by employee name, is displayed for the current month. You can select a previous month by selecting it from the Month and Year drop-down list.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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 the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Service Performance Statement.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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.

The screenshot shows the 'International SPS' interface. At the top, there's a navigation bar with links: Home, Publications, Diagnostic, Write Up, Dealer, Vehicle, Report, Chassis, and Parts & Accessories. Below this, there are two dropdown menus: 'Dealer Location' (set to 6789430-000) and 'Report Month' (set to 2011 February). To the right of these are three buttons: 'Submit', 'Back', and 'Report Explanation'. The main content area is divided into several sections: 'Dealer Information' (Business Name: INTERNATIONAL TRUCKS INC, Shopping Address: 4201 WARRICKVILLE RD, WARRICKVILLE, IL, Dealer Account & Location: 6789430-000), 'General Information' (Phone: 630-655-5100, Fax: 630-655-3163), 'Dealer Details' (Labor Rate: 112, Service Days: 76, Number of Techs: 0, Number of Self-Studies: 5, CSE/TSM: JOHN GROSLINGER), 'Manager Details' (Manager Name: JOHN GROSLINGER), and 'Statement Performance' (Total Warranty: 1,025,526, Labor: 556,226, Parts: 469,306, Subst # Mls: 651,721, Paid # Mls: 548,545, Pct Adjusted: 80.90%, Policy #s: 14,827, Parts #s: 14,827, Performance for R.E. (R.E. 1,635/73, 1,424/23, 1,624/19, 1,624/19).

#### 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**

## LESSON 3: MONITORING THE REPAIR PROCESS

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.

**1 Dealer Information**

Business Name: INTERNATIONAL TRUCKS INC  
 Shipping Address: 4201 WYNNVILLE RD  
 WARRICKVILLE, IN 46782  
 Dealer Account & Location: 678M430-000

**2 Contact Information**

Phone: 630-555-5100  
 Fax: 630-555-5183

**3 Service Details**

Labor Rate	112	Early Drop	Y
Service Days	16	Warranty Service	N
Number of Techs	0	Address	Y
Number of Self-Starters	5	Road Service	N
CSE/TSM	JOHN GROSLINGER		

**4 Manager Details**

<b>Warranty Performance</b>		<b>Parts</b>	
Total Warranty	1,055,326	Labor	556,226
Subst 6 Mth	651,721	Part 6 Mth	548,545
Policy 30	16,827	Parts 6 Mth	
61 Cse Pct	16.12	Performance for 6 Mth	16.12
Vehicle Reported	1,593/73	1,424/73	1,624/10
Medium	1,624/10	1,624/10	1,624/10

### 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**

## LESSON 3: MONITORING THE REPAIR PROCESS

### Warranty Performance

Warranty Performance					
Total Warranty	1,355,526	Labor	556,226	Parts	499,300
Subnet \$ Mth	661,721	Paid \$ Mth	548,946	Pct Adjusted	18.00%
Policy 90	16,027	Parts 55 Wky			
<b>01 Cost For Vehicles Repaired</b>					
Medium	1,553/73	1,424/23	GREEN	1,624/13	
Heavy	1,647/14	985/9	GREEN	790/6	
Severe	1,448/09	343/10	GREEN	367/8	
Bus	1,415/354	1,431/180	GREEN	1,358/10	
<b>03 Cost For Vehicles Repaired</b>					
Medium	28/2	0/0	N/A	0/0	
Heavy	7	7		7	
Severe	284/8	306/5	N/A	306/2	
Bus	176/233	282/73	GREEN	290/3	
<b>Total Claims</b>					
Total Claims	1865	2626		North America	
Total Sections	1336	2065			
<b>Claim Days</b>					
Fed to Comp	13.6	12.2			
Comp to Sent	9.5	11.2			
Fed to Sent	0	0		0	
Sent to Paid	3.9	3.7			
Fed to Paid	27	27.1			
<b>Claims on Hold February 2011</b>					
Dealer	0	0		0	
North America					
<b>Parts Return Status</b>					
Requested	92.0	327.0		North America	
Returned	84.0	312.0			

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.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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.



## LESSON 3: MONITORING THE REPAIR PROCESS

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

The screenshot shows the Service Performance Statement interface. It is divided into several sections, each highlighted by a numbered callout:

- 1. Parts Return Status:** A table showing parts return metrics for February 2012. The table has columns for Requested, Returned, Within 60 Days, Beyond 60 Days, and Parts Ret Pct. The data shows 92.0 Requested, 85.0 Returned, 85.0 Within 60 Days, 0.0 Beyond 60 Days, and 93.5% Parts Ret Pct.
- 2. Service Program Parameters:** A section with a table of service parameters. The table has columns for Eaton Hybrid Service Provider, DPF Cleaning Capable, Fuel Tank Cleaning Capable, and Accelerated Service. The data shows Eaton Hybrid Service Provider: N, DPF Cleaning Capable: N, Fuel Tank Cleaning Capable: N, and Accelerated Service: N.
- 3. Service Level Authorization (SLA):** A section with a link to the Service Level Authorization Scorecard.
- 4. Diamond Club:** A section with a table of Diamond Club participation. The table has columns for Diamond Club Enroll, On Command Repair Management, Performance FM Certified, Phase 1, Phase 2, Phase 3, On Command Service Partner, Cummins Dealer Code, Cert ISO & ISM 2007, and Max/Face 11 and 13 Technician Readiness. The data shows Diamond Club Enroll: Y, On Command Repair Management: Y, Performance FM Certified: Y, Phase 1: Y, Phase 2: N, Phase 3: N, On Command Service Partner: Y, Cummins Dealer Code: 13477, Cert ISO & ISM 2007: Y - 10/10/2008, and Max/Face 11 and 13 Technician Readiness: Y - 8/26/2008.

### 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 on your dealership's participation in this recognition program. It includes your goals and a matrix in which to enter points earned in each quarter.

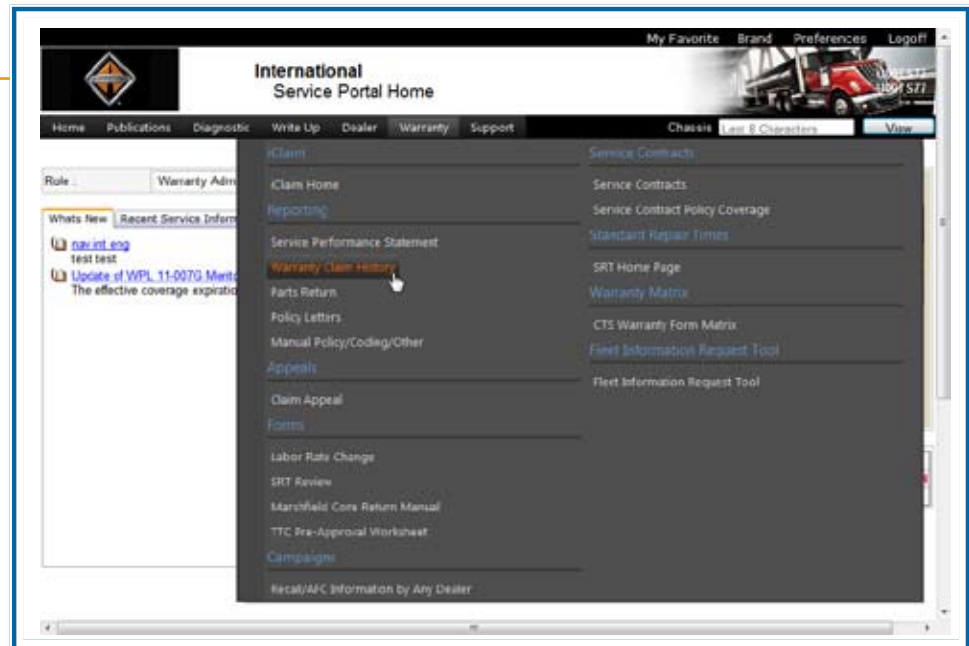
Here you can see the sections of the Service Performance Statement for:

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

## LESSON 3: MONITORING THE REPAIR PROCESS

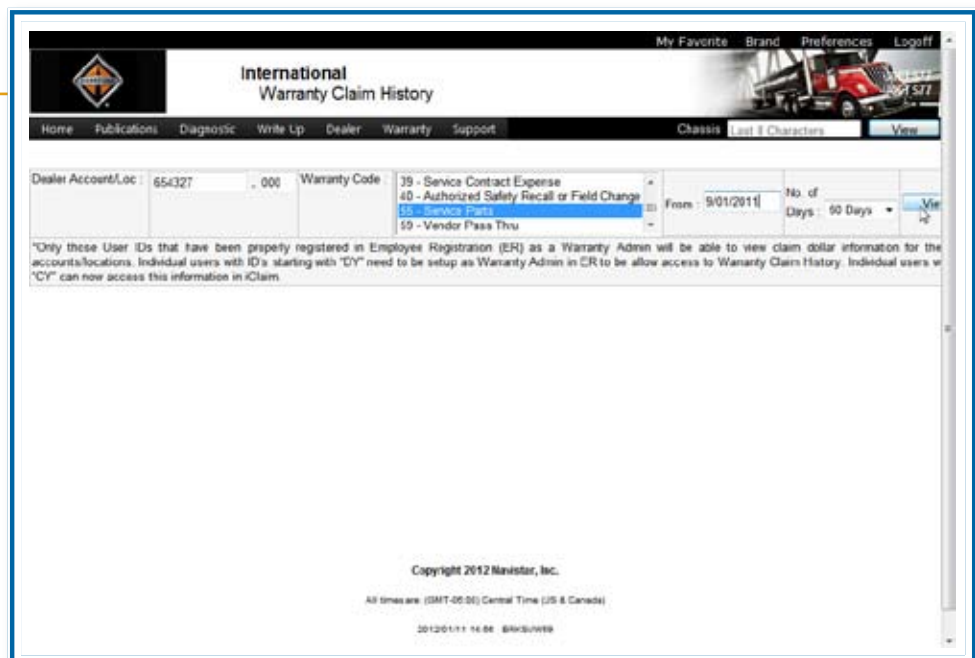
### Navigating to Warranty Claim History

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

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.



## LESSON 3: MONITORING THE REPAIR PROCESS

International  
Warranty Claim History

Home Publications Diagnostic Write Up Dealer Warranty Support

Chassis Last 8 Characters View

Dealer Account Loc: 654327, 000 Warranty Code: All  
 00 - Denied Section  
 01 - In Warranty  
 03 - Prior to Delivery

From: 5/1/2011 No. of Days: 60 Days View  
 Date Range: 7/4/2011 - 5/1/2011

\*Only those User IDs that have been properly registered in Employee Registration (ER) as a Warranty Admin will be able to view claim dollar information for the accounts/locations. Individual users with IDs starting with "DY" need to be setup as Warranty Admin in ER to be allow access to Warranty Claim History. Individual users with "CY" can not access this information in Claim.

Warranty Claim History  
 Location: CHICAGO INTL TRUCK CENTRAL (654327 - 000)

Claim	Section	VIN	Processed Date	Warranty Code	Sub Total	Paid Total	Sub Labor	Paid Labor	Labor Lim	Pay Code
0055625	A	CMH511172	07/19/2011	55 - Service Parts	259.58	342.65	0.00	0.00	0.00	

All warranty claims for the selected parameters are displayed.

### Navigating to Claim Appeal

International  
Service Portal Home

Home Publications Diagnostic Write Up Dealer Warranty Support

Chassis Last 8 Characters View

Role: Warranty Admin

What's New Recent Service Information  
 nav\_int\_eng  
 test test  
 Update of 2013 11-00TG Meritor  
 The effective coverage expiration

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

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.

## LESSON 3: MONITORING THE REPAIR PROCESS

International Claim Appeal

Account: 760231 Location: 000  
Claim: 0019083 Section: A

Submit Cancel

Copyright 2012 Navistar, Inc.  
All times are (GMT-05:00 Central Time (US & Canada))  
2012/01/11 14:58 BRNDVW02

### 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.

International Claim Appeal Form

Claim Appeal Details

Instructions for using this screen  
1) Fill in the Appeal Detail section under Labor Operations.  
2) Print this page using the Print button.  
3) Fax the printout and supporting documentation to (530) 753-5216

Supporting Documentation Examples  
1) Technician Time Documentation (Time Punches)  
2) Technician Write Up (Hard Card)  
3) Any other such as diagnostic forms, Emails, faxes, tow bills or Parts Price Page.

Print Back

MIDWEST TRACHT EQ., INC

Claim Detail  
Claim: 0019283-A Processed: 12/13/2011 Dealer: 760231.000 VIN: 4DRFUSKP8CB39594 Reviewer: 138

Comments  
Claim: DRIVEABILITY ISSUE TURBO INTAKE TUBES LOOSE CREATING A GORYTH

Labor Operations

Qty	Operation	Submitted Hours	Paid Hours	Description
1.0	A12-3510A-1	0.2		CALIBRATE MAF SENSOR

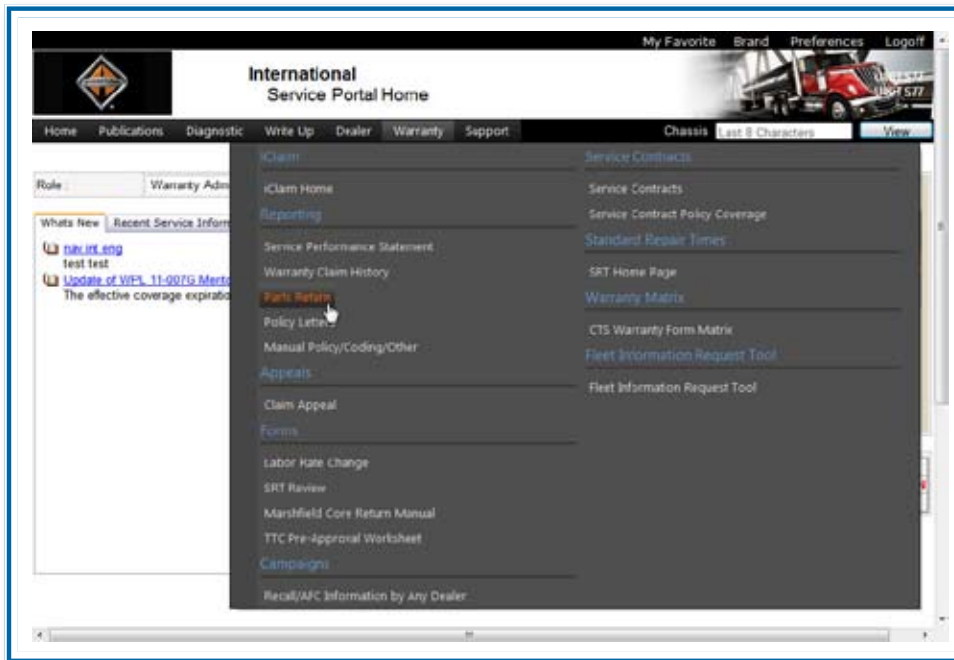
As Paid

Qty	Operation	Submitted Hours	Paid Hours	Description
-----	-----------	-----------------	------------	-------------

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

## LESSON 3: MONITORING THE REPAIR PROCESS

### Navigating to Parts Return



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

### 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.



## LESSON 3: MONITORING THE REPAIR PROCESS

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

The screenshot shows the 'International Parts Return' web application. The header includes the Navistar logo, navigation links (Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support), and user options (My Favorite, Brand, Preferences, Logout). Below the header is a search bar with 'Chassis' selected and 'Last 8 Characters' as a filter. The main content area displays a table of parts return claims for Dealer Account/LOC 618353\_003, filtered by 'Include Return To Vendor Claims' from 11/26/2011 to 1/25/2012. The table has columns for Claim, Group, Hours, Process Date, Days Left, Return To, Warranty Code, Status, Code, and Total.

Claim	Group	Hours	Process Date	Days Left	Return To	Warranty Code	Status	Code	Total
0067716-A	12BBA	882	01/24/2012	59	Ft. Wayne	E1-In Warranty	Open		
0067718-B	12BBA	856	01/24/2012	59	Ft. Wayne	E1-In Warranty	Open		
0067727-A	12BBC	647	01/24/2012	59	Ft. Wayne	E1-In Warranty	Open		
0067772-A	12BAK	559	01/24/2012	59	Ft. Wayne	E1-In Warranty	Open		
0483582-A	13900	379	01/24/2012	59	Ft. Wayne	55-Service Parts	Open		
0484684-A	09005	022	01/24/2012	59	Ft. Wayne	55-Service Parts	Open		
0067582-A	12900	563	01/16/2012	51	Ft. Wayne	55-Service Parts	Open		
0067779-A	12BBC	089	01/10/2012	45	Ft. Wayne	E3-Prior to Delivery	Open		
0067982-A	12HUB	563	01/10/2012	45	Ft. Wayne	E1-In Warranty	Open		
0483139-A	09005	022	01/10/2012	45	Ft. Wayne	55-Service Parts	Open		
0067438-A	12BBA	856	12/30/2011	34	Ft. Wayne	E1-In Warranty	Open		
0067585-A	12BBE	171	12/30/2011	34	Ft. Wayne	E1-In Warranty	Open		
0067655-A	15940	167	12/28/2011	32	Ft. Wayne	E1-In Warranty	Open		
0067696-A	12KUC	746	12/28/2011	32	Ft. Wayne	E1-In Warranty	Open		
0067778-A	38817	863	12/28/2011	32	Ft. Wayne	E1-In Warranty	Open		
0067791-A	12HUN	453	12/28/2011	32	Ft. Wayne	E1-In Warranty	Open		
0067566-B	19106	395	12/06/2011		Ft. Wayne	E1-In Warranty	Closed		
0068282-A	12BBA	883	11/29/2011		Ft. Wayne	E1-In Warranty	Closed		
0067180-A	12HUN	892	11/29/2011		Ft. Wayne	E1-In Warranty	Closed		



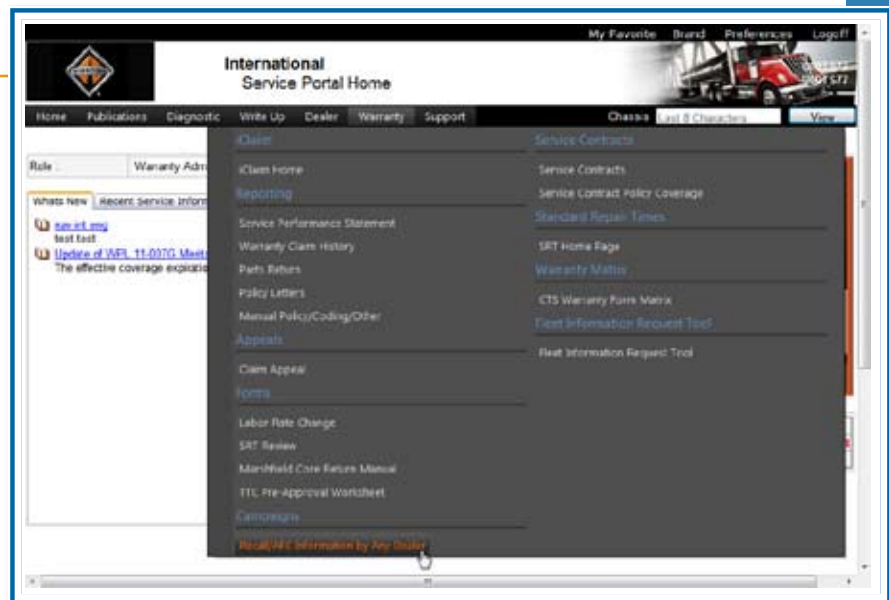
## LESSON 3: MONITORING THE REPAIR PROCESS

### 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

You'll find the Recall/AFC/MIN Summary by Dealer link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on 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.


Number	Description	Complete Click For Details	Incomplete Click For Details	Total Click For Details	Percent Complete
ALL	00000	20380	2288	22668	88
00001	AMTRON DRIVER SEAT MOUNTING	11	0	11	100
00002	BEENOX TRACTION CONTROL VALVE	11	0	11	100
00003	PROSLPR BUNK BOLT ISSUE	0	1	1	0
00004	1.1K PWR STRG PUMP CASTING	44	2	46	96
00005	EATON AUTOSHIFT 600199 STANT	2	0	2	100
00006	PENIX SENSOR WIRE	1212	52	1264	96
00007	CRK & CRUISE SWITCH RE-ORIENT	198	2	200	99
00008	BENOX AIR ASS - AMTRON ONLY	1	0	1	100
00009	PENIX AIR ASS-SAP BUS ONLY	0	1	1	0
00010	BENOX ECU STRAIGHT TRUCKS	626	21	647	97
00011	BENOX ECU TRACTORS	591	48	639	93
00012	TRW TIE ROD ENDS	183	0	183	100
00013	TRW DRAG LINK RECALL	182	18	200	91
00014	PENIX AIR SENSOR WIRE INSPECTED	53	0	53	100
00015	SLACK ADJUSTER CHANGE	0	0	0	0

## LESSON 3: MONITORING THE REPAIR PROCESS

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.



My Favorite


Brand

Preferences

Logout

International

Recall/AFC/MIN Details by Dealer



Home

Publications

Diagnosic

Write Up

Dealer

Warranty

Support

Classics

Get 3 Characters

View

Detail Page - Incomplete

Dealer :

554327-300

Dealer Name :

CHICAGO INTL TRK-CENTRAL

Address :

1827 WALDEN OFF SQ ST276, SCHWABURG, IL, 60173

Phone :

(781) 496-7580

Customer Name :

Search

Reset

Recall/AFC/MIN No. :

00313

Description :

TRW DRAG LINK RECALL

Back to Summary

Export to Excel

Print

Campaign	Chassis	Campaign Status	Customer	Model Description	Engine Description	Build Date
1	<a href="#">715211302</a>	00513	T H RYAN 111 SOUTH 7TH, MAYWOOD, IL, 60153	470E 4X2	DT466 5T 199HP/199HP PEAK 2600 GOV	10/01/1999
2	<a href="#">715138520</a>	00513	BOROUGH OF CARTERET, 26 COOKE AVE, CARTERET, NJ, 07008	470E 4X2	DT466 5T 199HP/199HP PEAK 2600 GOV	09/07/1999
3	<a href="#">715249725</a>	00513	ARABIAN ENG SVR LLC, PO BOX 3003, SULTANATE OF OMAN , 84139	470E 4X2	INT ELECT T444E D5L 175HP/823/2500RPM	06/05/1999
4	<a href="#">715255258</a>	00513	LAKELAND GA, 122 S VALDOSTA RD, LAKELAND, GA, 31636	470E 4X2	INT ELECT T444E D5L 175HP/823/2500RPM	10/06/1999
5	<a href="#">715255303</a>	00513	ELGIN SWEEPER CO, 1306 W GARFIELD RD, ELGIN, IL, 60120	470E 4X2	INT ELECT T444E D5L 175HP/823/2500RPM	06/05/1999
6	<a href="#">715255317</a>	00513	DOE RIBB CO, HC 1 BOX 1595, BOSS, MO, 65440	470E 4X2	INT ELECT T444E D5L 175HP/823/2500RPM	10/06/1999

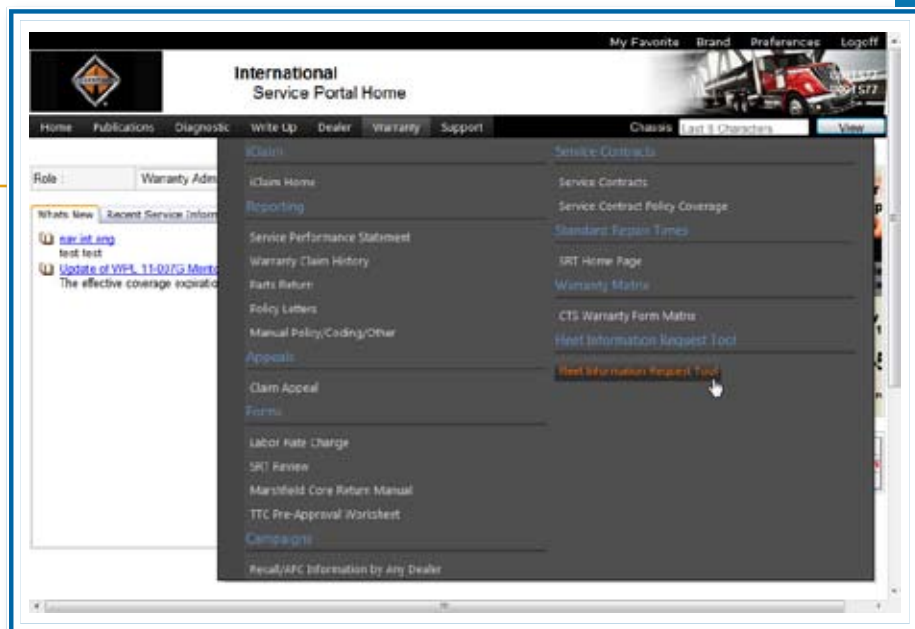
The Details listing of Incomplete vehicles for each campaign is a tool that you can use to provide additional support to your customers and generate additional business. The listing for each vehicle that has not been repaired includes a link to the Vehicle Information screen, the customer's name and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



## LESSON 3: MONITORING THE REPAIR PROCESS

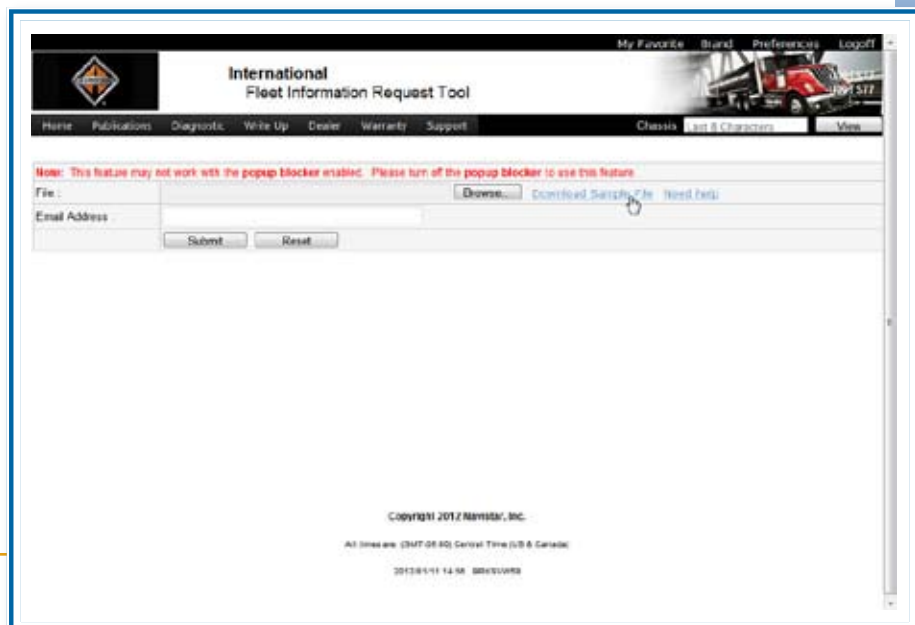
### Navigating to Fleet Information Request Tool

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.



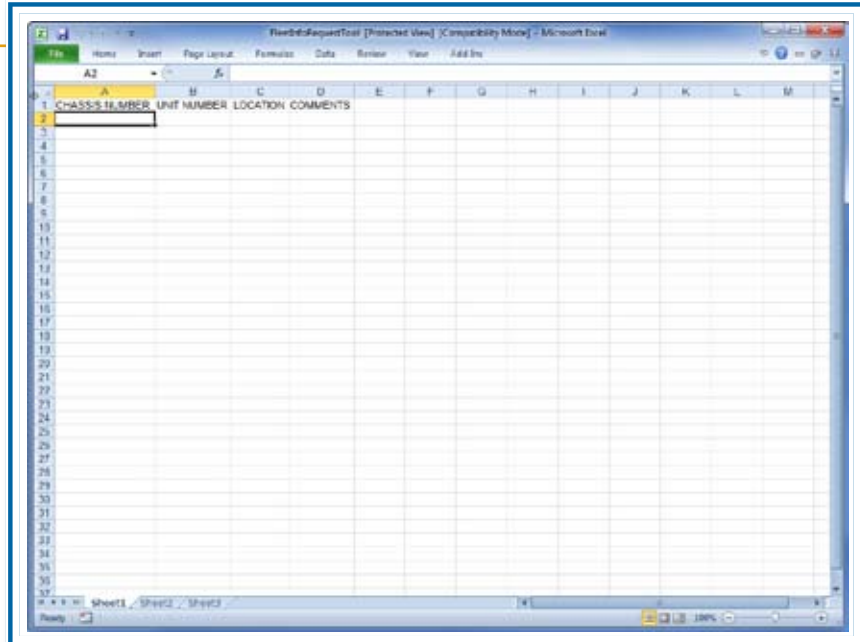
### Fleet Information Request Tool

The Fleet Information Request Tool is designed to assist customers with multiple International® vehicles in looking up critical vehicle information. To use it, begin by downloading the sample file.



## LESSON 3: MONITORING THE REPAIR PROCESS

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.



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



Based on the chassis in this spreadsheet, this feature will return the 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.

## LESSON 3: MONITORING THE REPAIR PROCESS

### 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

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## NOTES

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general writing. There are no margins, text, or other markings on the page.

# Service Portal