



Create a Request for Service (RO)

Before you begin: Important Information about Repair Orders (RO's)...



After an RO is created using **Express Service**, this system **WILL NOT** allow the creation of additional RO's on the contract through Express Service – an additional RO must be requested..

- If previous RO History exists on a contract, use the “Request Additional Repair Order” feature within **Express Service**. (Covered in this section).
- Warrantech will review the contract to determine if another RO can be created for the contract in question.
- Additional Repair Order Requests can be tracked through ESI Requests Management. Please see the ESI Requests Management User Guide for more information.



After creating the Repair Order, if the repair is going to exceed your pre-approval amount, you will need to submit your request for Additional Authorization (Submit an Estimate) via the Amendment Request in the ESI (External Servicer Interface) application.



All claims submissions must still be governed by the written terms of the Warrantech Servicer Agreement, including, but not limited to, labor rates and parts pricing.



QUICK TIP: Information provided is entered into the Warrantech system on a real time basis.



WARNING: Upon clicking the Create RO button, the user has effectively “created an RO” and is advanced to the Repair Order Entry (Confirmation) Page where the system generated RO number is displayed.

Once this occurs it is **NOT** possible to modify any of the information.

Create a Request for Service (RO) - Continued

When the correct contract has been located, the user is presented with the product and coverage information currently in place. An example is shown below.

Create Request for Service

Contract Validation: 5239986502
Contract Type: PREFERRED - DOP
Contract Starts: 07/25/08
Contract Expires: 07/25/12

I have verified customer information I have verified product information


Customer Information		Product Information	
Name: GAMBEL, GARY Address 1: 31988 CURLEY HORN LN Address 2: City, State, Zip: ALBERTON, MT 59820 Phone: 406-722-2038	Class: DRYER Manufacturer: WHIRLPOOL Model: WED9400SW Serial Number: Purchase Date: 07/25/2007 Ticket/Invoice: UNKNOWN Purchase Price: \$969.98		

Coverages In-Force as of 01/13/2009			
Warrantech Coverage		Manufacturer Coverage	
On-Site:	Parts:	Length	Expires
Yes	48 Months	12	07/25/08
	48 Months	12	07/25/08
	48 Months	12	07/25/08

Problem Description	(Required Entries)	Service Center
Attention Servicer: After your diagnosis of the unit it is determined that the problem is not a covered issue or there was no problem found, in compliance with the terms and conditions, it is your responsibility to get payment from the customer for all costs associated with the service call. Warrantech will not pay for the trip or diagnostic charges in the event the problem is not covered or there is no problem found.	<input type="checkbox"/> AS DESIGNATED SERVICE CENTER, I HEREBY ACKNOWLEDGE THAT ANY EXISTING (MANUFACTURER) WARRANTIES HAVE BEEN VERIFIED. THE CUSTOMER AND PRODUCT ASSOCIATED WITH THE PROPOSED REPAIR HAS BEEN VERIFIED AND CHARGES ARE IN COMPLIANCE WITH CONTRACTUAL RATES. REPAIRS EXCEEDING PRE-AUTHORIZED AMOUNT WILL REQUIRE ADDITIONAL AUTHORIZATION.	

To proceed with creating the RO:

1. **Review** the following information to ensure that the RO you are creating is for the correct contract:
 1. **Customer Information (A),**
 2. **Product Information (B)**
 3. **Service Plan and Manufacturer Coverage Information (C)** and
2. Put a Check Mark (D) in the boxes provided to indicate that you have verified the information. The system will return an error if all required fields are not completed.
3. Enter a brief description of the problem in the required **"Problem Description"** field (E).
4. A check-mark must be entered in the **Servicer Verification** check box (F) to confirm your acknowledgement of verification.
5. Review the Servicer announcement regarding **"No Problem Found"** situations (G).
6. **Review** all entered information prior to clicking the **Continue** button (H).

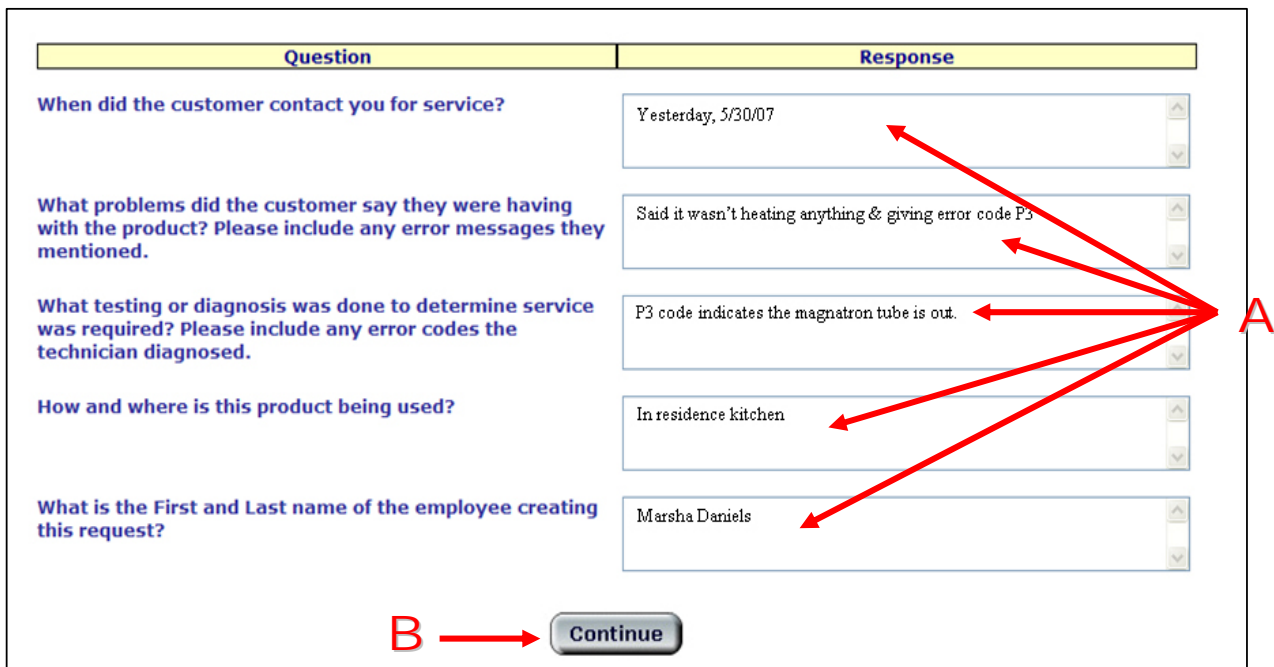
 **NOTE:** If the Customer Information or Product information areas are blank or state "UNKNOWN", the system will not allow you to complete the repair order and will generate an error message requesting you to submit a Modification Request for the contract changes necessary.

Create a Request for Service (RO) - Continued

When the **Continue** button has been clicked during the RO creation, the system will automatically prompt the user to answer several questions.


Question	Response
When did the customer contact you for service?	Yesterday, 5/30/07
What problems did the customer say they were having with the product? Please include any error messages they mentioned.	Said it wasn't heating anything & giving error code P3
What testing or diagnosis was done to determine service was required? Please include any error codes the technician diagnosed.	P3 code indicates the magnetron tube is out.
How and where is this product being used?	In residence kitchen
What is the First and Last name of the employee creating this request?	Marsha Daniels

B →



To proceed,

1. Click in each of the answers fields and type your responses to each of the questions (**A**).
2. Click the **Continue** button (**B**).

 **Note:** The more precise and detailed the information provided here, the less likely there will be delays at payment processing.



Create a Request for Service (RO) - Continued

Select the correct **Service Provider** from the drop-down list. (A).

******Inform the customer of who you assigned their service call to, and provide them with contact information.****** Warrantech will not contact the customer. The service provider should contact the customer to set up the service call, but YOU must provide the customer with this information.

Click the “**Continue**” button. (B)

Service Provider Selection

Select a Service Provider

B →

A ←



Express Service User Guide

Service Request (RO) Confirmation

When you have clicked the “Continue” button, the system will return your **Service Request Confirmation (RO)** number (A) for your records.

Print this screen for your records.

Service Request Confirmation

Service Request Number **8000270-00-TVP** Has Been Issued
Issue Date: 04/10/2007

Print This Page For Your Records

Contract Validation: **4868398801**
Contract Type: **PREFERRED - DOP**
Contract Starts: **09/27/05**
Contract Expires: **06/27/10**

Customer Information		Product Information	
Name: ADAMS, EDMUND	Address 1: 8760 HORIZON RD	Class: CRT TV - UP TO 20"	Manufacturer: SONY CORP. OF AMERICA
Address 2:	City, State, Zip: VENICE, FL 34293	Model: KV20FS120	Serial Number:
Phone: 648-464-4484		Purchase Date: 06/27/2005	Ticket/Invoice: 20651277
		Purchase Price: \$249.88	

Coverages In-Force as of 04/10/2007			
Warrantech Coverage		Manufacturer Coverage	
On-Site: Yes		Length	Expires
Parts: 48	Months WARRANTECH	Parts: 12	06/27/06 EXPIRED
Labor: 57	Months WARRANTECH	Labor: 3	09/27/05 EXPIRED
Trip: 57	Months WARRANTECH	Trip:	N / A

Problem Description	Service Center
NO PICTURE	SAMPLE DEALER - #1 TOPSIDE
Remit Invoice via WCPSONline.com, or	4406 COSTAL HWY
Send Invoice To:	BRADENTON, FL 34207
Warrantech CPS	941-752-5751
Attn: Claims	
P.O. Box 1047	
Bedford, TX 76095	

AS DESIGNATED SERVICE CENTER, I HEREBY ACKNOWLEDGE THAT ANY EXISTING (MANUFACTURER) WARRANTIES HAVE BEEN VERIFIED, THE CUSTOMER AND PRODUCT ASSOCIATED WITH THE PROPOSED REPAIR HAS BEEN VERIFIED, AND CHARGES ARE IN COMPLIANCE WITH CONTRACTUAL RATES. REPAIRS EXCEEDING PRE-AUTHORIZED AMOUNT WILL REQUIRE ADDITIONAL AUTHORIZATION.

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NOTE: Repairs falling within your Pre-Authorization amount may be completed when you have obtained your Repair Order Number. For Repairs **EXCEEDING** your Pre-Authorization amount, or for amendments to previous RO's, **approval must be obtained PRIOR to conducting repairs.**

QUICK TIP: The Repair Order (A) listed here must be **CLEARLY** referenced on all claims submitted as well as any additional request for information pertaining to this repair and is **REQUIRED** to submit claims online.

Creating an RO - Error Messages

Failure to enter a **Problem Description**, or to place a check-mark in the **Customer**, **Product** or **Service Verification** check-boxes will result in an error message from the system (**A** or **B**).

- Correct the indicated problem, and click the “**Continue**” button.

Create Request for Service

One or More Validation Boxes Not Checked

Contract Validation: 5239986502
 Contract Type: PREFERRED - DOP
 Contract Starts: 07/25/08
 Contract Expires: 07/25/12

I have verified customer information

I have verified product information

Customer Information			Product Information		
Name: GAMBEL, GARY			Class: DRYER		
Address 1: 31988 CURLEY HORN LN			Manufacturer: WHIRLPOOL		
Address 2:			Model: WED9400SW		
City, State, Zip: ALBERTON, MT 59820			Serial Number:		
Phone: 406-722-2038			Purchase Date: 07/25/2007		
			Ticket/Invoice: UNKNOWN		
			Purchase Price: \$969.98		

Coverages In-Force as of 01/13/2009

Warrantech Coverage			Manufacturer Coverage		
On-Site:	Parts:	Months	Length	Expires	Status
Yes	48	Months	12	07/25/08	EXPIRED
	48	Months	12	07/25/08	EXPIRED
	48	Months	12	07/25/08	EXPIRED

Problem Description <small>(Required Entry)</small>	Service Center
<p>Attention Service: If after your diagnosis of the unit it is determined that the problem is not a covered issue or there was no problem found, in compliance with the terms and conditions, it is your responsibility to get payment from the customer for all costs associated with the service call.</p> <p>Warrantech will not pay for the trip or diagnostic charges in the event the problem is not covered or there is no problem found.</p>	<input type="checkbox"/> AS DESIGNATED SERVICE CENTER, I HEREBY ACKNOWLEDGE THAT ANY EXISTING (MANUFACTURER) WARRANTIES HAVE BEEN VERIFIED. THE CUSTOMER AND PRODUCT ASSOCIATED WITH THE PROPOSED REPAIR HAS BEEN VERIFIED AND CHARGES ARE IN COMPLIANCE WITH CONTRACTUAL RATES. REPAIRS EXCEEDING PRE-AUTHORIZED AMOUNT WILL REQUIRE ADDITIONAL AUTHORIZATION.

OR

Repair Order Problem May Not Be Left Blank



Express Service User Guide

Additional Repair Order Requests

- If a contract already has an open RO or an RO History, the system will not allow a new RO to be created.
- When searching for a contract to create a Repair Order, any history will be displayed as your reference that an Additional Repair Order Request is necessary (A).
- The system will automatically open an “Additional Repair Order Request” form, when the Create Request for Service button (B) is clicked. This form must be completed and submitted to Warrantech for review.

Contract Verification

Contract Validation: **5240037701**
Contract Type: **PREFERRED - DOP**
Contract Starts: **01/06/08**
Contract Expires: **01/06/12**

Customer Information		Product Information	
Name: SNODGRASS, JACOB	Address 1: 468 COLORADO AVE	Class: WASHER & DRYER COMBO	Manufacturer: FRIGIDAIRE
Address 2:	City, State, Zip: MISSOULA, MT 59802	Model: GLEH1642FS	Serial Number:
Phone: 406-240-2367		Purchase Date: 01/06/2007	Ticket/Invoice: UNKNOWN
		Purchase Price: \$893.00	

Coverages In-Force as of 01/13/2009

Warrantech Coverage			Manufacturer Coverage		
On-Site: Yes	Parts: 48 Months	WARRANTECH	Parts: 12 Months	Expires: 01/06/08	Status: EXPIRED
	Labor: 48 Months	WARRANTECH	Labor: 12 Months	01/06/08	EXPIRED
	Trip: 48 Months	WARRANTECH	Trip: 12 Months	01/06/08	EXPIRED

Repair Order History

Repair Order	Loss Date	Problem Description	Status	Amount Paid	Last Activity
3942758-00-WWD	12/16/08	WON'T POWER,ON	Open		12/17/08

A → **Create Request for Service** **B** → **Modify Contract Request** **Return to Search**

Additional Repair Order Requests - Ctd

To complete the Additional RO Request:

Additional Repair Order Request

Request Number:
 Contract Validation: **5239986503**
 Contract Starts: **07/25/08**
 Contract Expires: **07/25/12**
 Contract Type: **PREFERRED - DOP**

I have verified customer information I have verified product information

Customer Information			Product Information		
Name: GAMBEL, GARY Address 1: 31988 CURLEY HORN LN Address 2: City, State, Zip: ALBERTON, MT 59820 Phone: 406-722-2038			Class: WASHER Manufacturer: WHIRLPOOL Model: WFW9400SW Serial Number: Purchase Date: 07/25/2007 Ticket/Invoice: UNKNOWN Purchase Price: \$1299.98		

Warrantech Coverage				Manufacturer Coverage			
On-Site:	Parts:	Labor:	Trip:	Length	Expires	Status	
Yes	48 Months	48 Months	48 Months	12	07/25/08	EXPIRED	
	WARRANTECH	WARRANTECH	WARRANTECH	12	07/25/08	EXPIRED	
	WARRANTECH	WARRANTECH	WARRANTECH	12	07/25/08	EXPIRED	

Please complete this form by:
 1. completing the SUBMISSION DETAILS section,
 2. checking the SERVICER VERIFICATION box, and
 3. providing email and alternate contact information, and any additional relevant comments.

Submission Details	Servicer Verification
Request Type: Select a Request Type	<input type="checkbox"/> DESIGNATED SERVICE CENTER, I HEREBY ACKNOWLEDGE THAT ANY EXISTING (MANUFACTURER) WARRANTIES HAVE BEEN VERIFIED. THE CUSTOMER AND PRODUCT ASSOCIATED WITH THE PROPOSED REPAIR HAS BEEN VERIFIED, AND CHARGES ARE IN COMPLIANCE WITH CONTRACTUAL RATES. REPAIRS EXCEEDING PRE-AUTHORIZED AMOUNT WILL REQUIRE ADDITIONAL AUTHORIZATION.
Order No: <input style="width: 80%;" type="text"/>	
Problem Desc: <input style="width: 80%;" type="text"/>	
Manufacturer: <input style="width: 80%;" type="text"/> Model: <input style="width: 80%;" type="text"/> Serial No: <input style="width: 80%;" type="text"/>	
Email, Alternate Contact, Comments: <input style="width: 90%;" type="text"/> <input style="width: 90%;" type="text"/> <input style="width: 90%;" type="text"/>	
<div style="display: flex; justify-content: center; gap: 20px;"> Create Request for Service Close Request </div>	

1. Verify the **Customer, Service Plan, and Product** information (A).
2. Select the Service Repair **Request Type** (B) from the drop-down menu. (Replacement Quotes are discussed in the ESI Request Management Application and User Guide).
3. Enter your Work **Order Number** (C).
4. Enter a brief **Problem Description** (D).
5. Enter the **Product Information** (E).
6. Check the box for **Servicer Verification** (F) check-box.
7. Click the “**Create Request for Service**” button (G).


Additional Repair Order Requests - Confirmation



When you click the “**Create Request for Service**” button, the system will generate an **Additional Repair Order Request Confirmation**

Be sure to make a note of the Additional Service Request Number (A) and print a copy for your records.

Click on the “**Close**” button (B) to exit the screen and return to the Contract Search page.

 **Note:** All **REQUESTS** are managed through the application titled “**ESI Requests Management**”. Please use the **ESI Requests Management User Guide** for further information on checking the status of requests.