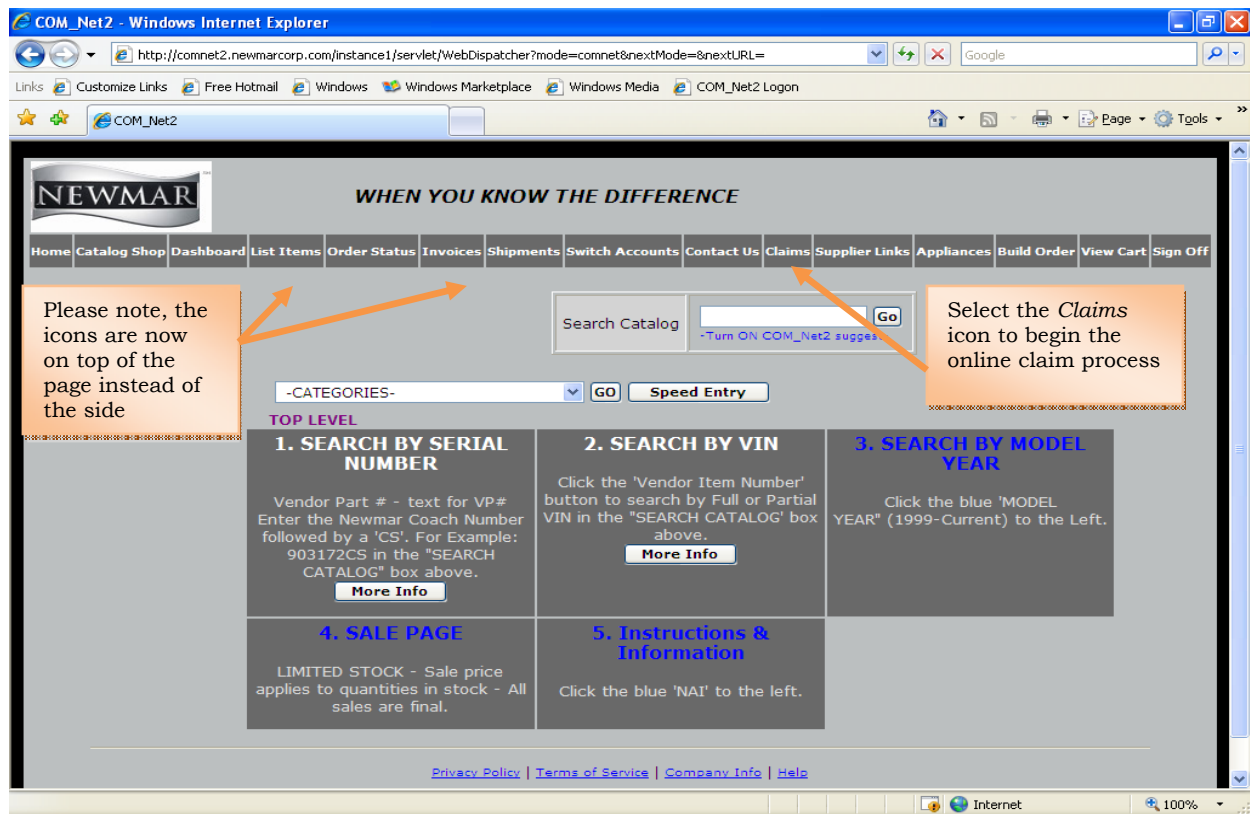
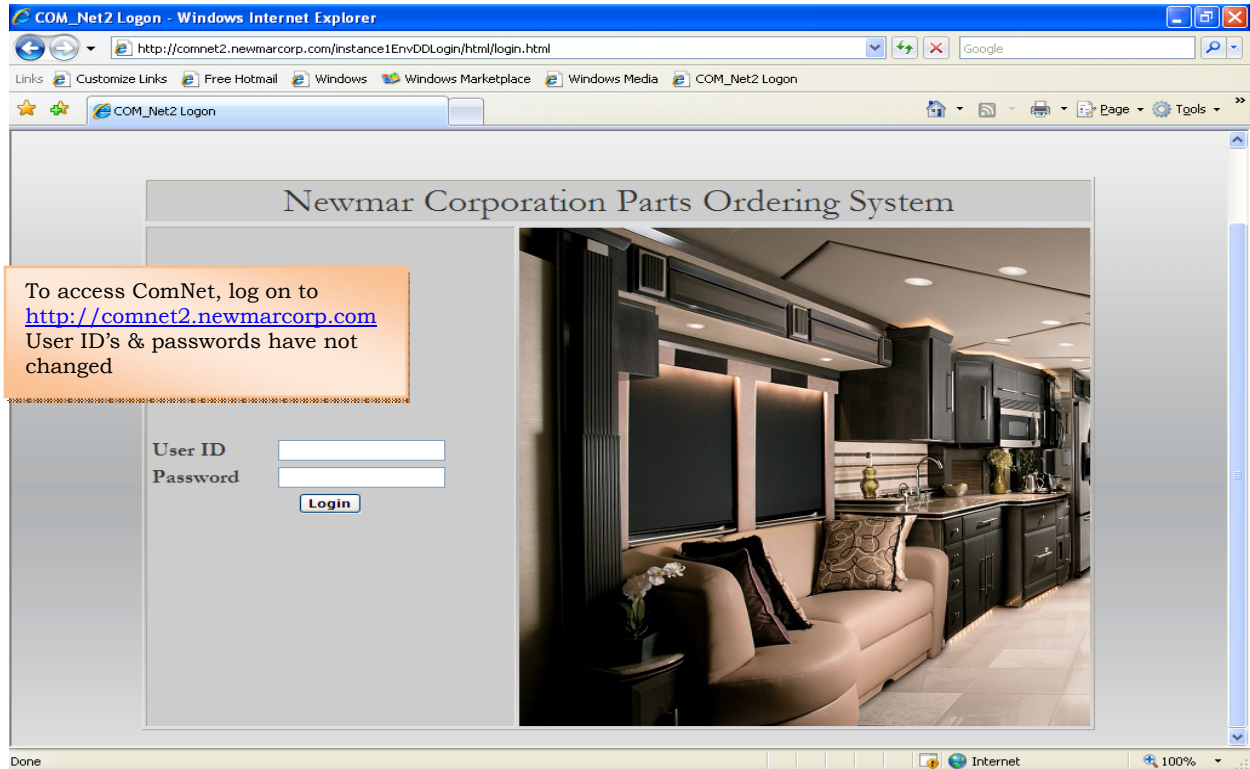


PROCEDURE TO CREATE AUTHORIZATION REQUESTS AND ACCESS CLAIM INFORMATION THROUGH COMNET



CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/verdet/verdetDispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization: All Go Search by R.O.# Go Search by Coach# Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
TEST 2		Authorization	Creating	06/26/2008	604111			DP	4035	00	00	00	00	00	00	00
TEST		Claim	Denied	06/26/2008	604111			DP	4035	00	00	00	00	00	00	00
468353		Claim	Paid	06/19/2008	604111			DP	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
37971		Authorization	Creating	06/14/2008	603646	2007	DS	DP	4021	00	00	00	00	358944.2	00	00
38545		Authorization	Approved	06/12/2008	410404	2007	VT	DP		00	00	00	00	41.30	41.30	00
468396		Claim	Paid	06/06/2008	200261	2008	KA	FW		00	00	00	00	80.00	80.00	80.00
468332		Claim	Paid	06/07/2008	603863	2008	DS	DP		38.23	250.63			250.63	250.63	250.63
468394		Claim	Paid	06/06/2008	200260	2008	KA	FW		31.20	314.40			314.40	314.40	314.40
468337		Claim	Paid	06/06/2008	603951	2008	DS	DP		46.95	365.55			365.55	365.55	365.55
468331		Claim	Paid	06/06/2008	603646	2007	DS	DP	4021	106.20	38.13	11.84	49.57	157.66	155.77	155.77
468349		Claim	Paid	06/04/2008	603664	2007	DS	DP	4320	118.00	374.05	112.22	486.27	616.27	616.27	616.27
468332		Claim	Paid	06/04/2008	220334	2006	CP	FW	31RKL	416.00	353.36	106.61	459.37	875.37	875.37	875.37
399508		Claim	Paid	06/01/2008	902859	2005	MA	CA	3778	23.60	18.00	3.00	13.00	36.60	36.60	36.60
468400		Claim	Paid	07/31/2008	702748	2005	KS	DP	3909	17.70	144.39	43.32	187.71	277.22	205.41	205.41
468345		Claim	Paid	07/31/2008	604111	2008	DS	DP	4035	212.40	27.96	8.39	36.35	251.54	248.75	248.75
468335		Claim	Paid	07/31/2008	604033	2008	DS	DP	4023	52.00	00	00	00	3527.50	3527.50	3527.50
399507		Claim	Paid	07/31/2008	602873	2005	DS	DP	4023	234.00	516.27	154.58	669.85	903.85	903.85	903.85
468395		Claim	Paid	07/26/2008	604080	2008	DS	DP	4320	156.00	304.58	91.37	395.35	608.40	551.95	551.95
38554		Authorization	Creating	07/26/2008	604033	2008	DS	DP	4023	00	00	00	00	2348.60	00	00
38575		Authorization	Approved	07/24/2008	903848	2008	MA	DP	4523	472.00	00	00	00	472.00	472.00	00
38392		Authorization	Open	07/22/2008	603951	2008	DS	DP	4304	354.00	00	00	00	377.50	354.00	00
37920		Authorization	Approved	07/22/2008	220334	2006	CP	FW	31RKL	295.00	00	00	00	295.00	295.00	00
399700		Claim	Paid	07/18/2008	603963	2008	DS	DP	4023	422.50	521.58	156.47	678.05	1500.61	1403.51	1403.51
468390		Claim	Paid	07/16/2008	200260	2008	KA	FW	37RLCS	616.55	934.79	288.44	1215.23	1831.78	1831.78	1831.78
38474		Authorization	Approved	07/15/2008	604033	2008	DS	DP	4023	212.40	00	00	00	212.40	212.40	00

Select dropdown to view claims in a specific status

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/verdet/verdetDispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization: All Go Search by R.O.# Go Search by Coach# Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
468353		Claim	Paid	06/19/2008	604111	2008	DS	DP	4035	47.20	155.25	46.58	201.83	271.65	249.03	249.03
468345		Claim	Paid				DS	DP	4035	212.40	27.96	8.39	36.35	251.54	248.75	248.75
37974		Authorization	Approved				DS	DP	4035	224.20	00	00	00	224.20	224.20	00

Create Authorization

Select to create an authorization

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/wnet/wnetDispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Entry

R.O. Number *

Coach Serial Number *

Odometer (mileage) *

Stock Unit? ☐

Dealer Contact Name

Dealer Contact Email

(* = required information)

Enter necessary information then select "continue"

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/wnet/wnetDispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Detail

R.O. Number: TEST 2

Job#	Part	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action

Select to add each job line item

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/serlet/serletDispatcher?mode=connect

CDM_Net2

NEWMAR

Warehouse: 10

Warranty Claim Job Entry

R.O. Number: TEST 2A
Job: 1

Flat Rate Code: 6113 [Flat Rate Manual](#)

Hours Requested: 0.5

Fault Code: 46

Sublet Amount Requested:

Appliance Type:

Appliance Model Number:

Appliance Serial Number:

Description:

Pictures Emailed? ☐ techsupport@newmarcorp.com

[Add Job](#) [Cancel](#)

COACH INFORMATION		OWNER INFORMATION	
Serial Number:	804111	Status:	Original Owner
Year:	2008	Name:	SCHWARTZ, SHERRY & ROYCE
Brand/Type:	OS / DP	Address:	BOX 14, STE 8, R62
Floor Plan:	4035	City:	LEWIS
VIN:	PVZBR1G94C367836	State:	AB
Stock Unit?	No	Zip Code:	79623
Color:	1	Phone (Home):	790 586 4108
Retail Sold Date:	06/04/2008	Phone (Cell):	

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/serlet/serletDispatcher?mode=connect

CDM_Net2

NEWMAR

Warehouse: 10

Warranty Claim Detail

R.O. Number: TEST 2A

[Add Job](#)

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Authorization	Creating	6113	Short 12 Volt	1.00	1	00	00	00	59.00	00	00	Edit

[Submit Jobs](#)

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/ver46/ver46Dispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Status

Create Authorization Go Search by R.O.# Go Search by Coach# Go

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Fri	Requested	Authorized	Paid
458353		Claim	Paid	06/18/2008	604111	2008	OS	DP	4035	47.20	155.25	48.59	291.83	271.65	249.83	249.03
458345		Claim	Paid	07/31/2008	604111	2008	OS	DP	4035	212.43	27.96	8.39	36.35	251.56	248.75	248.75
37917		Authorization	Approved	06/16/2008	604111	2008	OS	DP	4035	224.20	00	00	00	224.20	224.20	00

Create Authorization

Select to view detail claim information

Select to view detailed line items

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/ver46/ver46Dispatcher?mode=connect

CDM_Net2

Warranty Claim Status

R.O. Number: TEST 2

Select to update owner information

GENERAL INFORMATION		OWNER INFORMATION Update	
Auth/Claim	Authorization	Name	SCHULTZ, SHERRY & ROYCE
Date of Claim	06/26/2008	Address	BOX 14, SITE 8, RR2
Labor Rate	118.00	City	LEDUC
Date In		State	AB
Date Serviced		Zip	T9E 2X2
Date Out		Phone (Home)	780 966 4108
		Phone (Cell)	
		Email	

COACH INFORMATION		TOTALS	
Coach Serial#	604111	Labor	Requested: .00 Authorized: .00
Model Year	2008	Sublet	.00 .00
Brand	OS	Parts	.00 .00
Type	DP	Markup	.00 .00
Floor Plan	4035	Freight	.00 .00
VIN	4VZBR1D94BC067836	Adjustments	.00 .00
Stock Unit	N/A	Parts&Fri&Adj&Mop	.00 .00
Odometer	1	TOTAL	.00 .00
Retail Sold Date	06/04/2008	TOTAL PND	.00 .00
Warranty Status	In Warranty		

View Appliances

View Build Order

Select to view either the appliance sheet or the build order for this coach

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/verdet/verdetDispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Detail

R.O. Number: 468353

Add Job

Job#	Parts	Auth/Claim	Status	Flat Rate Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Claim	Paid	2905	DVD Player	40	1	40	00	47.20	265.08	242.46	242.46	
2		Claim	Paid	4801	Brokerage Fees-Canadian Duty	00	1	00	00	00	6.57	6.57	6.57	

Submit Job

Select to view job detail

(When binoculars are highlighted green, parts were used & detail is available)

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/verdet/verdetDispatcher?mode=connect

CDM_Net2

Warehouse: 10

Warranty Claim Detail

R.O. Number: 468353

Job: 1

COMPLAINT INFORMATION		GENERAL INFORMATION	
Flat Rate Code	2905	Auth/Claim	Claim
Description	DVD Player	Status	Paid
Occurrences	1	Consolidated from Claim	3/7974
Requested Hours	40	Authorization	No 06/10/2008
Authorized Hours	40	Work Complete	Yes 08/19/2008
Fault Code	45-Scratched	Payment	Yes 08/25/2008
Vendor Responsible	09996-NEWMAR WORKMANSHIP Hours: 00		
Appliance	33-CD		
Model	DAV-R02238		
Serial Number	0120548		

TOTALS	Requested	Authorized
Labor	47.20	47.20
Sublet	00	00
Parts	187.60	150.20
Freight	00	00
Adjustments	00	00
TOTAL	265.08	242.46
TOTAL PAID		242.46

COMPLAINT / CORRECTION

CONSENT ENTERED ON 06/10/2008 AT 02:50 PM BY DEALER
Scratch on face of DVD player, needs to be replaced

Complaint/correction as well as Newmar's notes or direction are viewed here.

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/verdet/verdetDispatcher?mode=control

Warehouse: 10

Warranty Claim Status

Create Authorization Search by R.O.# Search by Coach#

R.O.#	Job Detail	Auth/Claim	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
493559		Authorization	Approved	01/05/2008	701878	2007	K/S	C.A.	Main	2720.00	00	00	00	2720.00	2720.00	00

Create Authorization

Select "Binoculars" to add parts

Parts can only be added to a Warranty Authorization in "Approved" status

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/verdet/verdetDispatcher?mode=control

Warehouse: 10

Warranty Claim Parts

R.O. Number: 493559

Job Number: 1

Link	Number	Description	Qty	WM	Requested Cost	Authorized Cost	Markup	Total Parts	Returning Parts	Parts Returned	Notes	Tracking Number
------	--------	-------------	-----	----	----------------	-----------------	--------	-------------	-----------------	----------------	-------	-----------------

Select "Add Part"

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/ver-let/Arb4Dispatcher?mode=control

CDM_Net2

Warehouse: 10

Parts Entry

Returned Item Number *

Quantity (EACH) *

Requested Cost

Returning Part? ☐

Notes

(*) required information

Enter part number, quantity & requested cost

If part number is unknown, select "Binoculars" to search

Then select "Add Part"

Double click correct part number to insert number automatically

Item Number Search

Item Number	Description
86279	CORD KITAB TRIDENT TRAVELTRINE
86221	TABSEL 2" TRIDENT TRAVELTRINE
86204	TLE 1012 ALMOND TRAVELTRINE
81928	TLE 1024 ALMOND TRAVELTRINE
86430	TLE 4X12 POSTING TRAVELTRINE

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/ver-let/Arb4Dispatcher?mode=control

CDM_Net2

Warehouse: 10

Warranty Claim Parts Entry

R.O. Number

Job Number

Returned Item Number *

Quantity (EACH) *

Requested Cost

Returning Part? ☐

Notes

(*) required information

Tracking Number

Then select "Add Part"

If returning a part, mark the "Returning Part?" box. A "Tracking Number" is **required** to submit a part.

CDM_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/CDM_Net2/verlet/verletDispatcher?mode=connect

Warehouse: 10

Warranty Claim Parts

R.O. Number: 493559
Job Number: 1

[Add Part](#)

Line#	Part Number	Description	Qty	U/M	Requested Cost	Authorized Cost	Markup	Total Parts	Returning Parts	Parts Returned	Notes	Tracking Number
1	9820	TIRE 12X12 ALMOND TRAVERTINE	1.000	EA	10.00	.00	.00	.00	No	No		

If another part is to be added to the existing authorization select "Add Part"

To move to another authorization or claim, select the arrow

COM_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/COM_Net2/verlet/verletDispatcher?mode=connect

Warehouse: 10

Supplier Links

[Workhorse](#)

Alison Transmission
Aqua Hot
Atwood Mobile
ASA
BASE
Carefree
Cummins
CAT
Diamond Shield
Dometic
Eclipse
Evans Terecon
Flexsteel
Freightliner
Giard
HWH
Jamo
King Dome
KVD
Magnum

MotoSai
Mto
Newmar Apparel
Newmar Corporation
Norcold
Oasis
Onan
Power Tech
Precision Temp
River Park
Samsung
Sony
Spartan
Suburban
TelCare Surveys
Trip Tek
U-Line
Viewsonic
Villa
Winegard

Select the "Supplier Link" icon at the top of the page to log onto a particular supplier's website

Click supplier name to navigate to their website.

CDM_Net2 - Windows Internet Explorer

http://connect2.newmarcorp.com/CDM_Net2/ser-net/ser4DispatcherTrade-connect

CDM_Net2

Warehouse: 10

Dealer Dashboard

Warranty Claim Summary

TOTALS	Count	Lines	Requested	Approved
R.O. Authorizations (open)	17	28	365777.05	4462.65
Paid R.O.'s YTD			47258.46	44928.83

Last Denial	R.O.	Denial Reason
06/06/2006	468331	Not a warranty issue

Denial Summary (last 90 days)	Count
Requires return part	3
Need more information	2
Unit is out of warranty	2
Not a warranty issue	2
Requires prior authorization	1
*** Unspecified ***	1

Parts Order Summary

TOTALS	Last Order Date	YTD Count	YTD Amount
Parts Orders	06/18/2006	85	19086.17
Parts Orders (via ComNet)	06/18/2007	0	.00

Select the "Dealer Dashboard" icon at the top of the page to view the dealers' total claims summary