



**2015 SERVICE SCHOOL  
COMNET PRESENTATION**



<https://comnet2.newmarcorp.com/instance1Env99Login/html/login.html> will bring you to this screen.

Enter your User ID and Password.



**WHEN YOU KNOW THE DIFFERENCE**

- Home
- Catalog Shop
- Dashboard
- List Items
- Order Status
- Invoices
- Shipments
- Change Customer
- Contact Us
- User Profile
- Live Chat
- Claims
- Supplier Links
- Coach Inquiry
- View Cart
- Sign Off

**Christy Quigley**  
 Customer:  
**1142002 - COACHLIGHT RV SALES INC**  
 Warehouse:  
**10**

Welcome to ComNet 10

**Key Contacts**

Name	Responsibility	Telephone	Email Address
Dealer Support	Standard Line Dealer Support	866-290-5371 ☎	<a href="mailto:techsupport@newmarcorp.com">techsupport@newmarcorp.com</a>
Claims/Authorizations	Claims/Authorization Support	866-290-5209 ☎	<a href="mailto:claimsupport@newmarcorp.com">claimsupport@newmarcorp.com</a>
Sheldon Bontrager	Parts Customer Representative	800-731-8300(Option #1)	<a href="mailto:sbontrager@newmarcorp.com">sbontrager@newmarcorp.com</a>
Matt Currey	Parts Customer Representative	800-731-8300(Option #1)	<a href="mailto:mcurrey@newmarcorp.com">mcurrey@newmarcorp.com</a>
Joe Gentry	Parts Customer Representative	800-731-8300(Option #1)	<a href="mailto:jgentry@newmarcorp.com">jgentry@newmarcorp.com</a>
Derek Hochstetler	Parts Customer Representative	800-731-8300(Option #1)	<a href="mailto:dhochstetler@newmarcorp.com">dhochstetler@newmarcorp.com</a>
Bill Banks	Parts Dealer Representative	800-561-5790 ☎	<a href="mailto:partsdept@newmarcorp.com">partsdept@newmarcorp.com</a>
Tom Gearin	Parts Dealer Representative (Lead)	800-561-5790 ☎	<a href="mailto:partsdept@newmarcorp.com">partsdept@newmarcorp.com</a>

**The “Contact Us” tab includes Warranty and Parts personnel phone numbers and contact information**

**NEWMAR** WHEN YOU KNOW THE DIFFERENCE

Home **Catalog Shop** Dashboard List Items Order Status Invoices Shipments Contact Us Claims Supplier Links Coach Inquiry View Cart Sign Off

Christy  
Customer: 8000400 - RETAIL CUSTOMER  
Warehouse: 10  
Welcome to ComNet 10

Search Catalog  Go  
-Turn ON COM\_Net2 suggest-

-CATEGORIES- Go Speed Entry Items Per Page 21

<p><b>!! RETURNS !!</b></p> <p>When returning items to the Parts Dept., please fill out the "NEW" 'Parts Return/Credit Request Form' located in PARTS &amp; WARRANTY REFERENCE &gt; DEALER PARTS REFERENCE</p>	<p><b>ACKNOWLEDGEMENTS</b></p> <p>If you are not receiving order acknowledgements via email after completing order in ComNet, please contact a parts rep with your email address.</p>	<p><b>BROWSING HISTORY</b></p> <p>REMINDER: Periodically delete your browsing history. This will ensure that you are viewing the latest images and attachments in ComNet.</p>
<p><b>CATALOG - COACH SPECIFIC</b></p> <p>Enter the Newmar Coach SERIAL NUMBER followed by 'CS' or the last 7 digits of the Chassis VIN number in the "SEARCH CATALOG" box above to search by a specific coach. Example: 903172CS or 3409446</p>	<p><b>CATALOG - MODEL YEAR</b></p> <p>Search the catalog by drill down method (1999-Current)</p>	<p><b>COMNET MAINTENANCE</b></p> <p>First Saturday of each month, routine maintenance is scheduled for ComNet. This could cause outages to the website. Sorry for the inconveniences this might cause.</p>
<p><b>PARTS &amp; WARRANTY REFERENCE</b></p>	<p><b>TECHNICAL INFORMATION</b></p>	<p><b>TRAINING - ComNet</b></p>

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**This is the screen you should see after logging on...if not; click “Catalog Shop”.**

\*This is the primary screen you will be using to look up part numbers, enter orders and claims or, to access other information.

**Christy**  
Customer: 8000400 - RETAIL CUSTOMER  
Warehouse: 10  
Welcome to ComNet 10

Search Catalog    
-Turn ON COM\_Net2 suggest-

-CATEGORIES-  Items Per Page 21

<b>!! RETURNS !!</b> When returning items to the Parts Dept., please fill out the "NEW" 'Parts Return/Credit Request Form' located in PARTS & WARRANTY REFERENCE > DEALER PARTS REFERENCE	<b>ACKNOWLEDGEMENTS</b> If you are not receiving order acknowledgements via email after completing order in ComNet, please contact a parts rep with your email address.	<b>BROWSING HISTORY</b> REMINDER: Periodically delete your browsing history. This will ensure that you are viewing the latest images and attachments in ComNet.
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<b>PARTS &amp; WARRANTY REFERENCE</b>	<b>TECHNICAL INFORMATION</b>	<b>TRAINING - ComNet</b>

**Insert a Newmar serial number followed by "cs" to search coach specific information.  
Click "Go".  
(You can insert the units VIN if you do not have the Newmar serial number.)**

**Christy**  
Customer:  
**8000400 - RETAIL CUSTOMER**  
Warehouse:  
**10**  
Welcome to ComNet 10

Search Catalog    
-Turn ON COM\_Net2 suggest-

-CATEGORIES-

Items Per Page

Search results for '411063cs' found 0 matches

[Top Level >](#)  
CATEGORIES: [411063 - 2012 VTDP 4062 - 4UZFBHSXCCBL9679 - In Production 12/06/2011 - Retail Sold 08/10/2013](#)



**Unit designations including Retail Sold date, if available, are displayed.  
Click to access all unit specific information.**

**Christy**  
 Customer:  
**8000400 - RETAIL CUSTOMER**  
 Warehouse:  
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 Welcome to ComNet 10

Search Catalog   -Turn ON COM\_Net2 suggest-

-CATEGORIES-

Items Per Page

**Top Level > 411063 - 2012 VTDP 4062 - 4UZFCBHSXCCBL9679 - In Production 12/06/2011 - Retail Sold 08/10/2013**

<p><a href="#">2012 Ventana Diesel Pusher Parts Catalog</a></p> <p><i>*This is the main parts catalog (same result as using "drill down" method).</i></p>	<p><a href="#">2012 VTDP 4062 Exterior Pages</a></p> <p>Floorplan Pic-A-Parts - Front, Rear, Passenger Side, Driver Side - Baggage Doors, Lighting, Windows &amp; Shell</p>	<p><a href="#">2012 VTDP Décor Exterior - Napa Full Paint - 12B907</a></p>  <p><input type="button" value="More Info"/></p>
<p><a href="#">2012 VTDP Décor Interior - SONOMA - VT12-908</a></p>  <p><input type="button" value="More Info"/></p>	<p><a href="#">2012 VTDP Owner's Guide</a></p> <p><input type="button" value="More Info"/></p>	<p><a href="#">2012 VTDP Product Information Bulletins</a></p>
<p><a href="#">2012 VTDP Technical Service Bulletins</a></p>	<p><a href="#">Cabinet Doors - 411063 - 2012 VTDP 4062</a></p>	<p><a href="#">Furniture - 411063 - 2012 VTDP 4062</a></p> <p>Contact Newmar parts representative for assistance in ordering furniture</p>
<p><a href="#">Misc Parts - 411063 - 2012 VTDP 4062</a></p>	<p><a href="#">Windows - 411063 - 2012 VTDP 4062</a></p>	

**Clicking on any "blue" or "underlined" texts, as well as "more info" buttons, anywhere in ComNet will take you to the next level of information.**

**Christy**  
Customer: 8000400 - RETAIL CUSTOMER  
Warehouse: 10  
Welcome to ComNet 10

Search Catalog    
-Turn ON COM\_Net2 suggest-

-CATEGORIES-

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Top Level > 411063 - 2012 VTDP 4062 - 4UZFHBSXCCBL9679 - In Production 12/06/2011 - Retail Sold 08/10/2013

<a href="#">2012 Ventana Diesel Pusher Parts Catalog</a>	<a href="#">2012 VTDP 4062 Exterior Pages</a> Floorplan Pic-A-Parts - Front, Rear, Passenger Side, Driver Side - Baggage Doors, Lighting, Windows & Shell	<a href="#">2012 VTDP Décor Exterior - Napa Full Paint - 12B907</a>  <input type="button" value="More Info"/>
<a href="#">2012 VTDP Décor Interior - SONOMA - VT12-908</a>  <input type="button" value="More Info"/>	<a href="#">2012 VTDP Owner's Guide</a> <input type="button" value="More Info"/>	<a href="#">2012 VTDP Product Information Bulletins</a>
<a href="#">2012 VTDP Technical Service Bulletins</a>	<a href="#">Cabinet Doors - 411063 - 2012 VTDP 4062</a>	<a href="#">Furniture - 411063 - 2012 VTDP 4062</a> Contact Newmar parts representative for assistance in ordering furniture
<a href="#">Misc Parts - 411063 - 2012 VTDP 4062</a>	<a href="#">Windows - 411063 - 2012 VTDP 4062</a>	

Access the main parts catalog and locate parts by clicking this...  
You can also locate parts via the pic-a-parts breakdowns...

**Christy**  
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 Warehouse:  
**10**  
 Welcome to ComNet 10

Search Catalog    
 -Turn ON COM\_Net2 suggest-

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<b>TOP LEVEL</b>		
<p><b>!! RETURNS !!</b></p> <p>When returning items to the Parts Dept., please fill out the "NEW" 'Parts Return/Credit Request Form' located in PARTS &amp; WARRANTY REFERENCE &gt; DEALER PARTS REFERENCE</p>	<p><b>ACKNOWLEDGEMENTS</b></p> <p>If you are not receiving order acknowledgements via email after completing order in ComNet, please contact a parts rep with your email address.</p>	<p><b>BROWSING HISTORY</b></p> <p>REMINDER: Periodically delete your browsing history. This will ensure that you are viewing the latest images and attachments in ComNet.</p>
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<p><b>PARTS &amp; WARRANTY REFERENCE</b></p>	<p><b>TECHNICAL INFORMATION</b></p>	<p><b>TRAINING - ComNet</b></p>

**Another way to locate parts is by “drilling down” through the layers. Start by clicking “CATALOG – MODEL YEAR” and narrow down your search through each layer.**

**Christy**  
Customer:  
**8000400 - RETAIL CUSTOMER**  
Warehouse:  
**10**  
Welcome to ComNet 10

Search Catalog    
-Turn ON COM\_Net2 suggest-

-CATEGORIES-

Items Per Page

Top Level > **CATALOG - MODEL YEAR > 2012 > 2012 Ventana LE Diesel Pusher Parts Catalog > EXTERIOR > 2012 VLDP - Graphics**

<p><b>116009</b></p>  <p>Vendor Part # - 77591-92 <b>STD</b> NOTTINGHAM EXTERIOR -- 2 PER UNIT <b>DECAL "LE" BLACK</b> <b>7.36 EA (40 Avail.)</b> <input type="text" value="1"/> <input type="button" value="Add"/></p>	<p><b>116070</b></p>  <p><b>STD</b> SHERWOOD EXTERIOR -- 2 PER UNIT <b>DECAL "LE" GOLD</b> <b>8.36 EA (49 Avail.)</b> <input type="text" value="1"/> <input type="button" value="Add"/></p>	<p><b>118079</b></p>  <p>ADDED TO REAR CAP 10/18/2011 <b>DECAL 13" VINYL NEWMAR BADGE</b> <b>\$6.17 EA (0 Avail.)</b> <input type="text" value="1"/> <input type="button" value="Add"/></p>
<p><b>119136</b></p>  <p>USED ON FRONT AND REAR CAP <b>STD</b> <b>DECAL 13" VINYL NEWMAR BADGE</b> <b>20.70 EA (9 Avail.)</b> <input type="text" value="1"/> <input type="button" value="Add"/></p>	<p><b>118078</b></p>  <p>ADDED TO FRT CAP 10/17/2011 -- REPLACED BY 119136 03/13/2012 <b>DECAL 16" VINYL NEWMAR BADGE</b> <b>53.42 EA (0 Avail.)</b> <input type="text" value="1"/> <input type="button" value="Add"/></p>	<p><b>93702</b></p>  <p>Vendor Part # - 3.1875X8.25X.37 Chrome badge for front cap <b>STD</b> <b>DECAL NEWMAR RIDGE LTR BDG</b> <b>54.38 EA (10 Avail.)</b> <input type="text" value="1"/> <input type="button" value="Add"/></p>
<p><b>101914</b></p>  <p>Vendor Part # - NI-MODEL01 SPECIFY COLOR AND DIGITS WHEN ORDERING <b>FOUR DIGIT DESIGNATOR</b></p>	<p><b>95210</b></p>  <p>Vendor Part # - 138713-01 <b>STD</b> 2 PER UNIT</p>	<p><b>80450</b></p>  <p>Vendor Part # - 13453 <b>STD</b> NOTTINGHAM EXTERIOR -- 4 PER UNIT</p>

**Drill down through the layers until you find the part you are needing...adjust the quantity and click "Add".**

NEWMAR  
WHEN YOU KNOW THE DIFFERENCE

Home Catalog Shop Dashboard List Items Order Status Invoices Shipments Contact Us Claims Supplier Links Coach Inquiry View Cart Sign Off

Christy  
Customer: 8000400 - RETAIL CUSTOMER  
Warehouse: 10  
Welcome to ComNet 10

Search for     
Number  
Number contains  
Vendor Part Contains

[-Turn ON COM\\_Net2 suggest-](#)

**If no Unit information is available or, you are needing to do a general search – click the “List Items” tab to get to these search options.**

**You can begin an order at any time by clicking “Speed Entry”**

**Service School**  
 Customer:  
**8000500 - NON DEALER**  
 Warehouse:  
**10**  
 Welcome to ComNet 10

### Shopping Cart

ITEM NO. QTY

-Sort Last to First-

	ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ DATE (mm/dd/yyyy)	QTY	PRICE	EXT. PRICE	
	91932	PR	BELT RAIL END CAP <input type="text"/>	01/29/2015 <input type="text"/>	<input type="text" value="1"/>	.95	.95	<input type="button" value="Delete"/>
<b>LINE ITEM TOTAL</b>							<b>.95</b>	

**Add a part number, adjust quantity as needed and click "Add".**  
**Add any line item comments, RO#'s, auth#'s or Unit serial #'s in blank field under part description.**  
**Continue shopping using "Catalog Shop", "List Items" or adding another part number in the blank "Item No." field above.**  
**At any time, click the shopping cart to checkout or adjust items as needed.**

**Service School**  
Customer:  
**8000500 - NON DEALER**  
Warehouse:  
**10**  
Welcome to ComNet 10

**Billing** > Shipping > Payment & Shipping > Confirmation > Completed [Continue](#)

**Billing Information**

Order Type  Order Entry  Quote Entry

**NON DEALER  
CASH ACCOUNT  
46550  
USA**

E-mail:

[Continue](#)

**Make sure E-mail address is correct for your confirmations**

**Service School**  
Customer:  
8000500 - NON DEALER  
Warehouse:  
10  
  
Welcome to ComNet 10

[Billing](#) > [Shipping](#) > Payment & Shipping > Confirmation > Completed

### Shipping Information

Ship To: 00000001

\*Company Name: NON DEALER

\*Address 1: NON

Address 2:

Address 3:

\*City:

\*State/\*Zip/\*Country: A / / USA

Tax Suffix:

Contact Name:

Phone:

**Shipping info will default to your company; change if needed. A phone number must be included.**

**Service School**  
Customer:  
8000500 - NON DEALER  
Warehouse:  
10  
Welcome to ComNet 10

[Billing](#) > [Shipping](#) > [Payment & Shipping](#) > Confirmation > Completed

Payment  
\*P.O. Number:

Shipping  
Ship Instr.:

Comments:

**A P.O. number must be attached to the order.  
Add shipping instructions.  
Add any contact names, notes or additional information needed in the "Comments" section.**



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**Christy**  
Customer:  
8000400 - RETAIL CUSTOMER  
Warehouse:  
10  
  
Welcome to ComNet 8.0

Billing > Shipping > Payment & Shipping > Confirmation > **Completed**

**Order Number: 8268114**

Order Time: Wed Jan 23 13:24:32 GMT 2013

### Billing Information

RETAIL CUSTOMER  
CASH ACCOUNT  
NAPPANEE / IN / 46550 USA  
  
cquigley@newmarcorp.com

### Shipping Information

RETAIL CUSTOMER  
CASH ACCOUNT  
NAPPANEE / IN / 46550 USA

Contact:  
P.O. Number: 123

ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ DATE	QTY	PRICE	EXT. PRICE
42253	EA	BULB 12V 10WATT HALOGEN BI-PIN	01/24/2013	5	5.54	27.69
TOTAL						27.69

Shipping Instructions:  
Comments:

Verify billing and shipping information, part numbers and quantities, shipping instructions and comments. Then click the "Submit Order" button. Your order will be assigned a number.

**Service School**

Customer:  
8000500 - NON DEALER

Warehouse:  
10

Welcome to ComNet 10

Search Catalog

-Turn ON COM\_Net2 suggest-

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**TOP LEVEL**

<p><b>!! RETURNS !!</b></p> <p>When returning items to the Parts Dept., please fill out the "NEW" 'Parts Return/Credit Request Form' located in PARTS &amp; WARRANTY REFERENCE &gt; DEALER PARTS REFERENCE</p>	<p><b>ACKNOWLEDGEMENTS</b></p> <p>If you are not receiving order acknowledgements via email after completing order in ComNet, please contact a parts rep with your email address.</p>	<p><b>BROWSING HISTORY</b></p> <p>REMINDER: Periodically delete your browsing history. This will ensure that you are viewing the latest images and attachments in ComNet.</p>
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<p><b>PARTS &amp; WARRANTY REFERENCE</b></p>	<p><b>TECHNICAL INFORMATION</b></p>	<p><b>TRAINING - ComNet</b></p>

**The "Order Status", "Invoices" and "Shipments" tabs can be used to access order and invoice information. Advanced search methods and invoice printing are also options in these tabs.**

# Coach Inquiry

Coach Number **411063** Search by Coach#

**COACH INFORMATION**

Model Year	2012	VIN	4UZFHBSXCCBL9679
Brand	VT - Ventana	Retail Sold Date	08/10/2013
Type	DP - Diesel Pusher	In-Line Date	12/06/2011
Floor Plan	4062	Ship Date	12/22/2011
Warranty Status	<b>Out of Warranty</b>	Owner Name	SOUTHEAST OUTDOOR PROPERTIES, INC.

Appliances Build Order Claim History Recalls

Appliance Description	Model Number	Serial Number
AWNING ARM 1	8551202.400U	15099757
AWNING DOOR	975EE56.110U	14999898
CAPT CHAIR DRIVER	91772 001	
CAPT CHAIR PASSENGER	91772 002	
DASH A/C	RV201389	215157
DRYER	WD2100XC	107306232
DVD	DVP SR500	1636446
DVD-STEREO	DVP SR500H	2148329
EXT RADIO OR SOUND BAR	CDX-GT350MP	1581904
EXT TV	40BX420	3105997

FIBERGLASS FRC		
FIBERGLASS FRC		
FIBERGLASS REA		
FIBERGLASS REAR S/O (ods)		011401772
FIBERGLASS SIDEWALLS (ds)	011401771	
FIBERGLASS SIDEWALLS (ods)	011401772	
FRONT A/C	651815.801JO	14198886
FRONT FURN	SF42	114808231
FRONT RADIO	AVN4430	P1500092
FRONT TV	40BX420	3105977
GENERATOR	8HDKAK-1046M	K110267846
INVERTER 1	ME2012	B1-29083
JACK LEFT FRONT	AP43097	1539
JACK LEFT REAR	AP37701	8218

**Click the "Coach Inquiry" tab and enter a Newmar Serial Number to access detailed Coach Information**

**Service School**  
Customer:  
8000500 - NON DEALER  
Warehouse:  
10  
Welcome to ComNet 10

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-Turn ON COM\_Net2 suggest-

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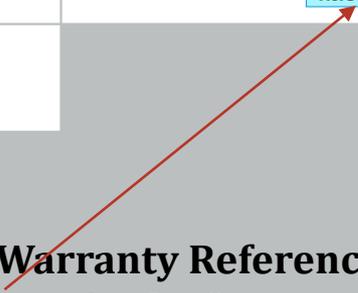
Top Level > PARTS & WARRANTY REFERENCE > DEALER PARTS REFERENCE

**Parts & Warranty Dealer Policies & Procedures Manual**  
Revised 5/30/2014  
Contact Newmar Parts/Warranty Representative for password

**UPS Ground Transit Days Map**  
Revised 5/22/2013

**Parts Return / Credit Request Form**  
Revised 11/13/2013 ~ Click 'More Info', Complete form online, Click email icon at top (send file as attachment to dpo@newmarcorp.com), do not fax.  
Parts representative will respond to email

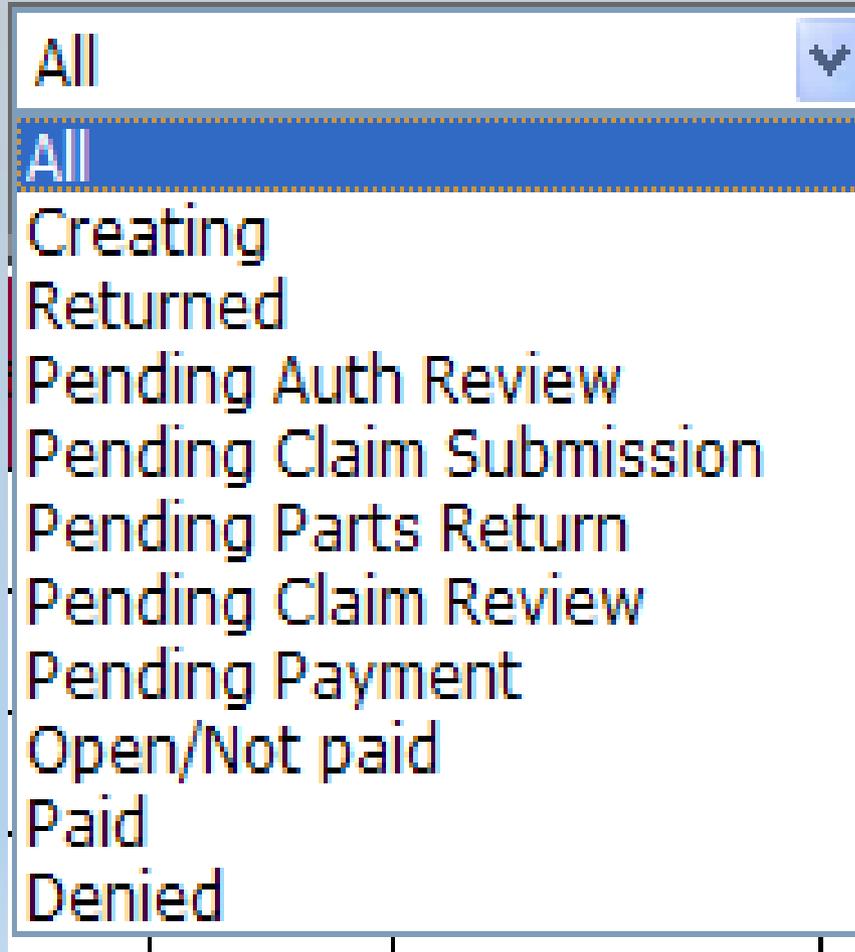
**Recommended Parts Stocking List**  
Revised 1/27/2015



**From the “Top Level”, click “Parts & Warranty Reference” then “Dealer Parts Reference”.  
From here...click the “More Info” button in the “Parts Return/Credit Request Form” panel to access the RGA form.**



# Claim Status Defined



A screenshot of a software interface showing a dropdown menu for claim status. The menu is open, displaying a list of status options. The top of the menu shows the word "All" with a downward-pointing arrow icon. Below this, the word "All" is highlighted in a blue bar. The list of options includes: "Creating", "Returned", "Pending Auth Review", "Pending Claim Submission", "Pending Parts Return", "Pending Claim Review", "Pending Payment", "Open/Not paid", "Paid", and "Denied".

All
All
Creating
Returned
Pending Auth Review
Pending Claim Submission
Pending Parts Return
Pending Claim Review
Pending Payment
Open/Not paid
Paid
Denied

All-You will see all claim listed from Newest to oldest.

Creating-Dealer is creating claim and Newmar Reps cannot see this claim.

Returned-Newmar rep have returned a line item to the dealer needing more information.

Pending Auth-Authorization has been submitted to Newmar for review.

Pending Claim Submission-Line item has been approved. Add all of your parts and make sure time approved is ok.

Pending Parts Return-Line item is approved and Newmar will need part returned.

Pending Payment-Line will be paid around the 10<sup>th</sup> and 25<sup>th</sup> of each month.

Paid-Line has been paid, either a check or a credit memo has been issued.

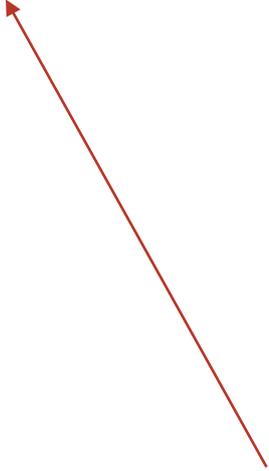
Denied-Line item has been denied for work to be paid.

## Warranty Claim Status

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

R.O.#	Job Detail	Status	Date Created	Coach	Year	Brand	Type	Floorplan	Labor	Parts	Markup	Parts&Frt	Requested	Authorized	Paid
-------	------------	--------	--------------	-------	------	-------	------	-----------	-------	-------	--------	-----------	-----------	------------	------

Create New R.O.



**To create a new R.O.  
Click "Create New R.O."**



WHEN YOU KNOW THE DIFFERENCE

- Home
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# Warranty Claim Entry

R.O. Number \*

Coach Serial Number \*

Odometer (mileage) \*

Stock Unit?

Dealer Contact Name

Dealer Contact Email

(\* = required information)

**Newmar uses the dealer's work order number which will follow the claim to payment. If you are turning In warranty on a 5<sup>th</sup> wheel use the number 1 for the odometer. Please put in dealer contact so if we have Questions we know who we need to call.**

COM\_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/instance1/servlet/WebDispatcher?mode=comnet&nextMode=&nextURL=

File Edit View Favorites Tools Help

COM\_Net2

**NEWMAR**™

*WHEN YOU KNOW THE DIFFERENCE*

Home Catalog Shop Dashboard List Items Order Status Invoices Shipments Switch Accounts Contact Us Claims Supplier Links Coach Inquiry Sign Off

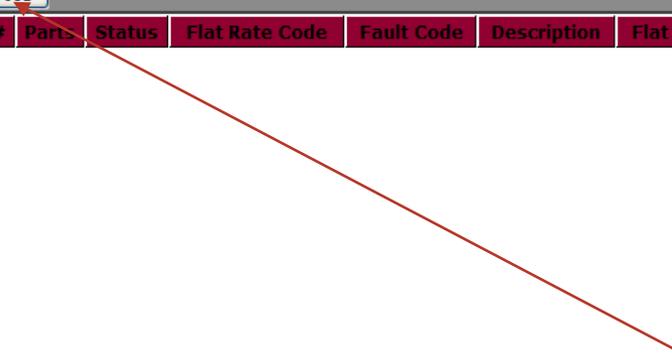
## Warranty Claim Detail

R.O. Number 1234-A

Add Job

Job#	Parts	Status	Flat Rate Code	Fault Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
------	-------	--------	----------------	------------	-------------	---------------	------	----------	-------------	------------	-----------------	------------------	------------	--------

Done Local intranet 100%



**Click "Add Job"**

# Warranty Claim Job Entry

R.O. Number	1234-A
Job	1

Flat Rate Code \*

Hours Requested \*

Fault Code \*

Sublet Amount Requested

Appliance Type

Appliance Model Number

Appliance Serial Number

Customer Complaint

Authorization Notes

Dealer Correction

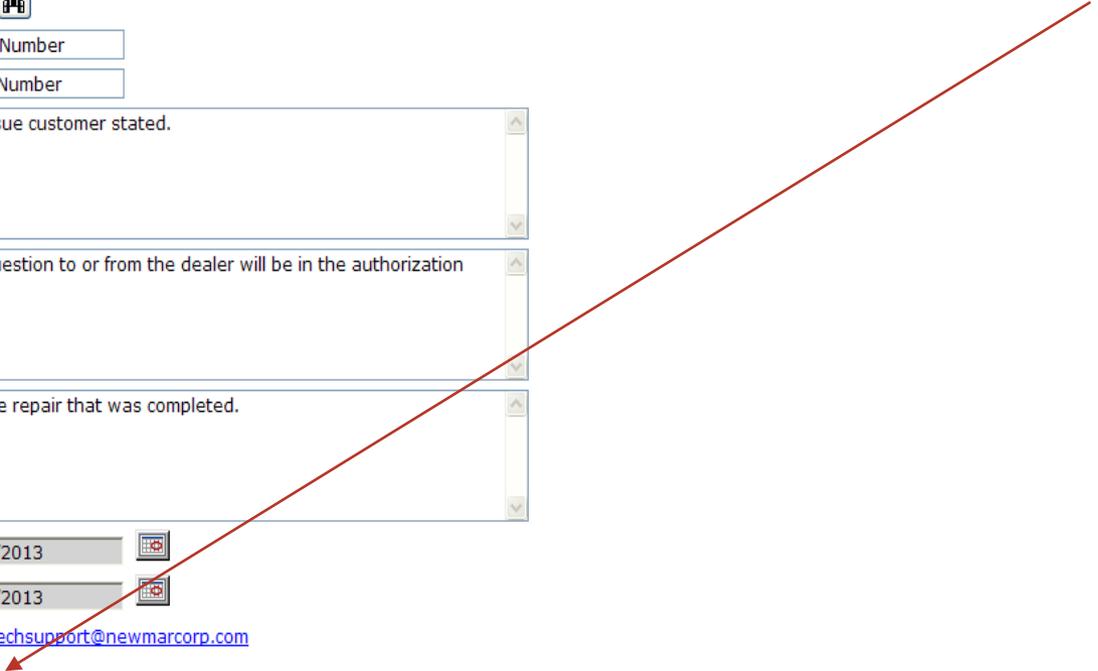
Date In

Date Work Completed

Pictures Emailed?  [techsupport@newmarcorp.com](mailto:techsupport@newmarcorp.com)

(\* = required information)

Once all info is put in click "Add Job".





WHEN YOU KNOW THE DIFFERENCE

- Home
- Catalog Shop
- Dashboard
- List Items
- Order Status
- Invoices
- Shipments
- Switch Accounts
- Contact Us
- Claims
- Supplier Links
- Coach Inquiry
- Sign Off

## Warranty Claim Detail

R.O. Number 1234-A

Add Job

Job#	Parts	Status	Flat Rate Code	Fault Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Creating	1016	30	A/C-Dometic, Complete unit	1.50	1	.00	.00	.00	150.00	.00	.00	Edit

Submit Jobs

Before the Newmar reps can see this you will need to hit submit jobs, hit add job to add any number of Line items. Also before you submit or if returned you can hit the edit button to up date that line.



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## Warranty Claim Detail

R.O. Number 1234-A

Add Job

Job#	Parts	Status	Flat Rate Code	Fault Code	Description	Flat Rate Hrs	Occr	Auth Hrs	Auth Sublet	Auth Labor	Total Requested	Total Authorized	Total Paid	Action
1		Pending Claim Submission	1016	30	A/C-Dometic, Complete unit	1.50	1	1.50	.00	150.00	150.00	150.00	.00	Complete

Submit Jobs

Once the line item is approved before you submit jobs for payment you may need to add a part. If so click on The binoculars under parts.

COM\_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/instance1/servlet/WebDispatcher?mode=comnet&nextMode=&nextURL=

motor sportsland utah

File Edit View Favorites Tools Help

COM\_Net2

**NEWMAR** *WHEN YOU KNOW THE DIFFERENCE*

Home Catalog Shop Dashboard List Items Order Status Invoices Shipments Switch Accounts Contact Us Claims Supplier Links Coach Inquiry Sign Off

## Warranty Claim Parts

R.O. Number 1234-A  
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
-------	-------------	-------------	-----	-----	----------------	-----------------	--------	-------------	-----------------	----------------	-------	-----------------

Done Local intranet 100%

**This is your parts entry screen. Click the Add Part tab.**

COM\_Net2 - Windows Internet Explorer

http://comnet2.newmarcorp.com/instance1/servlet/WebDispatcher?mode=comnet&nextMode=&nextURL=

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File Edit View Favorites Tools Help

COM\_Net2

**NEWMAR** WHEN YOU KNOW THE DIFFERENCE

Home Catalog Shop Dashboard List Items Order Status Invoices Shipments Switch Accounts Contact Us Claims Supplier Links Coach Inquiry Sign Off

## Warranty Claim Parts Entry

R.O. Number	1234-A
Job Number	1

Returned Item Number \*

Quantity (EACH) \*

Requested Cost

Requested Freight

Tracking Number \*

Notes

(\* = required information)

The Returned Item Number must be a Newmar part number. Then enter the Quantity, if the part must be Return we do want the tracking number. This way if it is lost we have the information to find it without Contacting you. Once you hit Add Part the item is attached to the line item for payment.

Also note, only put in the part cost without mark up as the computer will automatically and the mark up At payment.

Done Local intranet 100%

**ANY QUESTIONS?**