

CLAAS Warranty Claims

An integration has been developed to provide a mechanism to upload basic warranty claim information to the CLAAS Service Online portal.

With just one extra field in Gold to select, the claim is automatically created in CLAAS Service Online including machine information, parts used, labour time, and job story information.

This prevent users having to rekey time consuming information such as the list of parts used on the job and the job story/text.

The remaining claim information can then be completed in CLAAS Service Online.

Entering Claim Details

The warranty job is completed in the normal way in Workshop Entry.

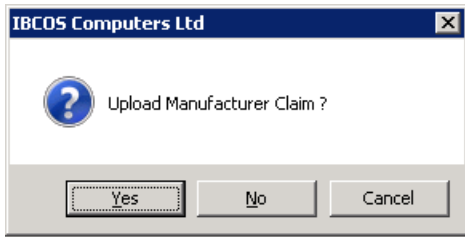
When the job is invoiced the Gold Claim Number and Supplier Account number are entered as normal.

Then if the machine is a CLAAS machine an additional field is made available to enter the CLAAS Warranty Mapping Type.

The screenshot shows the 'CLAAS Warranty Claim' dialog box with the following details:

- Job:** 107612
- Cust:** 937
- Inv Type:** 37
- Warranty - MAIN**
- Parts:** 79.05
- Labour:** 49.00
- Warranty Cost-MF Equipment**
- 31/01/20**
- Customer:** 937
- Warranty Cost-MF Equipment**
- Mth3:** 2126.77
- Claim No.:** 120232
- Supplier A/c.:** 1133 ... **Main Franchise Supplier**
- Mapping Type:** Y1 110 Standard Warranty

Once this is entered select OK to continue.



Select 'Yes' to upload the warranty claim information to CLAAS.

The claim detail will be created automatically on the CLAAS Service Online site and as much information as possible will be completed using details from the workshop job.

The claim number provided by CLAAS will then be displayed for reference.

For example:

Upload Successful, CLAAS Warranty Claim : nnnnnnnnn

Warranty Claim Enquiry

When checking the warranty in the Warranty Enquiry program in Gold details of the claim created on CLAAS Online are recorded on the scratch pad including a URL to link over to the online claim.


Claim Created Successfully
Job Number: 107612
Invoice Number: 126374
Wholegood Number: 10001248
Claim Number:
URL:

These details are also added to the Job Instructions and can be viewed from the Workshop Entry program.

The claim can now be viewed on CLAAS Service Online and should be completed in the normal way.

CLAAS Service Online Screens

Header



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Header

Address

Parts

Failure

Labor

Communication (0)

Attachment (0)

Overview

History

Overview to report

1st day of use

24.08.2019

Warranty End

23.08.2020

Sales partner document number *

404120

Failure date *

21.01.2020

Repair date *

21.01.2020

Created on

10.02.2020

0 Days

Submitted on

Operating hours *

Tractor

CW


Rot./min.

Machine combination with

Origin

Interface

Parts



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Header

Address

Parts

Failure

Labor

Communication (0)

Attachment (0)

Overview

History

Installed Components

Function	Position	Quantity *	Material number *	Designation	Gross price	Position value requested	Photo	Attachment	Comments	CLAAS share	% dis
	0001	1,00	00 1152 508 0	FUEL FILTER	36,64	27,48 GBP				0,00	
	0002	1,00	00 2170 311 0	FILTER ELEMENT	34,48	25,86 GBP				0,00	
	0003	1,00	UKCT42746	FUEL ADDITIVE 0.5L	6,81	6,81 GBP				0,00	

+

60,15 GBP


Fast entry

Clipboard

Parts Doc

Upload Parts Doc

Failure

 **CLAAS**

Homepage Reports Machines Maintenance

Reports > Warranty - Machine > Failure >

Header	Address	Parts	Failure	Labor	Communication (0)	Attachment (0)	Overview	History
Localization	Diagnosis	Remedy	Picture report					
Repair code *								
Carried Out Performance Check *	Please select							
Text remedy *	<div># Repair Rectification Details Travel out replace fuel filters check tank for debris all clear. Check supply and return fuel lines all clear</div> <div># picture machine report</div>							
Repair successful *	Please select							
Reason	Why wasn't the repair/or why was it only partially successful?							

Claim Failures

If a warranty claim fails to submit the following message will be displayed.

“Warranty Claim upload failed, process manually on CLAAS Service Online” and the claim will need to be created manually on CLAAS Service online.

When checking the warranty in the Warranty Enquiry program in Gold details of the error when creating the claim are recorded on the scratch pad.

Display Claim 120232

Stock No

10001248 New Wholegood

Make

CL

Group

NTRA

Depot

POOLE

Model

XERION

Desc

5000

Serial

Cust

AAWARRANTY

1133/MF

(01203 304500)

Spec

Order Number

120774 01

Warranty End Date

Clm Part

79.05

Lab

49.00

Rcd Part

0.00

Lab

0.00

Rcd Gwill

0.00

Mlg

0.00

Transactions

Pad

Docs

Events

Error Creating Claim: Could not find CLAASWarrantyConfig024.xml parameter file - Process Claim Manually on [CLAAS Service Online](#)

Job Number: 107612

Invoice Number: 126374

Wholegood Number: 10001248

Claim Number:

URL:

Amend