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FRDC – Claims	FRDC.CLAIMS.01	**Title Page**

Forest River Dealer Connect

Claims

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Purpose

The purpose of these End User Procedures is to describe how to access the Claims page on Forest River Dealer Connect and enter warranty claims to be submitted to Forest River.

This End User Procedure document contains step-by-step instructions on how to access the Claims page on Forest River Dealer Connect and then enter a claim (labor and parts), request authorization, respond to feedback, submit for payment, and view payment of a claim.

Document Tips & Tricks

➢ You can search this document for key words or phrases by holding down the Ctrl key on your keyboard and pressing the F key. This will bring up the Search box which will allow you to key in a word or phrase and search for it throughout the document.

➢ The Contents index above is linked to each section within this document. So, if you click on the heading or subheading within the index that corresponds with the section you would like to review you can simply click on the heading or subheading and you will be taken to that section.
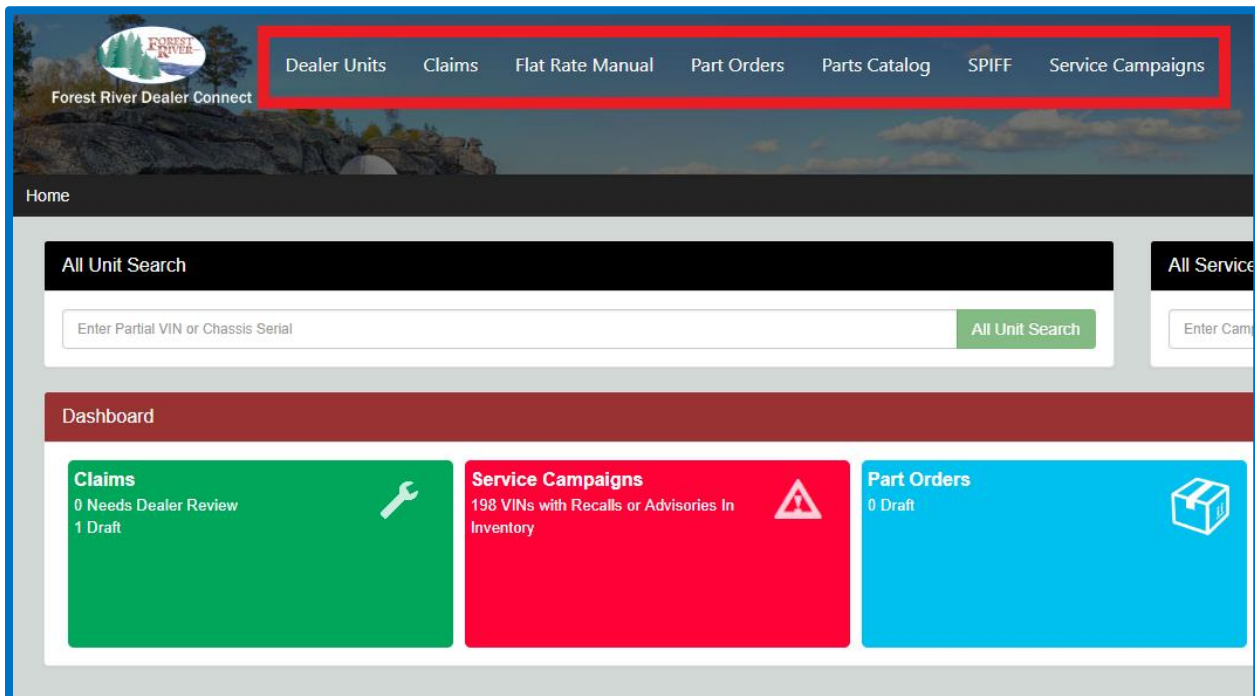
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1. Warranty Claims Link (An Overview)

When Forest River Dealer Connect loads onto your computer, your home page will look like this.
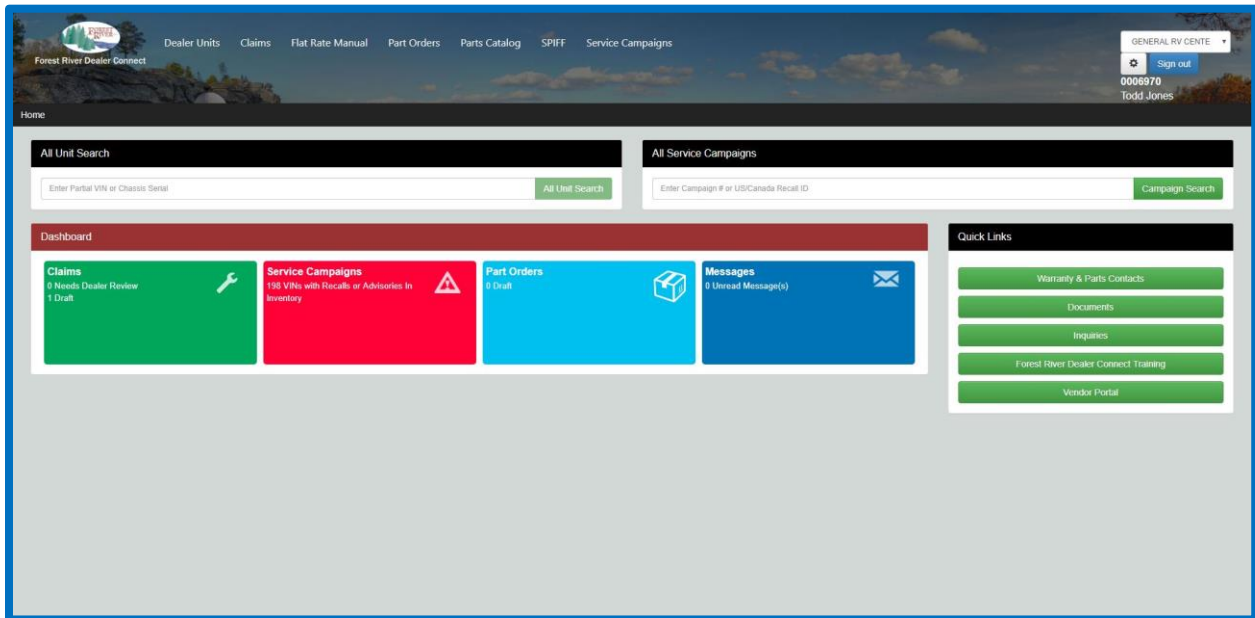
Across the top, you have links to assist with the most common activities you will be performing on Dealer Connect.
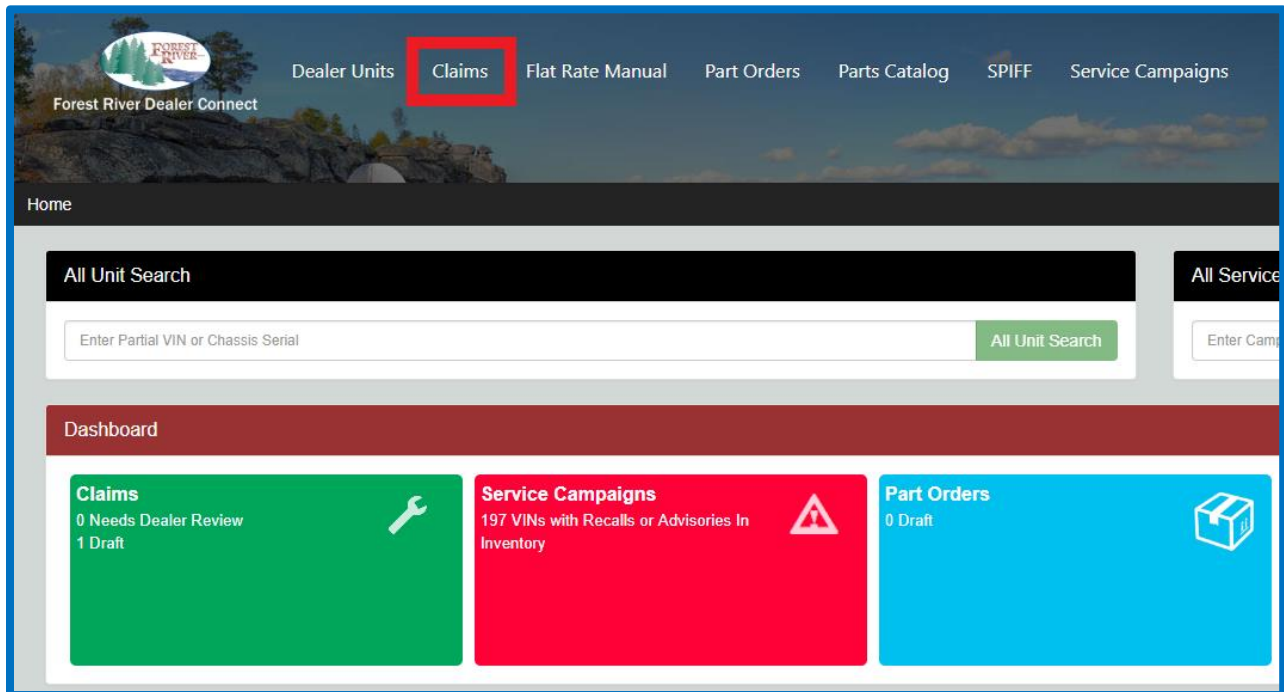
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Navigate: Home > Claims

Click on the **Claims** link from the links at the top of the web portal.

After clicking on the link, the following grid will open.

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A) Claims Search Page

The Claims search page is divided into two sections for filtering. The top are searchable fields that will filter your results according to the information you enter. Some of the fields have drop down menus with selections to choose from, free text fields to enter criteria, or buttons to filter by.

A. **Claim Status**: This field has a drop down menu of the different claim statuses. You can select one to help narrow your search. See section **B) Claim Statuses** for explanation of statuses.

B. **VIN**: A partial or full VIN can be entered into this field to search for claims on a specific unit.

C. **Claim Number**: A partial or full claim number can be entered into this field to search for a specific claim.

D. **Owner**: An owner's first or last name or a partial name can be entered into this field to search for claims by a specific owner.

E. **Created By**: This field has a drop down menu to select a particular User that enters claims for your dealership.

F. **Dealer RO**: A partial or full dealer RO number can be entered into this field to search for any claims that have that Dealer RO in it.

G. **Display Records From**: This field's drop down menu allows you to select the time period you want to see claims from. You can view claims from 1 year, 2 years, 3 years, or All.

H. **Needs Dealer Review**: These buttons allow you to view either all claims in any status or just the Needs Review claims that the dealer needs to review, as indicated by a red envelope next to the status.

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I. **Show My Claims**: These buttons allow you to view claims that only you have created or all claims by everyone at your dealership.

The bottom grid has sortable fields that will filter your results in either ascending or descending order. Simply click on a column heading to resort the grid. The claim numbers in the grid are hyperlinks to the claim. Once clicked, the claim form will open.

Claim Number	VIN	Status	Owner	Dealer RO	Claim Start	Claim End	Created By	Check Number	Payment Date
000518	4X4MFRA25EF026497	Authorized	RONALD JACOBSON	MFD003-1	12/04/2018		matt.fuglsang@rsmus.com		
000514	4X4FWBD21JV701175	Processing	RICH EISEN		12/04/2018	12/04/2018	kmosher@forestriverinc.com		
000513	4X4FWBD21JV701175	Denied	RICH EISEN		12/04/2018	12/04/2018	kmosher@forestriverinc.com		

B) Claim Statuses

There are 9 different claim statuses. In most cases a claim will not travel through all 9 statuses in its lifecycle, but here is a list of all of the statuses and their meanings:

- **Draft**: This status indicates that a User has started entering information, and saved it, but has not submitted it to Forest River for authorization. A claim will stay in Draft until it's been submitted, deleted by the User, or has expired.

- **PreAuth**: This status represents a claim that has been submitted to Forest River for authorization.

- **Authorized:** This status means that a Forest River Representative has reviewed your request and the lines have been authorized for repairs. This status is also used for flat rate codes that do not require a PreAuth for the repair.

- **Processing**: Once the claim has been authorized and the repairs are complete, the claim can be submitted for payment. At this time, the claim status will move to Processing. It will stay in this status until a Forest River Representative processes the claim and submits it for payment to the accounting office.

- **Pending Payment**: This status indicates that the claim has been submitted for payment on the Forest River side. It is awaiting the next check run from the Accounts Payable department.

- **Paid**: This status means that the check has been issued for this claim. Once the claim is in this status, the check number, date, and paid claim amount will populate in the header of the claim and in the grid as they become available.

- **Expired** (Previously *Archived*): A claim will expire if it is left in Draft, PreAuth, Authorized, or Processing status for 180 days. This aging will be calculated from the Claim Start date.

- **Denied**: A Denied claim is the result of all lines being denied/not approved.

- **Needs Review** (Previously *Under Review*): This status means that additional information is being requested. It could be additional repair information, pictures, a request for a part return, an adjustment on part information,

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etc. When there is a red envelope next to the status, this indicates that Forest River reviewed your claim and has made a request, awaiting a response from the dealer. Once you respond to that request, the envelope will be removed and the claim is awaiting a response from Forest River.

2. Creating a Warranty Claim

Navigate: Home > Claims

On the Claims ribbon, there is a **+ Claim** button. This button will create a new claim.

A) Creating a Claim Header

Click on the **+ Claim** button. The claim form will open with a blank header.

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Enter a partial or full VIN in the **VIN** field. If you enter a full VIN, hit enter and the unit information will populate in the Header. If you enter a partial, click the gray **Magnifying Glass** button and the Unit Search form will appear. **Note: You must enter at least 4 characters to initiate the search.**

The results of your search will populate in the Unit Search form. Select the VIN you would like to use on your claim by clicking on the desired VIN. The information from that VIN will populate in the Header.

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Enter a **Dealer RO**, which is normally the work order number, if applicable.

The **Dealer Contact** field defaults to the User entering the claim. If you want the contact to be someone other than the current User, you can select the other User from the drop down menu.

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The **Claim Start** and **End dates** will automatically populate. The start date will populate once the claim is saved for the first time (either when **Saved as Draft** or **Submitted for Authorization**). The end date will populate once the claim is submitted for payment.

If your dealership has multiple addresses, you can select the correct address from the **Dealer Address** drop down menu.

The claim Header is now complete and you can begin to add your repair lines.

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B)   Adding a Labor Line

In the claim Header, click on the blue **+ Labor** button in the bottom right corner to add your first labor line to the claim.

The **Complaint, Cause, Correction** overlay will appear. Enter your repair description. **NOTE: When entering your description, the more detailed information you give, the better. List one repair per claim line. Unlike our old system you can enter as many claim lines as you would like, so there is no need to combine repairs unless they are all related.**

Click on the blue **Create** button. This adds the labor line to your claim.

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The pink highlighted field, **Flat Rate Code**, should be your starting point once the labor line is created. Click on the gray **Magnifying Glass** button to initiate your Flat Rate Code search.

This will open **the Flat Rate Manual** overlay.

You can use the filters on the left side of the Flat Rate Manual overlay, which are **Flat Rate Group** (which will automatically populate), **Section**, and **Component** to narrow down your search. In the **Search** field, enter a keyword(s) for your repair. **Note: The keyword(s) do not need to be in order nor do they need to be complete words.** Click the blue **Search** button or hit enter. The results from your search will populate below in the grid.

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Once you have identified the correct flat rate code, select the code (hyperlinked). The information from the code will populate on the labor line.

Some areas to note in the labor line are as follows:

- **Flat Rate** – This field shows the Flat Rate time allowed for the repair code chosen.

- **Sublet** – This checkbox will change the claim from hourly to sublet and vice versa. If you check this box it will automatically remove all part lines from the labor line.

- **PreAuth** – This will tell you whether the repair code chosen requires pre-approval. If there is a red X under the PreAuth field this indicates that pre-approval is not required for the selected repair code. If there is a green ✓ under the PreAuth filed then pre-approval is required for the selected repair code.

- **Hours** – There are two fields below this heading, **Requested** and **Approved**. In the **Requested** field the Flat Rate time will auto-populate based upon the selected repair code. If more or less time than the Flat Rate time was required for the repair you can change this accordingly. In the **Approved** field, the approved labor amount will show up once the claim has been submitted to Forest River, reviewed by a Forest River Representative, and approved.

- **Labor Amt** – There are two fields below this heading as well, **Requested** and **Approved**. In the **Requested** field the dollar amount, based upon the Requested Hours and your dealership's approved labor rate, will be calculated automatically. The same goes for the **Approved** field, but this amount will not populate until the claim has been submitted to Forest River, reviewed by a Forest River Representative, and approved.

- **Model** – This field is where you will enter the model number of the component being replaced, if applicable. When this field is pink it means it is a required field for the chosen Flat Rate code.

- **Serial** – This field is where you will enter the serial number of the component being replaced, if applicable. When this field is pink it means it is a required field for the chosen Flat Rate code.

- **Photo Req**. – This field indicates whether the repair code requires a photo. This is separated into two sections, US and CAN (Canada). If there is a red X under this field in the section that pertains to your dealership then a photo is not required for the selected repair code. If there is a green ✓ under this field in the section that pertains to your dealership (US or CAN), then a photo is required for the selected repair code.

- **Return Req**. – This field indicates whether the repair code requires the part to be returned to Forest River. This is separated into two sections, US and CAN (Canada). If there is a red X under this field in the section that pertains to your dealership (US or CAN), then the part is not required to be returned for the selected repair code. If there is a green ✓ under this field in the section that pertains to your dealership (US or CAN), then the part is required to be returned for the selected repair code.

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If you choose a code that has notes attached, a blue **Notes** button will be available. If you click on the button, these are the code notes, which gives additional information about requirements for the use of the code.

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If applicable and different than the Flat Rate time, enter the **Requested Hours**. Tab over to the **Model** field. **Note: If you have selected a repair code that requires model and serial information the Model and Serial fields will be pink, otherwise it will be white.** Enter the model number of the component being replaced. Tab over to the **Serial** field. Enter the serial number of the component being replaced.

If a photo is required, click on the gray **Camera** button to browse your computer and select the file to attach to this repair line.

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When the Upload Images overlay comes up, click on the blue **Upload Images** button to browse your computer's files. **Note: You can select multiple pictures at once by either holding down the Ctrl button and left-clicking on each photo file individually or by choosing the first photo file and then holding Shift and left-clicking on the last photo file you would like to upload, which will highlight all of the photo files in between your selections.** Select the applicable file(s) and click **Open.**
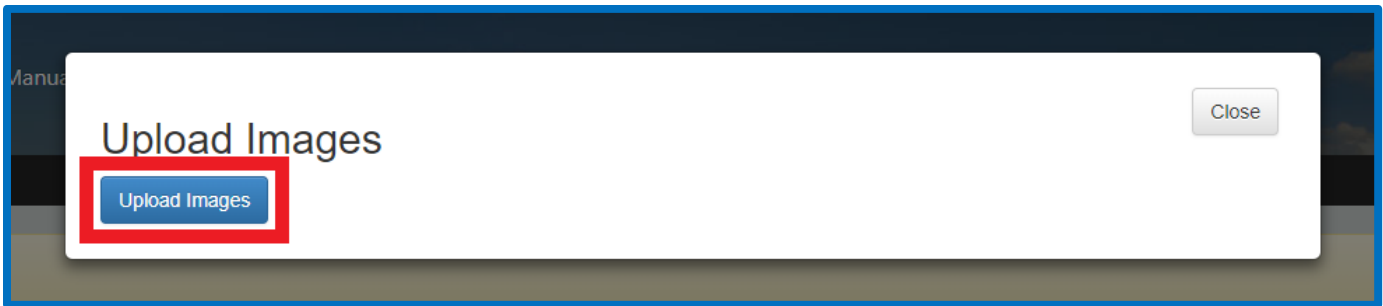
The image will show up on the overlay as a thumbnail. If you have additional pictures to add, follow these steps again until all images have been added. Once you are done adding photos click on the gray **Close** button.
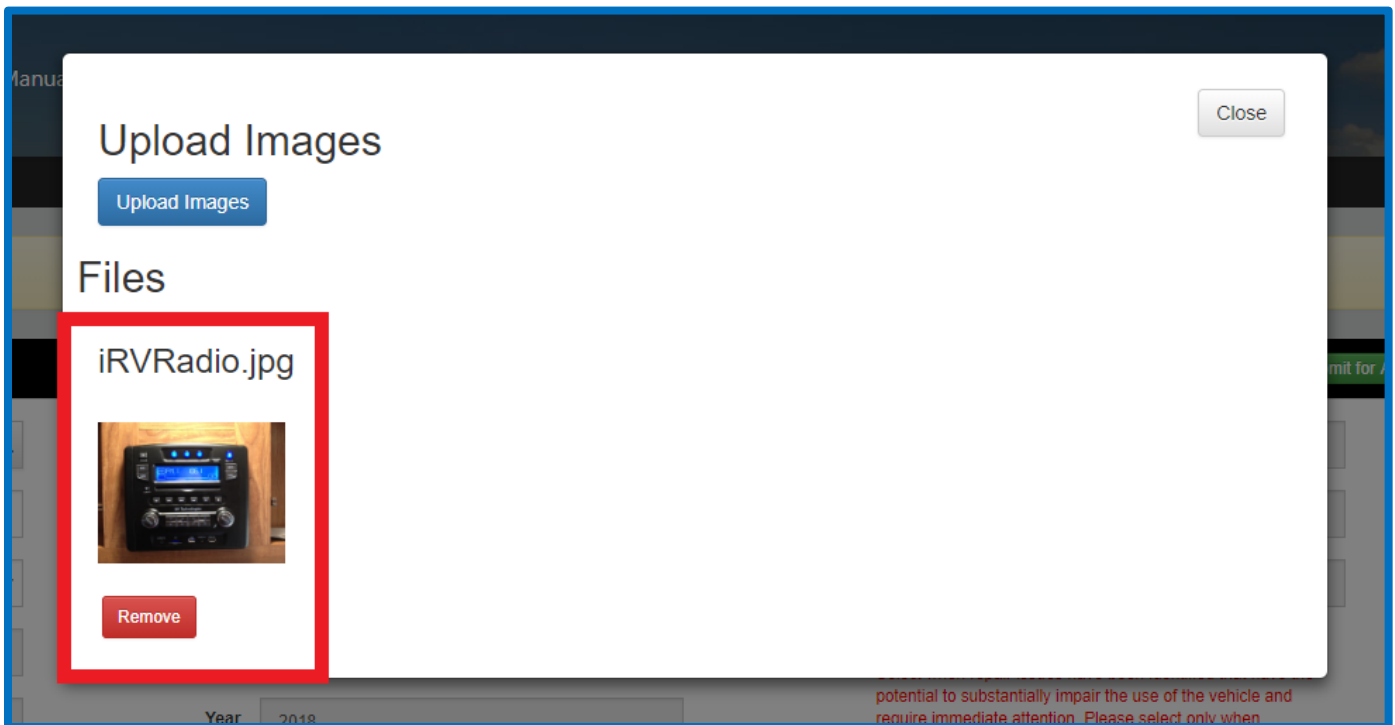
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The image(s) have now been added to the line. The **Camera** button will change color. When an item is attached, the button color will be blue. When an item is not attached, the button color will be gray.

If you have additional labor lines to enter, click the **+ Labor** button again in the Labor ribbon and use the same steps in this section for your next repair line.

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If there comes a point where you need to remove a repair line, you can click on the red **X Remove** button. This will delete the line from your claim.
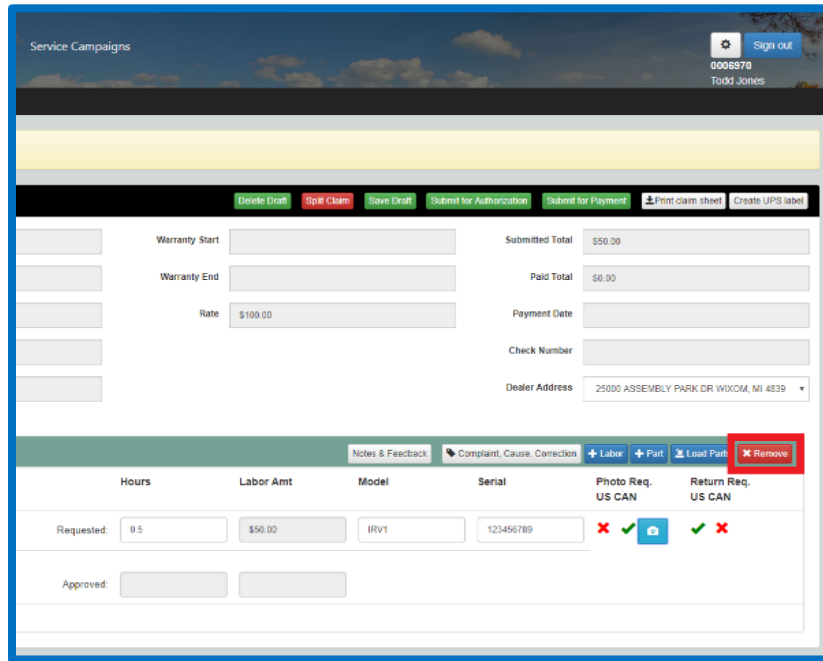
3. Saving Claim as Draft

Once you have entered your labor and parts lines, you will want to save the claim. Scroll up to the top of your claim. In the Header, click on **Save Draft**.

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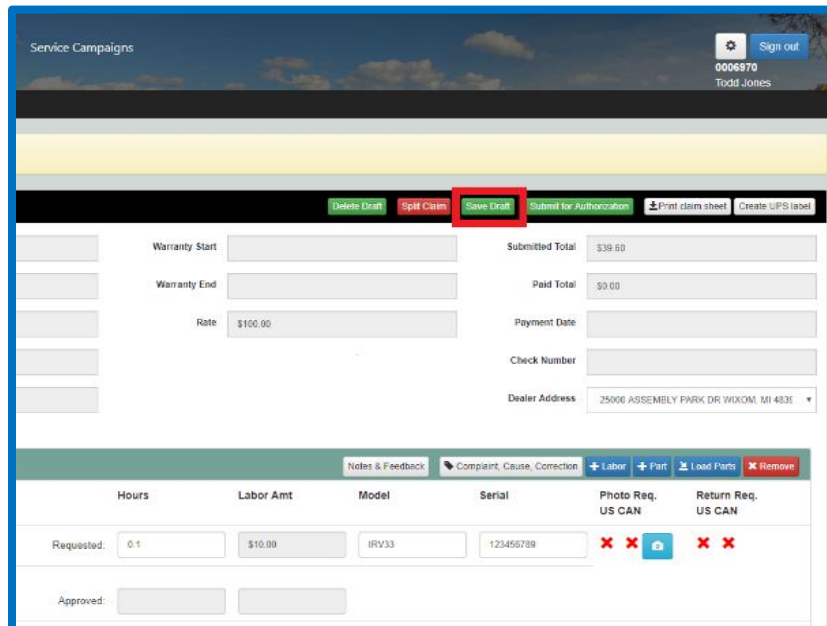
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The saved claim will now be assigned a claim number. You will also get 2 new buttons in the header ribbon: **Delete Draft** and **Split Claim**.
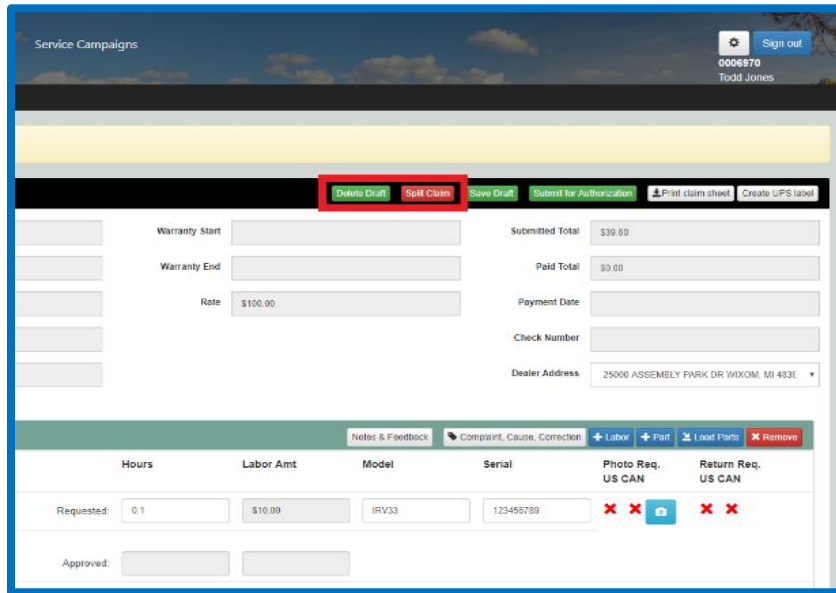
A)   Deleting a Draft Claim

If, at any point, you realize that you need to delete a claim, you have the ability to do so. Select the claim you want to delete from the claims grid if you don't already have it open. On the claims header ribbon, click on the **Delete Draft** button.

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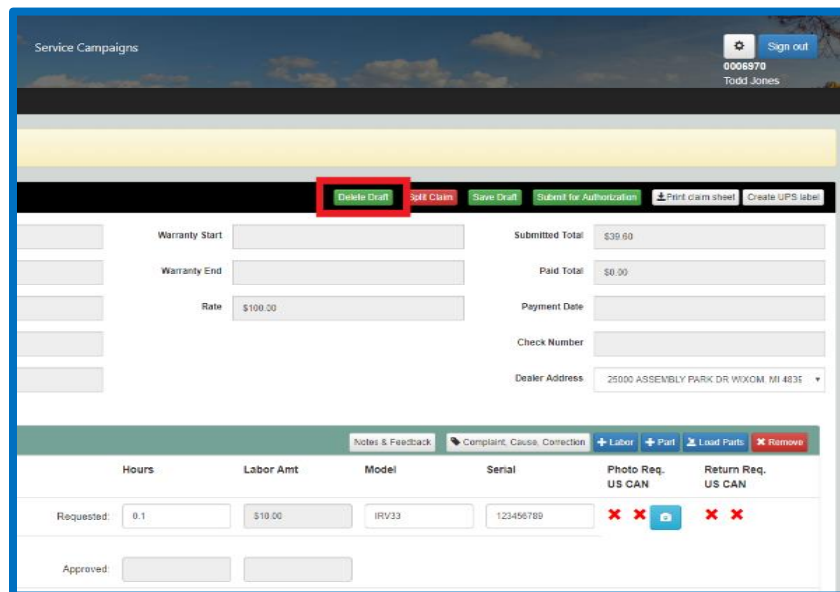
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You will get a message box asking if you are sure to want to delete your claim. Click **OK** to continue. The claim is now deleted and the screen returns to the claims grid.

B)   Splitting a Claim

Once a claim has been saved as a draft, you have the ability to split repairs. An instance of wanting to do this would be if a customer came in for 3 repairs, but you needed to order a part for one of them. You performed two of the repairs, but will have to wait on the third. Instead of deleting the 1 line, you can split the repair off to a new claim, retaining all the VIN, repair, and status information. You can split a claim up until it's been submitted for payment. **NOTE: There must be at least 2 labor lines on a claim in order to split it.**

Select your claim from the claims grid if you are not already in it. In the claim header ribbon, click on the **Split Claim** button.
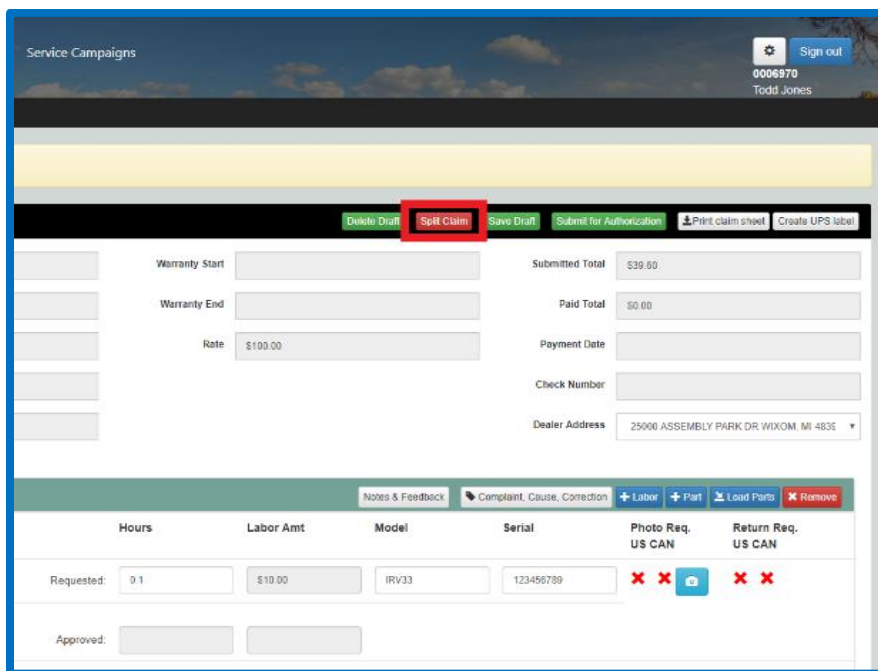
An overlay will come up with the repair lines listed in a grid. Select the labor line(s) you would like to move to a new claim by checking the box in front of the **Labor Line** number. Once you have selected the line(s), click **Split Claim** in the bottom right corner.
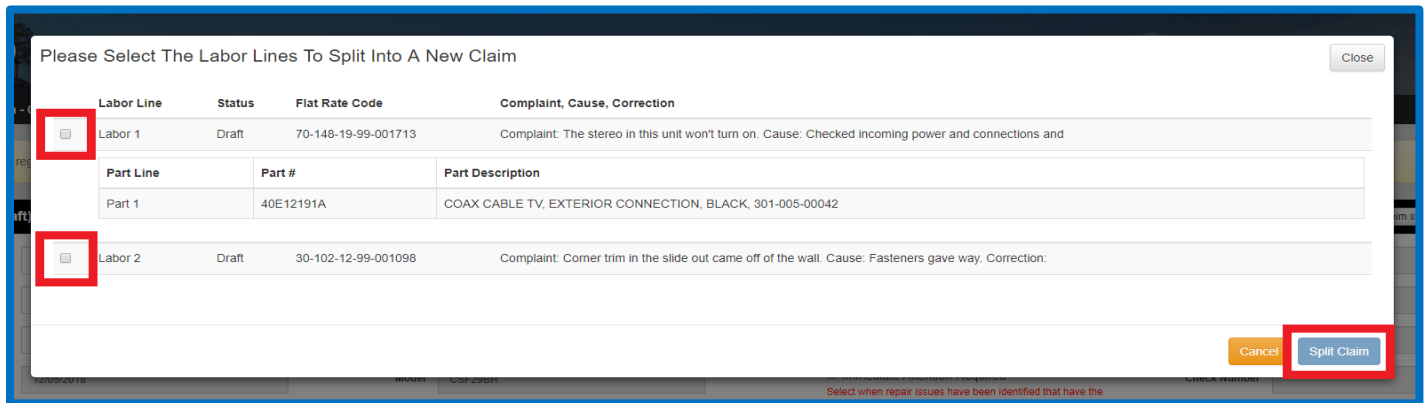
On the original claim, in the Header, you will see a new field called **Related Claims** with a claim number. This is your new claim with the labor line(s) you split off. This number is a hyperlink to the new claim.
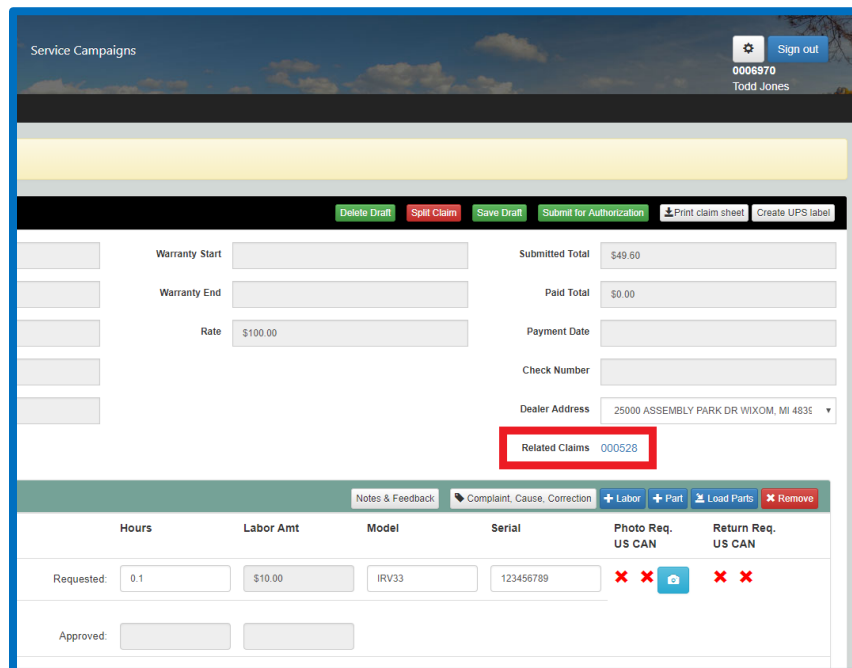
If you select the hyperlink, the new claim number opens, retaining all the header information and adding the labor line(s) that was split from the original. This new claim will also have a hyperlink under **Related Claims**, which will be the original claim.

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4. Submitting a Claim for Authorization

Once you have entered all your labor and parts, it's time to submit the claim to Forest River for authorization. When you submit for authorization, your labor lines will do one of two things:

1. Flat rate codes **WITHOUT** PreAuth requirements, which have been submitted at or below the flat rate time for the flat rate code selected, will automatically authorize. When the line reaches the Forest River processor, they will verify that you have provided all requirements for that code. To ensure approval on these labor lines, review the notes on the code along with the photo and return requirements. Good descriptions of the problem and repair are required. If any of these are missing, your claim may be denied or placed in review.

2. Flat rate codes **WITH** Pre-Auth requirements must be reviewed by a Forest River Representative. Again, to ensure coverage on these labor lines, review the notes on the code along with the photo and return requirements. Good descriptions of the problem and repair are required. If any of these are missing, your claim may be denied or placed in review.

Select the **Draft** claim you want to submit for authorization. In the claims header ribbon, click on the **Submit for Authorization** button.

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The claim will have one of two statuses depending on the criteria above. If it follows #1, a repair code with no PreAuth requirements, the status will change to **Authorized** at both the claim and labor line level.

If it follows #2 above, a repair code with a PreAuth, the status will change to **PreAuth** at the claim level and **Draft** at labor line level until the claim is reviewed by Forest River. The claim is also locked now until it's been reviewed. You will not be able to add anything or make changes during this status. Until the claim header status changes to **Authorized**, the claim cannot be submitted for payment to Forest River.

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5.   Needs Review: Viewing and Responding to Feedback and/or Notes

When a claim is in **Needs Review** status this means that:

1) A Forest River Representative is requesting additional information and/or requirements for the repair code or
2) You have responded to a Forest River Representative's request for additional information and it is on our side to review.

When the claim is in this status and needing the dealer to respond, there will be a **Red Envelope** next to the Needs Review status. If the response has already been made but is still being reviewed by Forest River it will still be in Needs Review status, but the Red Envelope will disappear. **Note: The claim will remain in this status until you have responded to it and we have reviewed it. For quicker turnaround, respond to these claims first.**

A)   Locating the Needs Review Claims

i)   From the Home Page

In the **Claims** section of the **Dashboard**, one of the counters is the **Needs Dealer Review** claims. Click on this link. It will take you to the **Claims** grid filtered with this criterion.

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ii) **From the Claims Page**

In the search fields, go to the **Needs Dealer Review** buttons. Select **Yes**. It will turn green. Click **Search**. The grid will filter to this criterion.
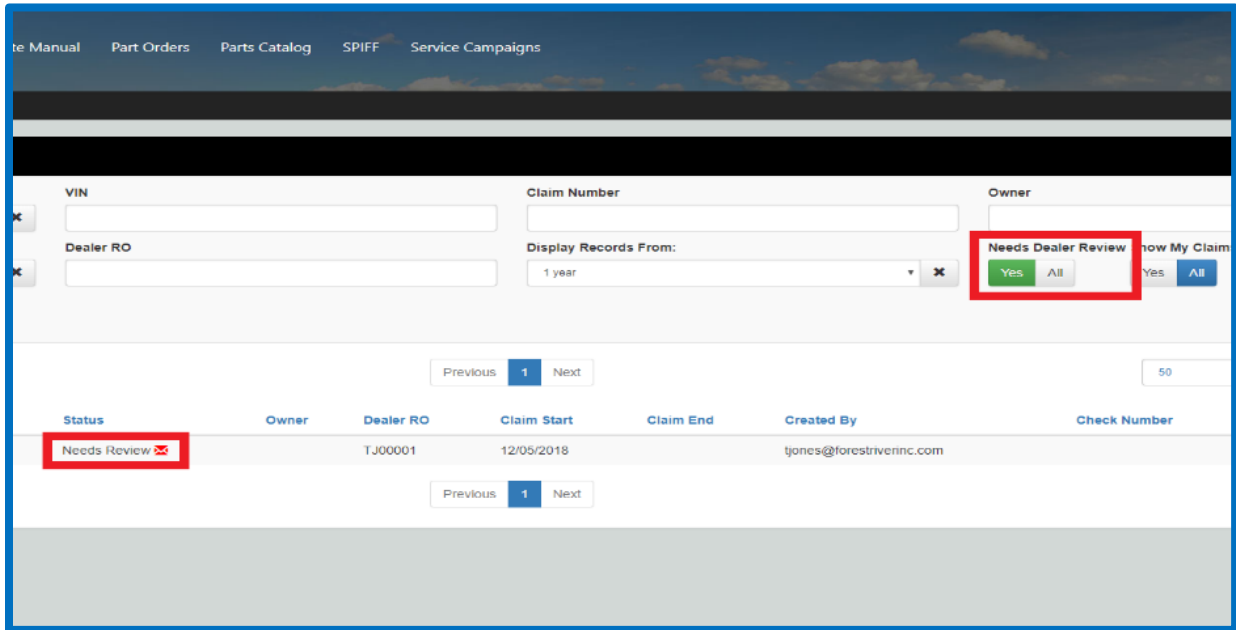
B) **Responding to Needs Review Claims (Standard)**

Claims that need dealer review will be marked with a **Red Envelope**. Select your claim from the grid if you are not already in the claim. You will see that there is a message on top of the claim, indicating that this claim has lines that need to be reviewed. Those lines will have the status of **Feedback and/or Denied** and will have an **Acknowledge** button. The **Notes & Feedback** button will be blue as well. Click on the **Acknowledge** button.

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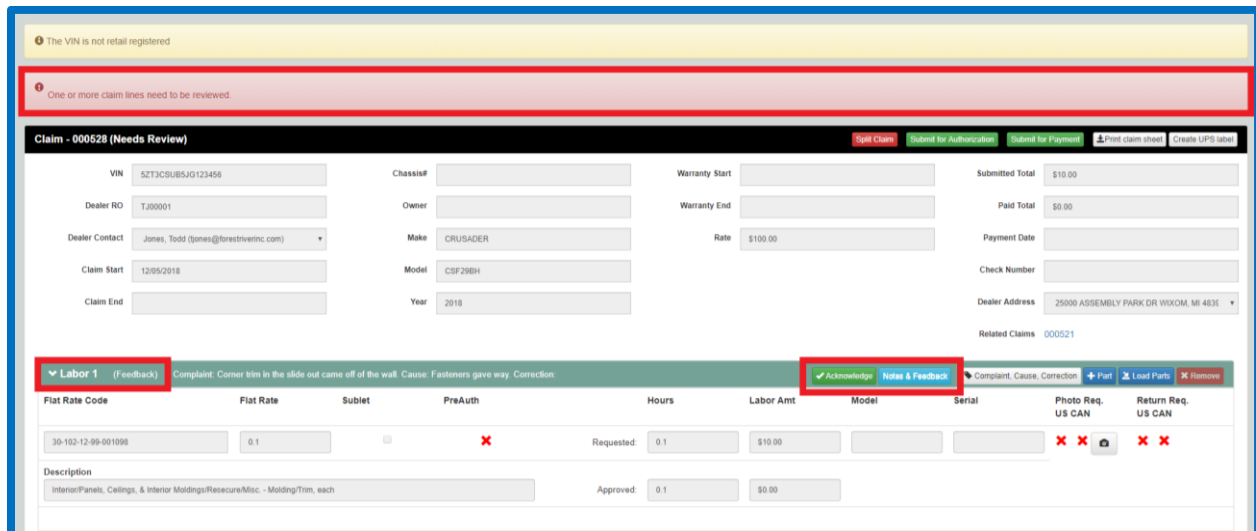
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. The acknowledge overlay will come up with the messages pertaining to the line in **Feedback**.
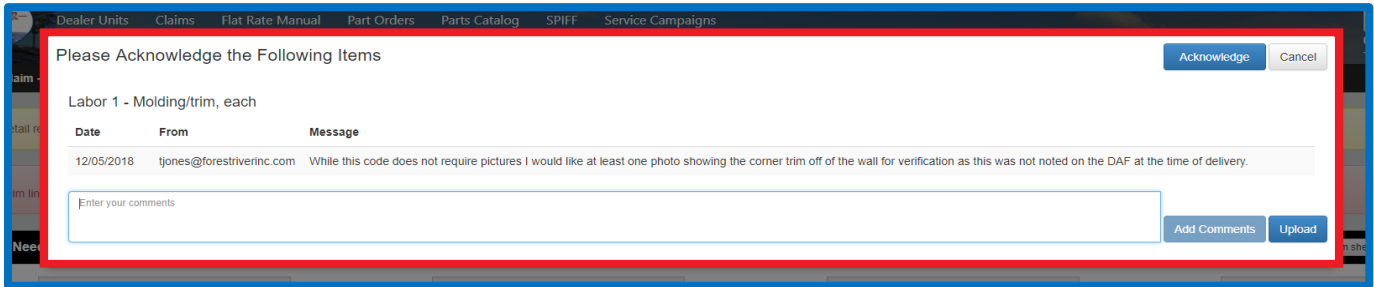
Review the message and respond accordingly. If the message indicates a request for photographs, click on the **Upload** button to browse your files.
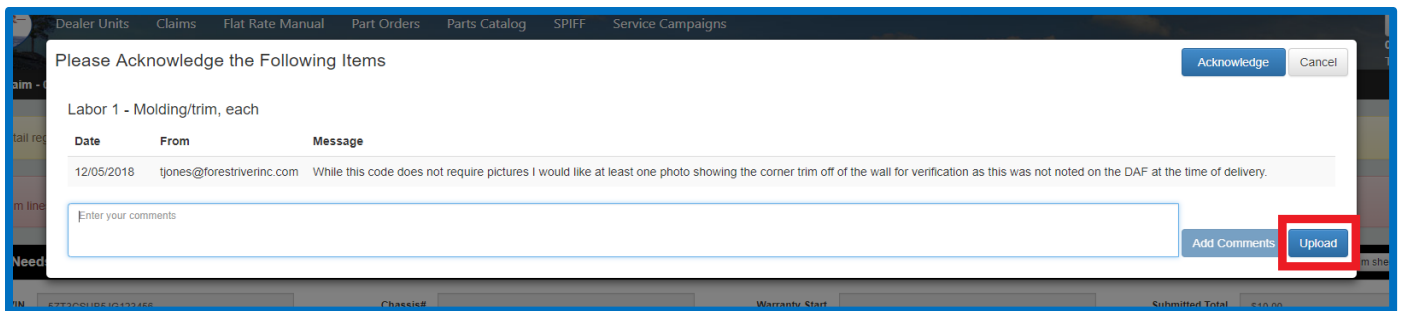
Select your file and click **Open**. The image will show up on the overlay as a thumbnail.
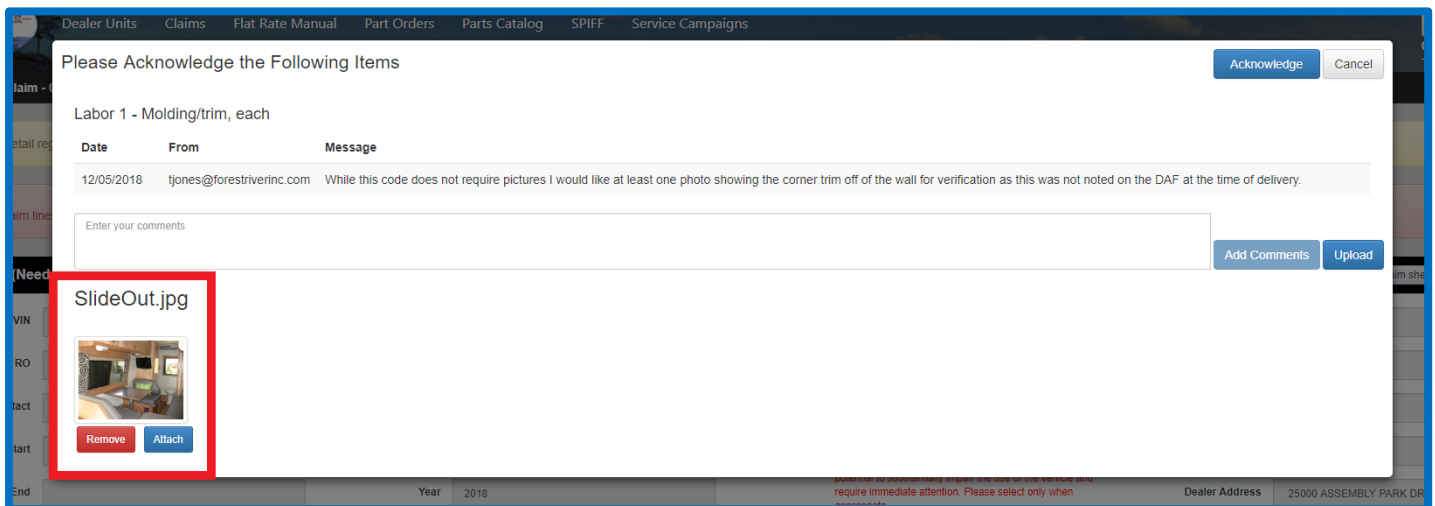
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Click on **Attach**. It will now show as an attachment to the line.

If you are not making any comments, click on **Acknowledge** in the upper right corner. If you are adding comments type them in the free-text box and click on **Add Comments** and then click on **Acknowledge** in the upper right corner.

The line status will change to **Portal Feedback** and the **Acknowledge** button will disappear. If there is only one line, the claim header status will update to **Needs Review** with a message that it's being reviewed by Forest River.

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C) Responding to Needs Review Claims (Change Repair Code Request)

Unlike our Legacy system, you will be able to change a repair code on a claim even after it has been submitted to Forest River for review in the Pre-authorization stage. If the incorrect repair code is used, the claim will be put in **Feedback** status with notes indicating that the repair code needs to be changed and what repair code to change it to. To view the notes from Forest River, begin by clicking on the green **Acknowledge** button.

Review the notes from Forest River in the overlay.

Click the <mark>Cancel</mark> button to go back to the claim details. If you click the **Acknowledge** button in the overlay, you will <u>lose the ability to change the repair code</u>.

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Go to the search button next to the repair code and search for the correct code in the Flat Rate Manual.

Select the correct repair code by clicking on the **Flat Rate Code** number. Update the **Request hours** field, if necessary.

Click on **Submit for Authorization** button on the header. This will update the claim status according to the requirements of the new repair code and remaining line statuses, which will be **Pre-auth** (PAR required or more time requested), **Needs Review** (if there was a **Denied** or **Feedback** line that was acknowledged) or **Authorized** (no PAR required).

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6.   Adding Parts to a Claim

C)   Adding a Parts Line

Each labor line has its own **+ Part** button. When entering your parts, you will want to select the button in the labor line they apply to. Example: If you replaced a radio in Labor 1, you will want to select the **+Part** button in that labor line's ribbon to add the radio to the claim. Click on the **+ Part** button to add a part to the labor line.
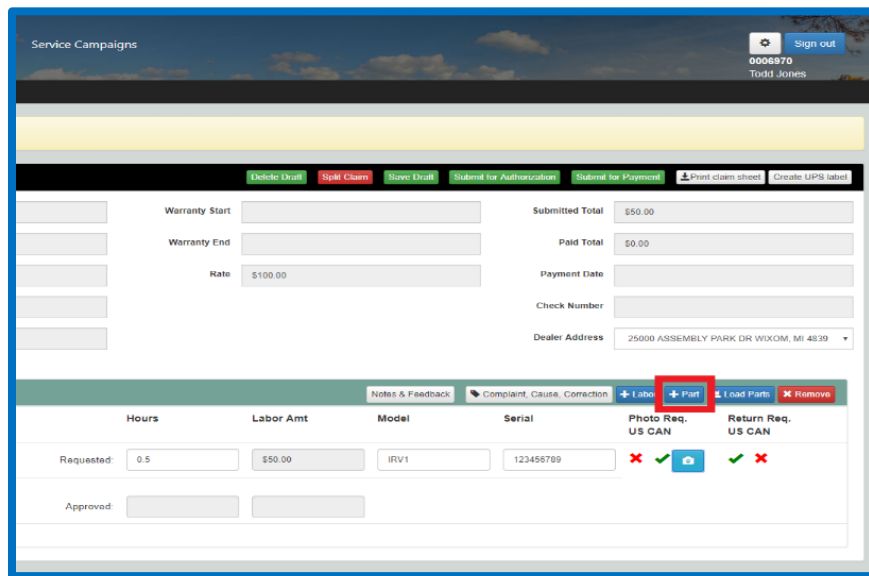
A blank Part line will show up under the associated labor line. **Note: This is for adding parts costs to a warranty claim and does not order the part.** To order the part please see Training Doc No. DC.PARTORDERS.01, titled "FRDC – Part Orders", for information on how to order a part.

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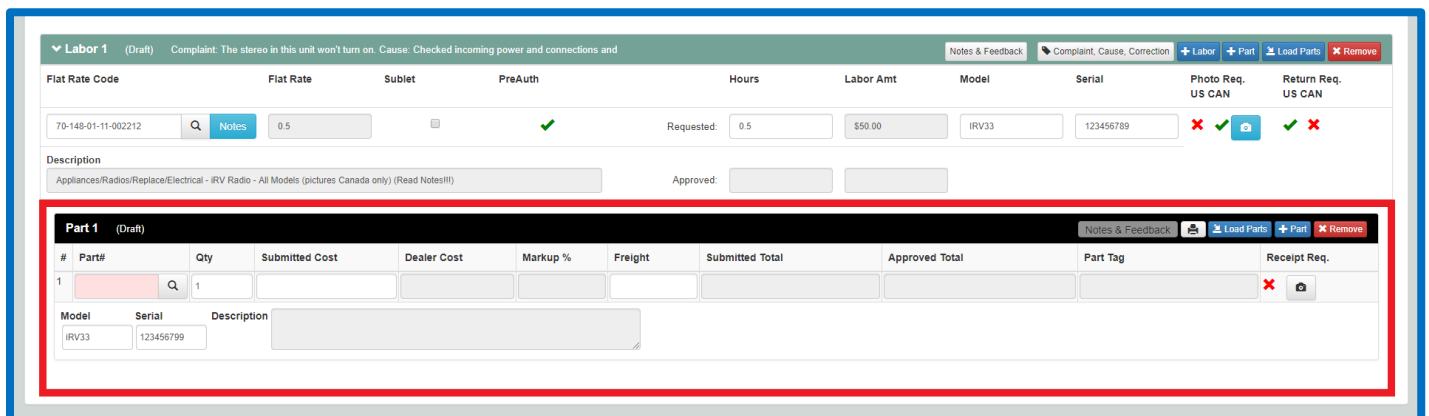
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The **Part#** field shows up highlighted in pink, as it is required. If you already have your part number, you can enter it directly in the field and hit Enter or Tab and the part information will populate in the line. If not, click on the gray **Magnifying Glass** button to search for and locate your part.

The Magnifying Glass button takes you to the Parts Catalog associated with the VIN on the claim. Based on the VIN, the filters on the left will populate. You can use the other filters to further narrow your search. You can also use keywords.

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Choose your filter(s) and/or enter your keyword(s) and click on blue **Search** button (or hit Enter). Your results populate in the grid below. You can hover over the image to get a larger view, or click on the blue **Details** button to get further information about the part.

In this detailed view, you can hover over the image to view the part closer. If additional pictures are associated with the part, they are located here as well. Click on the gray **Close** button to return to the part search. If this part is the one you want to add to the claim, click green **Add to Claim** button and the part will be added to the claim. The part has now been added to the claim.

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If applicable, adjust the **Qty**, **Submitted Cost** (Forest River dealer cost populates automatically in this field), and **Freight**. Enter **Model** and **Serial** numbers; if entered on the labor line, you do not have to enter them again on the parts line.

NOTE: The mark-up allowed for your dealership will populate in the Markup% field (it does not need to be entered manually) and will be calculated out to the Submitted Total field. The Submitted Total field will also include freight on this line.

If you have any shop supplies or an outside purchase to enter for the labor line, you will use **USERPART**. Click the blue **+ Part** button in the labor line you are working on to enter a new part line. Enter the word **USERPART** and Tab. This will automatically require a **Receipt** and **Description** for this parts line. You will need to enter the **Submitted Cost** and **Freight** when applicable. Adding your receipt is the same procedure as adding a photo.

NOTE: The markup does not automatically calculate for USERPART so if the part being added is not Shop Supplies, as we do not allow markup on Shop Supplies, you will need to add your markup to the Submitted Cost field in addition to the cost of the part. Please provide an explanation of the cost in the Description field.

D)   Loading Parts to a Claim

The **Load Parts** button allows the User to load parts to a claim from an invoiced parts order. It must be associated to the VIN on the claim. Otherwise, you will not be able to load it directly to the claim. Click the **Load Parts** button.

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If a parts order is available for that VIN, it will list it in the grid. Select the box in front of the order you want to load.

Once the box is checked, the details of the order will populate below the line. Enter the quantity you would like to apply to the claim in the **Selected quantity** field for each part line listed. Click **Load** in the bottom right corner. The part information will be added to a new parts line.

On the parts line, the **Freight** from the order will NOT load automatically. This will be a field that you will have to manually enter.

NOTE: The order information will show on the parts line to the right of the Description.

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7. Submitting a Claim for Payment

Once the claim header changes to **Authorized**, and the claim repairs are complete with all items entered, it can be submitted to Forest River for payment. Select your **Authorized** claim from the claims grid if you are not already in the claim. In the claims header ribbon, click on the **Submit for Payment** button.

Once the claim is submitted, it will be **Locked** and the claim header status changes to **Processing**. It will remain in this status until the claim is reviewed by a Forest River Processor.

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8. Sending Required Parts Back to Forest River

If one or more of the repair codes on your labor line(s) require the original part to be returned, you can easily create and print a UPS Label and print a Parts Return Tag.

A) UPS Label

To begin, you will need to be in the claim that you want to create your UPS label for. Once there, you will click on the grey **Create UPS Label** button on the claim line.

When you do this, an overlay will appear asking for the **Length**, **Width**, **Height**, and **Weight** of the box that the part is being returned in as well as the **Insured Value** and **Description** of the part.

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Once you have filled in the fields, simply click on the blue **Get Shipping Label** button at the bottom right of the Print Part Tag overlay and your Part Tag will be generated.

After clicking on the **Get Shipping Label** button, the label will generate along with the tracking number and you can print it by clicking on the blue **Print Label** Button. Once you have done so, you can click on the grey **Close** button to go back to the Claim Details page.

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If you ever need to view or re-print the UPS shipping label, you can click on the grey **View UPS Labels** button on the Claim Details page.

The **Shipment Tracking** overlay will appear and you can click on the tracking number, which is a hyperlink, and it will take you to the UPS website where you can track your package. You can also click on the blue **View Shipping Label** button which will allow you to re-print your shipping label.

B) Part Return Tag

A Part Return Tag can be generated from the part line on any claim as each part line automatically generates a Part Tag number regardless of whether the part traditionally needs to be returned or not. To do this, click on the grey **Printer** icon on the right side of the part line.

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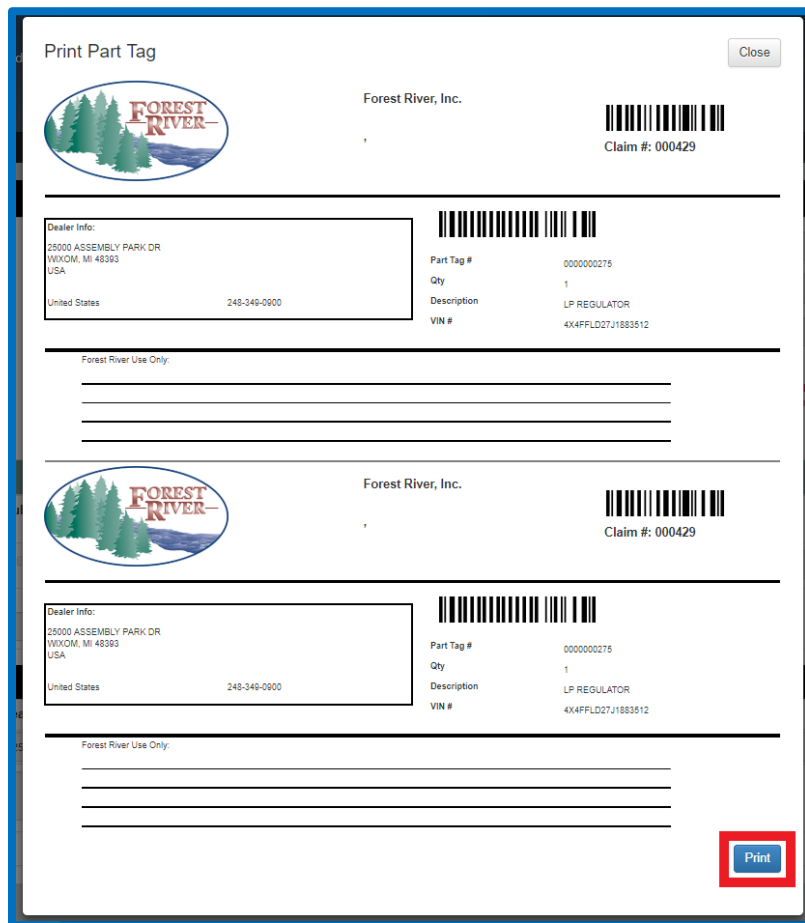| TITLE:	Training Doc No.	Page
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When you do this, a couple of options will drop down from the button. These will be **Print Part Tag**, **Create UPS Label**, and **View UPS Labels**. This is another way to create a UPS Label or View a UPS Label for a specific line. Click on **Print Part Tag**.
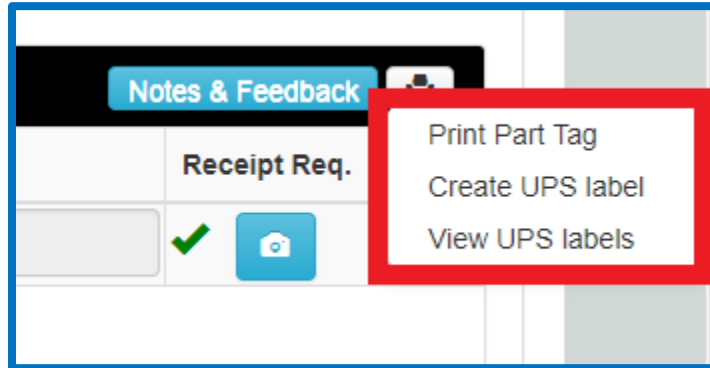
The Print Part Tag overlay will appear and you can click on the blue **Print** button at the bottom right of the overlay to print your Part Tag.

9. Checking Payment Information on a Claim

Once the Forest River Processor has completed the claim and submitted it for payment, the claims header status will change to **Pending Payment**. This status will remain until the checks have been generated by the Accounts Payable department. Please note that the claim is still in a **Locked** state so no changes can be made.

After the checks have been generated, you will be able to get the payment information on the claim. The claim header status will then change to **Paid** and the **Check Number** will populate in the claim when available.

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10. Miscellaneous Claim Information

A) Notes on a Flat Rate Code

If there are notes associated to a code, a blue **Notes** button will appear at the end of the Search button on the code field.

If there are not any notes, there will not be a **Notes** button.

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B) Notes & Feedback

The **Notes & Feedback** button is present on both labor and parts lines. When there are notes, feedback, or attachments on the line, the button will change to blue. When there are not any notes, feedback, or attachments, the button will be gray. It will be a history of notes, comments, and attachments for that line so you can click on it to review.

C) Claim Start & Claim End Dates

You will notice that there is no longer a Repair Start Date or Repair End Date field on a claim on Forest River Dealer Connect. Instead you will only see the **Claim Start** and **Claim End** fields. The **Claim Start** field will fill in with a date once the claim has been either saved as a draft or has been submitted to Forest River for authorization. The **Claim End** field will populate when the claim has been submitted for payment. These are meant to be documentation dates for the claim ONLY, and do not reflect the actual repair dates.

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D)   Print or Save a Claim Sheet

In the claim header ribbon, the **Print Claim Sheet** button allows you to print a copy of the claim at any point in the life of the claim. Click on the button to generate the claim sheet.

Once the claim sheet is generated, you can select the blue **Print** button or the gray **Close** button**. Note: If you want to simply print it, choose the printer in which you would like to print the document to and click on Print. If you would like to save the document, instead of choosing a printer, choose the option "Save as PDF" instead and this will allow you to save the document as a PDF.**

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E) Claim Repayments

In our Legacy system, a claim repayment is completed via a DP claim. In Dealer Connect, DP claims are no longer required as we can create a claim repayment from the original claim that is linked similarly to a split claim. When a claim repayment is initiated, you will see the statement "Add'l Claim Pymt" in the Dealer RO field, and you will see the Original Claim field under the Dealer Address with a link to the original claim that the repayment is being issued for.

For more information regarding specific areas of the dealer portal, please see the Forest River Dealer Connect Training section under Quick Links for additional training materials.