

Autosoft DMS
**GM Global
Warranty
Management**

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Table of Contents

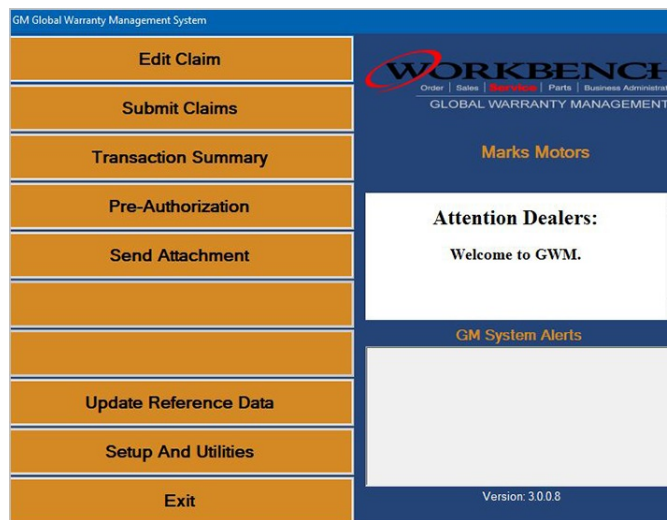
Introduction GM Global Warranty Management	1
Using Help Screens	1
Understanding Terminology	2
Running Updates	2
Getting Ready	2
Chapter 1 Entering Setup Information	3
Entering Setup in Autosoft FLEX DMS	3
GM Warranty Parameters	3
Installing GM Global Warranty Management System	5
Advisor and Technician Setup	8
Entering Setup in GM GWM	10
Accessing GM GWMS Setup	10
System Settings	12
Dealer Info.....	13
Adding Dealer Information.....	13
Adding BAC Codes.....	14
Sublets.....	15
Advisor/Tech Info	16
Finishing up the Setup	16
Chapter 2 Creating Warranty Repair Orders in DMS	17
Start Repair Order.....	17
Start Conditions	18
Retrieving VIS	18
Close Service.....	19
Using Labor Time Guides.....	19
Adding Additional Time Codes.....	22
Review & Print	24
Chapter 3 Processing Claims through GM GWM	25
Edit Claims	26
Removing a Repair.....	29
Deleting an R/O.....	29
Editing General Information	30
Editing the Complaint, Cause, and Correction	31
Using the Spilt Story Button.....	32
Editing Labor	34
Adding Additional Labor Operations.....	34
Deleting Additional Labor Operations.....	34
Editing Parts	35
Editing a Part	35
Adding a Part	35
Removing a Part.....	36
Editing Net Items	36

Editing a Sublet.....	36
Adding a Sublet	37
Removing a Sublet	37
Assigning Sublet.....	37
Editing Pricing	38
Submitting Claims	39
Sending Batch Claims.....	41
Sending Interactive Claims.....	41
Viewing the Transaction Summary	42
Opening a Pulled Summary	42
Chapter 4 Submitting Pre-Authorizations	45
Submitting Pre-Authorization	46
Opening a Saved Request.....	47
Viewing the Pre-Authorization Status	47
Requesting the Status	47
Chapter 5 Submitting Attachments	49
Chapter 6 Cleaning Repair Order Data	51
Conclusion	53

Introduction GM Global Warranty Management

The Service Writing module in the Autosoft DMS is designed to allow General Motors dealers to generate GM-specific warranty repair orders. You use the Repair Orders menu to create warranty claims by entering specialized warranty information in addition to the standard repair order information. Once you generate the warranty claims, you use the GM Global Warranty Management (GM GWM) system to review the warranty claims and to enter additional GM warranty information. Once you enter the information, you submit the claims to GM as needed.

This manual does not provide systematic instructions for generating the repair order from beginning to end. For detailed information about each entry screen used to generate repair orders, refer to your Autosoft DMS Service Writing manual or press F1 to view the Help page for each screen. This manual only explains the additional fields and screens used to generate GM warranty claims.



Using Help Screens

Autosoft continually works with General Motors to ensure our customers have all the tools they need to effectively and efficiently communicate with GM. Therefore, new features may be added to the software to enhance its functionality. This manual represents the program as it is now. To keep our documentation updated, and our users informed, we have added individual help pages to each screen in the program. Press F1 to display the help page for the current screen or menu. Each page provides the following pieces of information:

- A description of the screen,
- Basic instructions for using the screen,
- A list of the fields on the screen and an explanation of the information required in each field, and
- A list of the buttons on the screen and instructions for using each button.

The help pages are updated as changes are made to the program; thus, the help pages are always current. You should become familiar with the help page feature and use it to learn about the new features added to the program and to quickly access information while you are on a screen.

Understanding Terminology

GM uses specific terminology for warranty repair orders. GM uses the term “job card” to refer to a repair order and the term “job” to refer to a repair. GM also uses the term “net items” to refer to sublets. You need to be aware of these terms, as they will be used interchangeably throughout the programs and throughout this documentation.

Running Updates

The Autosoft GM Global Warranty Management application will check for updates each time the program opens. You will see a “Checking for Updates” message each time you open the program. Therefore, it is not necessary to perform manual updates.



Getting Ready

This manual is divided into six chapters. You should read the information in each chapter before attempting to generate the claims. As always, if you have any questions, contact Autosoft’s Customer Success Center at 800.473.4630 to speak with an Autosoft representative.

Chapter 1 Entering Setup Information

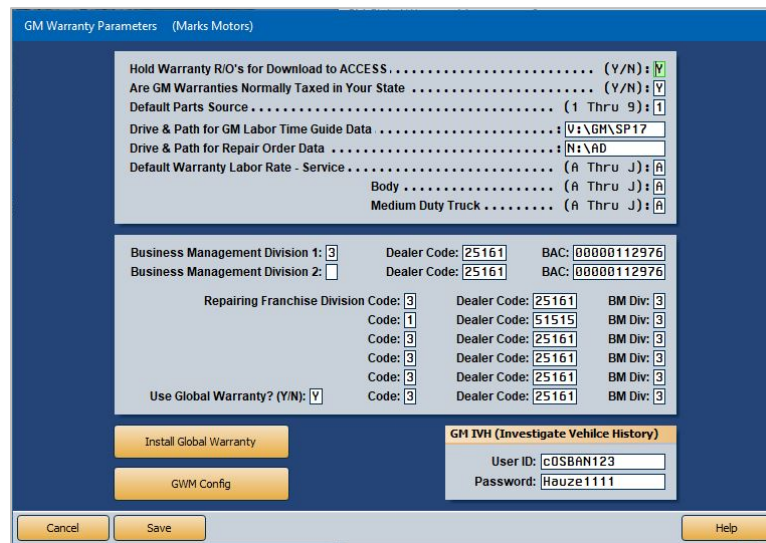
Before you can use the GM Global Warranty Management system, you must enter setup information. The parameters determine default information used when creating the repair orders and information that will be submitted with your claims. This chapter walks you through entering setup information through the Service Writing System Setup and the GM Global Warranty Management system.

Entering Setup Information in Autosoft DMS

First, you will need to add setup information in your Autosoft DMS. This information includes completing the GM Warranty setup and verifying that your service advisors and service technicians are entered correctly. You must complete all this setup information, even if you previously used Autosoft WINS since the GM Global Warranty Management system requires setup unique to the GM GWM system.

GM Warranty Parameters

You will enter information into the Warranty Parameters of the Service Writing System Setup. This is where you specify that you will be using the GM Global Warranty Management application and where you install the program. In addition, the parameters you enter on this screen determine the default labor rates used for warranty repairs and dealership codes submitted with claims. You will also install the GM Global Warranty Management application from this screen.



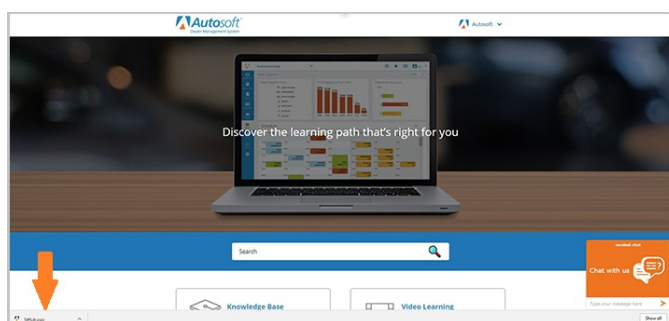
1. From the Autosoft DMS startup menu, select **Service**.
2. Click **System Setup** on the Service Writing menu.
3. Select **Warranty Parameters** from the System Setup menu.
4. Click **GM Warranty Parameters** to open the GM Warranty Parameters screen.

5. Verify that the **Hold Warranty R/O's for Download to ACCESS** field contains a **Y**. If you previously used Autosoft WINS, this field will contain a **Y**. Even though you will be using GM GWM, this field must contain a **Y** to ensure the warranty repair orders are transferred to the warranty program.
6. Use the **Are GM Warranties Normally Taxed in Your State** field to indicate if your state taxes GM warranties. Type **Y** for yes or **N** for no. (To apply tax to GMPP, you must type **Y** in this field.)
7. In **Default Parts Source**, type the inventory source number (1 through 9) for your General Motors parts.
8. In **Drive & Path for GM Labor Time Guide Data**, type the path where the labor time guide program is located. This field is usually set up during installation.
9. In **Drive & Path for Repair Order Data**, type the path where the working directory for your Autosoft DMS is located. This field is usually set up during installation.
10. Use the **Default Warranty Labor Rate** fields to specify the labor rate for the **Service** Department, **Body Shop**, and **Medium Duty Truck**. (You define labor rates in the Service Writing System Setup under **Labor Rates**.)
11. In the **Business Management Division** fields, type your business management division code/s. There are two fields to accommodate dealerships with two codes. If your dealership only has one code, type it in the field marked **1**, and leave the field marked **2** blank.
12. In the corresponding **Dealer Code** field/s, type the dealer code/s associated with each business management division code.
13. In **BAC**, type the business associate code for each business management division code.
14. Use the **Repairing Franchise Division Code** fields to enter up to eight repairing franchise division codes.
15. For each repairing division, type the dealer code and business management division.
16. Type **Y** in the **Use Global Warranty?** field. To use the GM Global Warranty Management system, this field must contain **Y**.
17. Type your dealership's **User ID** and **Password** for GM IVH (Investigate Vehicle History).
18. Click **Save** to save the information you entered. The system returns you to the Warranty Parameters menu.

Installing GM Global Warranty Management Application

You install the GM Global Warranty Management application from the GM Warranty Parameters screen. Please verify the parameters for the screen are correct before installing the program.

1. Click **GM Warranty** again to open the GM Warranty Parameters screen.
2. Click **Install Global Warranty**. The application setup will be downloaded and accessible from a download button on the bottom of your default web browser.



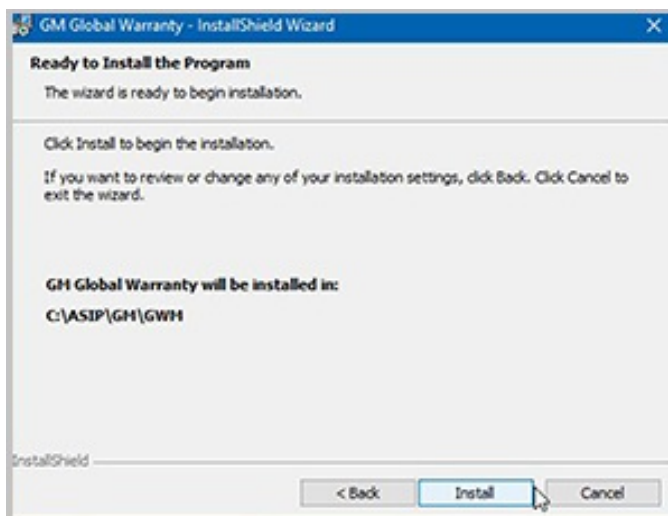
3. Click the downloaded file from the bottom your web browser screen. The GM Global Warranty InstallShield Wizard will open.



4. When prompted, click **Next** to continue.



5. The system will prompt you to begin the installation of GM Global Warranty, which will be installed at C:\ASIP\GM\GWM. Click **Install**.



6. The system downloads the required files from Autosoft. When prompted, click **Finish**.



7. The program is now installed. Click **Cancel** on the GM Warranty Parameters screen.
8. Click **Exit** on the Warranty Parameters menu.

Advisor and Technician Setup

The advisor and technician setup in the Autosoft DMS Service Writing module must contain each advisor's and technician's GMIN number. When you assign an advisor and technician to a claim, the system automatically pulls the GMIN number from the advisor and technician setup and submits it with the claim. GM uses the GMIN to identify if the advisor and technician have completed the appropriate training and are qualified to complete the work for each repair. To enter the GMIN, you must have set the **Download GM Warranty Claims** field on the GM Warranty Parameters screen to **Y** for yes.

Tip: Employee GMIN numbers can be found on DealerWorld in the employee's Global Connect user profile. The GMIN is generally a 10-digit ID number.

1. Select **Service Advisors/Writers** from the System Setup menu. The Advisor/Writer Information screen opens.
2. Select the advisor/writer from the list on the right. The advisor's information populates the screen.
3. In the Employee ID section, verify that the **Emp ID** field to the right of the **MFC** field containing **GM** contains the employee's GMIN number. Add the GMIN if it does not appear in this field.

The screenshot displays the 'Advisor/Writer Information' screen. The main form area contains the following fields:

- Advisor/Writer Number: 02
- Short Name: JOSH
- Full Name: JOSH (with a dropdown menu showing 'FALVO')
- Full Social: (empty)
- Advisor/Writer (A/W): (checked)
- Default Advisor For This Writer: 02 JOSH

The 'Employee ID' section contains two columns of input fields:

MFC	Emp ID	MFC	Emp ID
FD			
GH	1660400000		

At the bottom of the screen are buttons for Exit, Print List, Delete, Clear, and Save. On the right side, a list of employees is shown, with '02 JOSH' highlighted in orange:

- 02 JOSH
- 10 TIM
- 15 BLEUNIS
- 20 JOSH
- 29 LISA
- 31 JIMMY
- 34 HAYNES
- 50 BILL
- 57 MICHAEL
- 60 TAMMY
- 72 MATT
- 83 CHRIS
- 90 HERRY
- 99 BUCK

4. Click **Save** to save the changes.
5. Edit the remaining advisor/writer records as needed.
6. When you are finished, click **Exit** to return to the System Setup menu.
7. Select **Service Technicians** from the System Setup menu. The Technician Information screen opens.

- Select the technician from the list on the right. The technician's information populates the screen.

Technician Information (Marks Motors)

Technician Number: 12

Short Name: SHELLEY

Full Name: SHELLEY ROSS

Flat/Hourly (F/H): H

Full Social: XXXXX4567

State ID Number: 123654

ERO Password: 1234

Dedicated Service/Body/QuickLube: S (S/B/Q Or Blank For Non-Dedicated)

Cost Per Hour			Employee ID				
C/P	\$%	W/C	\$%	Int.	\$%	MFC	Emp ID
A:	10.00	\$	A:	28.00	\$	FO	
B:	28.00	\$	B:	28.00	\$	GM	
C:	28.00	\$	C:	28.00	\$		
D:	28.00	\$	D:	28.00	\$		
E:	28.00	\$	E:	28.00	\$		
F:	28.00	\$	F:	28.00	\$		
G:	28.00	\$	G:	28.00	\$		
H:	28.00	\$	H:	28.00	\$		
I:	28.00	\$	I:	28.00	\$		
J:	28.00	\$	J:	28.00	\$		

Fill Down

12 SHELLEY
13 BRIAN
29 LISA
48 KEVIN HOWELL
57 MICHAEL
60 BILL JOMPERS
69 SAMUEL
70 CROWELL
72 MATT
74 GARY
75 TIM
80 TOM
82 RUDY
83 CHRIS
88 TT
89 MICHAEL
90 TEST
96 SHILEY
97 BRAD
98 DICK
99 PAUL

Exit Print List Delete Clear Save

- Verify that the **Emp ID** field to the right of the **In** the **MFC** field containing **GM** contains the employee's GMIN number. If the GMIN does not appear in this field, add it.
- Click **Save** to save the changes.
- Edit the remaining technician records as needed.
- When you are finished, click **Exit** to return to the System Setup menu.
- Click **Back** to return to the Service Writing Main menu.

Entering Setup in GM GWM

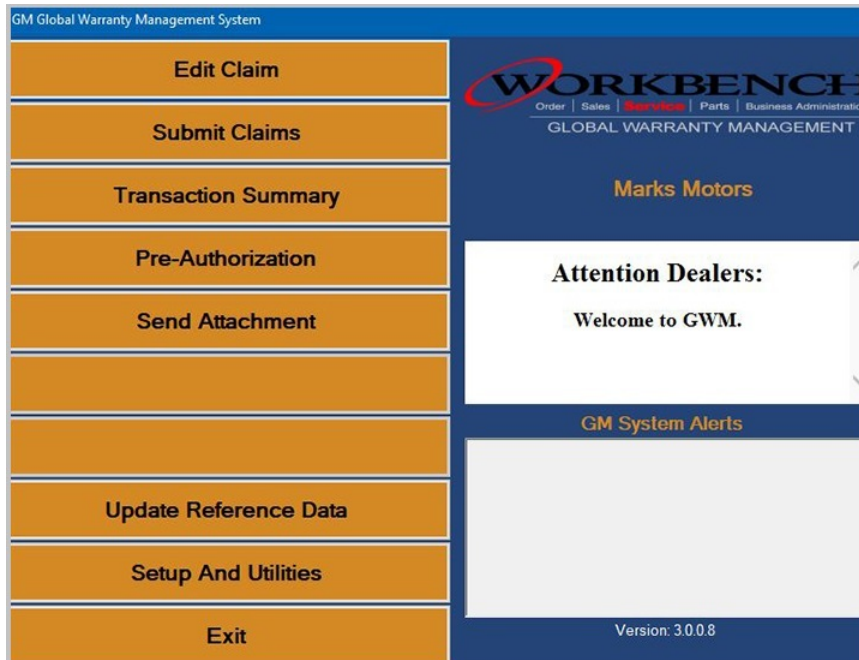
Next, you must enter setup parameters in the GM Global Warranty Management application. In addition to adding dealer information, you will set up your sublet codes to ensure they pull correctly from your Autosoft DMS to the GM Global Warranty Management application.

Accessing GM GWMS Setup

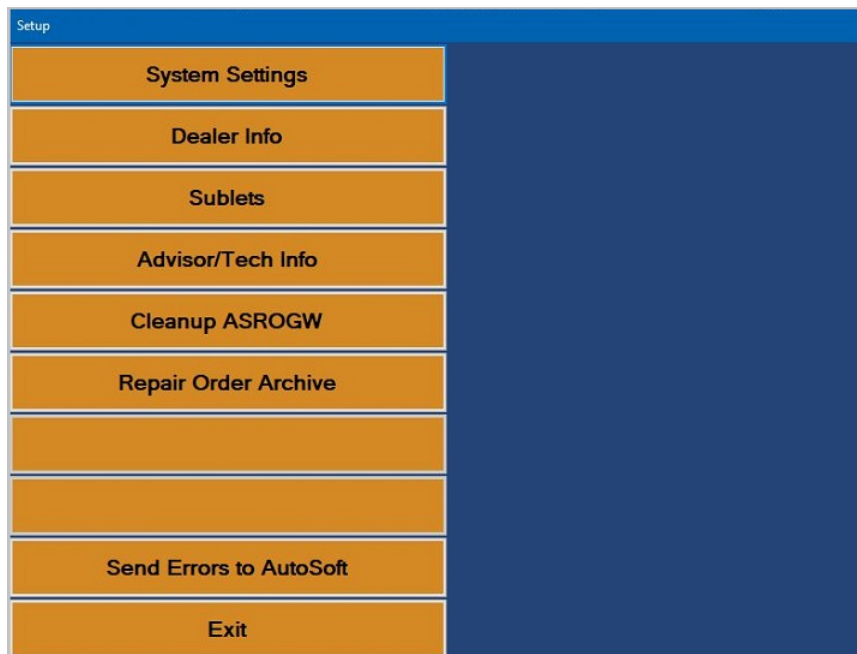
1. Double-click the **GM Global Warranty** icon on your desktop.



The GM Global Warranty Management system main menu opens.



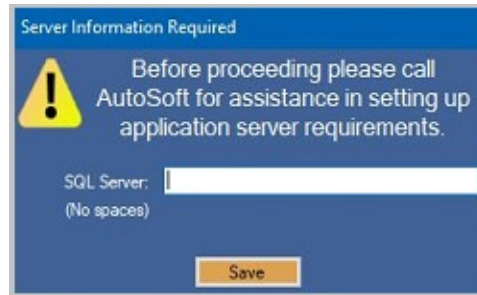
2. Click **Setup And Utilities**. The Setup menu opens.



Tip: The first time you open the GM Global Warranty Management system, you will be taken through the System Settings and Dealer Information. Reference the appropriate section of the manual or press F1 to view the help page for the screen as needed.

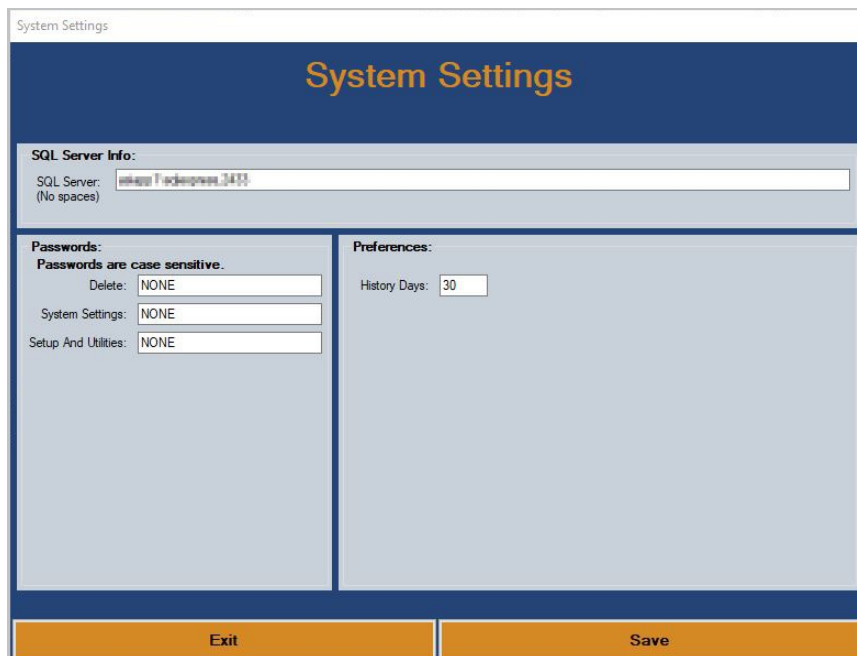
System Settings

You'll use the **System Settings** screen to verify your SQL Server information. If you use Autosoft GM Parts Workbench, this information pulls from your Parts Workbench files. If you do not use Autosoft GM Parts Workbench, you must manually enter the SQL server information. In the latter case, you will be prompted to enter the SQL server information the first time you access the GM Global Warranty Management application.



You also use this screen to set passwords. You can set a password for deleting files and for the System Setup screen. If you choose to set a password for deleting files, Autosoft recommends that you also set a password to access this screen. Passwords are case sensitive.

1. Click **System Settings**. The System Settings screen opens.



2. Verify the SQL Server information. Edit the information as needed.
3. Use the **Passwords** section to assign passwords you want to set. These are optional settings. Passwords are case sensitive.
 - **Delete:** This field is optional. If you want to require a password to delete files (jobs and repair orders), type the password in this field.

- **System Settings:** If you want to require a password to access this System Settings screen, type the password in this field. If you choose to set a password for deleting files, Autosoft recommends that you also set a password to access this screen.
 - **Setup And Utilities:** If you want to require a password to access this Setup menu, type the password in this field.
4. In **History Days**, type the number of days you want the system to keep repair orders in history.
 5. Click **Save** to save the changes.

Dealer Info

You use the **Dealer Info** option to enter your dealership's name, address, and BAC codes. You can set a default BAC code for each workstation. The first time you open the GM Global Warranty Management system, this screen appears. If you do not enter the dealer information at that time, you must return to this screen to add the information.

Adding Dealer Information

The dealer information you enter on this screen pulls to the preauthorization files. Therefore, it is important the information is accurate.

1. Click **Dealer Info**.
2. Type your dealership's name, address, city, state, and ZIP Code.
3. Select your country from the **Country** list.
4. Click **Save Dealer Info**.

Adding BAC Codes

You must enter the BAC codes for your dealership. For each workstation, you can set the default BAC, so each workstation can have a different default BAC. The default BAC is automatically selected as the BAC when you submit files. As needed, you can change the BAC before submitting files if you need to use another BAC.

1. Type a BAC code in the **BAC Code** field.
2. The **Default BAC** code box allows you to set the default BAC code for the workstation. Click to select the box to set the BAC code as the default, or leave the box blank if this is not the default BAC. A * will identify the default BAC set for the workstation.
3. Use the **Business Unit** list to select the business unit for the BAC code.
4. Click **Save BAC**. The BAC appears in the list window at the top of the screen.
5. Continue to add BAC codes.
6. Click **Exit** to close the screen.

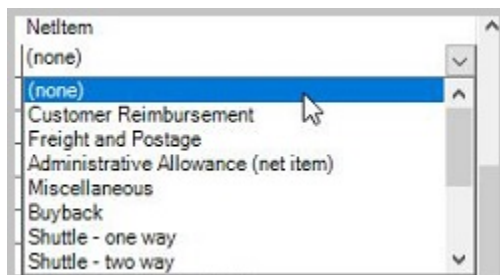
Tip: The **Clear BAC** button clears the BAC fields without saving the information.

Sublets

GM uses specific net item categories for sublet. To ensure GM accepts the sublet for a claim, you must use the proper net item category. Therefore, you will need to assign a GM approved net item category to your existing sublet items. Only sublet codes assigned a net item category on this screen will pull to the repair in the GM Global Warranty Management application. When you submit a claim that contains sublet, the system will use the net item category you assigned the sublet. This allows you to continue using your existing sublet codes but ensures that the acceptable net item category is submitted to GM. You will need to return to this screen whenever you add new sublet codes to your Autosoft DMS.



1. Click **Sublets**. The Sublet Setup screen opens.
2. The left side of the screen lists the sublets pulled from your Autosoft DMS.
3. When you pause the mouse on a **Net Item** line on the right side of the screen, an arrow appears. Click the arrow to view a list of net item categories, and click the category in the list you want to assign your sublet.



4. Continue to select net item categories for the remaining sublet codes. Every sublet must be assigned a net item category, or the sublet will not be pulled to the GM Global Warranty Management system.
5. Click **Save** to save the changes. The system returns you to the Setup menu.

Advisor/Tech Info

This option updates the Advisor and Technician record in the GM Global Warranty Management application from your Autosoft DMS. You only need to use this feature when there are personnel changes that require edits to the advisor or technician records. This ensures that any information you add or edit in the DMS is pulled to the GM Global Warranty Management application.

The screenshot shows a software interface titled "Advisor/Tech Info". It contains two side-by-side tables. The left table is titled "Advisors" and the right table is titled "Techs". Both tables have three columns: "ID", "NAME", and "GMIN". Below the tables are two buttons: "Exit" and "Update".

Advisors			Techs		
ID	NAME	GMIN	ID	NAME	GMIN
02	JOSH	165498	12	SHELLEY	560791665
10	TIM		13	BRIAN	
15	BLEUNIS	3333	29	LISA	167040
20	JOSH	165498	48	KEVIN HOWELL	560791665
29	LISA	501098410	57	MICHAEL	437248873
31	JIMMY		60	BILL JOMPERS	
34	HAYNES	1234	69	SAMUEL	112208440
50	BILL		70	CROWELL	
57	MICHAEL	437248873	72	MATT	1523456
60	TAMMY		74	GARY	
72	MATT	12345678	75	TIM	
83	CHRIS	1234	80	TOM	
90	KERRY		82	RUDY	
99	BUCK	2323232323	83	CHRIS	1233
			88	TT	
			89	MICHAEL	437248873
			90	TEST	
			96	SMILEY	
			97	BRAD	
			98	DICK	
			99	PAUL	

1. Click **Advisor/Tech Info**. The Advisor/Tech Info screen opens.
2. Click **Update**.
3. The system pulls the records from the DMS.

Tip: The **Send Errors to Autosoft** button on the Setup menu is for troubleshooting by Autosoft. DO NOT attempt to use this option unless an Autosoft Support representative instructs you to use it.

Finishing up the Setup

As needed, you can return to the setup both in your Autosoft DMS and in the GM Global Warranty Management application to edit the setup information. Once you complete the setup, you are ready to begin entering warranty claims in the Service Writing module.

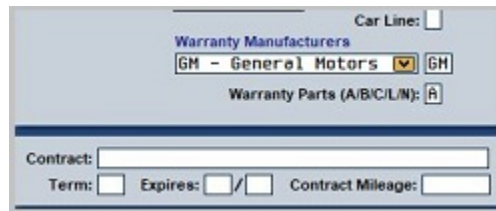
Chapter 2 Creating Warranty ROs in Autosoft DMS

To generate repair orders, you use the six buttons on the left side of the Repair Order menu in the Autosoft DMS. You generate the repair orders as explained in your Service Writing manual. This chapter only explains the additional information needed when generating GM warranty claims. It addresses the Start Repair Order screen, Enter Conditions screen, Close Service screen, and Review & Print screen. No special instructions are required for the Lubricants/Sublets or Close Parts screens.



Start Repair Order

When you are entering the repair order information on the Start Repair Order screen, ensure that the **Warranty Manufacturers** field contains **GM - General Motors**.



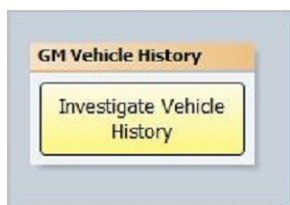
Tip: You can set the default manufacturer for warranty claims in the Service Writing System Setup using the **Miscellaneous Parameters** button. Select **GM-General Motors** from the **Def. Warranty Manufacturer** list, and the **Warranty Repairs** field on the Start Repair Order screen will automatically default to **GM - General Motors** for every repair order.

Start Conditions

The Enter Conditions screen integrates with GM Vehicle History, so you can retrieve and view the GM Vehicle History as you are creating the repair order. You do this by clicking **Investigate Vehicle History** on the Enter Conditions screen. The vehicle history information displays on your screen. You can print the information to send with the warranty claim.

Retrieving GM Vehicle History

1. The button is yellow to indicate it is in standby mode and reads, "**Investigate Vehicle History.**"



2. To retrieve the vehicle history information, click the button. The button label changes to indicate it is retrieving information. Continue to work on the screen.



3. When the information is ready, the button turns green and reads, "View Vehicle History." Click the button to view the information on your screen.
4. Click **Print** to print a copy of the information to include with the repair order.
5. Click **Yes** when prompted to verify you want to print the information.
6. Click **Back** to return to the Enter Conditions screen.

Tip: Use the **Printer Setup** button to select the default printer and paper tray to print the vehicle history information. The **Printer Start Line Factor** determines how far down on the page the text starts printing. This is the same as the top margin. Increase the value to move the text down, and decrease the value to move the text up. The **Printer Left Line Factor** determines how far to the right the text starts printing. This is the left margin. Increase the value to move the text to the right, and decrease the value to move the text to the left.

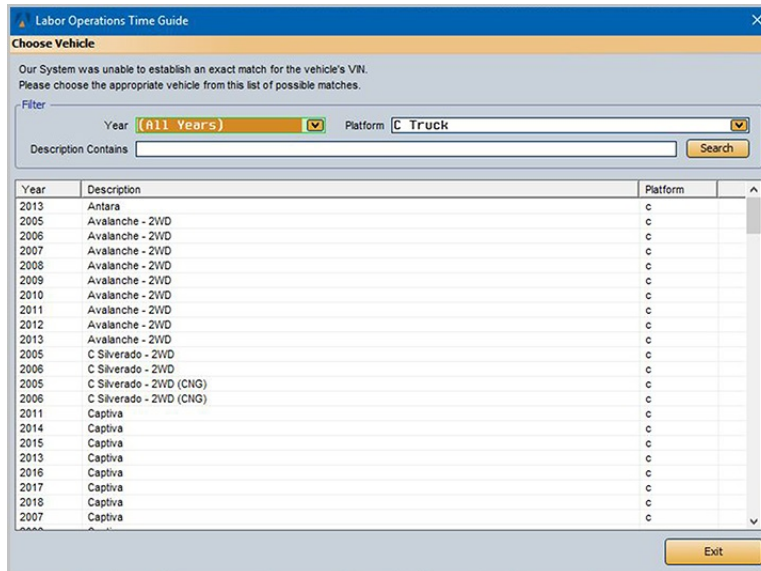
Close Service

The Close Service screen offers two areas where you can enter GM-specific information for warranty repairs. You can use the GM labor time guides to pull labor time to a repair, and you can use the **Additional Tech's** button to add additional time codes that must be added to the repair.

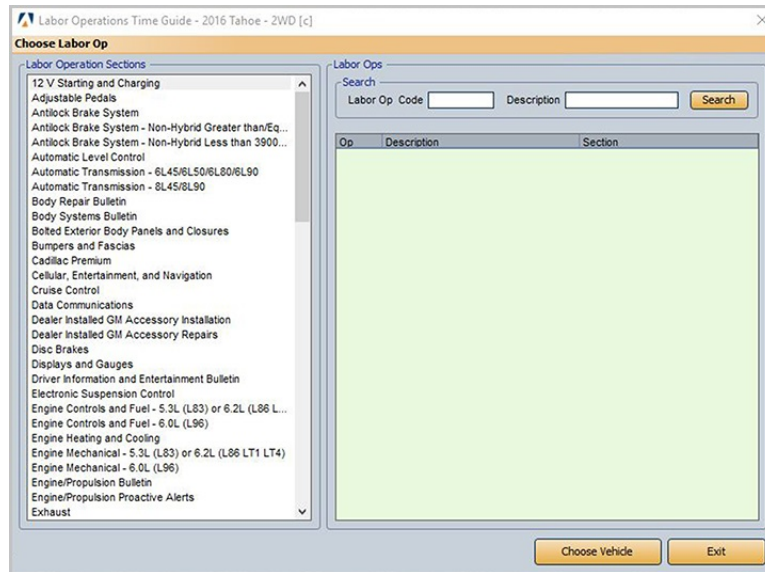
Using Labor Time Guides

When you are closing a repair, you can use the **Time Guides** button to select the labor operations that apply to the repair.

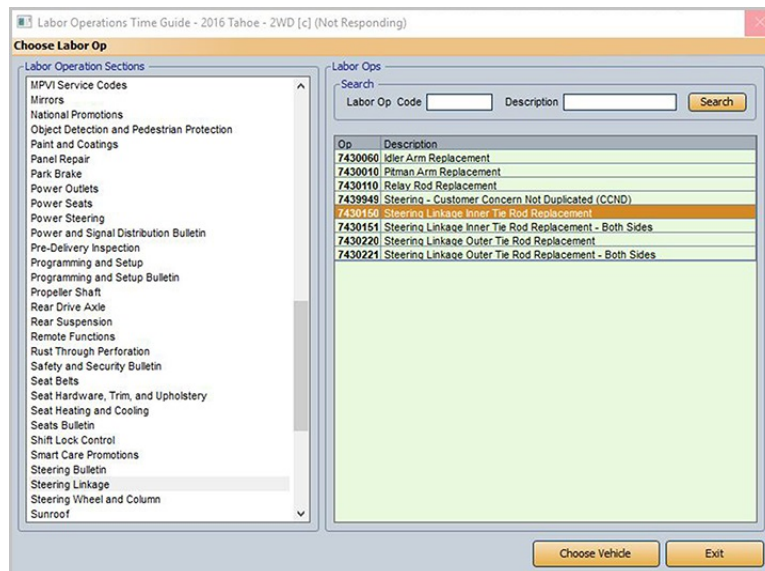
1. Click to select the warranty repair, and click **Time Guides** on the button bar on the bottom of the screen.
2. The GM Labor Operations Time Guide opens. The program attempts to determine the vehicle based on the VIN. If the program cannot match the VIN, it displays the screen below. You must use the filter options to search for the vehicle. Once the vehicle appears in the list window at the bottom of the screen, click the vehicle to select it. If the program identifies the vehicle based on the VIN, you will not see this screen.



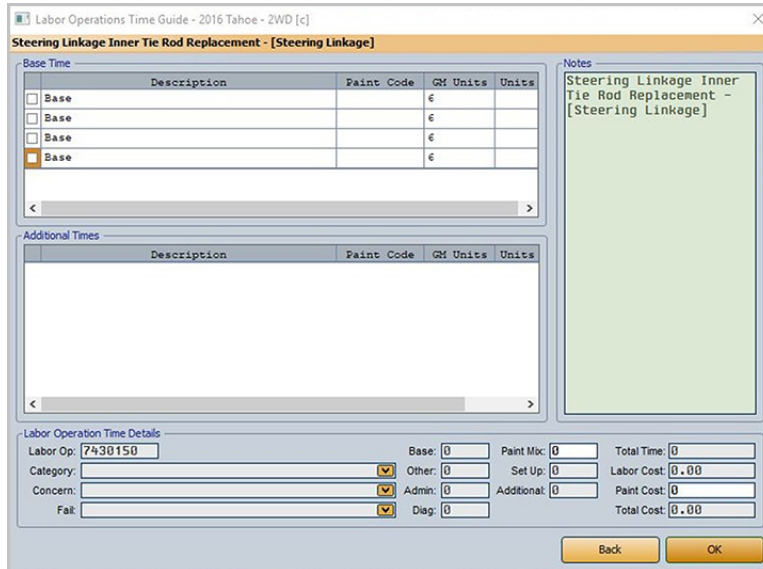
- You use the Labor Operations Time Guide for the warranty vehicle to select the labor operation. (This is the first screen you will see if the system is able to identify the vehicle based on the VIN.) The left side of the screen displays a list of labor operation sections. Click the section you want to select.



- The right side of the screen displays all the labor operations for the selected section. You can use the search options to find a labor operation. The list will display just the labor operations that meet the criteria you specify. Click the labor operation in the list.



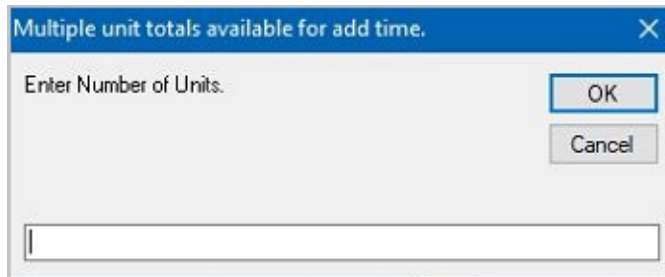
- Use the next screen to select the labor operation time details. This screen displays all the available time guide information for the selected labor operation.



- Under **Base Time**, click to select the base units. The units fill in the **Base Time Units** field at the bottom of the screen.



If a range of units is available, the program prompts you to specify the number of units you are claiming. Type the number, and click **OK**.



Important: Only add the base time using the GM labor time guides. Any additional time required for the repair must be added manually using the **Additional Tech's** button on the Close Service screen. Once you add the additional time as instructed on page 22, the labor totals will reach the total that would normally be calculated from the labor time guides. If you add both the base and additional time using the labor time guides, you will have to edit the time in the GM Global Warranty Management system.

7. The **Total Time** and **Total Cost** automatically fill in based on the base time units you select.
8. Use the **Category** list to select the appropriate category for the operation.
9. Based on the option you selected in Step 8, the **Concern** list will populate with options. Select the concern code for the operation.

Labor Operation Time Details

Labor Op: 7430150

Category: [13] Steering / Suspension

Concern: [0312] Steering/Suspension - Handling

Fail:

- [0310] Steering/Suspension - Electronics
- [0311] Steering/Suspension - Fluid Leaks
- [0312] Steering/Suspension - Handling/Re
- [0313] Steering/Suspension - Noise
- [0314] Steering/Suspension - Pulsation
- [0315] Steering/Suspension - Ride Quality
- [0316] Steering/Suspension - Slop

10. Use the **Fail** list to select the fail code for the operation.
11. For Body Shop operations, the material allowance will automatically fill in the **Paint Cost** field when you select the base units.
12. The **Labor Cost** automatically populates based on the time details.

Labor Operation Time Details

Labor Op: 7430150

Category: [13] Steering / Suspension

Concern: [0312] Steering/Suspension - Handling

Fail: [2021] Surface (interior) - Damaged/0

Base: 6

Paint Mix: 0

Total Time: 6

Other: 0

Set Up: 0

Labor Cost: 51.00

Admin: 0

Additional: 0

Paint Cost: 0

Diag: 0

Total Cost: 51.00

13. Click **OK** to pull the labor operations to the warranty repair order.

Adding Additional Time Codes

The **Additional Tech's** button is used to add up to 25 technicians and labor operations per repair. For GM warranties, only the first technician will be sent with the repair, and all the time will be charged to that technician.

In addition to adding additional technicians, this button can be used to add additional time codes required for additional time that must be added to the repair. This information transfers to the GM Global Warranty Management system. You can review it on the Labor tab when editing the claim. (See page 34 for more information.) Remember, you should only add the base time using the GM labor time guides. Any additional time required for the repair must be added manually using the **Additional Tech's** button. Once you add the additional time, the labor totals will reach the total that would normally be calculated from the labor time guides.

1. Click **Additional Tech's**. The Add Technicians screen appears and lists any time already added to the repair.

Add Technicians					
#	LOP	TN	C/T	A/T	Sale
1	7430150	00	6	6	51.00
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
			6	651.00	

Close

2. In **LOP**, type the code that identifies the additional time required. You must use one of the following codes to ensure the additional time transfers to the GM Global Warranty Management system:

Additional time type	Code
Administration Allowance	SLA
Diagnosis	SLD
Paint Mix Time	SLP
Set Up	SLS
Additional Published Time	SLT

3. In **T/N**, type the technician's ID number.
4. In **C/T**, type the additional time units. Reference the GM labor time guides if you are unsure about the allowed time units for the repair.
5. Click **Close**. The time units should reflect the total base and additional time added to the repair.

Review & Print

When you are finished closing all the information on the repair order, close and print the repair order as needed. Some of the information on this screen automatically fills in based on information entered on previous screens. Verify the information is correct. When you are finished entering and verifying the information on this screen, click **Print**. You are prompted to indicate what you want to do with the repair order.

To send the warranty claim to the GM Global Warranty Management system, you *must* choose **Y, P, C, I, W,** or **M**. If you choose **N** for no action, the warranty claim remains in the Repair Orders list, and it is not available in GM GWM. Click the button that corresponds to the print/close option you want to select:

- Select **Y-Print & Close R/O** if the warranty repairs are the only repairs on the repair order. This closes all the repairs.
- Select **P-Print & Close C/P** if there are internal or customer pay repairs on the repair order. This closes the internal or customer pay repairs and leaves the warranty repairs open.
- Select **C-Customer Copy** to print the customer copy of the repair order without closing any of the repairs.
- Select **I-Invoice R/O** to invoice the repair order Cashier. This closes all the repairs, but no copies print. The repair order cannot be recalled in the Service Writing module.
- Select **W-Invoice C/P** to invoice just the customer pay and internal repairs to Cashier. This closes the customer pay and internal repairs, but leaves the warranty repairs open. No copies print.
- Select **M-Print Memo** to print a memo copy of the repair order without closing any of the repairs.

Tip: Although options **P, C, W,** and **M** send claims to the GM Global Warranty Management system, the repairs are still open in the Service Writing module. Therefore, any editing that needs to be done on the warranty repairs should be done in the Service Writing module. This ensures any changes made to the repairs will be sent to the GM Global Warranty Management system when you reprint the repair order and ensures the warranty information updates to the Accounting module properly.

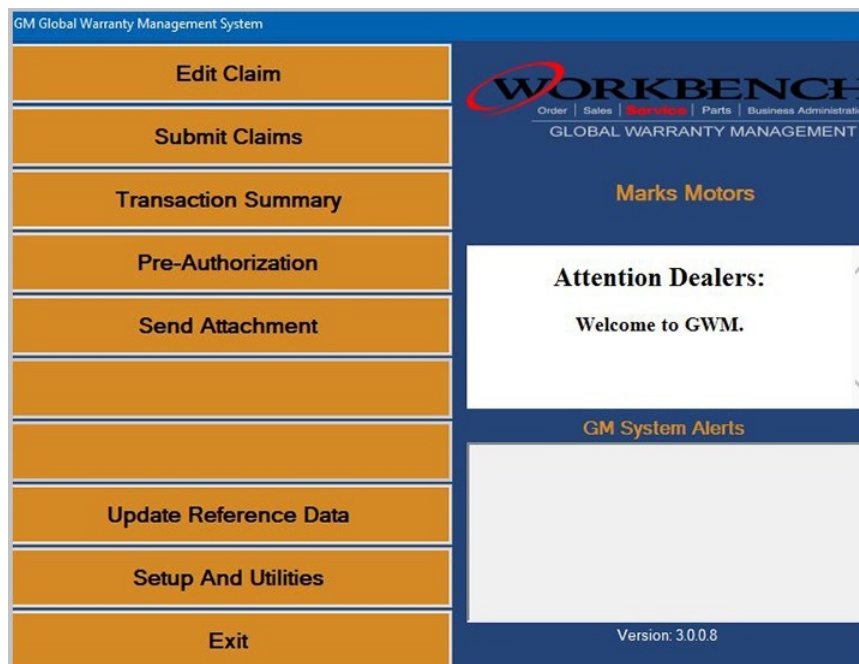
The system prints the appropriate copy and closes the repairs accordingly. The warranty claim is now available in the GM Global Warranty Management system for further review and editing.

Chapter 3 Processing Claims through GM GWM

Once you process the GM claims, you use the GM Global Warranty Management application to review, print, and submit the claims. You access the GM Global Warranty Management system from the GM Global Warranty icon on your desktop. If you do not have an icon, the program has not been installed on the workstation.



This icon opens the GM Global Warranty Management system main menu. To use the menu, click the button that corresponds to the menu option you want to select. The appropriate screen or submenu opens. This chapter explains how to use each menu option.



Tip: You will only use the **Update Reference Data** option with the assistance of an Autosoft Customer Success Center representative.

Editing Claims

Use the **Edit Claim** button to process and edit new claims. When you close and print the warranty repair order in the Service Writing module, as explained in the overview of the Review & Print screen on page 22, the warranty claims become available on this screen.

#	LaborOp	Completion Date	Transaction Type	Status	
1	7430150	09/13/2017	ZREG	Working	Edit

1. Click **Edit Claim**. The Job Header Details screen opens.
2. Click **R/O List** to view a list of available claims. Use the tabs at the top of the list screen to filter the list as needed. You can also sort the list by clicking any column header.

Tip: You can remove repairs from the GM Global Warranty Management application using the **Cleanup ASROGW** utility on the Setup and Utilities menu. See 51 page for more information.

3. Double-click the repair order you want to select from the list. The repair order information populates the screen.

Tip: You can also type the repair order number for the RO you want to edit in the **Job Card Number** field. This field will accept any RO number that exists in your Autosoft DMS as long as it is less than one year old. You can then add the remaining information for the RO (customer and vehicle information) and add repairs to the RO as needed. This is especially useful for processing warranty repair orders that were improperly flagged in Service Writing and updated to Accounting. This allows you to recreate the warranty repair order in the GM Global Warranty Management application and submit it to GM for processing.

4. The top portion of the screen displays the customer's information, vehicle information, and repair information. The bottom of the screen lists all the repairs on the repair order.
5. Edit the information at the top of the screen if necessary.
6. Use the **Print** or **Print Preview** buttons to print or review the job card as needed.
7. The window in the middle of the screen lists the repairs added to the RO. Click the **Edit** button to the right of a repair to edit the repair information.

Tip: If the RO has been edited in the DMS after it has been pulled to the GM Global Warranty Management application, a **Repull RO** button appears. Click this button to pull the repair order from the DMS again. Pulling the RO again will overwrite the RO in the GM Global Warranty Management application, so you will lose all edits you have made to the RO in the GM Global Warranty Management application.

8. The Job Details screen opens.

GM Submit Warranty Claim - Job Details

General | Complaint/Cause/Correction | Labor | Parts | Net Items | Pricing Requested | Attachments

Line Number:* 1 Working Claim Number:

Transaction Type:* ZREG - Regular Vehicle Transaction Claim Version:

Repair Completion Date:* 09/13/2017

Customer Enthusiasm - Non Warrantable Repair
 Special Coverage
 Vehicle Policy

Authorization/Comments

General Comments

Comments:

Clear Continue

Exit Labor Time Guides Remove Save

The Job Details screen contains seven tabs where you edit and add information for the repair:

- **General:** Use this tab to add miscellaneous information specific to the transaction type for the job. See page 30 for details about this tab.
- **Complaint/Cause/Correction:** Use this tab to add details about the customer complaint, the cause of the problem, and the steps taken to correct the problem. See page 31 for details about this tab.
- **Labor:** Use this tab to enter labor information for the repair. See page 34 for details about this tab.

- **Parts:** Use this tab to edit part information or add parts to a repair. See page 35 for details about this tab.
 - **Net Items:** Use this tab to edit sublet information or add sublets to a repair. See page 36 for details about this tab.
 - **Pricing Requested:** Use this tab to view pricing for the repair. See page 38 for details about this tab.
 - **Attachments:** Use this tab to supply any required attachments before submitting the claim interactively to GM. See page 38 for details about this tab.
9. Edit or add the appropriate information on each tab. The information displayed on some of the tabs varies based on the details selected for the repair.
 10. When you are finished working on a tab, click **Continue** to advance to the next tab or **Back** to return to the previous tab. You can also click the tab name to select the tab.
 11. Click **Save** when you are finished with the repair. The system returns you to the Job Header Details screen.

Note: If an attachment was required and attached on the Attachments tab, you can use the Send Repair and Attachments to GM button on the tab to interactively submit the claim and attachments.

12. The status of the repair changes from “Working” to “Ready.” Repairs flagged “Ready” appear in a list on the Submit Claims screen. (See page 39 for more information.)

#	LaborOp	Completion Date	Transaction Type	Status	
1	7430150	09/13/2017	ZREG	Ready	Edit

13. Select another repair to edit as needed.
14. When you are finished editing all the repairs, click **Save** on the bottom of the Job Header Details screen to save the repair order.

Tip: The system will identify any missing information required for the RO when you attempt to save it. You will need to complete the missing information before the RO can be submitted to GM.

Removing a Repair

Removing a repair from the RO removes it from the GM Global Warranty Management application only. It does not remove the repair from the repair order in your Autosoft DMS.

1. Click **Edit Claim**.
2. Click **R/O List** to select the repair order from a list of available claims, or type the RO number in the Job Card Number field. The repair order information populates the screen.
3. Click the **Edit** button next to a repair to edit the repair information. The Job Details screen opens.
4. Click **Remove**.
5. Click **OK** when prompted to verify you want to delete the job.

Deleting a Repair Order

Deleting a repair order removes it from the GM Global Warranty Management application only. It does not delete the repair order from your Autosoft DMS.

1. Click **Edit Claim**.
2. Click **R/O List** to select the repair order from a list of available claims or type the repair order number in the **Job Card Number** field. The repair order information populates the screen.
3. Click **Delete** on the Job Header Details screen.
4. Click **OK** when prompted to verify you want to delete the repair order.

Editing General Information

Use the **General** tab on the Job Details screen to assign a transaction type and add the required information. The fields that display on this tab are specific to the selected transaction type, so verify the transaction type is correct before you begin editing or adding information.

1. Any labor information entered for the repair populates the tab.

The screenshot shows the 'GM Submit Warranty Claim - Job Details' window with the 'General' tab selected. The interface includes a top navigation bar with tabs: General, Complaint/Cause/Correction, Labor, Parts, Net Items, Pricing Requested, and Attachments. The main form area contains the following fields and options:

- Line Number:** A text input field containing '1' and a dropdown menu showing 'Working'.
- Transaction Type:** A dropdown menu showing 'ZREG - Regular Vehicle Transaction'.
- Repair Completion Date:** A date dropdown menu showing '09/13/2017'.
- Checkboxes:** Three unchecked checkboxes: 'Customer Enthusiasm - Non Warrantable Repair', 'Special Coverage', and 'Vehicle Policy'.
- Claim Number:** An empty text input field.
- Claim Version:** An empty text input field.
- Authorization/Comments:** A section with a 'General Comments' dropdown menu and a large text area for 'Comments'.

At the bottom of the form are 'Clear' and 'Continue' buttons. Below the form is a navigation bar with four buttons: 'Exit', 'Labor Time Guides', 'Remove', and 'Save'.

2. The line number is the repair number, and the status will be "Working," indicating this repair requires editing.
3. Verify the **Transaction Type** field displays the correct transaction type. If necessary, select the transaction type from the drop-down list.
4. The fields that display on the tab vary based on the selected transaction type. Press F1 to view the help page for the tab to assist you as you work.
5. Click **Continue** to advance to the next tab.

Editing the Complaint, Cause, and Correction

Use the **Complaint/Cause/Correction** tab on the Job Details screen to add details about the customer complaint, the cause of the problem, and the steps taken to correct the problem. You can manually type the information required or use the **Split Story** button to enter the descriptions.

1. Any information entered for the repair will fill in on the tab. You may need to edit information to ensure it appears in the correct fields.

The screenshot shows the 'GM Submit Warranty Claim - Job Details' interface. The 'Complaint/Cause/Correction' tab is active. The 'Complaint' section has a 'Customer Complaint Category' dropdown, a 'Customer Complaint Code' dropdown, and a 'Description' text box containing 'STEERING'. The 'Cause' section has a 'Cause Code' dropdown and an empty 'Description' text box. The 'Correction' section has an empty 'Description' text box, a 'Technician Number' dropdown, and a checkbox for 'Is this an Add-On Repair?'. A 'Split Story' button is located below the Correction section. At the bottom of the form are 'Clear', 'Back', and 'Continue' buttons. Below the form are four large orange buttons: 'Exit', 'Labor Time Guides', 'Remove', and 'Save'.

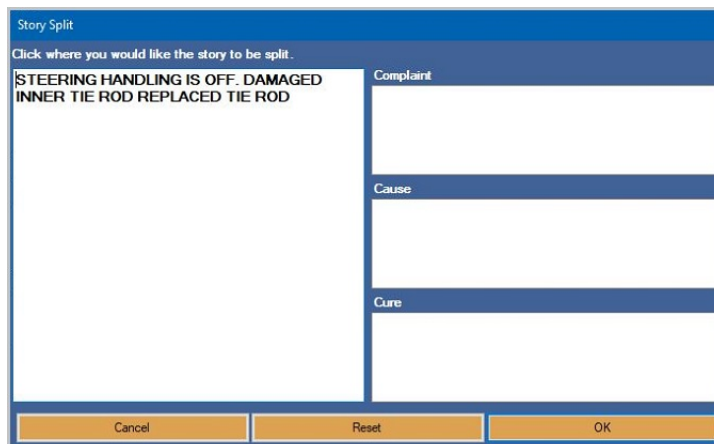
2. Use the **Complaint** section to enter the details about the customer complaint associated with the repair.
 - Use the **Customer Complaint Category** drop-down list to select the appropriate category.
 - Use the **Customer Complaint Code** drop-down list to select the appropriate complaint code.
 - Use the **Description** box to type details for the complaint. You can click **Split Story** to copy and paste the information that transferred from your Autosoft DMS.
3. Use the **Cause** section to enter the details about the cause of the problem.
 - Use the **Cause Code** drop-down list to select the appropriate cause code.
 - Use the **Description** box to type details for the cause of the problem. You can click **Split Story** to copy and paste the information that transferred from your Autosoft DMS.

4. Use the **Correction** section to enter the details about the steps the technician took to solve the problem.
 - Use the **Description** box to type details about how the problem was corrected. You can click **Split Story** to copy and paste the information that transferred from your Autosoft DMS.
 - The **Technician Number** field displays the technician selected for the repair. Use the list to select a different technician as needed.
 - If this is an add-on repair, click to select the **Is this an Add-On Repair?** field.
5. Click **Continue** to advance to the next tab.

Using the Spilt Story Button

The complaint, cause, and correction information for a repair is entered on the Close Service screen in the Service Writing module of your Autosoft DMS. The information is entered on text lines. This information transfers to your GM Global Warranty Management system. You can use the **Spilt Story** button to copy and paste the relevant information to the respective **Description** fields on the tab.

1. Click **Spilt Story**. The information entered in the text fields on the Close Service screen in the Service Writing module populates the left side of the screen.



2. Position your cursor after the last word in the phrase you want to transfer to the right side of the screen and click once.



- All the text before the spot you click will transfer to the first available field on the right side of the screen.

Story Split

Click where you would like the story to be split.

DAMAGED INNER TIE ROD REPLACED TIE ROD

Complaint
STEERING HANDLING IS OFF.

Cause

Cure

Cancel Reset OK

- Click after the last word in the next phrase you want to transfer to the right side of the screen.

Click where you would like the story to be split.

DAMAGED INNER TIE ROD REPLACED TIE ROD

- All the text before the spot you click will transfer to the next available field on the right side of the screen, and any remaining text will be transferred to the last field.

Story Split

Click where you would like the story to be split.

Complaint
STEERING HANDLING IS OFF.

Cause
DAMAGED INNER TIE ROD

Cure
REPLACED TIE ROD

Cancel Reset OK

Tip: Click **Reset** to reset the information. This is useful if you make a mistake and want to start over.

- Click **OK** to save the story. The Description fields on the **Complaint/Cause/Correction** tab display the appropriate information.

Editing Labor

Any labor time and other time you added in your Autosoft FLEX DMS system will transfer to this tab. The fields that display on this screen vary by transaction type.

The screenshot shows the 'GM Submit Warranty Claim - Job Details' window with the 'Labor' tab selected. The interface includes several input fields and buttons. At the top, there are tabs for 'General', 'Complaint/Cause/Correction', 'Labor', 'Parts', 'Net Items', 'Pricing Requested', and 'Attachments'. The 'Labor' tab is active, showing a 'Labor Operation Code' field with the value '7430150'. Below this, there are fields for 'Other Labor Operation Code' and 'Other Time'. A 'Save Time' button and a 'Delete Time' button are positioned between these fields. To the right, a 'Labor Time (In Hours)' section contains several input fields: 'Base Labor Time' (0.6), 'Other Hours' (0.0), 'Administration Allowance' (-), 'Diagnosis' (0.2), 'Paint Mix Time' (-), 'Set Up' (-), and 'Additional Published Time' (-). A 'Labor Rate' dropdown is set to 'A - STANDARD' with a value of '85.00'. At the bottom left, there is a 'Clear' button. At the bottom right, there are 'Back' and 'Continue' buttons. A footer bar contains four buttons: 'Exit', 'Labor Time Guides', 'Remove', and 'Save'.

Adding Additional Labor Operations

1. Type the labor operation code in the **Other Labor Operation Code** field.
2. Type the time units in **Other Time**.
3. Click **Save Time**.
4. The labor operation is added to the Other Labor Operation Code list on the lower-left of the screen.

Deleting Additional Labor Operations

1. Click the labor operation from the Other Labor Operation Code list in the lower-left of the screen.
2. Click **Delete Time**.
3. The labor operation is removed from the list.

Editing Parts

Use the **Parts** tab on the Job Details screen to edit part information or add parts to a repair.

GM Submit Warranty Claim - Job Details

General | Complaint/Cause/Correction | Labor | **Parts** | Net Items | Pricing Requested | Attachments

Enter additional part info or select a part from the list and edit the info. You may also delete info by selecting the part and clicking the delete button.

Causal Part Part Number: Part Quantity:

Cost Per Part: \$ Svc Agent Trade Non-GM Part

Serial Number:

Part Number	Part Quantity	Cost Per Part	Svc Agent Trade	Non-GM Part
FL206E	12	3.22	F	F
FL500S	24	5.71	F	F
FL820S	12	4.50	F	F
FL910S	1	4.88	F	F
XO10W30QSP	24	4.51	F	F
XO6W20QSP	24	4.94	F	F

Causal Part Number: **A Causal Part Number or Description must be entered before you can continue.**

If no causal part number available, please enter description:

Editing a Part

1. Any parts added to the repair display in the list in the center of the screen. Click a part in the list to view the part detail.
2. Edit the information as needed.
3. Click **Save Part**.

Adding a Part

1. Type the part number and quantity required.
2. Click the **Causal Part** box if this is the failed part. Only one part can be flagged as the causal part. If there is no causal part, use the box on the bottom of the tab to type a description.
3. Next, type the cost that GM will be paying for the part in the **Cost Per Part** field. This is generally cost plus the warranty percentage markup.
4. Click to select the **Svc Agent Trade** and/or **Non-GM Part** boxes if they apply.
5. Type the serial numbers for the part in the box provided. Use a comma to separate multiple serial numbers.
6. Click **Save Part**. The part is added to the part list at the center of the screen.

Removing a Part

1. Click the part in the list at the center of the screen.
2. Click **Delete Part**.
3. The part is removed from the part list.

Editing Net Items

Use the **Net Items** tab on the Job Details screen to edit sublet information or add sublets to a repair. Remember, you should have assigned a GM net item category to each of your sublet codes in the GM Global Warranty Management system setup. Only sublet codes that were assigned a GM net item category will pull to this tab.

The screenshot displays the 'GM Submit Warranty Claim - Job Details' window. The 'Net Items' tab is selected, showing a 'Net Item Type' dropdown menu. Below the dropdown is a table with two columns: 'Net Item Type' and 'Net Item Amount'. The table is currently empty. At the bottom of the window, there are buttons for 'Clear', 'Back', and 'Continue'. A navigation bar at the very bottom contains buttons for 'Exit', 'Labor Time Guides', 'Remove', and 'Save'.

Editing a Sublet

1. The sublets added to the repair display in a list at the bottom of the screen. Click the sublet in the list. The information for the sublet populates the tab. The fields that display on the tab vary based on the net item type selected. Press F1 to view the help page for the tab to assist you as you work.
2. Edit the information as needed.
3. Click **Save Net Item**.

Adding a Sublet

1. Select the sublet type from the **Net Item Type** drop-down list.
2. The corresponding fields for the sublet type appear.
3. Enter the sublet cost and any other required information.
4. Click **Save Net Item**.
4. The sublet appears in the list on the bottom of the screen.

Removing a Sublet

1. Click the sublet from the Net Item list at the bottom of the screen.
2. Click **Delete Net Item**.
3. The sublet is removed from the list.

Assigning Sublet

When sublets that are not assigned to sublet codes in the Sublet Setup (from the Setup and Utilities menu) are added to a repair, the system will display a warning messages and an **Assign Sublets** button. Use this button to open the Assign Sublet screen. Use this screen to enter the necessary information for the sublet so it can be submitted with the claim. This saves the information *for this repair only* and allows the information to transfer with the repair. This allows you to apply sublets you use infrequently without having to add the sublet to the Sublet Setup.

1. Click **Assign Sublets**.
2. Enter the appropriate information for the sublet on the Assign Sublet screen.
3. Click **Save**. This saves the information *for this repair only* and allows the information to transfer with the repair.

Editing Pricing

Use the **Pricing Requested** tab on the Job Details screen to view the totals for the repair. The totals are based on the information entered on the previous tabs, so the only field you can edit on this tab is the **Customer Participation Amount**. You will need to edit information for the other fields on the previous tabs to adjust the totals.

If a deductible was applied in the DMS, a yellow box appears indicating the amount applied. Ensure the deductible has been properly applied to the job. The box will remain until you save the repair order and the total deductible amount applied to the repairs is greater than or equal to the deductible amount applied in the DMS.

The screenshot shows the 'GM Submit Warranty Claim - Job Details' window with the 'Pricing Requested' tab selected. The window contains several input fields for pricing details. At the bottom, there are buttons for 'Clear', 'Back', and 'Continue'. Below the window, there are four buttons: 'Exit', 'Labor Time Guides', 'Remove', and 'Save'.

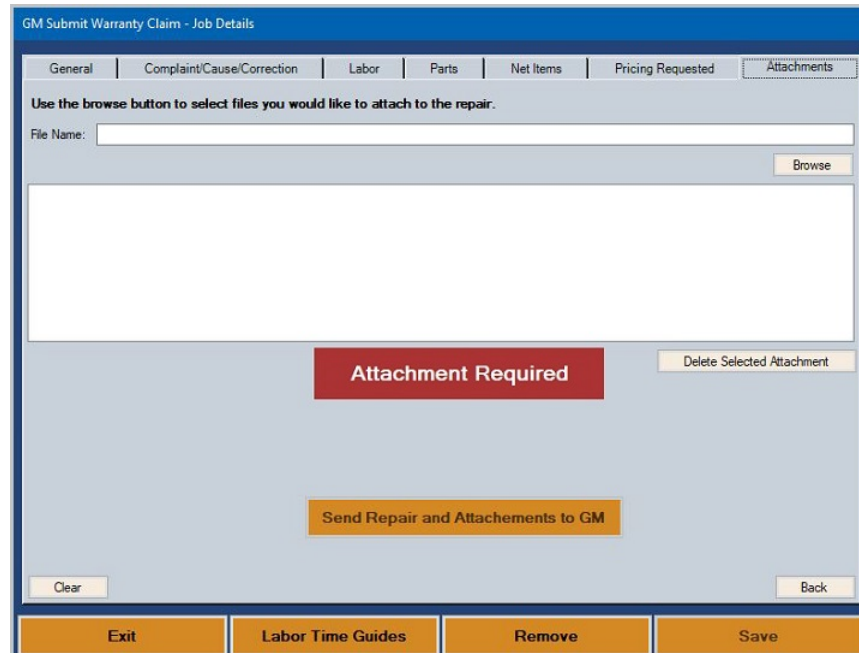
Field	Value
Labor:	68.00
Parts:	461.36
Parts Handling:	.00
Net Item Total:	.00
Customer Participation Amount:	\$ 0.00
Transaction Total:	529.36

Tip: The system will display a message on the **Pricing Requested** tab when GM expects an attachment. You can submit required attachments for claims either using the **Send Attachment** option on the GM GWM main menu or interactively with the claim from the **Attachments** tab. When using the Send Attachment option, you must submit the claim first and then send the attachments. See Chapter 5 for instructions on how to send attachments using the Send Attachments option.

Adding Attachments

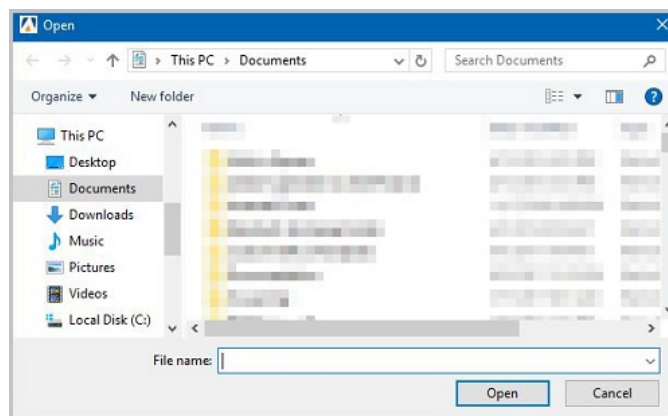
Use the Attachments tab of the Job Details screen to add attachments to the repair for interactive submission. A warning will alert you if a claim requires an attachment. This warning will appear on both the Pricing Requested and Attachments tabs.

The Attachments tab allows you to supply the required attachment or attachments before submitting the claim interactively to GM, as opposed to the Send Attachment option on the GM Global Warranty Management main menu, which allows you to send attachments, one at a time, after the claim has been submitted. You can send Microsoft Word, Microsoft Excel, PDF, or image files. The maximum file size is 5MB.



Adding and Submitting Attachments

1. Click the **Browse** button. The Open dialogue opens.



2. Select the file you wish to attach and click **Open**.

3. Repeat this process, uploading as many attachments as necessary for the claim.
4. Click **Send Repair and Attachments to GM**.

Note: If you attempt to navigate away from the Attachments tab without submitting the attachments you've uploaded, a message will alert you that you will have to submit the attachments using the Send Attachments option on the GM Global Warranty Management main menu or re-added and submitted from the Attachments tab at some point.

Deleting an Attachment

1. Select the attachment from the list on the tab.
2. Click **Delete Selected Attachment**. The attachment will be removed from the list.

Submitting Claims

You use the **Submit Claims** option to submit the warranty files to DealerWorld. Before you download the claims, you can select which claims you want to include in the download. Claims are processed at 5:00 PM, so you need to submit claims before 5:00 PM for same-day processing.

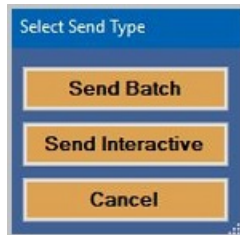
Submit Claims								
	RO	BAC	DATE	YEAR	MODEL	VIN	#JOBS	Total
<input checked="" type="checkbox"/>	31788	114036	01/02/2017	2011	TRAVERSE L	1G4YV4E0000000000	1	250.46
<input checked="" type="checkbox"/>	32017	112976	07/21/2017	2003	VENTURE	1G4YV4E0000000000	2	173.00

Exit Select All Print Selected Send

Sending Batch Claims

Batching claims allows you to send multiple repair orders to GM at the same time in a batch file.

1. The screen lists the warranty files ready to submit to GM.
2. By default, all repair orders are selected. Click to clear the box in front of the repair order to exclude the R/O from the submission.
3. Click **Send** and select **Send Batch** on the menu that opens.



4. If prompted, type your DealerWorld name and password, and click **Continue**.
5. The system displays a message indicating the status of the transmission. Click **OK** to acknowledge the message.

Sending Interactive Claims

Interactive submission allows you to send all "Ready" claims for a selected repair order to GM.

1. Select the repair order you want to submit.
2. Click **Send** and select **Send Interactive** on the menu that opens.
3. If prompted, type your DealerWorld name and password, and click **Continue**.
4. The system displays a message indicating the status of the transmission. Click **OK** to acknowledge the message.

Viewing the Transaction Summary

Each night, the GM Global Warranty Management system automatically retrieves transaction summaries for claims submitted before 5:00 PM. Transaction summaries for claims submitted after 5:00 PM are available the following night. You use the **Transaction Summary** menu option to view the pulled summaries as needed. All summaries you view and pull are based on the BAC code and date you specify.

Opening a Pulled Summary

1. Click **Transaction Summary**. The Transaction Summary Lookup screen opens.

Transaction Summary Lookup

Select a BAC, Summary Date (the date claims were submitted) and click Search. Select a Job Card from the list below and click Open to view.

BAC: 115758

Starting Summary Date: 09/01/2017

Ending Summary Date: 09/18/2017

The Get Summary button has been removed. GM automatically pushes the Transaction Summary data out at night. Select a date range and click Search to view available data.

Search

Job Card: VIN: Opened Date:

Exit Print Summary Open

2. The **BAC** field defaults to the default BAC set for the workstation. Select a different BAC from the drop-down list as needed.
3. The date fields default to the current system date. Use the drop-down calendars to select the start date and end date for the summary you want to view.
4. Click **Search**. The list window displays all the transaction summaries available for the selected BAC and date.

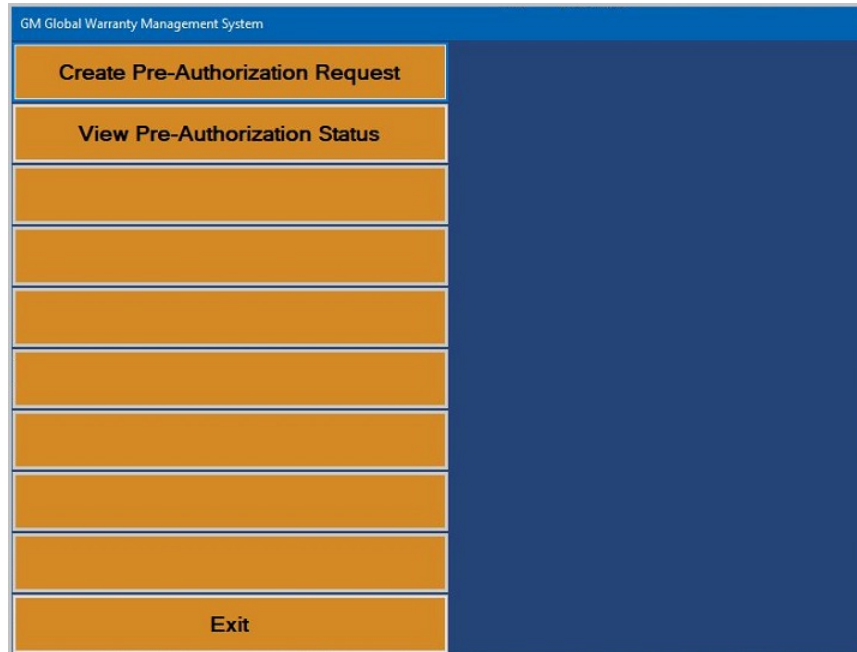
Tip: At this point, you can click **Print Summary** to print the information for all summaries in the Job Card list. This allows you to print all transaction summaries on one printout rather than viewing and printing them individually.

5. Click a summary in the list, and click **Open**.
6. The summary opens on your screen.

7. Click a repair (job) in the list to view the details for that repair. The detail displays on the right side of the screen.
8. For rejected jobs, you can click **Fix** at the bottom of the screen to advance to the Job Header Detail screen. You can edit the job to make the necessary corrections so you can resubmit it.
9. From the Transaction Summary viewing screen, click **Print** to print the information, or **Print Preview** to view a preview of the transaction summary before printing it.

Chapter 4 Submitting Pre-Authorizations

The Pre-Authorization option allows you to submit a pre-authorization request to GM. You submit pre-authorization requests per repair order (job card). Once the request is sent, you will receive a pre-authorization number. You can then use the number to view the pre-authorization status.



Tip: The system will display a message on the **Pricing Requested** tab of the Pre-Authorization Request when GM expects an attachment. You use the **Send Attachment** option to send the required attachments for the request. You must submit the Pre-Authorization request first and then send the attachments. See Chapter 5 for instructions on how to send attachments.

Submitting Pre-Authorization

1. Click **Create Pre-Authorization Request**. The Pre-Repair Authorization Request screen appears.

Pre-Repair Authorization Request

Basic Info | Labor | Comments | Parts | Net Items | Pricing Requested

Business Unit:* GM - US Transaction Type:* ZREG - Regular Vehicle Transaction

BAC:* 112976

Service Agent: Marks Motors

Contact Name:* Phone:* () -

Job Card Number:* Job Card Opened Date:* 09/19/2017

Reference Number:

VIN:* Odometer:* M

Continue

Exit Clear Open Saved Request Save Submit

2. Add the information required in each field on the corresponding tab. The tabs are similar to the tabs used to review the job before submitting the repair order to GM. However, you'll notice there is no Attachments tab on this screen.
3. When the information is complete, click **Submit**. (You can also click **Save** to save the pre-authorization so you can edit it and submit it later.)
4. If prompted, type your DealerWorld user name and password and click **Continue**.
5. The pre-authorization is sent to GM.
6. You will see a message indicating the authorization number for the request.
7. You have three options.
 - Click **Print & Exit** to print the pre-authorization information and close the screen.
 - Click **Print Preview & Exit** to preview the pre-authorization information and exit the screen. You can print the pre-authorization information from the preview screen.
 - Click **Exit** to close the screen without printing the information.

Opening a Saved Request

1. Click **Create Pre-Authorization Request**. The Pre-Repair Authorization Request screen appears.
2. Click **Open Saved Request**.
3. The system displays a list of saved requests. Click the request you want to open.

Viewing the Pre-Authorization Status

The **View Pre-Authorization Status** option allows you to pull information for pre-authorization requests. You can pull the status of multiple requests at once.

Requesting the Status

1. Click **View Pre-Authorization Status**.
2. Select the BAC code.
3. Type the pre-authorization number and click **Add**.

GM Global Warranty Management System

Select a BAC and add Pre-Authorization Numbers to the Request List. Then click Request Status.

BAC: 112976

Pre-Authorization Number:
741852

Add Delete

258741
654123

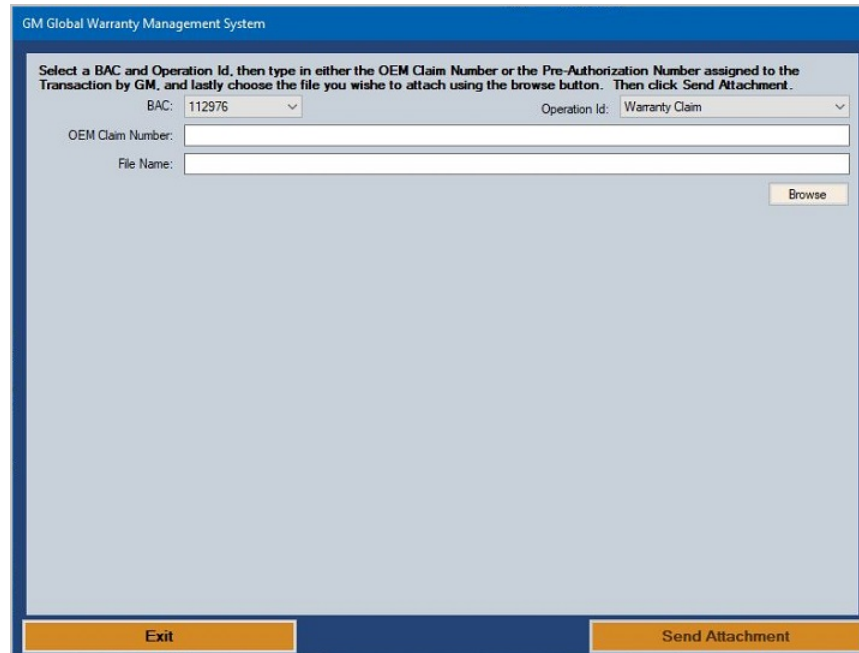
Exit Print Preview Print Request Status

4. Repeat step 3 for all the requests you want to check.
5. To remove a code in the list, select the number from the list and click **Delete**. The number will be removed from the list.

6. Click **Request Status**.
7. If prompted, type your DealerWorld user name and password and click **Continue**.
8. The retrieved data displays on the right side of the screen.
9. Click **Print Preview** to view the detail on screen or **Print** to print the information as needed. You can also print from the Print Preview tool.

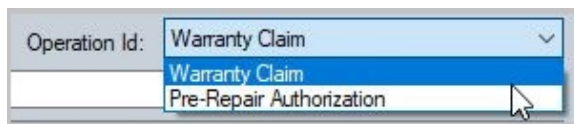
Chapter 5 Submitting Attachments

The **Send Attachment** option allows you to send attachments required for jobs. The system will display a message on the **Pricing Requested** tab of both Edit Claim and Pre-Authorization Request when GM expects an attachment. You can send Microsoft Word, Microsoft Excel, PDF, or image files. The maximum file size is 5MB. This option is to be used after the claim or pre-authorization has been submitted.



The screenshot shows the 'GM Global Warranty Management System' window. At the top, it says 'Select a BAC and Operation Id, then type in either the OEM Claim Number or the Pre-Authorization Number assigned to the Transaction by GM, and lastly choose the file you wish to attach using the browse button. Then click Send Attachment.' Below this, there are two dropdown menus: 'BAC:' with the value '112976' and 'Operation Id:' with the value 'Warranty Claim'. There are two text input fields: 'OEM Claim Number:' and 'File Name:'. A 'Browse' button is located to the right of the 'File Name:' field. At the bottom of the window, there are two buttons: 'Exit' and 'Send Attachment'.

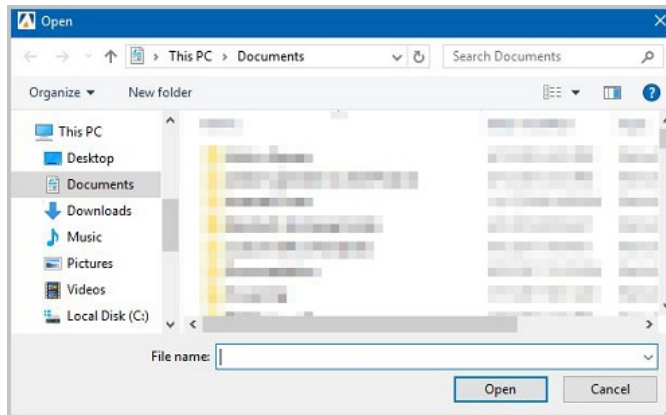
1. Click **Send Attachment**.
2. Select the BAC.
3. Use the **Operation Id** list to select if the attachment is for a warranty claim or pre-authorization.



This is a close-up of the 'Operation Id:' dropdown menu. The menu is open, showing three options: 'Warranty Claim' (selected), 'Warranty Claim', and 'Pre-Repair Authorization'. A mouse cursor is pointing at the 'Pre-Repair Authorization' option.

4. Type the claim number in the **OEM Claim Number** field.

5. Click **Browse**. The **Open** dialog appears.



6. Select the file on your computer and click **Open**.
7. The **File Name** field populates with the location and name of the selected file.
8. Click **Send Attachment**.

Chapter 6 Cleaning Repair Order Data

The Setup and Utilities menu contains a **Cleanup ASROGW** utility you can use to remove repair orders from the GM Global Warranty Management system. You would use this option if repairs are mistakenly flagged as warranty and sent to the GM GWM system. This can happen, for example, when a customer pay repair is accidentally created and flagged as a warranty repair. This will cause errors, so you can use this utility to remove such repairs from the GM GWM system.

1. Click **Setup And Utilities** on the GM GWM main menu.
2. Select **Cleanup ASROGW**.
3. The screen displays a list of repairs in the system.
4. Click the box to the left of the repair order to select it. A check mark appears in the box. Click the box again to clear it. You can click the **Select All** link at the bottom of the screen to select all the repairs in the list.

Cleanup ASROGW.dat							
	RO	SB	DATE	YEAR	MAKE	MODEL	NAME
<input type="checkbox"/>	31507	S	06/15/16	2006	CHEVROLET		MATTHEW OLIVER
<input checked="" type="checkbox"/>	31822	S	01/27/17	1999	CHEVROLET	SILVERADO	DENNIS BALDOCK
<input type="checkbox"/>	32033	Q	07/26/17	2008	CHEVROLET	MALIBU LT	AUBERTO MILLON

5. Once you have selected the repairs you want to remove, click **Delete Selected**.
6. The selected repairs are removed from the warranty system.

Conclusion

This completes the information needed to generate and submit GM warranty claims. You should keep this manual on hand until you are familiar with the processes. If you have questions when you are working through the warranty program, call Autosoft at (800) 473-4630, and an Autosoft Customer Success Center representative will assist you.

