



Quick Start Guide for Service Claim Processing

Log into Global Warranty:
<http://globalwarranty.davisware.com/globalwarranty>

Login information is the same. If you have any problems, contact your manufacturer.


At the Very Top:

Warranty Claims ▾ | Report Generator ▾ | Registration ▾ |

Use dropdown to select a new claim or view a work in process claim by serial number

The screenshot shows a 'User Login' form with a blue header containing a key icon and the text 'User Login'. Below the header, there are two input fields: 'User Name:' with the placeholder text 'EnterLoginID' and 'Password:' with a masked password '.....'. To the right of the password field is a yellow 'Login' button. Below the password field, there is a link 'Forgot Password?' and another yellow button.

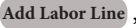
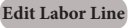
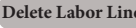
Entering Claim Information


1. Always enter the complete serial number for the equipment being worked on (located on the base plate of Condensing Unit). Enter exactly as listed, including any prefixes. Use  key.
2. Verify information populated from serial number is correct. This occurs once you select the next field (complaint box).
3. Enter known information in all fields. Red asterik (*) fields are required.
4. Select “Save” button found on lower right. This will bring you to a screen of additional tabs.

Using Tabs and Viewing Information


Summary: Original new claim screen where basic information is maintained and updated. Shows warranty time left in days and creates a reference number for each claim. Also has Quick buttons.




Equipment: Has basic equipment and customer detail. View and/or enter equipment notes by using the button found on the bottom right corner of the screen.

Labor: Use ,  or  to show a summary of total hours and rates for labor and travel as well as rates for the claim.

Parts: Accounts for all parts used. If parts are sent at no charge, be sure to change the costing to \$0.00. Use .

Service Company: Allows you to update with specific company information. Use the Contacts tab to add/change email info.

File Room: Allows uploads of any receipts or pictures relevant to the service call. Use .

Activity: View all correspondence, notes and timeline of events. Use ,  and/or .

Audits: Shows claim history, including changes and status.

Contacts: Add email contact information.

RMA Lines: List view of items to be returned to Manufacturing (from Parts Tab).

History: Find claim status (see when claim was submitted, approved or sent back for additional information, etc.)

PO Info: not used at this time