



# PENTAGON 2000 SOFTWARE

# **Warranty Administration Module**

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TITLE:	Warranty Administration Module						
Part:	Material Management						
MODULE:	Warranty Administration Module	Build	9.0.1.17				
<b>RESPONSIBILITY:</b>	Procedures Specialist, Pentagon 2000	<b>REVISION:</b>	00				
APPROVED BY:	Vice President, Operations, Pentagon 2000	EFFECTIVE DATE:	06/13/2014				

# Purpose

This module enables the management of warranties issued both by your organization (sales/overhaul/repairs) and by vendors (purchasing/vendor overhaul/vendor repair).

# Overview

This procedure outlines the steps for setup and use of the Warranty Administration Module.

# **Required Modules/Features**

- Pentagon 2000 Core
- Warranty Administration Module



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# Procedure

## 1. Setup

a. Company Warranties

The setup procedures in this paragraph apply to warranties provided by your organization to your organization's customers either as a result of sales transactions or overhaul/repair activities.

i. Standard Warranty Defaults

These are the lowest level defaults and will be used when no other relevant values are found for the part number being sold, overhauled or repaired.

1. From the ribbon, left-click Administration, left-click System and left-click System General Defaults.



2. The **Company Setup Window** will appear. Left-click the **Modules** tab, then left-click the Directories sub-tab (if not already selected).

💽 Company Setup						
Accounting Settings Printing Setting	s Stock W/H Setting:	s Man	datory Fields	SO/POL	ine changes	setting
General WH/Doc Defaults Set	tup Customer Docs	Vendor Do	ics Taxes	Charges	Convert	P/N
Add Misc to Stock Cost	Stock Default					
Shipping 7 Rather 7	Std Condition : NE		ditional Defau	ional Defaults		
Air Frt : 🗸	Std Unit Measure : EA					
Ocean Frt : 🔽 Labor : 🔽	Stock Std Type : STK		Our Standard Warranty			
Insurance : 📝 🛛 Lot Charge : 📝	Base Currency : USD		Sales :	1 Y	'ears 🔹	-
and Charge : 🗹 Cap Cost : 🔽	User Price Label : MSL	P	OH/Repair :	6 N	1onths 🔻	-
	Incoterms Label : F.O.I	3.	Auto Crooto Pu	N from lines i	nto atook : [	
Stock Default W/H & Location	Incoterms Default : ORG		Auto create F7	Alleur Duel	niu sluck . 🗉	7
Art/H No : 0001				Dublic Cupi	cale F/N . M	7
W/H NO. 0001				Publish 50	DCK Marts : 🗈	
Location : B-65-98 ····						
Part CrossPot Found Alast	Days to clear sent faxes	: list :	14	÷		
	Use Standard Fax Serve	er Module :	$\checkmark$			
No Alert						

- 3. Default warranty duration may be identified in the **Our Standard Warranty** group box.
  - a. Sales field Identify the default warranty duration to be used for sales transactions.
  - b. **OH/Repair** field Identify the default warranty duration to be used for in-house overhaul and repair transactions.



ii. Warranty by Part Number

When a warranty value is present within the parts master record for a particular part number, the part master warranty value will override the standard warranty default value, provided that no other relevant values are found for the part number being sold, overhauled or repaired.

1. From the parts master, left-click the **General** tab and ensure that the **Time Control** flag in the **P/N Indicators** group box is marked as "checked".

Partnumber : [1-01-0000/1] GEARBOX ASSEMBLY, MAI	N MFG : [ 08903 ] BOEING AEROSPACE
Add Edit Del Prev Next Hist XRef W/F	A Qrdr BOM Opt Srch Chose
P/N : 1-01-0000 / 1 Rev:	NSN : 4920-01-126-2039
Desc : GEARBOX ASSEMBLY, MAIN	MIL : MS12377-90
Stock General Sell Prices Costs Exchanges Mea	sures Extended Info Time Control Image
Catagory ENGINE ENGINES	P/N Indicators
	Electrostatic : Expendable : Publish : M
P ALT	Repairable : V Stolen : Airworthiness : V
	ITAR : EAR : ATF : .
a constant of the sector base	Military : 🔲 Dual-Use : 🔲
Sales Line Type : 01 - Inventory Item	RoHS Compliance :

2. Left-click the Time Control tab

💽 Partnumber : [1-0]	1-0000/1] GEA	ARBOX ASSEMBLY, M	AIN N	/IFG : [ 08903 ] BOEIN	IG AE	ROSPA	ACE				23
Add Edit Del Prev Next Hist XRef W/H Ordr BOM Opt Srch Cncl OK Close											
P/N : 1-01-0000 / 1 Rev: NSN : 4920-01-126-2039											
Desc : GEARBOX ASSEMBLY, MAIN MIL : MS12377-90											
Stock General Sell Prices Costs Exchanges Measures Extended Info Time Control Image											
Time Control	Time Control										
Tupe :	Tura Ula										
Shelf Life :				💡 Aircraft Scope	\$						
Sales Warranty :	12	Months			OR	2000	Hours				
OH/Repair Warranty :	6	Months		Tolerance	OR	500	Hours		Tolerance		
Inspection Every :	100	Hours	2	Hours	OR	50	Days	1	Days		
Overhaul Every :	2000	Hours	10	Hours	OR	30	Landings	2	Landings		
Retirement/HardTime :	5000	Cycles	10	Cycles	OR	18000	BIN	10	BIN		
Test/Maint Every:					OR						
Retirement/HardTime	On Condition :										
Use Standard Scopes :											
Weight & Balance								_			
Weight : 150	÷ LB	Arm : 5	÷ M	oment: 8 ‡	`	V/O Dis	sposition :				
					_						



- 3. The warranty defaults identified will apply to the active part number and will override the standard values set up on the **Setup** tab of the **General Settings** window.
  - a. Sales Warranty fields
    - i. Primary duration Identify the warranty duration to be used for sales transactions.

**NOTE:** This value MUST be in terms of time (hours, days, weeks, months, years) as the system only performs warranty calculations using units of time. If warranties are issued in terms of any other unit of measure (i.e. operating hours, landings, miles), the warranty duration may be identified; however, the system has no input for customer use of the item sold to them. Therefore, the warranty period is for reference only and is not used in any calculations within the system.

ii. Secondary duration (optional) – Identify a secondary warranty duration to be used for sales transactions.

**EXAMPLE:** Primary duration: 12 months; Secondary duration: 1000 hours. This example would be used when the warranty provided is 12 months or 1000 operating hours (whichever comes first) and would result in the system calculating the warranty period using the 12 month value and identifying the 1000 hours as a secondary value that would need to be verified prior to the part being accepted under a warranty repair.

#### b. OH/Repair Warranty fields

i. Primary duration – Identify the warranty duration to be used for in-house overhaul and repair transactions.

**NOTE:** This value MUST be in terms of time (hours, days, weeks, months, years) as the system only performs warranty calculations using units of time. If warranties are issued in terms of any other unit of measure (i.e. operating hours, landings, miles), the warranty duration may be identified; however, the system has no input for customer use of the item after overhaul or repair. Therefore, the warranty period is for reference only and is not used in any calculations within the system.

ii. Secondary duration (optional) – Identify a secondary warranty duration to be used for inhouse overhaul and repair transactions.

**EXAMPLE:** Primary duration: 6 months; Secondary duration: 75 landings. This example would be used when the warranty provided is 6 months or 75 landings (whichever comes first) and would result in the system calculating the warranty period using the 6 month value and identifying the 75 landings as a secondary value that would need to be verified prior to the part being accepted under a warranty repair.



iii. Warranty by Capability

When a warranty value is present within the stock capability for a particular part number and capability code, the stock capability warranty value will override the part master warranty value when the part is overhauled or repaired on a component work order using the relevant capability code.

1. From the parts master, left-click the **Opt** (Options) button on the **Partnumber** window toolbar and left-click **8. Capabilities**.



2. The **Stock Capabilities List** search window will appear. Stock capabilities may be added; however, for this example, we will assume stock capabilities have been set up previously.

	🤉 Stock Capabilitie	es List							0	e 23
[	Start With :		•	•	Capa	bility : All				AI
							Max Search Re	esult Lir	nes :	50 🗘
1	Drag a column heade	er here to group by t	hat column							
	Capability	Description	Capability Type	Preferred	Estimated Hours	Flat Rate	Delivery	Currer	Ra	In-House
Þ	TST	TEST	In-House	Yes	00:00	300.00	30	USD	Dą	(W.0)-0v
	RPR	REPAIR	In-House		00:00	1,000.00	30	USD	Dą	(W.0)-Re
	OH	OVERHAUL	In-House	Yes	00:00	400.00	30	USD	Dą	(W.0)-0v
	ENG	ENGINEER	Preferred Vendor	Yes	00:00	0.00	6	USD	Dą	Work Orc
4			1							÷
	🔁 Add						★ OK		<b>X</b> [	ancel

3. Select the capability (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).



4. The Stock Capability window will appear.



- 5. The warranty default identified will apply to the active capability and part number and will override the part number values set up on the **Time Control** tab in the parts master.
  - a. **Warranty** field Identify the numeric value of the warranty default value.
  - b. **Range** field Identify the unit of measure for the warranty default value.

**NOTE:** This value MUST be in terms of time (hours, days, weeks, months, years) as the system only performs warranty calculations using units of time. If warranties are issued in terms of any other unit of measure (i.e. operating hours, landings, miles), the warranty duration may be identified; however, the system has no input for customer use of the item after overhaul or repair. Therefore, the warranty period is for reference only and is not used in any calculations within the system.

CONTINUE TO NEXT PAGE



b. Vendor Warranties

The setup procedures in this paragraph apply to warranties provided by your organization's vendors and will be used when no other relevant values are found for the part number being purchased from or overhauled/repaired by the vendor.

i. Warranty by Vendor

These are the lowest level defaults for vendor warranties; there is no system warranty default value.

1. From the vendor file, left-click the Quality tab

🗾 Vendor(Also Customer)	File: 3 - R SALES							
Add Edit Del Pr	Next Bill Ship Remit C	nict Cally Opt Srch Encl OK Close						
Account : 7158	1 Cage Code : ATRX	5546 SITA : 9999						
Our Code : P2000XL	1LS Code : 00988	7 AIRINC : 002						
General Defaults SetUp	General Defaults SetUp Financials Status Tax Misc. Charges Quality eCommerce Ext. Search MFG							
ISO · Certification Level :	ASA 100/JAR/FAA	Last Survey : 1/1/2010						
Certified By ( Agency) :	FAA	Next Survey : 1/1/2011						
Certification No. :	SCFR54776	New Survey Sent on : 3/1/2007						
Certification Expired on :	2/9/2009	New Survey Received : 2/2/2007						
Quality Code :	A Inspection Not Required							
Standard Transportation time :	10 Days	Standard Warranty : 12 Months						
QA Contact :	002 Mike Jones							
Title :	VP Ext: 776	6 P Memo P Note						

2. **Standard Warranty** field – Identify the default warranty duration to be used for all parts received from the vendor regardless of line type.

CONTINUE TO NEXT PAGE



ii. Warranty by Part Number

When a warranty value is present within the vendor's price list for a particular part number, the vendor part list warranty value will override the vendor standard warranty default value when the part number is purchased from the vendor.

1. From the vendor file, left-click the **Opt** (Options) button on the **Vendor File** window toolbar and left-click **8. Parts Cost List**.



2. The **Vendor Price/Delivery List** window will appear. Vendor price records may be added; however, for this example, we will assume the price list has been set up previously.

Add Edit Delete Close									
Drag a column header here to group by that column Drag by the column header here to group by that column Drag by the column header here to group by the column header here to group by the column header here to group by the column here to group by the colu									
Part Number P/N	Account Name	Qty	Price	Currency	Cond	Min Qty	Min Pr		
Part Number P/N D0-200-1462	Account Name 3 - R SALES	Qty 1	Price 10.00	Currency USD	Cond	Min Qty O	Min Pr C		
Part Number P/N 00-200-1462 1-01-0000	Account Name 3 · R SALES 3 · R SALES	Qty 1 1	Price 10.00 23.00	Currency USD USD	Cond	Min Qty O	Min Pr C		
Prag a committeeder fiele 1 Part Number P/N 00-200-1462 1-01-0000 1-01-0000-A	Account Name 3 · R SALES 3 · R SALES 3 · R SALES 3 · R SALES	Qty 1 1 1	Price 10.00 23.00 23.00	Currency USD USD USD	Cond	Min Qty O O O	Min Pr C C		
Part Number P/N 00-200-1462 1-01-0000 1-01-0000-A 1-01-0000-A	Account Name 3 - R SALES 3 - R SALES 3 - R SALES 3 - R SALES 3 - R SALES	Qty 1 1 1 1	Price 10.00 23.00 23.00 23.00	Currency USD USD USD USD	Cond	Min Qty O O O O	Min Pr C C C		

 Left-click the line in the grid corresponding to the part number for which a non-standard warranty duration applies and left-click the Edit button on the Vendor Price/Delivery List window toolbar. The Price List window will appear.

💽 Price List		23
Cancel O <u>K</u>		
Part Number : 1-01-0000		
For Account No : 7158		
Qty : 🚺		
Price :	23.00	USD
Cond :		
Min Qty :	0	
Min Price :	0.00	
Lead time for :	0	
[D, W, M, Y] : Days	*	
Warranty for :	30	
[D, W, M, Y, H, L, C] : Days	-	



- The warranty defaults for the part number will apply to the active vendor when the part is purchased from the vendor and will override the standard values set up on the Quality tab of the Vendor File window.
  - a. Warranty for field Identify the numeric value of the warranty default value.
  - b. (D, W, M, Y, L, C) field Identify the unit of measure for the warranty default value.
- iii. Warranty by Capability

When a warranty value is present within the vendor stock capability for a particular part number and capability code, the stock capability warranty value will override the vendor standard warranty value when the part is overhauled or repaired on a repair purchase order to the vendor.

1. From the vendor file window, left-click the **Opt** (Options) button on the **Vendor File** window toolbar and left-click **2. Capabilities**.



2. The **Vendor Capabilities List** search window will appear. Vendor capabilities may be added; however, for this example, we will assume stock capabilities have been set up previously.

Start With :				Capability : All		All
					Max Search Resu	ult Lines : 50 🗦
Drag a column heade	er here to group by that colum	n				
Account #.	Account Name	Pre	Preferred By Division	Partnumber	Capability	Descriptio
7158	3 - R SALES			1.01.0000	OH	OVERHA
7158	3 - R SALES			1.01.0000	RPR	REPAIR
7158	3 - R SALES			001-001A	OH	OVERHA
7158	3 - R SALES			001-900-007	OH	OVERHA
7158	3 - R SALES			1.01.0000	MFG	MANUFA
7158	3 - R SALES			65-73761-88	RPR	REPAIR
7158	3 - R SALES			65-41633-1	RPR	REPAIR
7158	3 - R SALES			65-46103-11	OH	OVERHA
7158	3 - R SALES			65-46116-34	MFG	MANUFA
7158	3 - R SALES			65-46116-34	CRT	CERTIFY
7158	3 - R SALES	Ye:		1-01-0000NEW	OH	OVERHA
7158	3 - R SALES			65-43761-88	RPR	REPAIR
7158	3 - R SALES	Ye:		PT6T-3	OH	OVERHA
7158	3 - R SALES			1.01.0000	RC	Re Chron
7158	3 - R SALES	Ye:		69-39473-3	RC	Re Chron



- 3. Select the capability (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).
- 4. The Vendor Capability window will appear.

S Vendor Capability	23
Add Edit Delete Cancel OK Close	
Capability : BPR REPAIR P.o. Type : Repair/Outside Ser	vice
Delivery : 20 Cays	
Warranty : 120 Cays	
Part Number : 1-01-0000 GEARBOX ASSEMBLY, MAIN	
Time and Material : 🔲	
Flat Rate : 900.00 Currency: USD	
Estimated Hours : 00:00 Hrs	

- 5. The warranty default identified will apply to the active capability and part number and will override the vendor standard warranty values set up on the **Quality** tab of the **Vendor File** window.
  - a. **Warranty** field Identify the numeric value of the warranty default value.
  - b. UM field Identify the unit of measure for the warranty default value.

END OF SECTION



## 2. Customer Warranties

#### a. Sales Warranties

- i. The warranty period for parts sold to a customer is calculated when the part is invoiced.
- ii. From the sales invoice (while NOT in "Edit" mode), left-click the **Optn** (Options) button on the **Sales Invoice** window toolbar and left-click **M. Line Item Warranty**.

Sales Invoice No. 000901 P.O. No. :[] For : 3 - R SALES	23 <del>_</del>
🤯 🥂 🖑 👟 🗢 🔿 🛠 🕱	$\bigcirc$ $\checkmark$ $\checkmark$ $\checkmark$
Add Edit Del Void Prev Next Print Aprvi Crncy Optin	<u>1</u> . Go To Line —
Header Lines USDJ Ship/Bill Setup Charges Taxes Commission	<u>2</u> . Go To P/N
Line Type P/N Description Lond	3. Customer Memo
	4. S.O. Memo
	<u>5</u> . S.O. Message
	<u>6</u> . Images
	7. Attachments
	8. Update Totals
	9. Hazardous Parts Info
	<u>A</u> . DD250 Form
	<u>B</u> . DD1149 Form
	C. Export Declaration / Custom Invoice Info.
	D. P/N Expedite (Float Bar)
Ref Charges Cost Comm Measures Expedite Expert (Import Licen	E. Hold/Release
The charges cost commin measures Expedite Experite Input Licen	E. Export/Import
License Number :	G. Update Doc GL Account
License Type :	H. Update Line GL Account
Status :	I. Change Status to Pending
Issued Date :	J. Change Invoice Status from [ Invoiced(A/R) ] to [Invoiced]
Expiration Date :	K. Update Invoice Balance
	L. UnPost From General Ledger
	M. Line Item Warranty
	N. Update Invoice Information

iii. The Sales Warranty Tracking window will appear.

🗾 Sales Warra	anty Trackii	ng No. (	00562						<u> </u> Σ
Add Edit		× Void		X Op <u>t</u> n	Q <u>S</u> rch			lose	
General									<b>D D</b>
Ref. No. :	000562				Warrant	y Code :	002	100% REPLACEMENT	Doc Status
									Upen
Information								Cover	
For :	Sales Invoid	æ						Full Component W	arranty Coverage : 🗹
🖪 No ·	000901							Warranty Period	
	000001							Start : 6/13/2014	1:35:18 PM
Part Number :	1-01-0000							5 1 0/10/2015	1-25-10 DM
Description :	GEARBOX	ASSEME	BLY, MAIN					End: 6/13/2010	1:30:16 FM
Serial No. :	4566532							Scheduled Service	Warranty Coverage

1. Header Group box



- a. **Ref. No.** field Displays the warranty reference number. This number will be automatically populated by a counter, but may be modified.
- b. Warranty Code field Select the type of warranty that is provided for the part.
- 2. Information group box
  - a. For field Displays the originating document type for the warranty.
  - b. **No.** field Displays the originating document number for the warranty.
  - c. **Part Number** field Displays the part number that is covered by the warranty.
  - d. **Description** field Displays the description of the part that is covered by the warranty.
  - e. Serial No. field Displays the serial number of the part that is covered by the warranty.
- 3. **Cover** group box
  - a. **Full Component Warranty Coverage** flag Mark this flag as "checked" if the item meets your organization's qualifications for "Full Component Warranty". This field is for reference and reporting purposes only; it does not affect the logic within the system.
- 4. Warranty Period group box
  - a. **Start** field Displays the start date of the warranty. This date automatically corresponds to the sales invoice date but may be modified if necessary.
  - b. End field Displays the end date of the warranty. This date is calculating using the following logic:
    - If there exists a value in the Sales Warranty primary value field, the warranty duration will be pulled from the part number (End Date = Invoice Date + Part Number Sales Warranty Duration); otherwise,
    - ii. The standard sales warranty default duration will be pulled from the **General Settings** (End Date = Invoice Date + Standard Sales Warranty Duration).
    - iii. The end date may be modified if necessary.
- 5. **Scheduled Service** memo button Enter any information regarding service that is required to maintain warranty eligibility.
- 6. Warranty Coverage memo button Enter any details related to the warranty.



- b. Overhaul/Repair Warranties
  - i. The warranty period for parts sold to a customer is calculated when the overhaul/repair component work order is closed.
  - ii. From the component work order (while NOT in "Edit" mode), left-click the **Optn** (Options) button on the **Work Order** window toolbar and left-click **F. Warranty**.

🗾 Work Order (Pro.) - Overhaul No. 001142 (ACTUA	L)	
	A 🔅 🔗 📝	○ 🥒 🖂 🗸 📕 🎽
Edit Del Void Prev Next Print W/O	Upd Crncy Ref Optn	<u>1</u> . Go To Part Line
P/N : #1 KLX-135 GPS/COM SYSTEM	/ 1 Qty Ordered :	2. Go To P/N
Deep - INTERFACED INTO KCS-554 HEAD	UNG SY Dtu Finished	<u>3</u> . Customer Memo
Desc . Internaced into Res 336 field	Oly Chinged	4. Documents
Rev	C Gly Snipped.	5. Hold/Release
Operation No. : 0.0000		<u>6</u> . P/N Expedite (Float Bar)
W/O Status :	BER Cost Point : 50.00	7. Update GL Account
Prerequisites		8. Update Totals
		9. Markup Installed Components Sale Price
Quote Approval Required :		<u>A</u> . Parts Status
		B. Change W/O Bin Location
W/O Ship Setup Chrgs Taxes Comm Ac	ct Info1 Info2 Rout. Mile	<u>C</u> , W/O Serials
🥼 W.O. No. : 001142 🕒	Our Ref# :	D. Create Sales Order
W.O. Type : Overhaul 😭	Your Ref# :	E. Mark All lines [Print]
Cust P.O. No.	Event ID#:	<u>F</u> . Warranty
	Project # :	G EAA 227 Form

iii. The **Work Order Warranty Tracking** window will appear.

🗾 Work Orde	er Warranty	Trackin	g No. 000	563								23
Add Edi	t Del	× Void		X Op <u>t</u> n	Q <u>S</u> rch	<u>C</u> ncl		- C <u>l</u> os	e			
General											<b>.</b>	
Ref. No. :	000563				Warranty	Code :	001		LABOR ONLY	Doc	Status Open	
Information									Cover			
For :	Overhaul							,  l	Full Component \	arranty Cov	erage :	1
🕒 No. :	001142								Warranty Period			
Part Number :	#1 KLX.135	s ges /ci		м					Start : 6/13/201	4		
Description :	INTERFACI	ED INTO	KCS-55A	HEADIN	IG SYSTE	EM			End : 12/10/20	14		
									Scheduled Service	💡 Warranty	Covera	age

- 1. Header Group box
  - a. **Ref. No.** field Displays the warranty reference number. This number will be automatically populated by a counter, but may be modified.
  - b. Warranty Code field Select the type of warranty that is provided for the part.
- 2. Information group box
  - a. For field Displays the originating document type for the warranty.



- b. No. field Displays the originating document number for the warranty.
- c. **Part Number** field Displays the part number that is covered by the warranty.
- d. **Description** field Displays the description of the part that is covered by the warranty.
- e. Serial No. field Displays the serial number of the part that is covered by the warranty.
- 3. Cover group box
  - a. **Full Component Warranty Coverage** flag Mark this flag as "checked" if the item meets your organization's qualifications for "Full Component Warranty". This field is for reference and reporting purposes only; it does not affect the logic within the system.
- 4. Warranty Period group box
  - a. **Start** field Displays the start date of the warranty. This date automatically corresponds to the closing date of the component work order but may be modified if necessary.
  - b. **End** field Displays the end date of the warranty. This date is calculating using the following logic:
    - i. If there exists an applicable stock capability, the warranty duration will be pulled from the stock capability (End Date = Invoice Date + Stock Capability Warranty Duration); otherwise,
    - ii. If there exists a value in the OH/Repair Warranty primary value field, the warranty duration will be pulled from the part number (End Date = Invoice Date + Part Number OH/Repair Warranty Duration); otherwise,
    - iii. The standard overhaul/repair warranty default duration will be pulled from the General Settings (End Date = Invoice Date + Standard OH/Repair Warranty Duration).
    - iv. The end date may be modified if necessary.
- 5. **Scheduled Service** memo button Enter any information regarding service that is required to maintain warranty eligibility.
- 6. Warranty Coverage memo button Enter any details related to the warranty.

## END OF SECTION



## 3. Vendor Warranties

- a. The warranty expiration for parts received from a vendor is determined during the receiving process.
- b. From the Purchase Receiver Information window, left-click the Trace tab.

Purchase Receiver Information	2
Part Number : 1-01-0000	/ 1 Qty Ordered : 1
Vend P/N :	Qty Open : 1 ÷
Description : GEARBOX ASSEMBLY, MAIN	Max Allowed : 1
QtyReceived: UM: Cond: Rev:	Received As Part Number (If Different) :
I + EA NE "	Receive Different Part Number
Allocate to : W/H No. : 0001 ··· Crestwood Tech	nnolo Default Locations MFG Code : 08903 BOEING AEROSPAC
Bin Location : [RAC1B2 III] Type : Stock Lot/Consignment W/H : III]	MFG Date : 🔹 👻
Ref Trace T/C Time Control Quality Quality	y Inspection List Scheduled Delivery
Acctno : 7158 Date : 6/13/2014 -	
Name : 3 - R SALES	Under Vendor Warranty 🗹 Expiration Date : 7/13/2014 💌
Repaired By	Allocated to
Acotro : Date : T	Des Tures Stock

- c. The system will identify whether the part is under warranty and calculate the expiration date using the following logic:
  - If the part is being received from a purchase order and there exists a vendor price list record related to the vendor and part number, the warranty duration will be pulled from the vendor price list (End Date = Receiver Date + Vendor Price List Warranty Duration); otherwise,
  - ii. If the part is being received from a repair order and there exists a vendor capability record related to the vendor, part number, and capability, the warranty duration will be pulled from the vendor capability (End Date = Receiver Date + Vendor Capability Warranty Duration); otherwise,
  - iii. The vendor standard warranty default duration will be pulled from the **Vendor File** (End Date = Receiver Date + Standard Sales Warranty Duration).
- d. The **Expiration Date** field should be verified by the paperwork that was included with the part and may be adjusted if necessary.



e. When the receiver is closed, the warranty expiration date will appear in the warehouse location.

Cocation	ns For P/N: 1-01	-0000 D	esc: Gl	EARBOX ASSEM	ABLY NBLY				~	~ 0	- 23
<u>A</u> dd	<u>Edit</u>	<u>F</u> ilte	er Go	D N Trace	Op	K tions	Srch	Expo <u>r</u> t	<u>C</u> ancel	OK	
Search F	or : UID 💌										
W/H No.	Bin Location	Qty	UM	Serial No.		Reser	ved	Booked	In house/	'QA	Transp 🔺
▶ 0001	RAC1B2	1	EA	844151			0	0		0	
0001	RAC1B2	1	EA	6585			1	0		0	
0001	WO	0	EA	5443			0	0		0	
0001	HANGAR	0	EA	5443			0	0		0	
		294.0					160.00	20.00		31.00	
4											•
W/H Ref	First Cost	Cost Tr	ace	Quality Time (	Contro	a) (c	omponer	its Quality	Inspection	List	
Physical W/	'H : 0001	Bin : RAC	1B2	Ŷ	ୁହ		In Stock	:	1	Cond :	NE
W/H Nan	ne : Crestwood	Technolog	iv Grou	p Stock	-	<b>ا</b> ا	Available	: 1		Rev:	
						Ē	eceived	6/13/2014	3:30:18 F		
Virtual W/	'H :					_ [				10/0014	
Customs W/	'H :					_ L	Vendor \	Varranty Exp	iration : 🖊	13/2014	
MFG Code :	08903	BOE	ING AB	EROSPACE			S/N : <mark>84</mark>	4151			
MFG Date :									Color Ind	ex	

END OF SECTION



## 4. Warranty Claims

- a. Parts Received from Customer for Warranty Repair
  - i. When a part is received for repair, the system will search for the part number/serial number combination in the customer warranty records to determine whether the part is under warranty. If there exists multiple records applicable to the part number/serial number combination, the record with the largest end date will be used.
  - ii. If the part is found, the system will compare the warranty end date to the current date. If the current date is prior to the warranty end date, the system will mark the part as "Under Warranty" on the Expedite tab on the Lines tab of the repair receiver.

Add Edit		× ( Void	Prev L	ext <u>P</u> rin	t P <u>kg</u> s	1 Upd	S Crnc <u>y</u>	X Op <u>t</u> n	O <u>S</u> rch	<u>C</u> nd	<u>ок</u>	- Close		
Header Lines	[USD]	Ship/Bill	Setup	Commiss	ion Acct	Expec	dite   (	Customs					1	
🛃 Line 🛛 Ty	pe Stk	P/N			Des	cription				Cond	Ordere	d	Receive	d
		11-01	-0000		uce	1100A AS	JUCMO	ET, MASH		2011				
Ref Comm	Measure	s Exp	edite Q	uality Inspe	ction List	Export /	Import I	License	Сара	ability	nstruction			
Ref Comm	Measure	ss√ Exp	edite Q	uality Inspe	ction List	Export /	Import I	License Converto	Capa ed Fro	ability      m	nstruction			
Ref Comm	Measure	⊧s√ Exp P.O	edite Q	uality Inspe r Warranty	ction List	Export /	Import I C Do	License Converte No. : Doc Type :	Capa ed Fro	ability      m	nstruction			
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iii. When a component work order is created for the received part (which is identified as under warranty), the warranty information will be displayed on the **Info2** tab of the component work order.

🕖 Work Orde	r (Pro.) -	Overhau	ul No. 00	1133 (A	CTUAL	)										23
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🕒 P/N :	1-01-00	00			1	1	Q	ty Ordere	d:		1 ‡	UM :	EA			
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Serial No. :	887743	L.			Rev:		Q	y Shippe	d :		0	UM :	EA			
Operation No. :	0.00	00														
W/O Status :							BERO	Cost Poin	: 550.0	00	\$ %	6 Used	14.55%			
Quote Approval	Required : Setup	Chrqs	Taxes	Comr	Acct	Info1	Info	2 Rou	t. Mik	estones	B.O.M	1 Par	ts [USD]	Tools	Costs	•
Original Wa	irranty					R	eceive	d As :					• •			
Under Warrant	y: 🔽	Start :	6/4/201	4 3:53:1	8 PM	F	Part No.	1-01-00	00	/1	Into W/	/H : 00	)1			
	E	xpires :	6/4/201	6 3:53:2	28 PM		Cond	AR			Locatio	on : 00	0537			
Capabilit	y:					Ce	rt Code			Cert No	0					
Disease		_				C	omplet	ed As :						1		
UNSCREPANC	y.					3.	D AL	1.01.000	10				11			

iv. The **Under Warranty** flags being marked as "checked" will result in a zero price sales order and work order.



- b. Parts Shipped to Vendor for Warranty Repair
  - i. When a part is picked for repair, the system check the Vendor Warranty Expiration field in the warehouse location to determine if the part is still under warranty.
  - ii. If the part warranty has not expired and the Repaired By vendor from the part's original receiver matches the vendor to which the repair order was created, the system will mark the part as "Under Warranty" on the **Expedite** tab on the **Lines** tab of the repair order.

Add Ed	it Del	Void	P <u>r</u> ev	Next	Print P	kgs Upd		Op <u>t</u> n <u>S</u>	rch 🖸	ncl O <u>K</u>	Close	2	
27 Line	Type St	k P/	N		Descriptio	on	Cond	Ordered	UM	Shipped	Unit	Price	UM
▶ 1	04 P	20	6-016-20	1-137	Tail Roto	r Blade	NE		1 EA		1	2,000.0	0 EA
Ref Cha	raes Cost	Comr	n Mea	sures	Expedite	Export / Imp	ort Licens	e					
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END OF SECTION



## 5. Warranty Tracking

All warranty records can be accessed from the main menu.

a. From the ribbon, left-click the Operations tab and left-click Warranty Tracking. OR

My F	avorites	File	Sales	Purchasin	g Inventory	Financials	Operations	My Pentagon	CRM	Administration	Internet	Window	Help
r € <sup>nager</sup>	Flight Operation	5 *	Employee Tr Manageme	raining He ent≁ W	eavy Maintenance Vork Orders -XL *	Engineering Record Keepin	h Parts المراجع المراجع في المراجع المراجع المراجع في المراجع الم المراجع المراجع	: / Material Requisi /lanager signment Manager	tion Label Maste	Tools Tools Tools	Contracts *	Publications	<ul> <li>➡ Warranty Tracking</li> <li>➡ Master Scheduling</li> <li>➡ Milestones</li> </ul>
				ςΛI	IEQ		PE	NTAGOI	200	0SQL™		D	

- b. From the Main Menu
  - i. Left-click the **Operations** button.



ii. The **Operations** window will appear. Left-click the Warranty button.

Operations										
PEI	NTAGON 2000SQ	$L^{TM}$								
M.R.O M	<b>OPERATIONS</b> M.R.O Maintenance, Repair and Overhaul									
Material Req	A/C Fleet	Consignments								
Exchanges	Flight Ops	Lots								
Repairs/Services	Maintenance	Tooling								
Processes	Work Orders	Label Master								
Warranty	Publications	Contracts								
	550	222								



c. The Warranty Tracking search window will appear.

Start With :										
					Max Search Res	ult Lines : 50				
Drag a column header here to group by that column										
Warranty No.	For Document	No	Account	PartNumber	Serial No.	Warranty				
000563	Overhaul	001142	7158	#1 KLX-135 GPS/COM S		Jun-13-20				
000561	Sales Invoice	000898	AIRJAM	907632	5345	Sep-04-2				
000560	Sales Invoice	000897	AAA	0.132.002700000		Oct-26-2				
000559	Sales Invoice	000896	AAA	FM-2		Oct-26-2				
000558	Sales Invoice	000895	AAA	0-132-002700000		Oct-24-2				
000555	Sales Invoice	000891	PENT	1-01-0000	46547657	Sep-12-2				
000554	Sales Invoice	000890	PENT	0-132-002700000		Sep-10-2				
000553	Sales Invoice	000888	222	KIT-100		Aug-08-2				
000551	Sales Invoice	000887	PENT	0-132-002700000		Aug-06-2				
000552	Sales Invoice	000887	PENT	08062012		Aug-06-2				
000550	Sales Invoice	000886	222	0-132-002700000		Aug-06-2				
000324	Sales Invoice	000673	ДДД	SPYDER-SR	1000	Aug-03-2				
000549	Sales Invoice	000885	AAA	MFG-100		Jul-11-20				
000547	Sales Invoice	000883	ABC	P6061T6025		Jul-03-20				
000546	Sales Invoice	000882	AAA	00-200-1462		Jun-07-2				
000543	Sales Invoice	000879	PENT	0-132-002700000		May-24-2				
000542	Salas Invoice	000875	PENT	1.01.0000	622544	Mail.23.3				

END OF SECTION



# 6. Reports

a. From the Main Menu, left-click the **Reports** button.



b. Left-click Warranty Administration to expand the tree.



c. Customer Warranty Administration

Reports a list of customer warranties based upon the filters provided.

- i. Filters
  - 1. Transaction Type filter enables filtering by sales and/or work order warranties
  - 2. Customer No filter enables filtering by customer
  - 3. **Part Number** filter enables filtering by part number
  - 4. Expiration Date filter enables filtering by expiration date (range or variance filter available)
  - 5. Warranty Type filter enables filtering by Warranty Code
  - 6. Company filter enables filtering by Company, Department, and/or Division

END OF DOCUMENT