

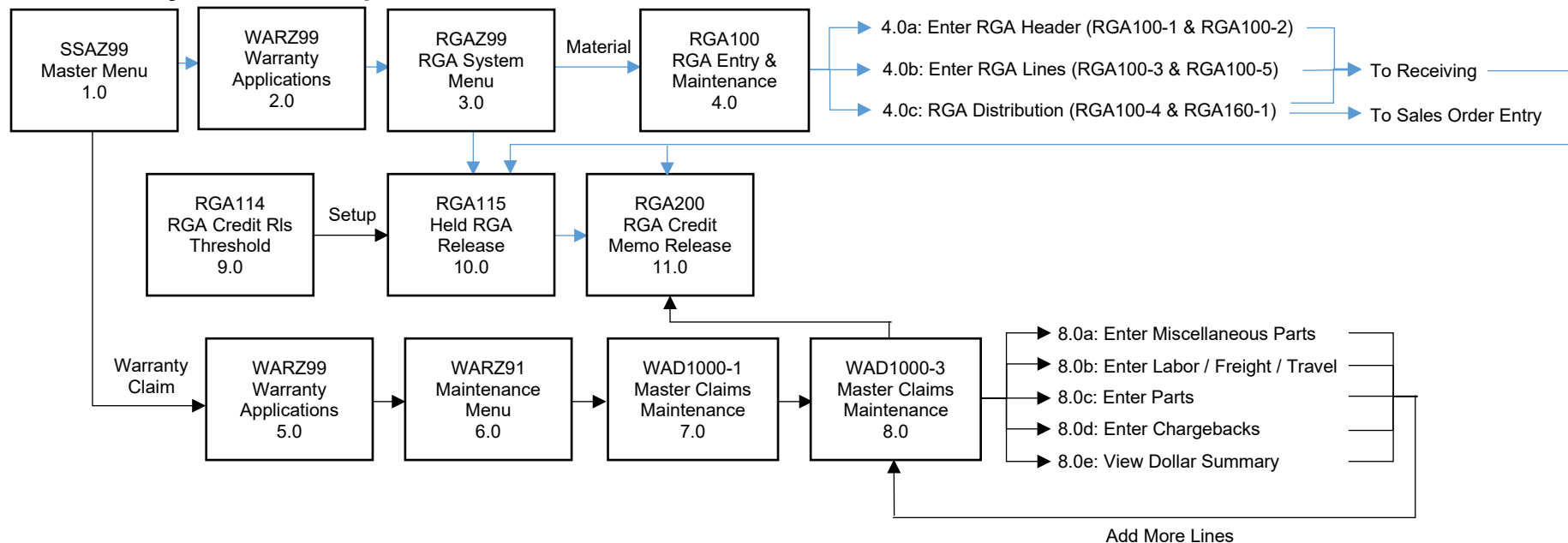
Test Script Id: SO09

Business Area: Sales Orders / Quotes / Warranty

Test Script Name: Creating & Linking RGA & Warranty Claims

Date: 09/17/2015

1.1 Scenario Objective / Description / Functions Tested



- This test script will focus specifically on the creation and processing of a standalone RGA
- An RGA will be created if material(s) will be returned / received back from the customer. This record will support the receiving transaction back to the company


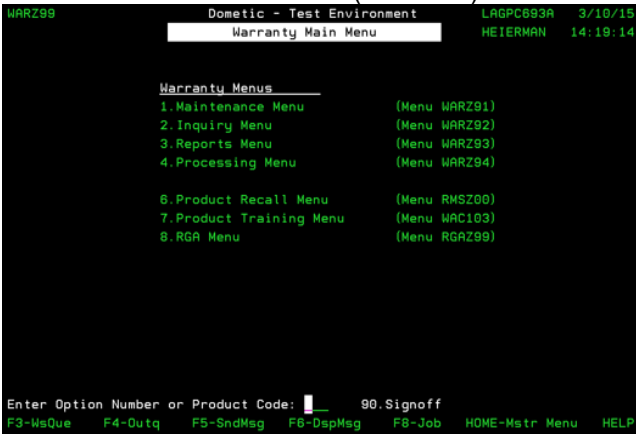
1.2 Setups Required / Prerequisites

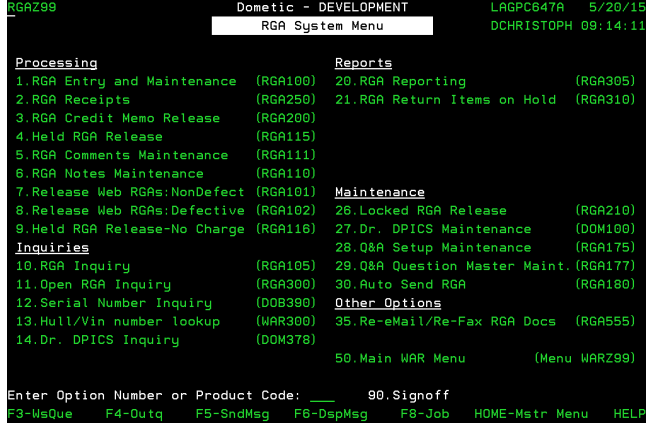
- Item numbers have been created
- Customer master records have been created

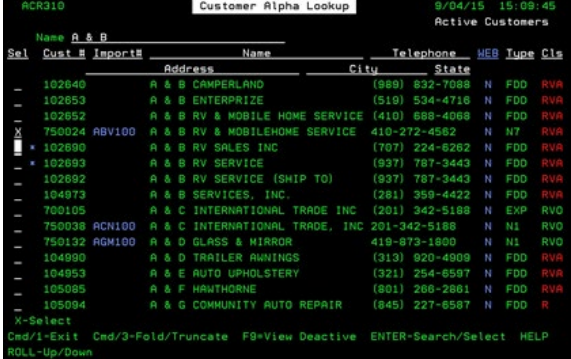
1.3 Acceptance Criteria / Key Success Factors

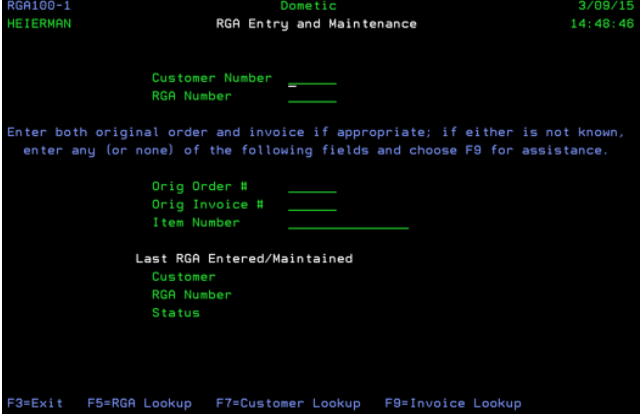
- An RGA record can be created and released

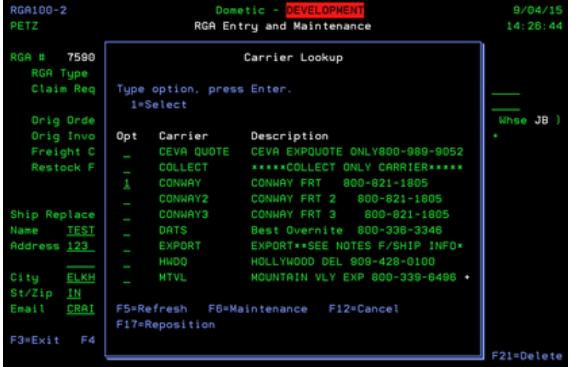
1.4 Testing Steps


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
RGa Record Creation				
1	<ul style="list-style-type: none"> From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99) 	<ul style="list-style-type: none"> Warranty Applications Menu is displayed 		
2	<ul style="list-style-type: none"> From the Warranty Applications Menu, select option 8 to access the RGA Menu (WARZ91) 	<ul style="list-style-type: none"> RGa Menu is displayed 		
3	<ul style="list-style-type: none"> From the RGA Menu, select option 1 to access the RGA Entry and Maintenance screen (RGA100) 	<ul style="list-style-type: none"> RGa Entry and Maintenance screen is displayed 		

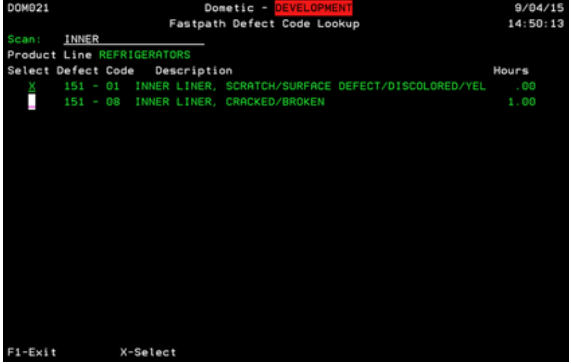
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
4a	<ul style="list-style-type: none"> With the RGA Entry and Maintenance screen (RGA100-1) displayed: Enter the Customer Number. A Customer Lookup can be performed by the selecting the F7 option <ul style="list-style-type: none"> ✓ Enter a value in the Name field to perform an inquiry against and press the Enter key ✓ Locate the Customer in the list and place an "X" in the Sel column <ul style="list-style-type: none"> - The Atwood customer number from the WorkWise system will be displayed in the Import # column ✓ Press the Enter key to complete the selection of the customer 	<ul style="list-style-type: none"> The RGA Header record is created 		

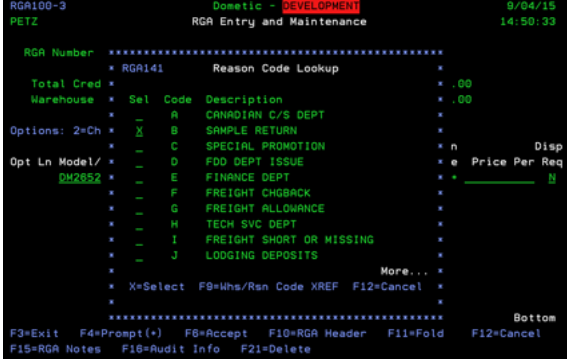

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="247 264 814 621">  </div> <ul style="list-style-type: none"> ○ System will assign the RGA number when you advance to the next screen ○ Enter the Original Order Number, the Original Invoice Number, and the Item Number (Sales Only) <ul style="list-style-type: none"> ✓ If needed, select the F9 option to perform an Invoice Lookup ✓ The values entered in these fields will be used to determine the amount of the credit <div data-bbox="174 971 814 1068" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>**Can we make F9 allow you to select the invoice and auto fill the field?</p> </div> <ul style="list-style-type: none"> ○ Pressing enter advances to the next screen to allow the RGA header information to be entered (RGA100-2) 			

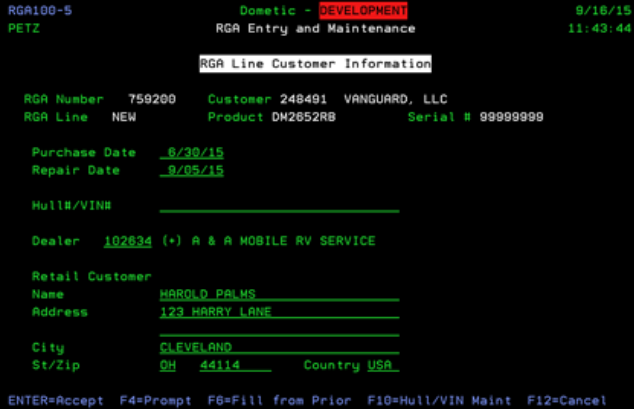
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="176 266 812 678">  </div> <ul style="list-style-type: none"> ○ With the RGA Entry and Maintenance screen (RGA100-2) displayed: ○ Enter the RGA Type <ul style="list-style-type: none"> ✓ If RGA: The order type on the sales order to replace the item will be specified as option 1 ✓ If NCP (No Charge Part): The order type on the sales order to replace the item will be specified as option 4 ✓ If AWC (Parts will be returned, but no replacements parts will be sent out): No replacement sales order will be created ✓ If AR: (Advanced Replacement of Parts): Parts are expected to be returned from the customer, but an advanced shipment of replacement part are sent ○ Enter "Y" in the Claim Required field <ul style="list-style-type: none"> ✓ The value entered in this field controls if a Warranty Claim will be associated to the RGA ✓ In addition, if "Y" is entered in this field the releasing of the RGA for 			

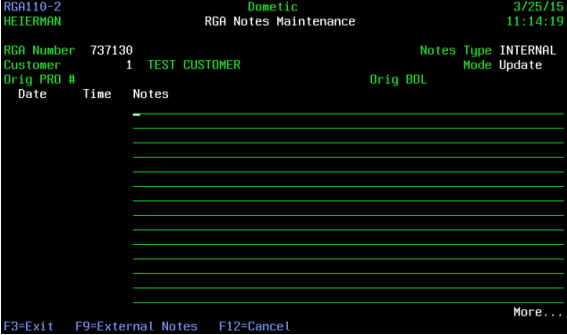
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>credit will be prevented until the associated Warranty Claim is available to be released</p> <ul style="list-style-type: none"> ○ Enter Ref#/Po# (found on original order for sales and will be the RGA/NCP # for warranty) ○ The original order number and invoice number should have auto populated from the main screen. ○ Enter the Warehouse ○ Enter the Return Carrier <ul style="list-style-type: none"> ✓ Select the F4 option to display the available carriers ✓ Place a "1" in the Opt column and press the Enter key to select a carrier  <ul style="list-style-type: none"> ○ Enter applicable freight credit amount (if no replacement order is being done) ○ Choose collect/prepaid (Collect = Dometic/Atwood is paying. Prepaid = Customer is responsible for shipping) ○ Enter restocking fee % if necessary. (25% or \$100 whichever is greater) ○ Enter terms code (should auto populate from the original order. ○ A – Net 30 			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> ○ J – COD (Change to A if COD fee was already paid) ○ CC – Credit Card (Change to A if you are doing a replacement order) ○ I – No charge ○ W – Warranty Replacement ○ The Ship Replacement To information will be populated based on the Customer Number associated with the RGA ○ Press the Enter key to Continue to the RGA Line Details (RGA100-3) 			
4b	<ul style="list-style-type: none"> • With the RGA Line Details screen (RGA100-3) displayed: <ul style="list-style-type: none"> ○ Enter the Model / Product (Item #) ○ Enter the Serial Number (N/A for sales RGA's) ○ Enter the product description code <ul style="list-style-type: none"> AN – Awnings RF – Refrigerators AC – Air conditioners MS – Miscellaneous ○ Enter the Quantity Being Returned 	<ul style="list-style-type: none"> • One or many lines can be added against the RGA Header 		


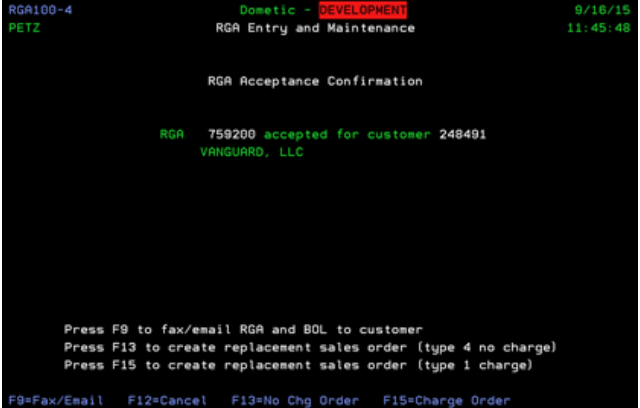
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> Enter the Fault Code (N/A for sales RGA's) <ul style="list-style-type: none"> ✓ Select the F4 option to allow an inquiry to be performed ✓ Entering a value in the Scan field will perform a search against the Description field associated with the Fault Code ✓ Place an "X" in the Select column and press the Enter key to return the value against the RGA Line  <ul style="list-style-type: none"> Enter a Reason Code <ul style="list-style-type: none"> ✓ Select the F4 option to allow an inquiry to be performed ✓ Place an "X" in the Select column and press the Enter key to return the value against the RGA Line 			

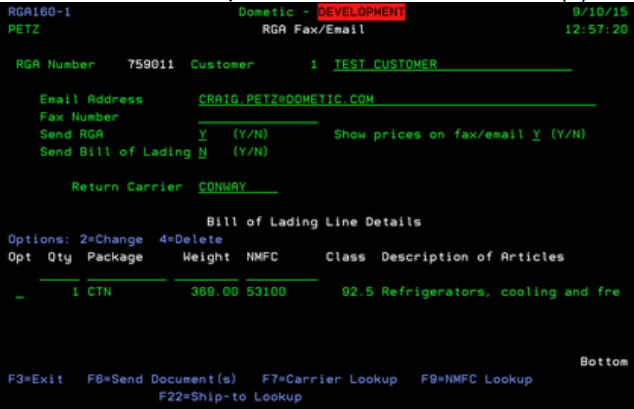
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="247 264 810 621">  <pre> RGA100-3 Dometic - DEVELOPMENT 9/04/15 PETZ RGA Entry and Maintenance 14:50:33 RGA Number ***** * RGA141 Reason Code Lookup * Total Cred * * .00 Warehouse * * .00 Options: 2=Ch * X B SAMPLE RETURN * * * C SPECIAL PROMOTION * n Disp Opt Ln Model/ * * D FDD DEPT ISSUE * e Price Per Req DM2852 * * E FINANCE DEPT * * N * * F FREIGHT CHGBACK * * * G FREIGHT ALLOWANCE * * * H TECH SVC DEPT * * * I FREIGHT SHORT OR MISSING * * * J LOADING DEPOSITS * * * More... * * X>Select F9=Hhs/Rsn Code XREF F12=Cancel * * * ***** Bottom F3=Exit F4=Prompt(+) F8=Accept F10=RGA Header F11=Fold F12=Cancel F15=RGA Notes F16=Audit Info F21=Delete </pre> </div> <ul style="list-style-type: none"> ○ Enter the Price Per <ul style="list-style-type: none"> ✓ If the Original Order number, Original Invoice Number, and Item Number were entered previously, the price per amount will be populated automatically ○ Enter a “Y” or “N” in the Disposition Required field <ul style="list-style-type: none"> ✓ If “Y” entered, the inspection results are required to be captured as part of the RGA Receiving process ✓ The Disposition portion of the RGA process is outlined as part of the RGA Receiving Test Script (REC04 Receiving Against An RGA) <div data-bbox="174 987 810 1385">  <pre> RGA100-3 Dometic - DEVELOPMENT 9/16/15 PETZ RGA Entry and Maintenance 11:41:46 RGA Number 759200 Customer 248491 VANGUARD, LLC Model repaired Total Credit .00 Freight Credit .00 Warehouse L Restocking Fee .00 Options: 2=Change 4=Delete 5=Line Notes Prod Qty Rsn Disp Opt Ln Model/Product Serial # Desc Rtn Fault Code Cde Price Per Req 1 2852RB 88888888 1 101 1 100 Y 0 ***** Bottom F3=Exit F4=Prompt(+) F8=Accept F10=RGA Header F11=Fold F12=Cancel F15=RGA Notes F16=Audit Info F21=Delete </pre> </div>			


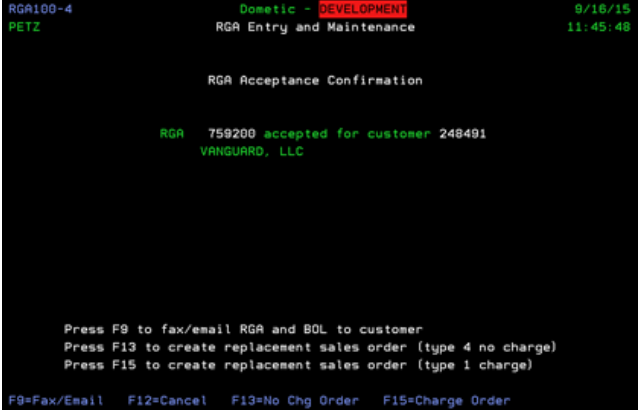
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> Press the Enter key to continue and the RGA Line Customer Information screen (RGA100-5) will appear <ul style="list-style-type: none"> Enter the Purchase Date Enter the Repair Date Enter the HIN#/VIN# (Warranty Only) Enter the Dealer # <ul style="list-style-type: none"> ✓ Select the F4 option to perform a Dealer inquiry ✓ Enter a value in the Name field and press the Enter key to display the results ✓ Locate the Dealer in the list and place and "X" in the Sel column <ul style="list-style-type: none"> The Atwood customer number from the WorkWise system will be displayed in the Import # column ✓ Press the Enter key to complete the selection of the Dealer Enter the Retail Customer Information When complete with the entries, press the Enter key to save and continue, which will return to the RGA100-3 screen  <ul style="list-style-type: none"> With the RGA Line Details screen (RGA100-3) displayed: 			


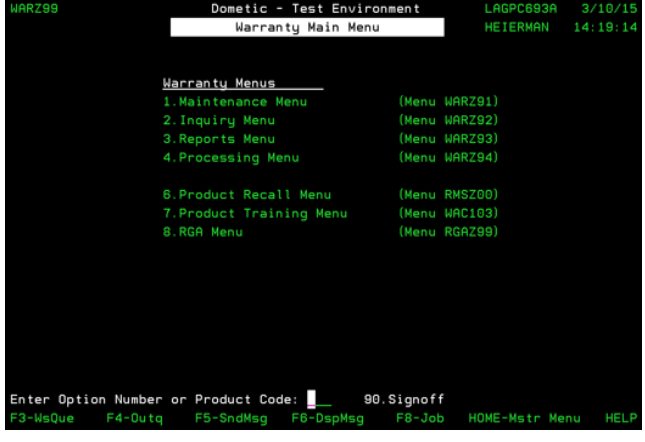
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> ○ Select the F15 option to enter RGA Header Notes <ul style="list-style-type: none"> ✓ Notes can be entered as Internal or External ✓ Select the F9 option to toggle between the Internal Notes and External Notes screen ✓ External Notes will appear on the RGA record generated ✓ Press enter to save notes and F3 to exit when finished  <ul style="list-style-type: none"> ● <ul style="list-style-type: none"> ○ A "5" can be placed in the Opt column against the item that was added to the RGA to support the entry of Line Notes <ul style="list-style-type: none"> ✓ Notes can be entered as Internal or External ✓ Select the F9 option to toggle between the Internal Notes and External Notes screen ✓ External Notes will appear on the RGA record generated ✓ The F6 option can be selected to added a Fault Code to the note entry being made ✓ With the note entry completed, select the F3 option to Exit the screen 			

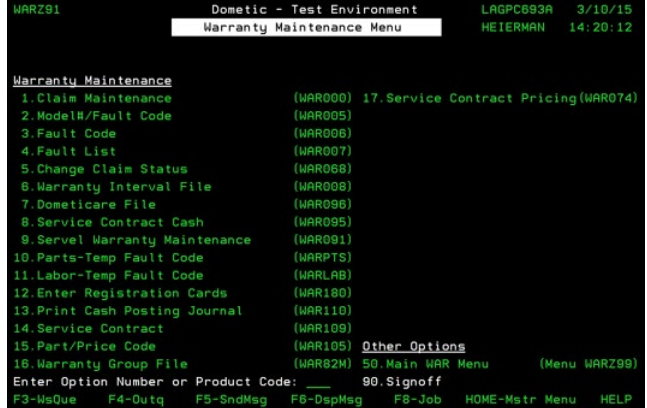
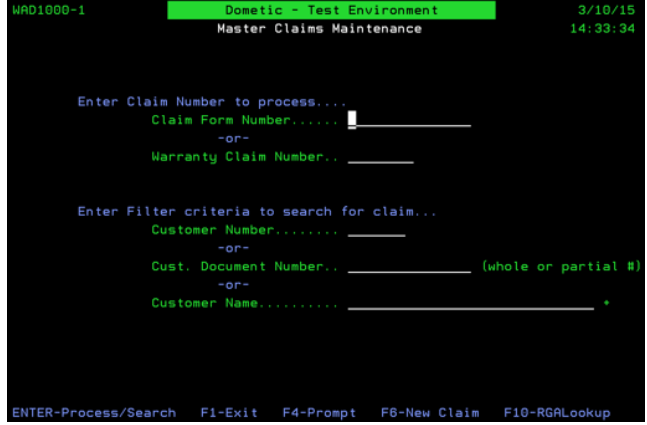
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="176 263 808 685"><p>RG100-3 </p></div>			

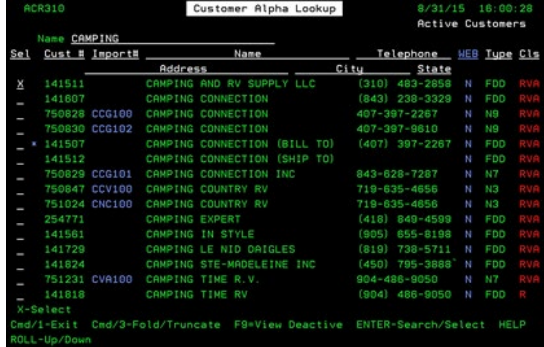
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
4c	<ul style="list-style-type: none"> ○ Select the F13 option to create a new “No Charge” sales order ✓ Please see the test script titled: SO03_No Charge Sales Order Creation ○ Select the F15 option to create a new “Standard” sales order ✓ Please see the test script titled: SO01_Std Sales Order Creation 	•		

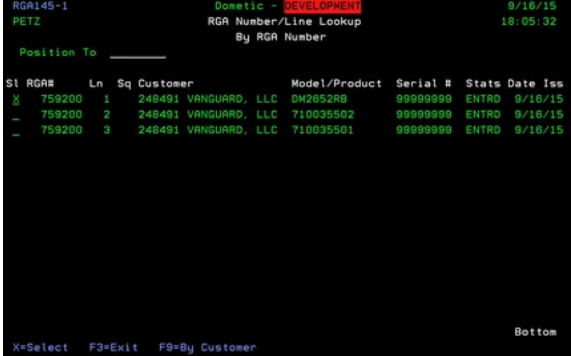
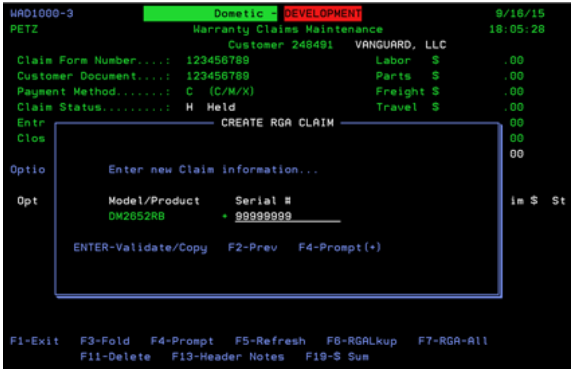
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> o Select the F9 option to send the RGA and BOL documents to the customer to support the returning of material o Confirm the eMail displayed on the screen: Change to your own eMail address o Enter "Y" in the Send RGA field o Enter "Y" in the Bill of Lading field o Enter "Y" in the Show Prices on Fax / eMail field o The Bill of Lading details will default to the lowest cost carrier, but the information can be updated by placing a "2" in the Opt column o Select the F6 option to Send the Document(s)  <ul style="list-style-type: none"> o The eMail / Fax RGA Document screen (RGA555-1) will appear o Enter an "X" in the eMail field o Enter a Comment if desired o Enter a separate eMail in the CC or BCC fields if desired o Select the F6 option to Send the Document(s). The eMail / Fax RGA Document screen (RGA555-1) will be closed and the RGA 			

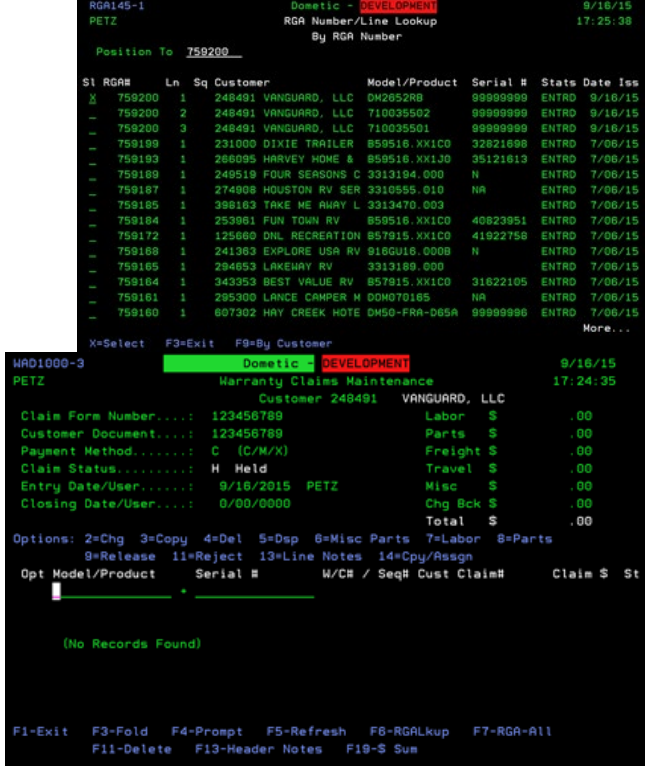
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>Acceptance Confirmation screen (RGA100-4) will be displayed</p>  			
Warranty Claim Record Creation				
5	<ul style="list-style-type: none"> From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99) 	<ul style="list-style-type: none"> Warranty Applications Menu is displayed 		

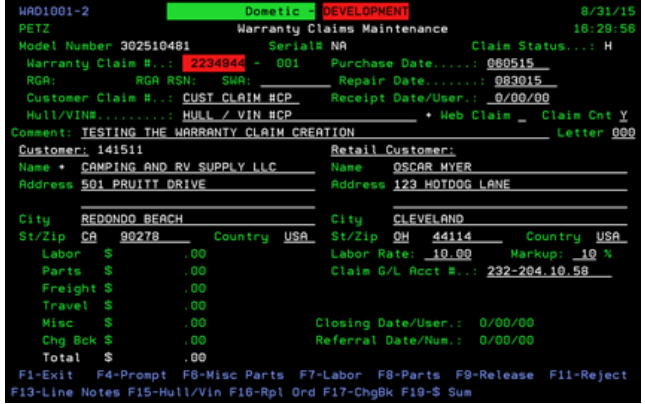
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
6	<ul style="list-style-type: none"> From the Warranty Applications Menu, select option 1 to access the Maintenance Menu (WARZ91) 	<ul style="list-style-type: none"> Warranty Maintenance Menu is displayed 		
7	<ul style="list-style-type: none"> From the Warranty Maintenance Menu, select option 1 to access the Claim Maintenance screen (WAR000) 	<ul style="list-style-type: none"> Claim Maintenance screen is displayed 		


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
8	<ul style="list-style-type: none"> With the Master Claims Maintenance screen (WAD1000-1) displayed, select the F6 option to begin the creation of a New Claim  <ul style="list-style-type: none"> With the WAD1000-3 screen displayed, begin the creation of the New Warranty Claim <ul style="list-style-type: none"> Enter the Customer Number <ul style="list-style-type: none"> ✓ A customer lookup can be performed by selecting the F4 option <ul style="list-style-type: none"> Enter the Customer Name perform the inquiry 	<ul style="list-style-type: none"> The Warranty Claim record is created and saved to the system An RGA line is associated to a Warranty Claim line 		


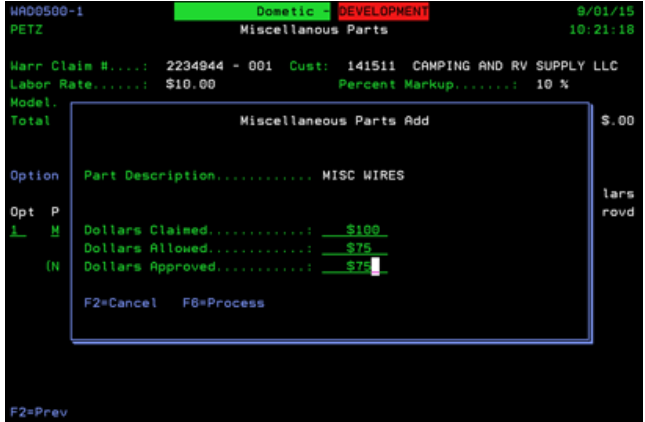
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> ▪ Place an "X" in the "Sel" column and press the Enter key to select a customer to associate against the Warranty Claim  <ul style="list-style-type: none"> ○ Enter the Claim Form Number ○ Enter the Customer Document Number <ul style="list-style-type: none"> ✓ If a value was entered in the Claim Form Number field and this field is left blank, the value from the Claim Form Number field will be added here ○ Enter the Payment Method <ul style="list-style-type: none"> ✓ M: Credit Memo ✓ C: Check ✓ X: Should Not Be Used ○ Select the F6 option to display a list of RGA records that have been created against the customer the Warranty Claim is being created for <ul style="list-style-type: none"> ✓ With the list of RGAs displayed, select the RGA Line to associate against the Warranty Claim Line by placing an "X" in the SL column ✓ Press the Enter key to Continue 			

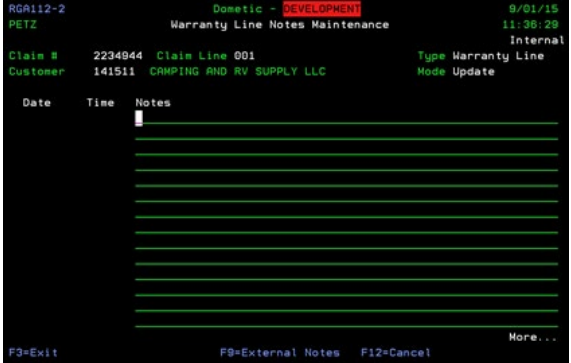

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="247 264 814 618">  </div> <ul style="list-style-type: none"> ✓ A window will be displayed to Validate the selection ✓ Press the Enter key to Validate ✓ Press the Enter key again to Copy the information from the RGA to the Warranty Claim <div data-bbox="247 800 814 1166">  </div> <ul style="list-style-type: none"> ○ As an alternative to the F6 RGA Lookup option, select the F7 option to display a full list of RGA records that have been created and are available to be lined to the Warranty Claim being created ✓ With the list of RGAs displayed, select the RGA Line to associate against the Warranty Claim Line by placing an "X" in the SL column 			


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 <p> RGA145-1 Dometic - DEVELOPMENT 9/16/15 PETZ RGA Number/Line Lookup 17:25:38 By RGA Number Position To 759200 X Select F3=Exit F9=By Customer WAD1000-3 Dometic - DEVELOPMENT 9/16/15 PETZ Warranty Claims Maintenance 17:24:35 Customer 248491 VANGUARD, LLC Claim Form Number..... 123456789 Labor \$.00 Customer Document..... 123456789 Parts \$.00 Payment Method..... C (C/M/X) Freight \$.00 Claim Status..... H Held Travel \$.00 Entry Date/User..... 9/16/2015 PETZ Misc \$.00 Closing Date/User..... 0/00/0000 Chg Bck \$.00 Total \$.00 Options: 2=Chg 3=Copy 4=Del 5=Dsp 6=Misc Parts 7=Labor 8=Parts 9=Release 11=Reject 13=Line Notes 14=Cpy/Assign Opt Model/Product Serial # W/C# / Seq# Cust Claim# Claim \$ St (No Records Found) F1=Exit F3=Fold F4=Prompt F5=Refresh F6=RGALkup F7=RGA-All F11=Delete F13=Header Notes F19=S Sum </p>			<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, continue the creation of the New Warranty Claim <ul style="list-style-type: none"> System assigns a Warranty Claim # Enter the Customer Claim Number Enter the Hull / VIN Number (should auto fill) <ul style="list-style-type: none"> ✓ Select the F4 option to perform an inquiry against the field Enter the Purchase Date Enter the Repair Date Enter the Receipt Date / User Enter a Comment Enter the Retail Customer Information


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>✓ If a Hull / VIN Number was entered: The Retail Customer information will need to be entered on the Vehicle Information screen as part of the next step</p> <ul style="list-style-type: none"> ▪ The F15 option can be selected to update the Vehicle Information if needed <p>✓ If <u>no</u> Hull / VIN Number was entered: The Retail Customer information should be entered here</p> <ul style="list-style-type: none"> ○ Adjust the Labor Rate if required ○ Adjusted the Markup % if required ○ Press the Enter key to Continue  <p>• With the WAR107-2 screen displayed, continue the creation of the New Warranty Claim</p> <ul style="list-style-type: none"> ○ This screen will appear if a Hull / VIN Number was entered on the prior screen (WAD1001-2) that has not included in the Hull / VIN Number master table ○ Allows the Vehicle Information to be gathered and associated against the Warranty Claim ○ When the entry is complete, press the Enter key to save the entries and return to the WAD1001-2 screen 			


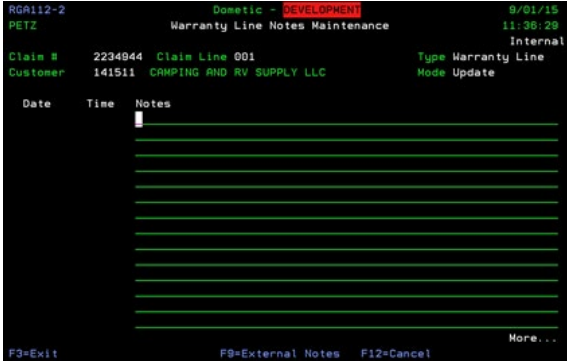
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>✓ The Retail Customer information entered here will be added to the Retail Customer fields on the WAD1001-2 screen</p> 			
8a	<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, the F6 option can be selected to associate Misc Parts against the Warranty Claim <ul style="list-style-type: none"> Enter a "1" in the Opt column Press the Tab key to move to the Part Description field Enter the Part Description Press the Enter key to Continue 	<ul style="list-style-type: none"> Allows Miscellaneous Parts to be entered against an Item associated with the Warranty Claim 		


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="174 264 814 683">  </div> <ul style="list-style-type: none"> ○ Enter the Dollars Claimed ○ Enter the Dollars Allowed ○ Enter the Dollars Approved ○ Select the F6 option to Process the entries and return to the WAD0500-1 screen <div data-bbox="174 833 814 1252">  </div> <ul style="list-style-type: none"> ○ The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column ○ Notes can be added by placing "13" in the Opt column 			



Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>✓ Notes can be added as Internal or External. With the Notes entry screen displayed, select the F9 option to toggle between the Internal and External entry screen</p> <p>✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0500-1 screen</p>  <p>○ If the entry of Miscellaneous Parts is complete, select the F2 option to return to the WAD1001-2 screen</p> 			

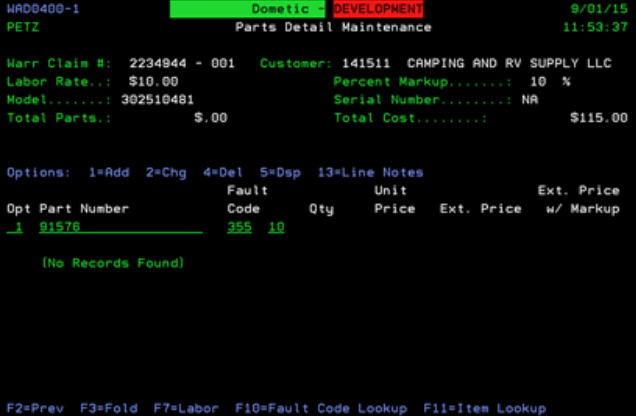
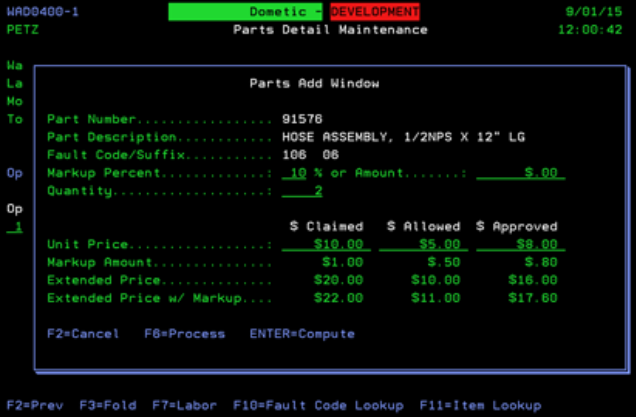
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
8b	<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, the F7 option can be selected to associate Labor / Freight / Travel against the Warranty Claim <ul style="list-style-type: none"> Enter a "1" in the Opt column Press the Tab key to move to the Fault Code field <ul style="list-style-type: none"> ✓ Select the F10 option to perform a Fault Code Lookup if necessary ✓ Perform a search against the Description field by entering a value in the Scan field and pressing the Enter key ✓ With the Fault Code value located, place an "X" in the Sel column and press the Enter key  <ul style="list-style-type: none"> With the Fault Code field populated, press the Enter key to Continue 	<ul style="list-style-type: none"> Allows Labor / Travel / Freight to be entered against an Item line associated with the Warranty Claim 		

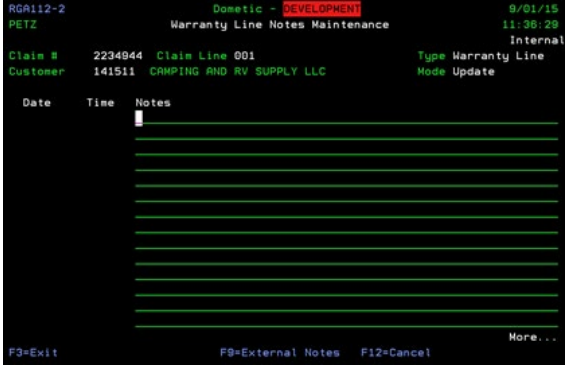
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 <ul style="list-style-type: none"> ○ Enter the Repaired Item ○ Enter the Labor Hours Claimed ○ Enter the Labor Hours Allowed ○ Enter the Labor Hours Approved ○ The Labor Dollars will be calculated based on the rate entered on the WAD1001-2 screen ○ Enter the Travel Dollars Claimed ○ Enter the Travel Dollars Allowed ○ Enter the Travel Dollars Approved ○ Enter the Freight Dollars Claimed ○ Enter the Freight Dollars Allowed ○ Enter the Freight Dollars Approved ○ Select the F6 option to Process the entries and return to the WAD0300-1 screen 			


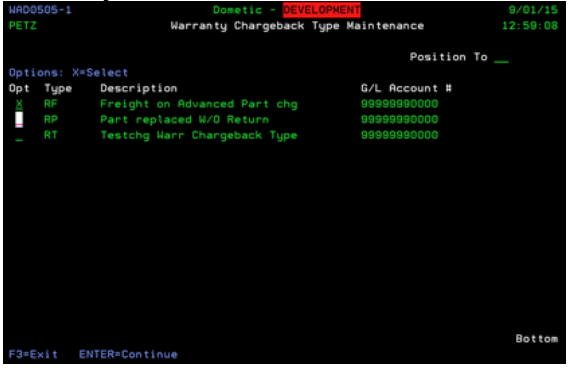
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 261 810 673">  </div> <ul style="list-style-type: none"> ○ The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column ○ Notes can be added by placing "13" in the Opt column <ul style="list-style-type: none"> ✓ Notes can be added as Internal or External. With the Notes entry screen displayed, select the F9 option to toggle between the Internal and External entry screen ✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0300-1 screen <div data-bbox="247 1011 810 1370">  </div>			

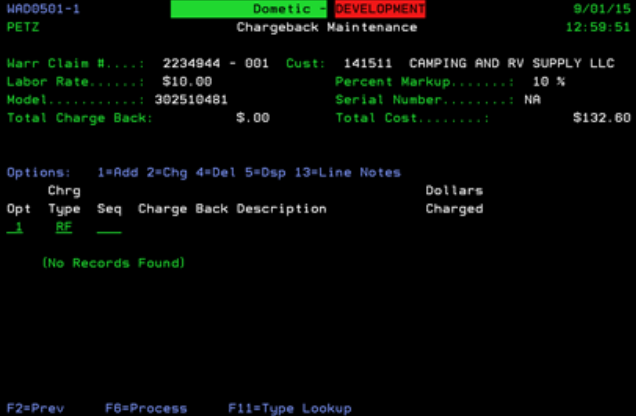
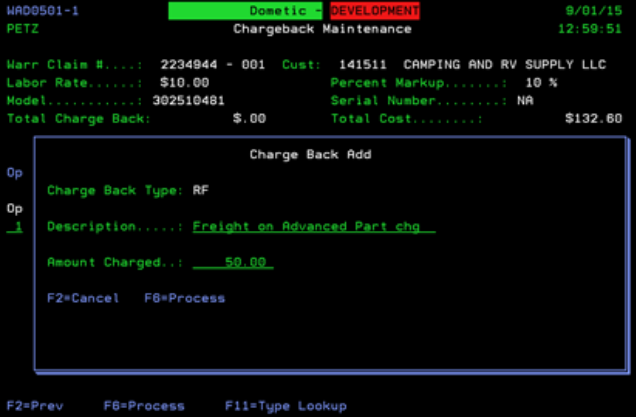
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>○ If the entry of Labor / Freight / Travel is complete, select the F2 option to return to the WAD1001-2 screen</p> 			
8c	<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, the F8 option can be selected to associate Dometic / Atwood Item Numbers against the Warranty Claim <ul style="list-style-type: none"> Enter a "1" in the Opt column Press the Tab key to move to the Part Number field <ul style="list-style-type: none"> ✓ Select the F11 option to perform an Item Lookup if necessary ✓ Perform a search against the Description field by entering a value in the Position To field and pressing the Enter key ✓ With the Item # value located, place an "X" in the Sel column and press the Enter key 	<ul style="list-style-type: none"> Allows Dometic / Atwood Item Numbers to be entered against an Item line associated with the Warranty Claim 		

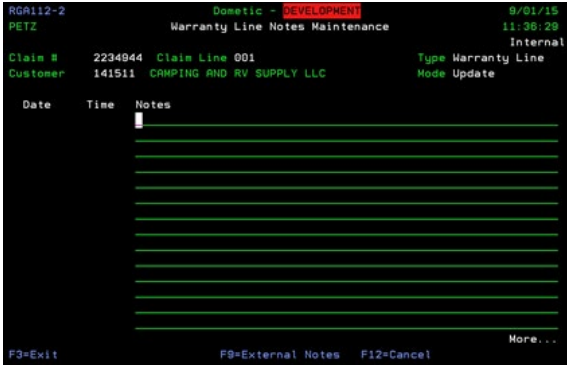

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="247 264 814 625">  </div> <ul style="list-style-type: none"> ○ Press the Tab key to move to the Fault Code field ✓ Select the F10 option to perform a Fault Code Lookup if necessary ✓ Perform a search against the Description field by entering a value in the Scan field and pressing the Enter key ✓ With the Fault Code value located, place an "X" in the Sel column and press the Enter key <div data-bbox="247 901 814 1258">  </div> <ul style="list-style-type: none"> ○ With the Part Number and Fault Code fields populated, press the Enter key to Continue 			

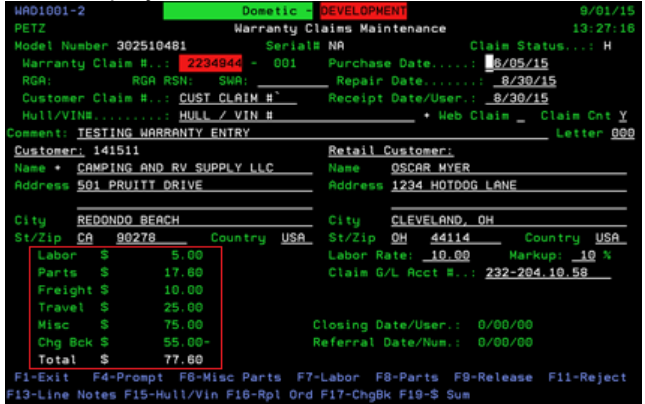

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 264 810 678">  </div> <ul style="list-style-type: none"> o Enter the Markup Percent or the Amount o Enter the Quantity o Enter the Dollars Claimed o Enter the Dollars Allowed o Enter the Dollars Approved o Press the Enter key to Compute the remaining amounts o Select the F6 option to Process the entries and return to the WAD0400-1 screen <div data-bbox="178 954 810 1369">  </div>			


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> ○ The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column ○ Notes can be added by placing "13" in the Opt column ✓ Notes can be added as Internal or External. With the Notes entry screen displayed, select the F9 option to toggle between the Internal and External entry screen ✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0400-1 screen  <ul style="list-style-type: none"> ○ If the entry of Dometic / Atwood Item Numbers is complete, select the F2 option to return to the WAD1001-2 screen 			

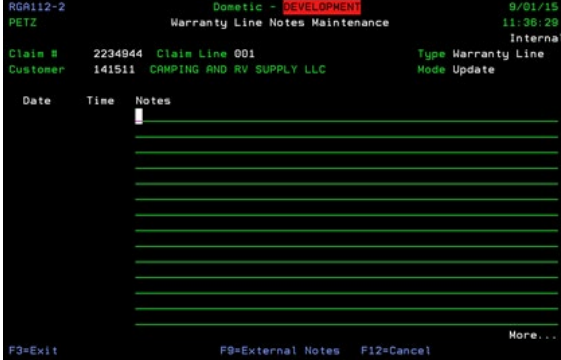

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
8d	<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, the F17 option can be selected to associate Charge Backs against the Warranty Claim <ul style="list-style-type: none"> Enter a "1" in the Opt column Press the Tab key to move to the Chrg Type field <ul style="list-style-type: none"> ✓ Select the F11 option to perform a Type Lookup if necessary ✓ Place an "X" in the Opt column and press the Enter key  <ul style="list-style-type: none"> With the Chrg Type field populated, press the Enter key to Continue 	<ul style="list-style-type: none"> Allows Charge Backs to be entered against an Item line associated with the Warranty Claim 		


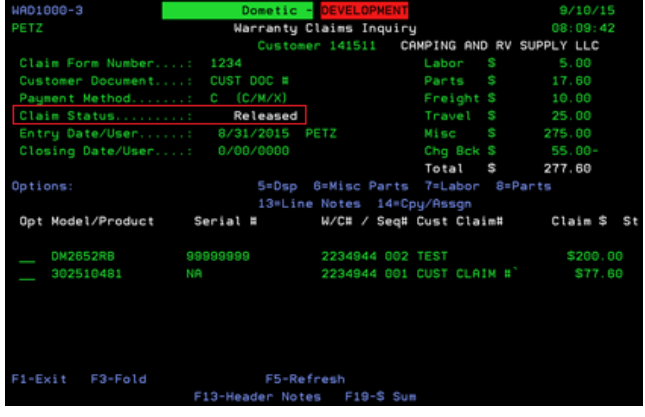
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 264 810 678">  </div> <ul style="list-style-type: none"> ○ Enter the Amount Charged: This will be the value of the Charge Back applied to the Warranty Claim ○ Select the F6 option to Process the entries and return to the WAD0501-1 screen <div data-bbox="178 833 810 1247">  </div> <ul style="list-style-type: none"> ○ The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column ○ Notes can be added by placing "13" in the Opt column 			



Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> ✓ Notes can be added as Internal or External. With the Notes entry screen displayed, select the F9 option to toggle between the Internal and External entry screen ✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0400-1 screen  <ul style="list-style-type: none"> ○ If the entry of Charge Backs is complete, select the F2 option to return to the WAD1001-2 screen 			
8e	<ul style="list-style-type: none"> • A summary of the charges associated with the Warranty Claim be viewed 	<ul style="list-style-type: none"> • Allows for a summary of the charges against an Item line associated with the Warranty Claim to viewed 		


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, a display of the approved values associated with the Item line are displayed  <ul style="list-style-type: none"> Selecting the F19 option will display the Claimed, Allowed, and Approved values associate against the Warranty Claim Item line Select the F3 option to Exit the screen and return to the WAD1001-2 screen 			


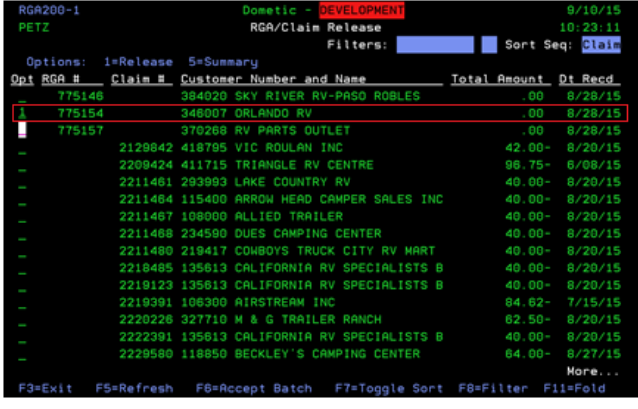
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
9	<ul style="list-style-type: none"> With the WAD1001-2 screen displayed, select the F1 option to return to the WAD1000-3 so an additional Item Line can be added <ul style="list-style-type: none"> Return to step 4 and the see the details starting with the WAD1000-3 screen  <ul style="list-style-type: none"> Notes can be added to the Warranty Claim by selecting the F13 option <ul style="list-style-type: none"> Notes can be added as Internal or External. With the Notes entry screen displayed, select the F9 option to toggle between the Internal and External entry screen When note entry is complete, select the F3 option to Exit the screen and return to the WAD1000-3 screen 	<ul style="list-style-type: none"> Lines notes can be added against the Warranty Claim 		

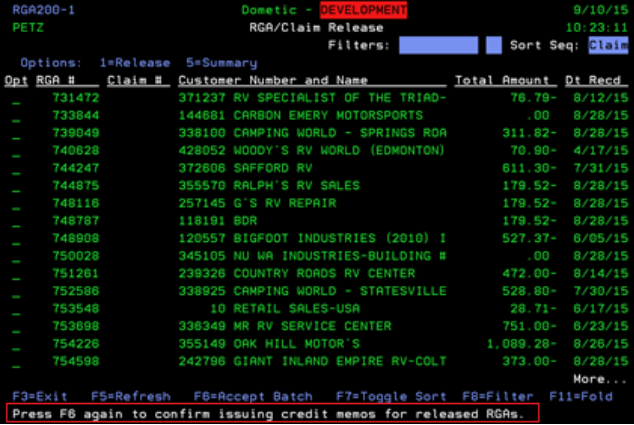

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
10	<ul style="list-style-type: none"> With the WAD1000-3 screen displayed, a “9” can be entered in the Opt column to Release the line for processing <ul style="list-style-type: none"> Press the Enter to Continue and the Status will be changed from “H” to blank indicating the line has been Released 	<ul style="list-style-type: none"> The status for the warranty lines and the claim is changed from Hold to Released 		


Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="174 264 814 662">  </div> <p>○ When all lines associated with the Warranty Claim have been Released, the Claim Status will show as Released</p> <div data-bbox="174 784 814 1198">  </div>			
RGA Record and Warranty Claim Record Release				
11	<ul style="list-style-type: none"> From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99) 	<ul style="list-style-type: none"> The RGA created in the prior steps appears on the screen and can be released Upon completion of the release the RGA number no longer appears on the screen 		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 267 808 673">  </div> <ul style="list-style-type: none"> From the Warranty Applications Menu, select option 8 to access the RGA Menu (RGAZ99) <div data-bbox="178 763 808 1193">  </div> <ul style="list-style-type: none"> From the RGA Menu, select option 3 to access the RGA Credit Memo Release screen (RGA200) 			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="174 264 814 673">  </div> <ul style="list-style-type: none"> • With the RGA Credit Memo Release screen (RGA200) displayed: <ul style="list-style-type: none"> ○ Locate the RGA record created in the previous steps <ul style="list-style-type: none"> ✓ The value will be displayed in the RGA # column on the screen ○ PLEASE NOTE: The RGA Receipt <u>MUST</u> be received in order for the RGA record to appear on the screen <ul style="list-style-type: none"> ✓ Please see the RGA Receiving Test Script (REC04_Receiving Against An RGA) for the details related to receiving materials against an RGA record ○ PLEASE NOTE: <u>ALL</u> lines will need to be released on the Warranty Claim in order for the record to appear in the list being displayed on the screen ○ Select the F7 option to Toggle the Sort and alter the way the data is being displayed on the screen ○ A "5" can be placed in the Opt column to display the details of the RGA record <ul style="list-style-type: none"> ✓ When completed viewing the details, select the F12 option to return to the prior screen 			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> With the record located, place a "1" in the Opt column to Release the record for processing Press the Enter key to Continue ✓ The row(s) where a "1" was entered will be removed from the list   <ul style="list-style-type: none"> Select the F6 option to Accept the Batch and issue the Credit Memos ✓ A message will appear at the bottom of the screen confirming the desire to generate credit memos 			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>✓ Select the F6 option again to complete the issuance of the Credit Memos</p> <p>✓ The RGA Credit Memo Release screen (RGA200) will be closed and the RGA System menu (RGAZ99) will be displayed</p>  <p>• A message will be displayed indicating the job has been submitted</p> 			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> The display messages screen will be displayed indicating when the job has been completed Select the F3 option to Exit the screen 			

1.5 Error Details

Enter error messages and notes, and/or attach screen dumps at end of document.

Category: 1 = Master Data Change; 2 = Configuration Correction; 3 = Bug Correction; or 4 = Other

Priority: 1 = Serious show stopper / No available workaround; 2 = Need modification, but workaround is available; or 3 = Cosmetic change

Id	Detailed Description of Error: Include any specific error messages received and applicable screen print(s)	Category	Priority
1			
2			
Etc.			

1.6 Business signoff

Please return the completed script to the testing coordinator indicating your acceptance or non-acceptance.

Test Performed By (Print Name): _____

Date Performed: _____