

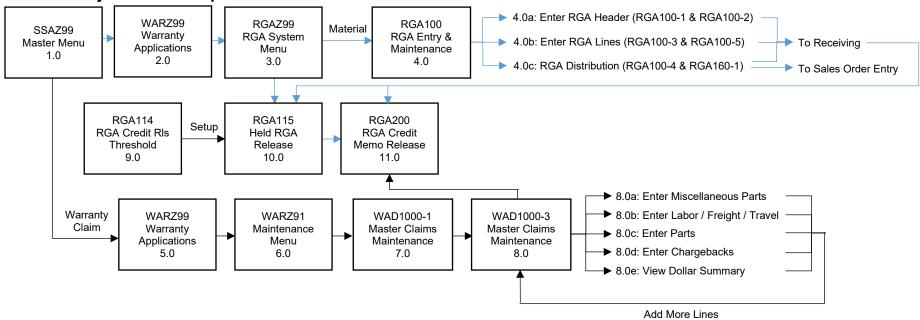
Test Script Id: SO09

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			
From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99) SSA299 Dometic - Test Environment	Warranty Applications Menu is displayed		
The following is a select option as to access the RGA Menu (WARZ91) WARZ99 Dometic - Test Environment LAGPC693A 3/10/15 Warranty Main Menu HEIERMAN 14:19:14 Warranty Menu (Menu WARZ91) 2. Inquiry Menu (Menu WARZ92) 3. Reports Menu (Menu WARZ93) 4. Processing Menu (Menu WARZ93) 4. Processing Menu (Menu WARZ94) 6. Product Recall Menu (Menu RMSZ00) 7. Product Training Menu (Menu RMSZ00) 8. RGA Menu (Menu RGAZ99) Enter Option Number or Product Code: 99. Signoff F3-WsQue F4-Outq F5-SndMsg F8-DspMsg F8-Job HOME-Mstr Menu HELP			
From the RGA Menu, select option 1 to access the RGA Entry and Maintenance screen (RGA100)	RGA Entry and Maintenance screen is displayed		



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
4a	 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 ✓ 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 and "X" in the Sel column 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 	The RGA Header record is created		



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	Name 8.8 B Sel Cust Import Name N			
	**Can we make F9 allow you to select the invoice and auto fill the field?			
	 Pressing enter advances to the next screen to allow the RGA header information to be entered (RGA100-2) 			



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	RGA100-1 Dometic 3/09/15 HEIERMAN RGA Entry and Maintenance 14:48:46			
	RELEASED TO THE PARTY OF THE PA			
	Customer Number			
	RGA Number			
	Enter both original order and invoice if appropriate; if either is not known, enter any (or none) of the following fields and choose F9 for assistance.			
	Orig Order # Orig Invoice #			
	Item Number			
	Last RGA Entered/Maintained Customer			
	RGA Number			
	Status			
	F3=Exit F5=RGA Lookup F7=Customer Lookup F9=Invoice Lookup			
	 With the RGA Entry and Maintenance screen 			
	(RGA100-2) displayed:			
	 Enter the RGA Type 			
	✓ 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 			
	✓ 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			



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	credit will be prevented until the			
	associated Warranty Claim is			
	available to be released			
	 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.			
	o Enter the Warehouse			
	Enter the Return Carrier			
	✓ 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			
	RGA109-2 Dometic - DEVELOPMENT 9/04/15			
	PETZ RGA Entry and Maintenance 14:28:44			
	RGA # 7590 Carrier Lookup RGA Type			
	Claim Req Type option, press Enter. 1*Select Urig Orde Whise JB)			
	Orig Invo Opt Carrier Description +			
	Freight C _ CEVA QUOTE CEVA EXPQUOTE ONLY800-989-9052 Restock F _ COLLECT			
	CONNAY2			
	Name IEST			
	-			
	St/Zip IN Email CRAI F5=Refresh F8=Maintenance F12=Cancel			
	F17=Reposition			
	F21=Delete			
	 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)			
	o Enter restocking fee % if necessary. (25% or			
	\$100 whichever is greater)			
	 Enter terms code (should auto populate from the original order. 			
	A N 100			
	o A – Net 30			

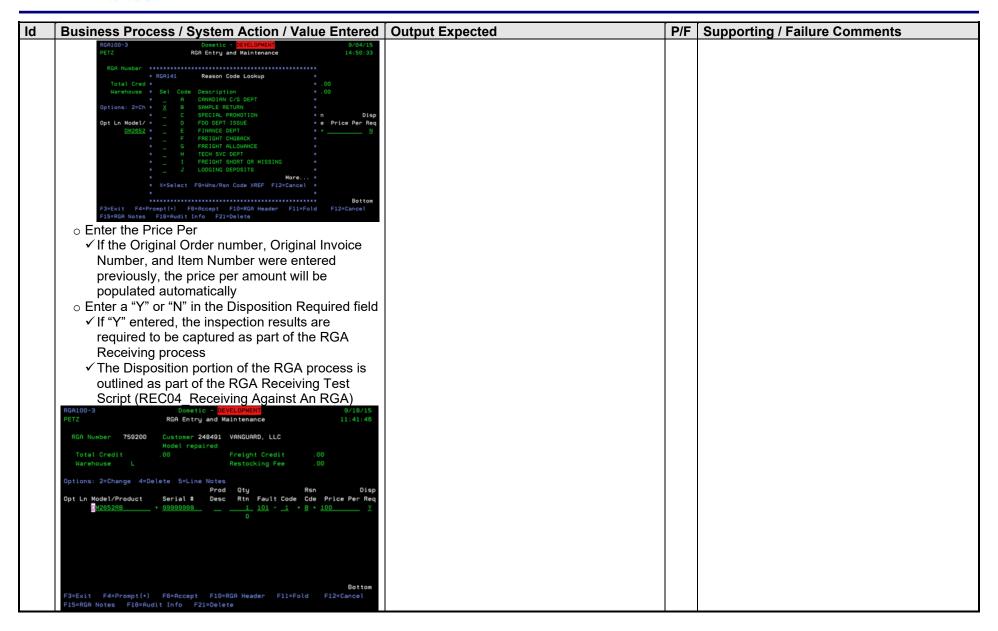


ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
Tu	J - COD (Change to A if COD fee was already paid) CC - Credit Card (Change to A if you are doing a replacement order) I - No charge W - Warranty Replacement The Ship Replacement To information will be populated based on the Customer Number associated with the RGA Press the Enter key to Continue to the RGA Line Details (RGA100-3) RGA100-2 Dosetic - GEVELOPHENT RGA Entry and Maintenance RGA Type RGA Claim Required? Y Customer Refs/Poli RGA Type RGA Claim Required? Y Customer Refs/Poli RGA Claim Response Claim Required Response Claim Response Claim Response Claim Required Response Claim Resp	Output Expected		oupporting / I diffure Comments
4b	With the RGA Line Details screen (RGA100-3) displayed: Enter the Model / Product (Item #) Enter the Serial Number (N/A for sales RGA's) Enter the product description code AN – Awnings RF – Refrigerators AC – Air conditioners MS – Miscellaneous Enter the Quantity Being Returned	One or many lines can be added against the RGA Header		



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 Enter the Fault Code (N/A for sales RGA's) 			
	✓ 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			
	DOMESTIC - DEVELOPMENT 9/04/15 Fastpath Defect Code Lookup 14:50:13			
	Product Line REFRIGERATORS			
	Select Defect Code Description X 151 - 01 INNER LINER, SCRATCH/SURFACE DEFECT/DISCOLORED/VEL .00 151 - 08 INNER LINER, CRACKED/BROKEN 1.00			
	100 INNER LINER, UNHUKEU/BRUKEN 1.00			
	F1-Exit X-Select			
	○ Enter a Reason Code			
	✓ 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			







ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	Press the Enter key to continue and the RGA Line			
	Customer Information screen (RGA100-5) will			
	appear			
	o Enter the Purchase Date			
	 Enter the Repair Date 			
	○ Enter the HIN#/VIN# (Warranty Only)			
	○ Enter the Dealer #			
	✓ 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			
	■ 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			
	RGA108-5 Dometic - OSVELOPMENT 9/16/15 PETZ RGA Entry and Maintenance 11:43:44			
	RGA Line Customer Information			
	RGA Number 759200 Customer 248491 VANGUARD, LLC RGA Line NEW Product DM2652RB Serial # 99999999			
	Purchase Date <u>6/30/15</u>			
	Repair Date <u>9/05/15</u>			
	Hull#/VIN#			
	Dealer 102834 (+) A & A MOBILE RV SERVICE			
	Retail Customer Name HAROLD PALMS			
	Address 123 HARRY LANE			
	City CLEVELAND			
	St/Zip <u>OH 44114</u> Country <u>USA</u>			
	ENTER=Accept F4=Prompt F6=Fill from Prior F18=Hull/VIN Maint F12=Cancel			
	With the RGA Line Details screen (RGA100-3)			
1	displayed:			
	uispiayeu.			



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	o Select the F15 option to enter RGA Header Notes			
	✓ 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			
	RGA110-2 Dometic 3/25/15 HEIERMAN RGA Notes Maintenance 11:14:19			
	RGA Number 737130 Notes Type INTERNAL Customer 1 TEST CUSTOMER Orig BOL Orig BOL			
	Date Time Notes			
	F3=Exit F9=External Notes F12=Cancel			
	○ 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			
	✓ 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			



ld B	usiness Process / System Action / Value Entered Output Expected	P/F	Supporting / Failure Comments
RO	GA100-3		
	RGA Number 759011 Customer 1 TEST CUSTOMER		
	Model repaired Total Credit 100.00- Freight Credit .00 Warehouse JB Restocking Fee .00		
Op	otions: 2=Change 4=Delete 5=Line Notes Prod Oty Rsn Disp		
O _F	Prod Qty Rsn Dispot Ln Model/Product Serial # Desc Rtn Fault Code Cde Price Per Req 8 1 100.00 Y 1 151 - 1 8 100.00 Y		
	Bottom 3=Exit F4=Prompt(+) F8=Accept F10=RGA Header F11=Fold F12=Cancel 15=RGA Notes F18=Audit Info F21=Delete		
RO PE	### ### ##############################		
	Date Time Notes 1/04/15 15:49:22 *** WRITTEN BY: PETZ TESTING INTERNAL LINE NOTES 000 00 Fault code description missing.		
FS	More 3=Exit F6=Add Fault Code F9=External Notes F12=Cancel		
•	With the RGA Line Details screen (RGA100-3) displayed:		
	 Additional line items to be added to the RGA if needed 		
	o If all lines have been entered, select the F6 option to Accept the RGA and continue		
	o The RGA100-4 screen will be displayed		



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	RGA100-3 Dometic - DEVELOPMENT 9/16/15 PETZ RGA Entry and Maintenance 11:41:48			
	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			
	Bottom F3=Exit F4=Prompt(*) F8=Accept F10=RGA Header F11=Fold F12=Cancel F15=RGA Notes F18=Audit Info F21=Delete			
4c	 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 RGA Entry and Maintenance RGA Acceptance Confirmation RGA 759200 accepted for customer 248491 			
	Press F9 to fax/email RGA and BOL to customer Press F13 to create replacement sales order (type 4 no charge) Press F15 to create replacement sales order (type 1 charge)			
	F9=Fax/Email F12=Cancel F13=No Chg Order F15=Charge Order			



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 Select the F9 option to send the RGA and BOL 	, and the second		3
	documents to the customer to support the			
	returning of material			
	· ·			
	 Confirm the eMail displayed on the screen: 			
	Change to your own eMail address			
	 Enter "Y" in the Send RGA field 			
	○ Enter "Y" in the Bill of Lading field			
	 Enter "Y" in the Show Prices on Fax / eMail field 			
	 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			
	 Select the F6 option to Send the Document(s) 			
	RGA160-1 Dometic - OEVELOPMENT 9/10/15 PETZ RGA Fax/Email 12:57:20			
	RGA Number 759011 Customer 1 TEST CUSTOMER			
	Email Address CRAIG.PETZ@DOMETIC.COM			
	Fax Number Send RGR Y (Y/N) Show prices on fax/email Y (Y/N)			
	Send Bill of Lading \underline{N} (Y/N)			
	Return Carrier CONWAY			
	Bill of Lading Line Details			
	Options: 2=Change 4=Delete Opt Oty Package Height NMFC Class Description of Articles			
	1 CTN 389.00 53100 92.5 Refrigerators, cooling and fre			
	Bottom			
	F3=Exit F6=Send Document(s) F7=Carrier Lookup F9=NMFC Lookup			
	F22=Ship-to Lookup			
	The aMail / Fay DCA Decument cores			
	 The eMail / Fax RGA Document screen (RGA555-1) will appear 			
	Enter an "X" in the eMail field			
	Enter all A in the email held Enter a Comment if desired			
	 Enter a comment if desired Enter a separate eMail in the CC or BCC fields if 			
	desired			
	 Select the F6 option to Send the Document(s). 			
	The eMail / Fax RGA Document screen			
	(RGA555-1) will be closed and the RGA			
	(RGA000-1) will be closed and the RGA			



ld	-	Output Expected	P/F	Supporting / Failure Comments
	Acceptance Confirmation screen (RGA100-4) will			
	be displayed			
	RGA555-1 Dometic - DEVELOPHENT 9/10/15 PETZ eMail/Fax RGA Document 12:57:45			
	RGA Number 759011 RGA			
	Customer Number 1 TEST CUSTOMER			
	Select - X			
	eMail X CRAIG.PETZ®DOMETIC.COM Fax			
	Attn Comment HAVE A NICE DAY!!!!!!			
	CC and BCC valid only if eMail is selected above.			
	BCC			
	Last RGA Document Sent			
	Type RGA #			
	Customer Method			
	F3=Exit F6=Send Document(s) F12=Cancel			
	RGA100-4 Dometic - DEVELOPMENT 9/16/15 PETZ RGA Entry and Maintenance 11:45:48			
	Kan Entry and Wash tenance 11:45:40			
	RGA Acceptance Confirmation			
	RGA 759200 accepted for customer 248491 VANGUARD, LLC			
	Press F9 to fax/email RGA and BOL to customer Press F13 to create replacement sales order (type 4 no charge)			
	Press F15 to create replacement sales order (type 1 charge)			
	F9=Fax/Email F12=Cancel F13=No Chg Order F15=Charge Order			
Warr	anty Claim Record Creation			
5	From the Master Menu, select option 25 to access	Warranty Applications Menu is displayed		
	the Warranty Applications Menu (WARZ99)	- Transing Applications Mond is displayed		
	the training replications mona (trainizes)			



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	Dometic - Test Environment			
6	From the Warranty Applications Menu, select option 1 to access the Maintenance Menu (WARZ91) NARZ99 Dometic - Test Environment LAGCC693R 3/1D/15 Warranty Main Menu HEIERMAN 14:19:14 Warranty Menu 2. Inquiry Menu 3. Reports Menu (Menu WARZ91) 4. Processing Menu (Menu WARZ93) 4. Processing Menu (Menu WARZ94) 6. Product Recall Menu 7. Product Training Menu (Menu WAC103) 8. RGA Menu (Menu WAC103) 8. RGA Menu (Menu WAC299) Enter Option Number or Product Code: 90. Signoff F3-WsQue F4-Outq F5-SndMsg F6-DspMsg F8-Job HOME-Mstr Menu HELP	Warranty Maintenance Menu is displayed		
7	From the Warranty Maintenance Menu, select option 1 to access the Claim Maintenance screen (WAR000)	Claim Maintenance screen is displayed		

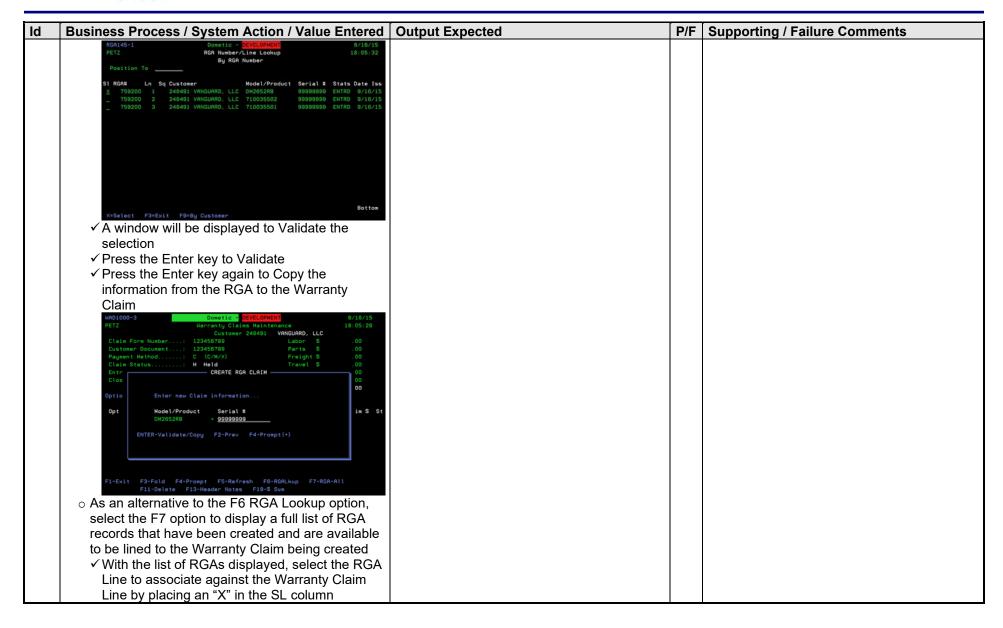


Id Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
With the Master Claims Maintenance screen (WAD1000-1) displayed, select the F6 option to begin the creation of a New Claim MRD1000-1 Dometic - Test Environment 3/10/15 Master Claims Maintenance 14:33:34	The Warranty Claim record is created and saved to the system An RGA line is associated to a Warranty Claim line		

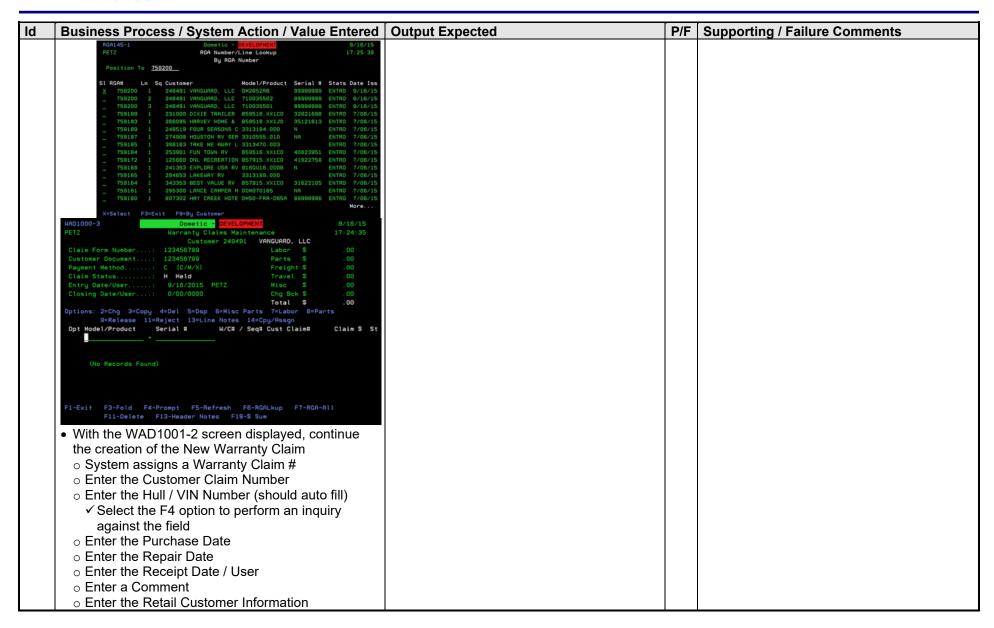


ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
iu	Place an "X" in the "Sel" column and press	Output Expected	ГЛ	Supporting / I andre Comments
	the Enter key to select a customer to			
	associate against the Warranty Claim			
	ACR310 Customer Alpha Lookup 8/31/15 16:00:28			
	Name <u>CAMPING</u>			
	Sel Cust H ImportH Name Telephone MES Tupe Cls Address City State			
	X 141511 CAMPING AND RV SUPPLY LLC (310) 483-2858 N FDD RVA 141807 CAMPING CONNECTION (843) 238-3329 N FDD RVA 750828 CCG100 CAMPING CONNECTION 407-397-2267 N NO BVA			
	141512			
	_ 750847 CCV100 CAMPING COUNTRY RV 719-635-4656 N N3 RVA 751024 CNC100 CAMPING COUNTRY RV 719-835-4856 N N3 RVA			
	_ 254771			
	141729 CAMPING LE NID DAIGLES (819) 738-5711 N FDD RVA 141824 CAMPING STE-MADELEINE INC (450) 795-3888 N FDD RVA			
	_ 751231 CVA100 CAMPING TIME R.V. 904-486-9050 N N7 RVA _ 141818 CAMPING TIME RV (904) 486-9050 N FDD R			
	X-Select Cmd/1-Exit Cmd/3-Fold/Truncate F9=View Deactive ENTER-Search/Select HELP			
	○ Enter the Claim Form Number			
	Enter the Customer Document Number			
	✓ 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			
	✓ 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			
	✓ 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			





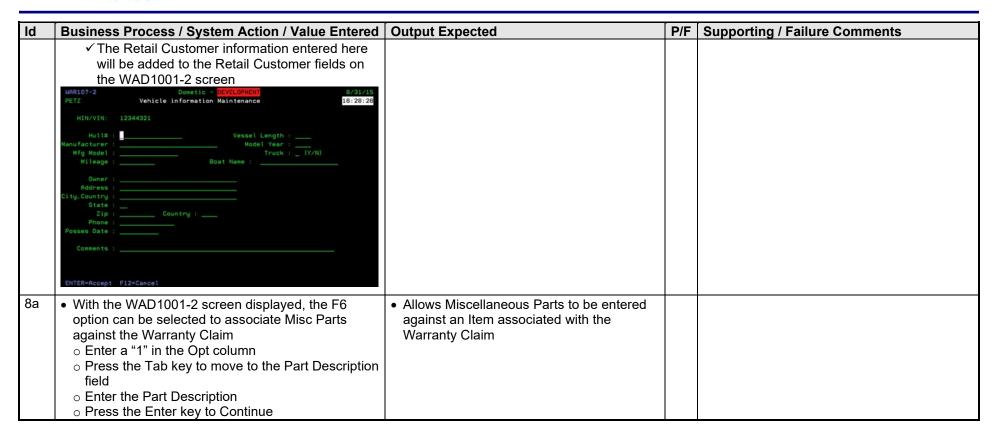




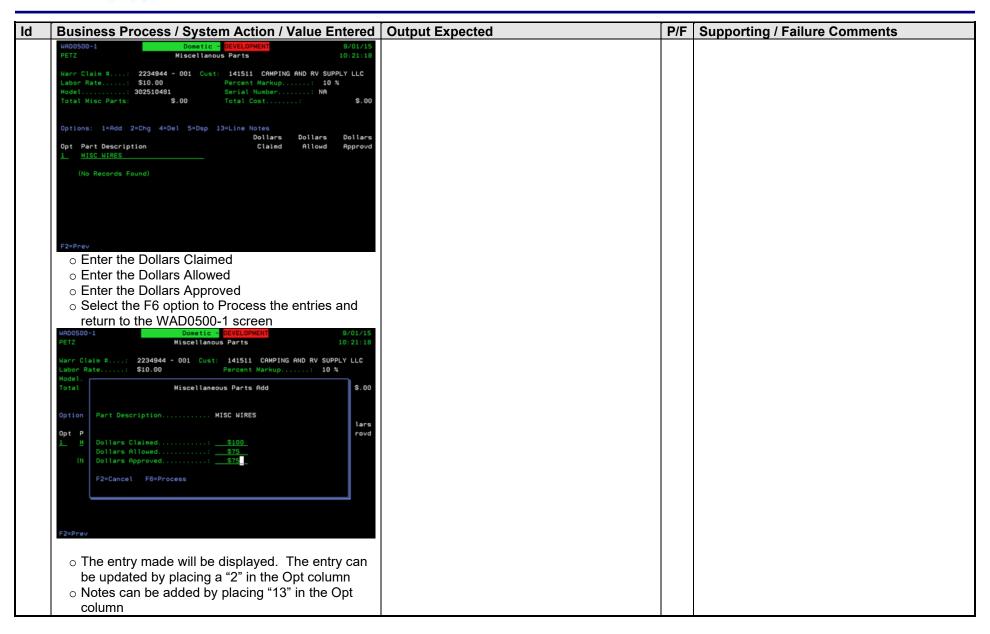


✓ If a Hull / VIN Number was entered: The Retail Customer information will need to be entered on the Vehicle Information screen as part of the next step ■ The F15 option can be selected to update the Vehicle Information if needed ✓ If no Hull / VIN Number was entered: The Retail Customer information should be entered here ○ Adjusted the Markup % if required ○ Adjusted the Markup % if required ○ Press the Enter key to Continue ***The F15 option can be selected for update the **The F15 option can be selected for update the **Adjusted the Markup % if required ○ Adjusted the Markup % if required ○ Press the Enter key to Continue **The F15 option can be selected for update the Markup % if required ○ Press the Enter key to Continue **The F15 option can be selected for update the Markup % if required ○ Press the Enter key to Continue **The F15 option can be selected for update the Markup % if required ○ Press the Enter key to Continue **The F15 option can be selected for update for updat	ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
on the Vehicle Information screen as part of the next step • The F15 option can be selected to update the Vehicle Information if needed ✓ If no Hull / VIN Number was entered: The Retail Customer information should be entered here • Adjust the Labor Rate if required • Adjusted the Markup % if required • Press the Enter key to Continue **********************************					
next step ■ The F15 option can be selected to update the Vehicle Information if needed ✓ If no Hull / VIN Number was entered: The Retail Customer information should be entered here ○ Adjust the Labor Rate if required ○ Adjust the Labor Rate if required ○ Press the Enter key to Continue ■ Press the Enter key to Continue ■ Press the Enter key to Sauthered and associated against the Warranty Claim ■ When the entries and return to the WAD1001-2 ■ When the entries and return to the WAD1001-2		Customer information will need to be entered			
The F15 option can be selected to update the Vehicle Information if needed ✓ If no Hull / VIIN Number was entered: The Retail Customer information should be entered here ○ Adjust the Labor Rate if required ○ Adjusted the Markup % if required ○ Press the Enter key to Continue		on the Vehicle Information screen as part of the			
Vehicle Information if needed ✓ If no Hull / VIN Number was entered: The Retail Customer information should be entered here o Adjust the Labor Rate if required o Adjusted the Markup % if required o Press the Enter key to Continue **Great State Continue** **Great State S		next step			
Ting Hull / VIIN Number was entered: The Retail Customer information should be entered here Adjust the Labor Rate if required Adjusted the Markup % if required Press the Enter key to Continue Press the Enter key to Continue		The F15 option can be selected to update the			
Customer information should be entered here Adjusted the Markup % if required Press the Enter key to Continue ***Marring Claim ***Marring C		Vehicle Information if needed			
a Adjust the Labor Rate if required b Adjusted the Markup % if required copress the Enter key to Continue Continue					
o Adjusted the Markup % if required o Press the Enter key to Continue **OPTION** **OPTIO		Customer information should be entered here			
Press the Enter key to Continue					
Model Color School Scho					
### With the WAR107-2 screen displayed, continue the creation of the New Warranty Claim With the WAR107-2 screen displayed, continue the creation of the New Warranty Claim Whith the Warranty Claim All Warranty Cla					
Warrants Clair 8-1: CANADA Oli Aurobase Sale:		PETZ Warranty Claims Maintenance 18:29:58			
Notice of the Control					
Notice Selection Continue					
Costomer: 141511 Name Computing No. SupPart Ltc. Name Socione: Name No. SupPart Name Name Name Name Name Name Name Name		Hull/VINH HULL / VIN #CP + Web Claim _ Claim Cnt Y			
**Mith the WAR107-2 screen displayed, continue the creation of the New Warranty Claim 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 When the entry is complete, press the Enter key to save the entries and return to the WAD1001-2		Customer: 141511 Retail Customer:			
Strip 68 90278 Country USA Strip 68 4414 Country USA Name of Claim 67t Acet \$1.1000 Name of Claim 0 Name of Claim					
Parts \$.00 Clais 6/L Rect 8 232-204.10.58 Freight \$.00 Travel \$.00 Misc \$.00 Closing Otter/User. 0/c00/00 Total \$.00 Misc \$.00 Referral Date/Num. 0/c00/00 Total \$.00 Firstlit F4-Proept F6-Hisc Parts F7-Labor F8-Parts F9-Release F11-Reject F3-Line Notes F15-Hull/Vin F16-Rpl Ord F17-Chglik F10-3 Sun • With the WAR107-2 screen displayed, continue the creation of the New Warranty Claim • 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					
Friend \$ 100 Itself 5 100 Closing Data/Nam: 1 0/20/200 Chy Ets 5 100 Referral Data/Nam: 1 0/20/200 Flick 1 54-Propost F0-Hise Parts F7-Lacor F0-Parts F9-Release F11-Reject F13-Line Notes F15-Holt/Vin F10-Rp1 0rd F17-ChyBis F10-S Sum With the WAR107-2 screen displayed, continue the creation of the New Warranty Claim 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					
Travel 9 Misc 9 .00 Closing Date/Jeer. 1 0/00/00 Total 9 .00 P1-Exit Re-Propt F6-Misc Parts F7-Labor F8-Parts F9-Release F11-Reject F13-Line Notes F15-Hull/Vin F16-Rpt fore F17-Cnglix F16-3 Sus • With the WAR 107-2 screen displayed, continue the creation of the New Warranty Claim • 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					
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master table o Allows the Vehicle Information to be gathered and associated against the Warranty Claim o When the entry is complete, press the Enter key to save the entries and return to the WAD1001-2		• • • • • • • • • • • • • • • • • • • •			
 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 					
associated against the Warranty Claim O When the entry is complete, press the Enter key to save the entries and return to the WAD1001-2					
 ○ When the entry is complete, press the Enter key to save the entries and return to the WAD1001-2 					
to save the entries and return to the WAD1001-2					
JOIGE I		screen			

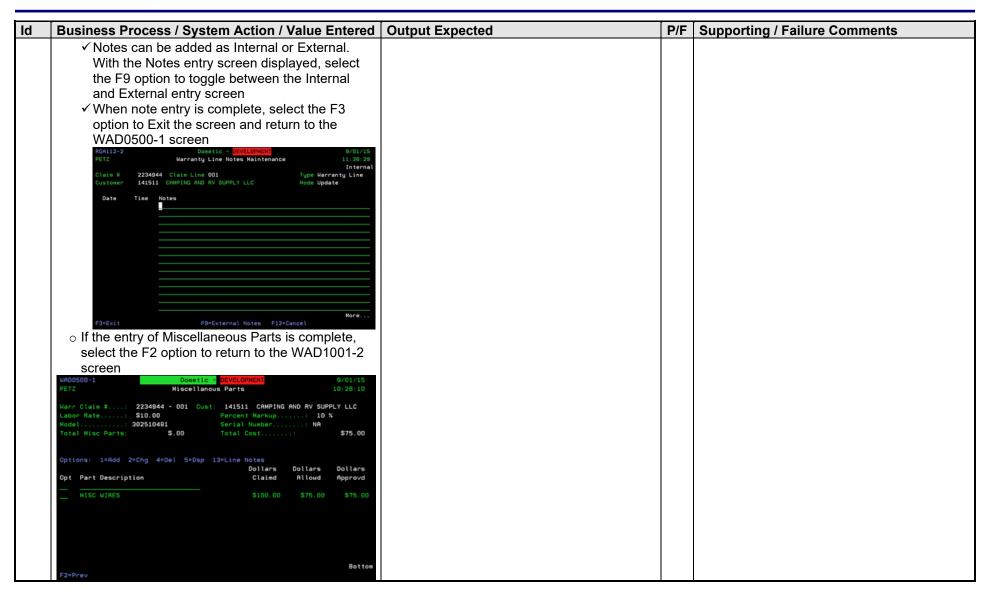












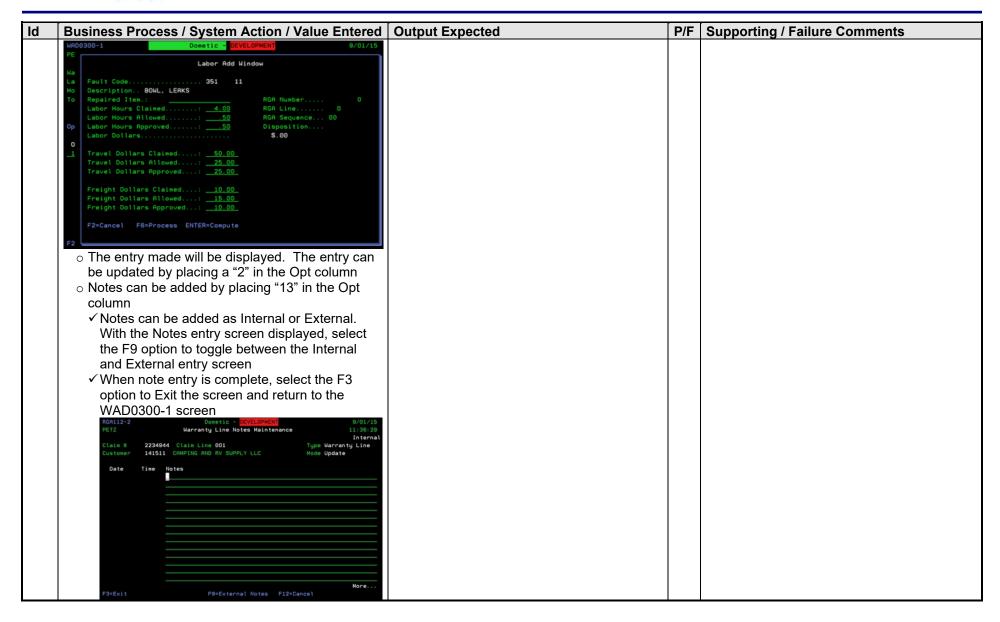


ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
8b	● With the WAD1001-2 screen displayed, the F7 option can be selected to associate Labor / Freight / Travel against the Warranty Claim ○ Enter a "1" in the Opt column ○ Press the Tab key to move to 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 ☐ DOMO21 ☐ DOMOSE STREET OF TOLERANCE STREET ON ☐ SELECT DEFECT OF TOLERANCE SELECT ON ☐ SELECT DEFECT ☐ SELECT ☐ SELECT ☐ SELECT DEFECT ☐ SELECT	Allows Labor / Travel / Freight to be entered against an Item line associated with the Warranty Claim	P/F	Supporting / Failure Comments
	Enter key to Continue			



Id Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
NAD0300-1	Output Expected	• / •	oupporting / Fundre Comments
Harr Claim H: 2234944 - 001			
Options: 1=Add 2=Chg 4=Del 5=Dsp 6=RGA Notes 13=Harr Line Notes Hours Hours Hours Travel Travel Travel Opt Fault Code Allowd Claimd Approvd Allowd Claimd Approvd 1 351 11			
(No Records Found)			
F2=Prev F3=Fold F7=Parts F10=Flt Cd Lokup F11=RGA Lookup			
○ 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 			
o Enter the Freight Dollars Claimed			
Enter the Freight Dollars Allowed			
o Enter the Freight Dollars Approved			
 Select the F6 option to Process the entries and 			
return to the WAD0300-1 screen			





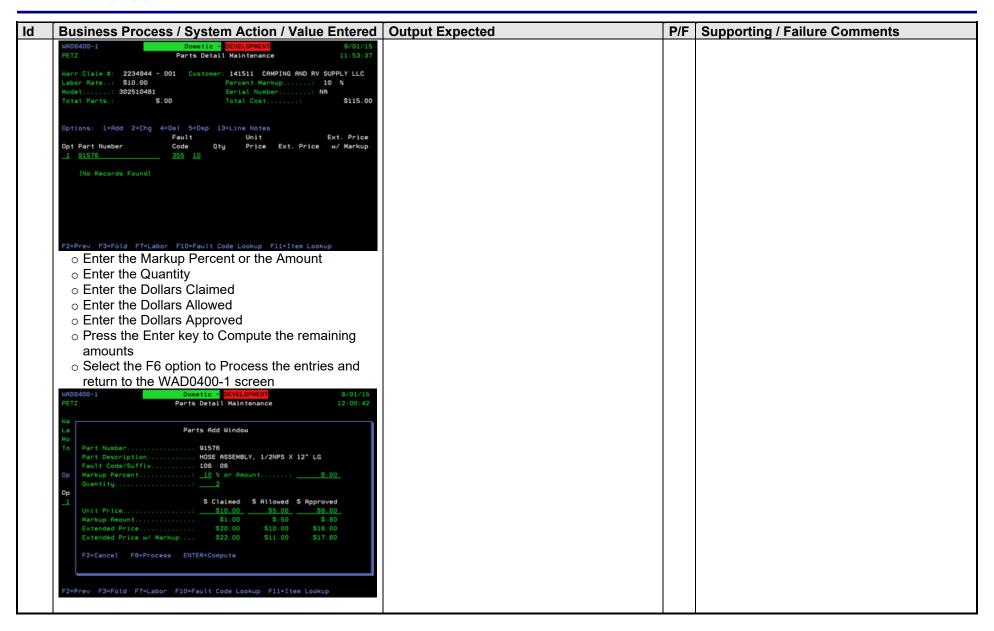


ld	Pusings Process / System Action / Value Entered	Output Expected	P/F	Supporting / Egilura Comments
Iu	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	o If the entry of Labor / Freight / Travel is complete,			
	select the F2 option to return to the WAD1001-2			
	screen			
	WARD0300-1 Dometic - DEVELOPMENT 9/01/15 PETZ Labor Detail Maintenance 10:43:54			
	Narr Claim #: 2234944 - 001 Customer: 141511 CAMPING AND RV SUPPLY LLC			
	Options: 1=Add 2=Chg 4=Del 5=Dsp 6=RGA Notes 13=Harr Line Notes Hours Hours Hours Travel Travel Travel Opt Fault Code Allowd Claimd Approvd Allowd Claimd Approvd			
	351			
8c	With the WAD1001-2 screen displayed, the F8 option can be selected to associate Dometic / Atwood Item Numbers against the Warranty Claim Enter a "1" in the Opt column Press the Tab key to move to the Part Number field	Allows Dometic / Atwood Item Numbers to be entered against an Item line associated with the Warranty Claim		
	 ✓ 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 			









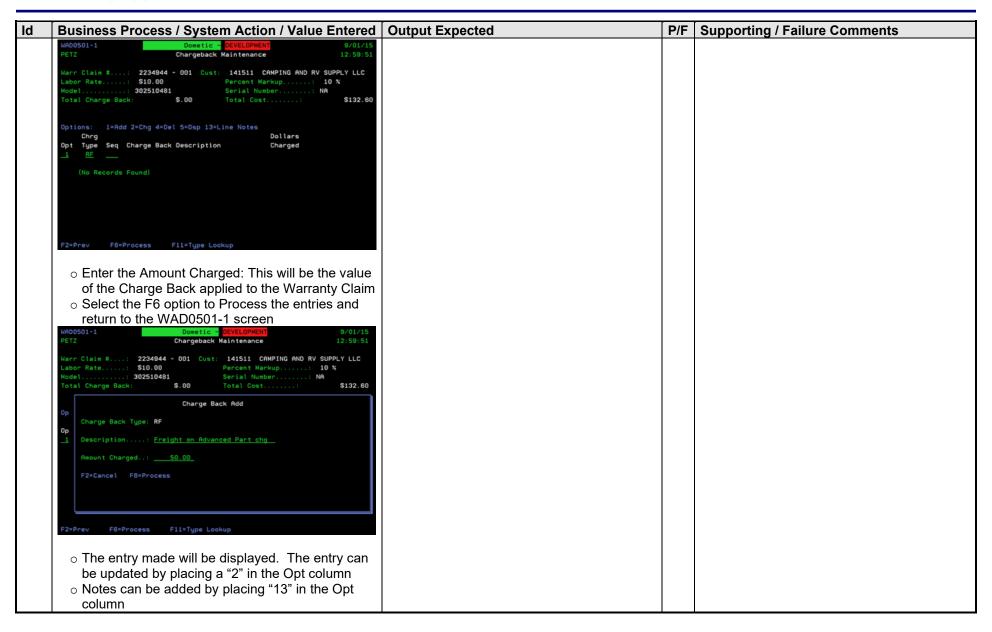


ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 The entry made will be displayed. The entry can 			
	be updated by placing a "2" in the Opt column			
	 Notes can be added by placing "13" in the Opt 			
	column			
	✓ Notes can be added as Internal 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 RG6112-2 Demetic - DEVELOPHENT 9/01/15			
	PETZ Warranty Line Notes Maintenance 11:38:29 Internal			
	Claim # 2234944 Claim Line 001 Type Warranty Line Customer 141511 CAMPING AND RV SUPPLY LLC Mode Update			
	Date Time Notes			
	F3=Exit F9=External Notes F12=Cancel			
	o If the entry of Dometic / Atwood Item Numbers is			
	complete, select the F2 option to return to the			
	WAD1001-2 screen			

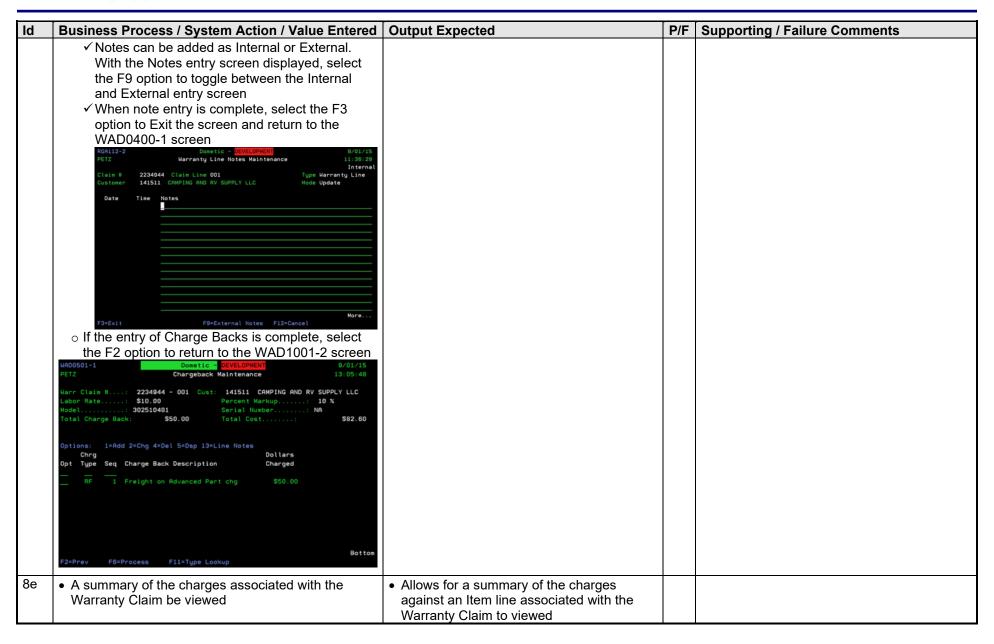


ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	### ##################################			
8d	With the WAD1001-2 screen displayed, the F17 option can be selected to associate Charge Backs against the Warranty Claim Enter a "1" in the Opt column Press the Tab key to move to the Chrg Type field ✓ Select the F11 option to perform a Type Lookup if necessary ✓ Place an "X" in the Opt column and press the Enter key WARTANTY CHARGEBACK Type Maintenance	Allows Charge Backs to be entered against an Item line associated with the Warranty Claim		









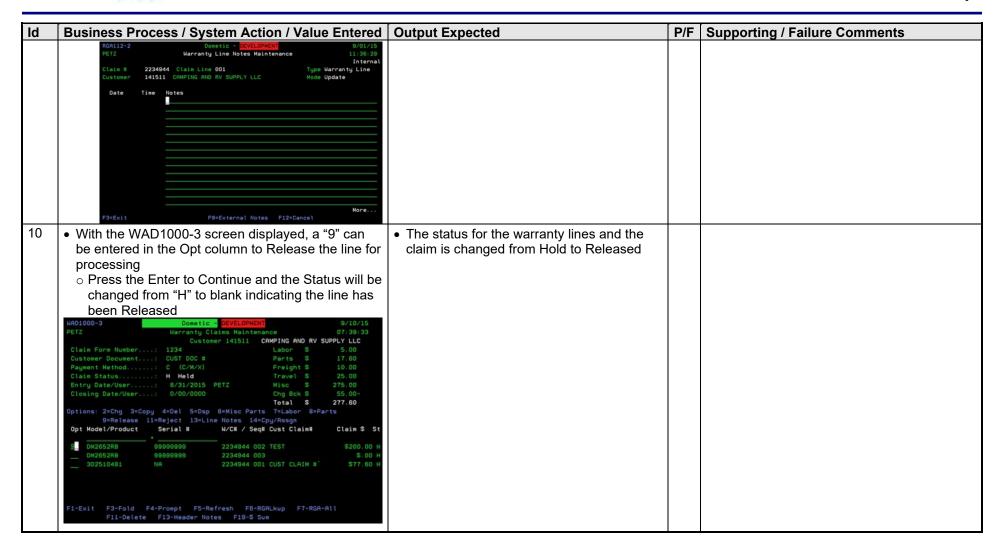


ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	With the WAD1001-2 screen displayed, a display of			
	the approved values associated with the Item line			
	are displayed			
	MAD1001-2 Dometic - DEVELOPMENT 9/01/15			
	Address 501 PRUITT DRIVE Address 1234 HOTOOG LANE City REDONDO BEACH CITY USA COUNTY USA CALLED ADDRESS 17.80 Claim G/L Acct #1.12 232-204.10.58 Freight \$ 10.00 Travel \$ 25.00 Misc \$ 75.00 Closing Date/User.: 0/00/80			
	Chg Bck \$ 55.00- Total \$ 77.60 F1-Exit F4-Prompt F6-Misc Parts F7-Labor F8-Parts F9-Release F11-Reject F13-Line Notes F15-Hull/Vin F16-Rpl Ord F17-Chg8k F19-\$ Sum			
	 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			
	WAR102-2 Dometic - DEVELOPMENT 9/01/15 PETZ Claim Dollar Summary 13:28:17 Warranty claim number: 2234944			
	S Claimed S Rilowed S Approved			
	Charge Backs: \$55.00- Total: \$244.00 \$147.00 \$95.20			
	F3=Exit F12=Return			



ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
9	● With the WAD1001-2 screen displayed, select the F1 option to return to the WAD1000-3 so an additional Item Line can be added ○ Return to step 4 and the see the details starting with the WAD1000-3 screen WAD1000-3	Lines notes can be added against the Warranty Claim	P/F	Supporting / Failure Comments







ments



SINCESS STATE ST	Id Business Pro	cess / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
rs-usque r4-outq rs-snowsg ro-osphag ro-ood home-watr menu hebr	Financial 1. Cost Accounting 2. Accounts Payable 3. Accounts Receivabl 4. General Ledger 5. Multi-Currency 7. Payroll Manufacturing 8. Mfg Data Managemen 9. Shop Floor Control 10. Capacity Planning 11. Master Scheduling 12. Material Req Plan Enter Option: F3-MsQue F4-Outq • From the Wa 8 to access WARZ99	Dometic - Test Environment siness Planning and Control System Master Menu Pistribution (Menu SSAC00) 16. Inventory (Menu SSA100) (Menu SSAC00) 17. Purchasing (Menu SSA100) (Menu SSAC00) 19. Billing (Menu SSAC00) (Menu SSAC00) 22. Sales Analysis (Menu SSAC00) (Menu SSAC00) 24. Systems Applications (Menu SSAC00) (Menu SSAC00) 24. Systems Applications (Menu SSAC00) (Menu SSAC00) 25. Marranty Applications (Menu MRZ291) (Menu SSAC00) 26. Duery Menu (Menu MRZ293) ning (Menu SSAC01) 28. Duery Menu (Menu MRZ293) 29. Inaging Menu (Menu MRZ293) 29. Signoff F5-SndMsg F5-DspMsg F8-Job (Menu MRZ297) 90. Signoff F5-SndMsg F5-DspMsg F8-Job (Menu MRZ297) Dometic - Test Environment (Menu MRZ297) Marranty Main Menu (Menu MRZ292) Maintenance Menu (Menu MRZ292) Maintenance Menu (Menu MRZ293) Marranty Menu (Menu MRZ293) Menu MRZ293 ME	Output Expected	P/F	Supporting / Failure Comments
From the RGA Menu, select option 3 to access the RGA Credit Memo Release screen (RGA200)	• From the RC	GA Menu, select option 3 to access the			

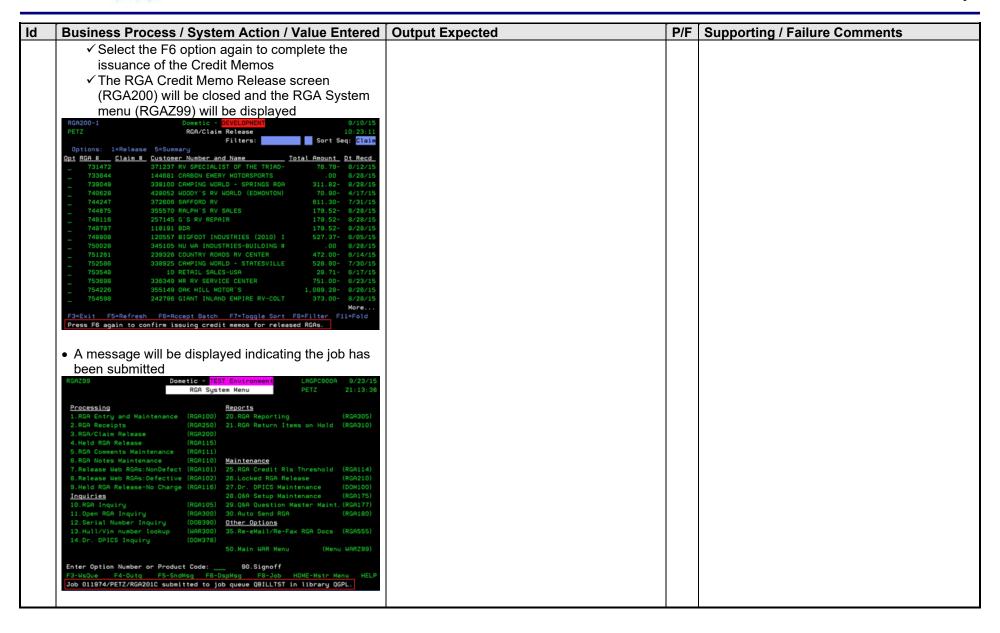


Id Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
RGR209 Donetic - Dividication Value Entered	Output Expected	P/F	Supporting / Failure Comments
RGA record • PLEASE NOTE: ALL lines will need to be released on the Warranty Claim in order for the record 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 placed in the Opt column to display the details of the RGA record ✓ When completed viewing the details, select the F12 option to return to the prior screen 			



اما	Duciness Bresses / Custom Action / Value Entered	Output Funcated	D/E	Commonting / Failors Commonts
ld	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 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			
	RGA200-1 Dometic - DEVELOPMENT 9/10/15			
	PETZ RGA/Claim Release 08:39:46 Filters: Sort Seq: Date			
	Options: 1=Release 5=Summary Opt RGR # Claim # Customer Number and Name Total Amount Dt Resd			
	740628 428052 WOODY'S RV WORLD (EDMONTON) 70.90- 4/17/15			
	748908 120557 BIGFOOT INDUSTRIES (2010) I 527.37- 6/05/15 2209424 411715 TRIANGLE RV CENTRE 96.75- 6/08/15			
	_ 753548 10 RETAIL SALES-USA 28.71- 8/17/15			
	_ 753698 336349 MR RV SERVICE CENTER 751.00- 6/23/15 _ 758102 235010 DURNELL'S INDIAN HALLON RV 159.69- 7/07/15			
	2219391 106300 AIRSTREAM INC 84.62- 7/15/15			
	_ 758532 419427 COMBOY TRAILERS INC. 29.05- 7/21/15 _ 758539 419427 COMBOY TRAILERS INC. 80.77- 7/21/15			
	_ 761296 416800 VAN BOXTEL RV AND AUTO LLC 975.00- 7/28/15 _ 763820 359235 RED DEER RV PARTS & SERVICE 1,135.00- 7/29/15			
	_ 752586 338925 CAMPING WORLD - STATESVILLE 528.80- 7/30/15			
	_ 744247 372606 SAFFORD RV 611.30- 7/31/15 _ 758236 236275 EAST KENTUCKY TRAILER SALES 213.60- 7/31/15			
	_ 759851 254835 GAUSE RV CENTER 758.00- 7/31/15			
	_ 762643 156309 CNM MOBILE RV REPAIRS & REN 545.00- 7/31/15 More			
	F3=Exit F5=Refresh F8=Accept Batch F7=Toggle Sort F8=Filter F11=Fold			
	RGA288-1 Dometic - DEVELOPMENT 9/10/15			
	PETZ RGA/Claim Release 10:23:11 Filters: Sort Seq: Claim			
	Options: 1=Release 5=Summary Opt RGA # Claim # Customer Number and Name Total Amount Dt Recd			
	775146 384020 SKY RIVER RV-PASO ROBLES .00 8/28/15			
	1 775154 348007 ORLANDO RV .00 8/28/15 775157 370268 RV PARTS OUTLET .00 8/28/15			
	2129842 418795 VIC ROULAN INC 42.00- 8/20/15			
	_ 2209424 411715 TRIANGLE RV CENTRE 96.75- 6/08/15 _ 2211461 293993 LAKE COUNTRY RV 40.00- 8/20/15			
	_ 2211464 115400 ARROW HEAD CAMPER SALES INC 40.00- 8/20/15 _ 2211467 108000 ALLIED TRAILER 40.00- 8/20/15			
	_ 2211468 234590 DUES CAMPING CENTER 40.00- 8/20/15			
	_ 2211480 219417 COMBOYS TRUCK CITY RV MART 40.00- 8/20/15 _ 2218485 135613 CALIFORNIA RV SPECIALISTS B 40.00- 8/20/15			
	_ 2219123 135613 CALIFORNIA RV SPECIALISTS B 40.00- 8/20/15 2219391 106300 AIRSTREAM INC 84.62- 7/15/15			
	2220226 327710 M & G TRAILER RANCH 62.50- 8/20/15			
	_ 2222391 135813 CALIFORNIA RV SPECIALISTS B 40.00- 8/20/15 2229580 118850 BECKLEY'S CAMPING CENTER 64.00- 8/27/15			
	More F3=Exit F5=Refresh F6=Accept Batch F7=Toggle Sort F8=Filter F11=Fold			
	To extr. 13 herean To-necept batch T1-loggle 301 C T0-ritter Fix-roto			
1	 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			







ld	Business Process / Syste	em Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	The display messages so indicating when the job has				
	Select the F3 option to Ex	xit the screen			
		Xessages System: DSC18818 Program : *OSPMSG Library : Delivery : *BREAK			
	Type reply (if required), press Enter. Job 011974/PETZ/RGA201C completed norm	Bottom			
	F3=Exit F11=Remove a messa; F13=Remove all exce				

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

ld	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: