

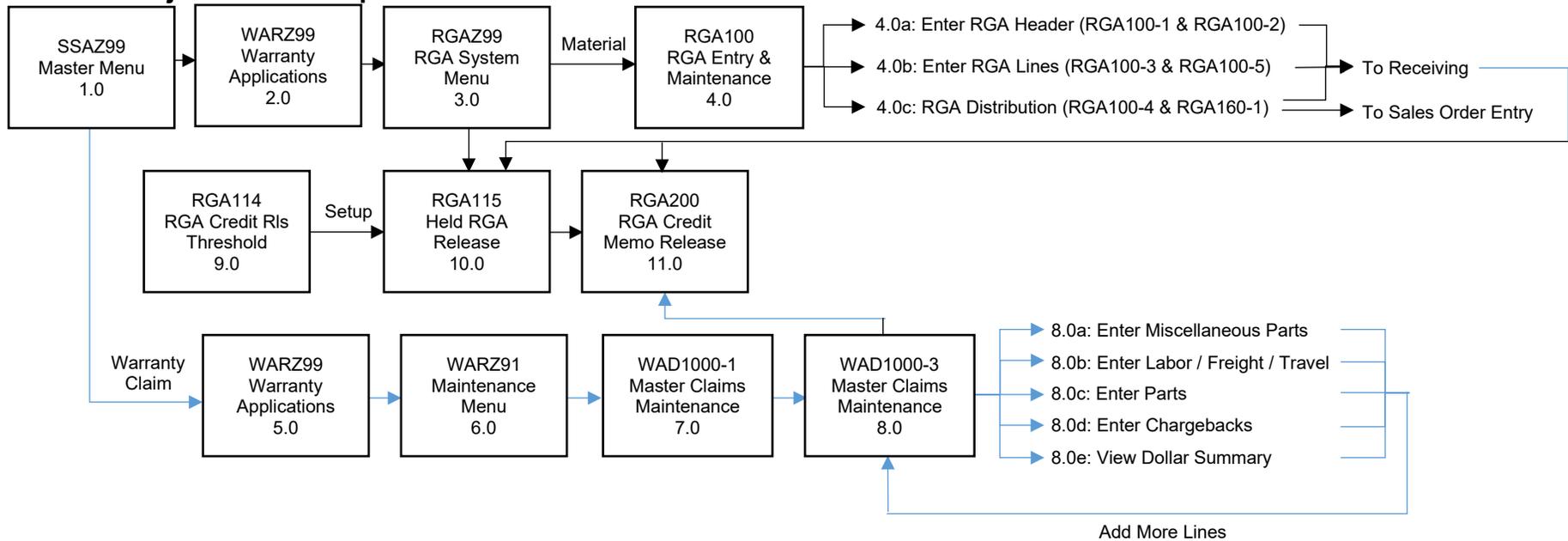
**Test Script Id:** SO08

**Business Area:** Sales Orders / Quotes / Warranty

**Test Script Name:** Creating A Standalone Warranty Claim

**Date:** 09/23/2015

### 1.1 Scenario Objective / Description / Functions Tested



- This test script will focus specifically on the creation and processing of a standalone Warranty Claim

### 1.2 Setups Required / Prerequisites

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

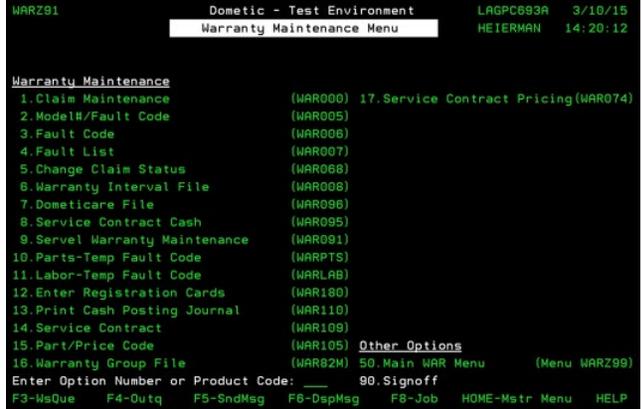
### 1.3 Acceptance Criteria / Key Success Factors

- A Warranty Claim record can be created
- For each item line added to the Warranty Claim record:
  - One or many labor claims can be created

- One or many freight claims can be created
- One or many travel claims can be created
- One or many Dometic / Atwood item claims can be created
- One or many miscellaneous part claims can be created
- One or many notes (Internal and / or External) can be created
- Chargeback details can be defined and associated to the Warranty Claim
- A summary of the charges as a whole (i.e. All Lines) against the Warranty Claim can be displayed. This is accessible from the Item Lines and from the Warranty Master Claim

#### 1.4 Testing Steps

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
1	<ul style="list-style-type: none"> <li>• From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99)</li> </ul> 	<ul style="list-style-type: none"> <li>• Warranty Applications Menu is displayed</li> </ul>		
2	<ul style="list-style-type: none"> <li>• From the Warranty Applications Menu, select option 1 to access the Maintenance Menu (WARZ91)</li> </ul>	<ul style="list-style-type: none"> <li>• Warranty Maintenance Menu is displayed</li> </ul>		

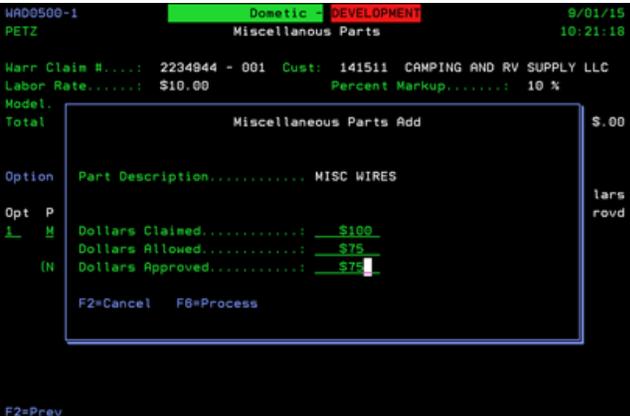
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 <p>Dometic - Test Environment LAGPC693A 3/10/15 HEIERMAN 14:19:14</p> <p>Warranty Main Menu</p> <p>Warranty Menu</p> <ul style="list-style-type: none"> <li>1. Maintenance Menu (Menu WARZ91)</li> <li>2. Inquiry Menu (Menu WARZ92)</li> <li>3. Reports Menu (Menu WARZ93)</li> <li>4. Processing Menu (Menu WARZ94)</li> <li>6. Product Recall Menu (Menu RMSZ00)</li> <li>7. Product Training Menu (Menu WAC103)</li> <li>8. RGA Menu (Menu RGAZ99)</li> </ul> <p>Enter Option Number or Product Code: 90. Signoff</p> <p>F3-WsQue F4-Outq F5-SndMsg F6-DspMsg F8-Job HOME-Mstr Menu HELP</p>			
3	<ul style="list-style-type: none"> <li>From the Warranty Maintenance Menu, select option 1 to access the Claim Maintenance screen (WAR000)</li> </ul>  <p>Dometic - Test Environment LAGPC693A 3/10/15 HEIERMAN 14:20:12</p> <p>Warranty Maintenance Menu</p> <p>Warranty Maintenance</p> <ul style="list-style-type: none"> <li>1. Claim Maintenance (WAR000) 17. Service Contract Pricing (WAR074)</li> <li>2. Model#/Fault Code (WAR005)</li> <li>3. Fault Code (WAR006)</li> <li>4. Fault List (WAR007)</li> <li>5. Change Claim Status (WAR068)</li> <li>6. Warranty Interval File (WAR068)</li> <li>7. Domicare File (WAR096)</li> <li>8. Service Contract Cash (WAR095)</li> <li>9. Servel Warranty Maintenance (WAR091)</li> <li>10. Parts-Temp Fault Code (WARPTS)</li> <li>11. Labor-Temp Fault Code (WARLAB)</li> <li>12. Enter Registration Cards (WAR180)</li> <li>13. Print Cash Posting Journal (WAR110)</li> <li>14. Service Contract (WAR109)</li> <li>15. Part/Price Code (WAR105) Other Options</li> <li>16. Warranty Group File (WAR82M) 50. Main WAR Menu (Menu WARZ99)</li> </ul> <p>Enter Option Number or Product Code: 90. Signoff</p> <p>F3-WsQue F4-Outq F5-SndMsg F6-DspMsg F8-Job HOME-Mstr Menu HELP</p>	<ul style="list-style-type: none"> <li>Claim Maintenance screen is displayed</li> </ul>		
4	<ul style="list-style-type: none"> <li>With the Master Claims Maintenance screen (WAD1000-1) displayed, select the F6 option to begin the creation of a New Claim</li> </ul>	<ul style="list-style-type: none"> <li>The Warranty Claim record is created and saved to the system</li> </ul>		

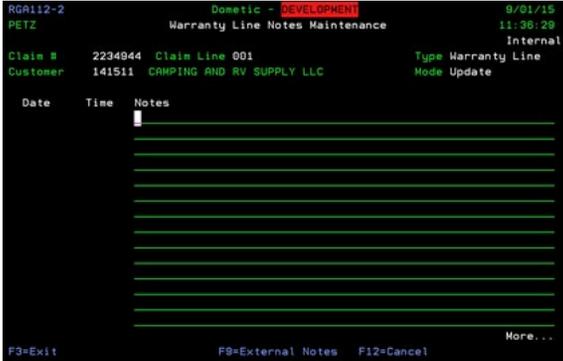
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 263 808 682" data-label="Code-Block"> <pre> WAD1000-1      Dometic - Test Environment      3/10/15                 Master Claims Maintenance  14:33:34  Enter Claim Number to process.... Claim Form Number..... -or- Warranty Claim Number..  Enter Filter criteria to search for claim... Customer Number..... -or- Cust. Document Number.. (whole or partial #) -or- Customer Name.....                 </pre> <p>ENTER-Process/Search F1-Exit F4-Prompt F6-New Claim F10-RGALookup</p> </div> <ul style="list-style-type: none"> <li>• With the WAD1000-3 screen displayed, begin the creation of the New Warranty Claim (F6) <ul style="list-style-type: none"> <li>○ Enter the Customer Number <ul style="list-style-type: none"> <li>✓ A customer lookup can be performed by selecting the F4 option <ul style="list-style-type: none"> <li>▪ Enter the Customer Name perform the inquiry</li> <li>▪ Place an "X" in the "Sel" column and press the Enter key to select a customer to associate against the Warranty Claim</li> </ul> </li> </ul> </li> </ul> </li> </ul> <div data-bbox="268 958 808 1307" data-label="Code-Block"> <pre> #CR310      Customer Alpha Lookup      3/31/15  16:00:28                 Active Customers  Name CAMPING Sel  Cust #  Import#  Address      Name      Telephone  WEB  Type  Cls ----- X  141511  CCG100  CAMPING AND RV SUPPLY LLC  (310) 483-2858  N  FDD  RVA -  141607  CCG100  CAMPING CONNECTION        (843) 238-3329  N  FDD  RVA -  750628  CCG100  CAMPING CONNECTION        407-397-2267  N  NB   RVA -  750630  CCG102  CAMPING CONNECTION        407-397-9610  N  NB   RVA -  * 141507  CCG100  CAMPING CONNECTION (BILL TO)  (407) 397-2267  N  FDD  RVA -  141512  CCG100  CAMPING CONNECTION (SHIP TO)  N  FDD  RVA -  750629  CCG101  CAMPING CONNECTION INC      843-628-7287  N  NT   RVA -  750647  CCV100  CAMPING COUNTRY RV        719-635-4656  N  NB   RVA -  751924  CNC100  CAMPING COUNTRY RV        719-635-4656  N  NB   RVA -  254771  CCG100  CAMPING EXPERT            (418) 548-4598  N  FDD  RVA -  141561  CCG100  CAMPING IN STYLE          (905) 555-8198  N  FDD  RVA -  141729  CCG100  CAMPING LE NID DAIGLES     (819) 798-5711  N  FDD  RVA -  141824  CCG100  CAMPING STE-MADELEINE INC  (450) 795-3888  N  FDD  RVA -  751231  CVA100  CAMPING TIME R.V.         904-486-9050  N  N7   RVA -  141818  CCG100  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 ROLL-Up/Down                 </pre> </div> <ul style="list-style-type: none"> <li>○ Enter the Claim Form Number</li> <li>○ Enter the Customer Document Number <ul style="list-style-type: none"> <li>✓ If a value was entered in the Claim Form Number field and this field is left blank, the</li> </ul> </li> </ul>			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>value from the Claim Form Number field will be added here</p> <ul style="list-style-type: none"> <li>○ Enter the Payment Method               <ul style="list-style-type: none"> <li>✓ M: Credit Memo</li> <li>✓ C: Check</li> <li>✓ X: Should Not Be Used</li> </ul> </li> <li>○ Enter the Model / Product Number</li> <li>○ Enter the Serial Number</li> <li>○ Press the Enter key to Continue</li> </ul>  <ul style="list-style-type: none"> <li>• With the WAD1001-2 screen displayed, continue the creation of the New Warranty Claim               <ul style="list-style-type: none"> <li>○ System assigns a Warranty Claim #</li> <li>○ Enter the SWA number</li> <li>○ Enter the Customer Claim Number</li> <li>○ Enter the Hull / VIN Number                   <ul style="list-style-type: none"> <li>✓ Select the F4 option to perform an inquiry against the field</li> </ul> </li> <li>○ Enter the Purchase Date</li> <li>○ Enter the Repair Date</li> <li>○ Enter the Receipt Date / User</li> </ul> </li> </ul> <p><b>1.4.1 Enter a Comment</b></p> <ul style="list-style-type: none"> <li>○ Enter the Retail Customer Information</li> </ul>			

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"> <li>▪ The F15 option can be selected to update the Vehicle Information if needed</li> </ul> <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"> <li>○ Adjust the Labor Rate if required</li> <li>○ Adjusted the Markup % if required</li> <li>○ Press the Enter key to Continue</li> </ul>  <p>• With the WAR107-2 screen displayed, continue the creation of the New Warranty Claim</p> <ul style="list-style-type: none"> <li>○ 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</li> <li>○ Allows the Vehicle Information to be gathered and associated against the Warranty Claim</li> <li>○ When the entry is complete, press the Enter key to save the entries and return to the WAD1001-2 screen</li> </ul>			

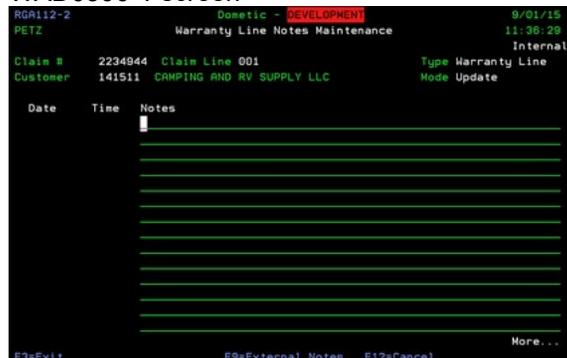
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>✓ The Retail Customer information entered here will be added to the Retail Customer fields on the WAD1001-2 screen</p>  <p>The screenshot shows a terminal-style interface for 'Vehicle information Maintenance'. Fields include: HIN/VIN: 12344321, Hull# (with a cursor), Vessel Length, Manufacturer, Model Year, Mfg Model, Truck (Y/N), Mileage, Boat Name, Owner, Address, City, Country, State, Zip, Country, Phone, Posses Date, and Comments. The top of the screen shows 'WAR107-2', 'Dometic - DEVELOPMENT', and '9/21/15 16:28:26'. At the bottom, it says 'ENTER=Accept F12=Cancel'.</p>			
4a	<ul style="list-style-type: none"> <li>• 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"> <li>○ Enter a "1" in the Opt column</li> <li>○ Press the Tab key to move to the Part Description field</li> <li>○ Enter the Part Description</li> <li>○ Press the Enter key to Continue</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Allows Miscellaneous Parts to be entered against an Item associated with the Warranty Claim</li> </ul>		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 <p>F2=Prev</p> <ul style="list-style-type: none"> <li>o Enter the Dollars Claimed</li> <li>o Enter the Dollars Allowed</li> <li>o Enter the Dollars Approved</li> <li>o Select the F6 option to Process the entries and return to the WAD0500-1 screen</li> </ul>  <p>F2=Prev</p> <ul style="list-style-type: none"> <li>o The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column</li> <li>o Notes can be added by placing "13" in the Opt column</li> </ul>			

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
4b	<ul style="list-style-type: none"> <li>• 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"> <li>○ Enter a "1" in the Opt column</li> <li>○ Press the Tab key to move to the Fault Code field                   <ul style="list-style-type: none"> <li>✓ Select the F10 option to perform a Fault Code Lookup if necessary</li> <li>✓ Perform a search against the Description field by entering a value in the Scan field and pressing the Enter key</li> <li>✓ With the Fault Code value located, place an "X" in the Sel column and press the Enter key</li> </ul> </li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>○ With the Fault Code field populated, press the Enter key to Continue</li> </ul>	<ul style="list-style-type: none"> <li>• Allows Labor / Travel / Freight to be entered against an Item line associated with the Warranty Claim</li> </ul>		

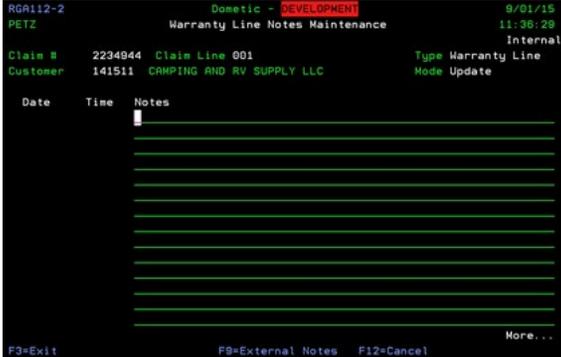
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	 <pre> WAD0300-1          Dometic  DEVELOPMENT          9/01/15 PETZ              Labor Detail Maintenance      10:42:40  Warr Claim #: 2234944 - 001  Customer: 141511 CAMPING AND RV SUPPLY LLC Labor Rate.: \$10.00          Percent Markup.....: 10 % Model.....: 302510481        Serial Number.....: NA Total Labor.: \$ .00          Total Cost.....: \$75.00  Options: 1=Add  2=Chg  4=Del  5=Dsp  6=RGA Notes  13=Warr 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 </pre> <ul style="list-style-type: none"> <li>○ Enter the Repaired Item</li> <li>○ Enter the Labor Hours Claimed</li> <li>○ Enter the Labor Hours Allowed</li> <li>○ Enter the Labor Hours Approved</li> <li>○ The Labor Dollars will be calculated based on the rate entered on the WAD1001-2 screen</li> <li>○ Enter the Travel Dollars Claimed</li> <li>○ Enter the Travel Dollars Allowed</li> <li>○ Enter the Travel Dollars Approved</li> <li>○ Enter the Freight Dollars Claimed</li> <li>○ Enter the Freight Dollars Allowed</li> <li>○ Enter the Freight Dollars Approved</li> <li>○ Select the F6 option to Process the entries and return to the WAD0300-1 screen</li> </ul>			

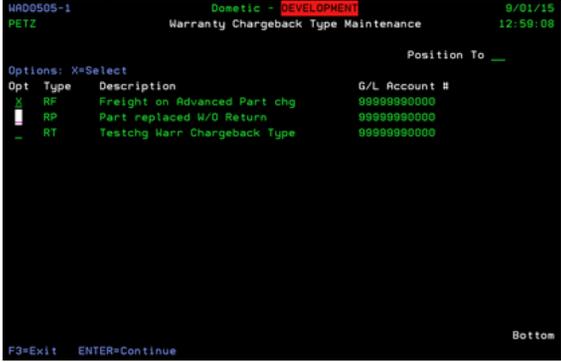
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>WAD0300-1      Dometic - DEVELOPMENT      9/01/15</p> <p>PE</p>  <p>o The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column</p> <p>o Notes can be added by placing "13" in the Opt column</p> <ul style="list-style-type: none"> <li>✓ 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</li> <li>✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0300-1 screen</li> </ul> 			

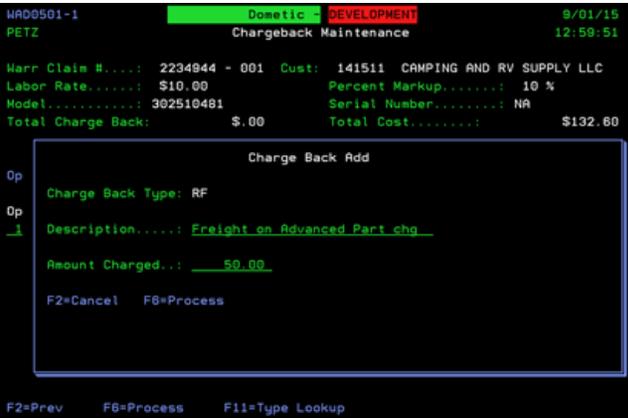
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> <li>○ If the entry of Labor / Freight / Travel is complete, select the F2 option to return to the WAD1001-2 screen</li> </ul>  <p>The screenshot shows a terminal-style interface for a warranty claim. At the top, it displays 'WAD0300-1', 'Dometic - DEVELOPMENT', and the date '9/01/15'. Below that, it says 'PETZ Labor Detail Maintenance' with a timestamp '10:43:54'. The main section contains warranty claim information: 'Warr Claim #: 2234944 - 001', 'Customer: 141511 CAMPING AND RV SUPPLY LLC', 'Labor Rate: \$10.00', 'Percent Markup: 10%', 'Model: 302510481', 'Serial Number: NA', and 'Total Labor: \$5.00' with a 'Total Cost: \$115.00'. A table of options follows, with columns for 'Opt Fault Code', 'Hours Allowed', 'Hours Claimed', 'RGA Notes Approved', 'Travel Allowed', 'Travel Claimed', and 'Travel Approved'. The first row shows '351 11' with values '.50', '4.00', '.50', '\$25.00', '\$50.00', and '\$25.00'. At the bottom, there are navigation keys: 'F2=Prev F3=Fold F7=Parts F10=Flt Cd Lookup F11=RGA Lookup' and the word 'Bottom'.</p>			
4c	<ul style="list-style-type: none"> <li>● 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"> <li>○ Enter a "1" in the Opt column</li> <li>○ Press the Tab key to move to the Part Number field <ul style="list-style-type: none"> <li>✓ Select the F11 option to perform an Item Lookup if necessary</li> <li>✓ Perform a search against the Description field by entering a value in the Position To field and pressing the Enter key</li> <li>✓ With the Item # value located, place an "X" in the Sel column and press the Enter key</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Allows Dometic / Atwood Item Numbers to be entered against an Item line associated with the Warranty Claim</li> </ul>		

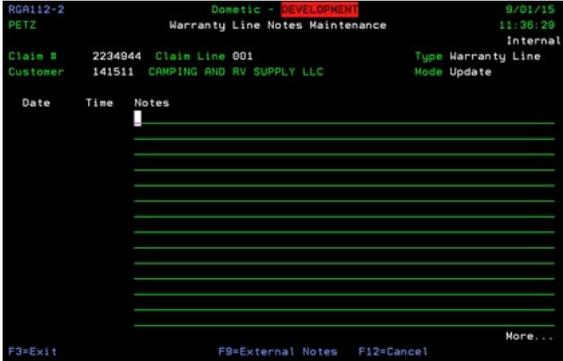
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<pre> DDE204-2          Dometic - DEVELOPMENT          9/01/15 PETZ              Item Description Lookup          11:52:51 Position To HOSE Scan For Sel  Item #      Description                               Grp  Cls  Sts  Mfg  Sts --  --   2943221 000    HOSE (RM4804.002/.004/.005)             RF   IC   P   3   AS   5041217          HOSE ADAP MEZ AIR 8x3" HOSE             EV   RP   P   3   BU   5028701          HOSE ADAPTER 8" 18/18 EDM                EV   RP   P   1   AS   5053310          HOSE ADAPTER 8" 24K BLOWER 205          EV   RP   P   1   AS   NP501576          HOSE ASSEMBLY, 1/2NPS X 1/2NPS          E1                                     A   91576             HOSE ASSEMBLY, 1/2NPS X 12" LG          E1                                     A   254100380          HOSE ASY FOR ED (PAIR)                  EV   RP   P   4   AS   91340             HOSE BARB FITTING                       E1                                     A   4140052487          HOSE CLAMP                               WS   LE   P   1   AS   2931570029          HOSE DRAIN                               RF   IG   P   5   AS   8178352          HOSE FLEX REFRIG 1/2"x250"              EV   RP   P   1   AS   8174251          HOSE FLEX REFRIG 1/4"x250"              EV   RP   P   1   AS   8178351          HOSE FLEX REFRIG 3/8"x250"              EV   RP   P   1   AS   1022512          HOSE FORMED CURVED 5/8"                 EV   RJ   P   1   AS   1022513          HOSE FORMED CURVED 5/8"                 EV   RJ   P   1   AS More... X&gt;Select  F9=Exit  F5=Item  F7=Mfg#/PNC  F8=Component  F9=Model  F10=Cust Item F11=Fold  F14=Item/Cust  F15=Dsp All  F17=SKU#  F24=More Keys           </pre> <ul style="list-style-type: none"> <li>o Press the Tab key to move to the Fault Code field</li> <li>✓ Select the F10 option to perform a Fault Code Lookup if necessary</li> <li>✓ Perform a search against the Description field by entering a value in the Scan field and pressing the Enter key</li> <li>✓ With the Fault Code value located, place an "X" in the Sel column and press the Enter key</li> </ul> <pre> DOM021          Dometic - DEVELOPMENT          9/01/15 Fastpath Defect Code Lookup          11:53:22 Scan:  BALL Product Line SEALAND PRODUCTS Select Defect Code  Description                               Hours --  --   355 - 02  BALL SEAL, SMASHED/DISTORTED                .50   355 - 08  BALL SEAL, TORN/SPLIT                        .50   355 - 10  BALL SEAL, MINERAL DEPOSITS/DEBRIS        .50   355 - 11  BALL SEAL, LEAKS (WON'T HOLD WATER)       .50   507 - 01  FLUSH BALL/SLIDE VALVE, SURFACE DEFECT/SCRATCHED  1.00   507 - 08  FLUSH BALL/SHAFT, CRACKED/BROKEN          1.00           </pre> <ul style="list-style-type: none"> <li>o With the Part Number and Fault Code fields populated, press the Enter key to Continue</li> </ul>			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 261 808 678" data-label="Code-Block"> <pre> WAD0400-1      Dometic  DEVELOPMENT      9/01/15 PETZ           Parts Detail Maintenance    11:53:37  Warr Claim #: 2234944 - 001  Customer: 141511  CAMPING AND RV SUPPLY LLC Labor Rate..: \$10.00          Percent Markup.....: 10 % Model.....: 302510481        Serial Number.....: NA Total Parts..: \$ .00          Total Cost.....: \$115.00  Options: 1=Add 2=Chg 4=Del 5=Dsp 13=Line Notes           Fault      Unit      Ext. Price Opt Part Number  Code  Qty  Price  Ext. Price  w/ Markup _1 91576          355  10 (No Records Found)  F2=Prev F3=Fold F7=Labor F10=Fault Code Lookup F11=Item Lookup </pre> </div> <ul style="list-style-type: none"> <li>○ Enter the Markup Percent or the Amount</li> <li>○ Enter the Quantity</li> <li>○ Enter the Dollars Claimed</li> <li>○ Enter the Dollars Allowed</li> <li>○ Enter the Dollars Approved</li> <li>○ Press the Enter key to Compute the remaining amounts</li> <li>○ Select the F6 option to Process the entries and return to the WAD0400-1 screen</li> </ul> <div data-bbox="178 954 808 1372" data-label="Code-Block"> <pre> WAD0400-1      Dometic  DEVELOPMENT      9/01/15 PETZ           Parts Detail Maintenance    12:00:42  Ha La Ho To Part Number..... 91576 Part Description... HOSE ASSEMBLY, 1/2NPS X 12" LG Fault Code/Suffix... 106 06 Op Markup Percent..... 10 % or Amount..... \$ .00 Quantity..... 2 Op _1           \$ Claimed  \$ Allowed  \$ Approved Unit Price..... \$10.00  \$5.00  \$8.00 Markup Amount..... \$1.00  \$ .50  \$ .80 Extended Price..... \$20.00  \$10.00  \$16.00 Extended Price w/ Markup.... \$22.00  \$11.00  \$17.00  F2=Cancel F6=Process ENTER=Compute  F2=Prev F3=Fold F7=Labor F10=Fault Code Lookup F11=Item Lookup </pre> </div>			

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

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
				
4d	<ul style="list-style-type: none"> <li>• 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"> <li>○ Enter a "1" in the Opt column</li> <li>○ Press the Tab key to move to the Chrg Type field                   <ul style="list-style-type: none"> <li>✓ Select the F11 option to perform a Type Lookup if necessary</li> <li>✓ Place an "X" in the Opt column and press the Enter key</li> </ul> </li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>○ With the Chrg Type field populated, press the Enter key to Continue</li> </ul>	<ul style="list-style-type: none"> <li>• Allows Charge Backs to be entered against an Item line associated with the Warranty Claim</li> </ul>		

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

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<ul style="list-style-type: none"> <li>✓ 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</li> <li>✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0400-1 screen</li> </ul>  <ul style="list-style-type: none"> <li>○ If the entry of Charge Backs is complete, select the F2 option to return to the WAD1001-2 screen</li> </ul> 			
4e	<ul style="list-style-type: none"> <li>• A summary of the charges associated with the Warranty Claim be viewed</li> </ul>	<ul style="list-style-type: none"> <li>• Allows for a summary of the charges against an Item line associated with the Warranty Claim to viewed</li> </ul>		

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

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
5	<ul style="list-style-type: none"> <li>• 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"> <li>○ Return to step 4 and the see the details starting with the WAD1000-3 screen</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>○ Notes can be added to the Warranty Claim by selecting the F13 option               <ul style="list-style-type: none"> <li>✓ 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</li> <li>✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD1000-3 screen</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Lines notes can be added against the Warranty Claim</li> </ul>		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
6	<ul style="list-style-type: none"> <li>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"> <li>Press the Enter to Continue and the Status will be changed from "H" to blank indicating the line has been Released</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The status for the warranty lines and the claim is changed from Hold to Released</li> </ul>		

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

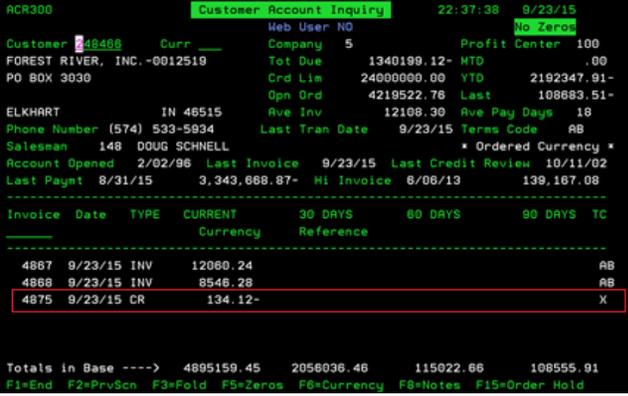
Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>SSAZ98 Dometic - Test Environment LAGPC893A 3/09/15 Business Planning and Control System HEIERMAN 13:04:12 Master Menu</p> <pre> Financial                               Distribution 1. Cost Accounting      (Menu SSAC00) 16. Inventory      (Menu SSA100) 2. Accounts Payable    (Menu SSAR00) 17. Purchasing     (Menu SSAH00) 3. Accounts Receivable (Menu SSAR00) 18. Order Entry    (Menu SSAE00) 4. General Ledger      (Menu SSAG00) 19. Billing         (Menu SSAB00) 5. Multi-Currency      (Menu SSAU00) 20. Sales Analysis (Menu SSAS00) 7. Payroll             (Menu SSAW88) 21. Dist Resources Planning (Menu SSAD00) 22. Performance Measurement (Menu SSAP00)  Manufacturing 8. Mfg Data Management (Menu SSAM00) Systems Applications 9. Shop Floor Control  (Menu SSAF00) 24. Systems Applications (Menu SSAZ91) 10. Capacity Planning  (Menu SSAL00) Dometic Applications 11. Master Scheduling  (Menu SSAR00) 25. Warranty Applications (Menu WARZ99) 12. Material Req Planning (Menu SSAR01) 26. Query Menu      (Menu SSAQ00) 27. Microfilm Main Menu (Menu MFC101) 28. EDI Menu           (Menu SSRE04) 29. Imaging Menu       (Menu SSAZ94) 30. Document Server Menu (Menu SSAZ97)  Enter Option: 90. Signoff F3-IsQue F4-Outq F5-SndMag F6-DspMag F8-Job HELP </pre> <ul style="list-style-type: none"> <li>From the Warranty Applications Menu, select option 8 to access the RGA Menu (WARZ91)</li> </ul> <p>WARZ99 Dometic - Test Environment LAGPC893A 3/10/15 Warranty Main Menu HEIERMAN 14:19:14</p> <pre> Warranty Menu 1. Maintenance Menu (Menu WARZ91) 2. Inquiry Menu     (Menu WARZ92) 3. Reports Menu     (Menu WARZ93) 4. Processing Menu  (Menu WARZ94)  6. Product Recall Menu (Menu RMSZ00) 7. Product Training Menu (Menu WAC103) 8. RGA Menu          (Menu RGAZ99)  Enter Option Number or Product Code: 3 90. Signoff F3-IsQue F4-Outq F5-SndMag F6-DspMag F8-Job HOME-Mstr Menu HELP </pre> <ul style="list-style-type: none"> <li>From the RGA Menu, select option 3 to access the RGA Credit Memo Release screen (RGA200)</li> </ul>			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<pre> RGA299          Dometic - DEVELOPMENT          LAGPC647A  5/20/19                 RGA System Menu             DCHRISTOPH 09:14:11  Processing 1. RGA Entry and Maintenance (RGA100)  20. RGA Reporting (RGA305) 2. RGA Receipts (RGA250)              21. RGA Return Items on Hold (RGA310) 3. RGA Credit Memo Release (RGA200) 4. Held RGA Release (RGA115) 5. RGA Comments Maintenance (RGA111) 6. RGA Notes Maintenance (RGA110) 7. Release Hwb RGAs/NonDefect (RGA101) 8. Release Hwb RGAs/Defective (RGA102) 9. Held RGA Release-No Charge (RGA116) Inquiries 10. RGA Inquiry (RGA105) 11. Open RGA Inquiry (RGA300) 12. Serial Number Inquiry (DOB390) 13. Hull/Vin number lookup (WAR300) 14. Dr. DPICS Inquiry (DOM378)  Reports 20. Locked RGA Release (RGA210) 27. Dr. DPICS Maintenance (DOM100) 28. Q&amp;A Setup Maintenance (RGA175) 29. Q&amp;A Question Master Maint. (RGA177) 30. Auto Send RGA (RGA180) Other Options 35. Re-eMail/Re-Fax RGA Docs (RGA555) 50. Main WAR Menu (Menu WAR299)  Enter Option Number or Product Code: 90. Signoff F3-WsQue  F4-Outq  F5-ShdMag  F6-DspMag  F8-Job  HOME-Mstr Menu  HELP </pre> <ul style="list-style-type: none"> <li>• With the RGA Credit Memo Release screen (RGA200) displayed: <ul style="list-style-type: none"> <li>○ Locate the Warranty record created in the previous steps <ul style="list-style-type: none"> <li>✓ The value will be displayed in the Claim # column on the screen</li> </ul> </li> <li>○ <b>PLEASE NOTE:</b> <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</li> <li>○ Select the F7 option to Toggle the Sort and alter the way the data is being displayed on the screen</li> <li>○ A “5” can be placed in the Opt column to display the details of the warranty claim <ul style="list-style-type: none"> <li>✓ When completed viewing the details, select the F12 option to return to the prior screen</li> </ul> </li> <li>○ With the record located, place a “1” in the Opt column to Release the record for processing</li> <li>○ Press the Enter key to Continue <ul style="list-style-type: none"> <li>✓ The row(s) where a “1” was entered will be removed from the list</li> </ul> </li> </ul> </li> </ul>			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<pre> RGA200-1          Dometic - DEVELOPMENT          9/10/15 PETZ              RGA/Claim Release          08:39:48                   Filters: [ ] Sort Seq: Date  Options: 1=Release 5=Summary  Opt RGA #   Claim #   Customer Number and Name   Total Amount   Dt Recd - 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- 6/17/15 - 753698    336349  MR RV SERVICE CENTER        751.00- 6/23/15 - 758102    235010  DURNELL'S INDIAN HALLON RV  159.89- 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 &amp; SERVICE  1,135.00- 7/29/15 - 752588    338925  CAMPING WORLD - STATESVILLE 528.80- 7/30/15 - 744247    372606  SAFFORD RV                   611.30- 7/31/15 - 758236    238275  EAST KENTUCKY TRAILER SALES  213.80- 7/31/15 - 759851    254835  GAUSE RV CENTER              758.00- 7/31/15 - 762843    156309  CNH MOBILE RV REPAIRS &amp; REN  545.00- 7/31/15 More... F3=Exit F5=Refresh F6=Accept Batch F7=Toggle Sort F8=Filter F11=Fold </pre> <pre> RGA200-1          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    394020  SKY RIVER RV-PASO ROBLES     .00 8/28/15 - 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 &amp; G TRAILER RANCH          62.50- 8/20/15 -          2222391  135613  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 </pre> <ul style="list-style-type: none"> <li>o Select the F6 option to Accept the Batch and issue the Credit Memos <ul style="list-style-type: none"> <li>✓ A message will appear at the bottom of the screen confirming the desire to generate credit memos</li> <li>✓ Select the F6 option again to complete the issuance of the Credit Memos</li> <li>✓ The RGA Credit Memo Release screen (RGA200) will be closed and the RGA System menu (RGAZ99) will be displayed</li> </ul> </li> </ul>			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
8	<ul style="list-style-type: none"> <li>The results of the credit memo released can be reviewed</li> <li>From the Master Menu, select option 3 to access the Accounts Receivable Menu (SSAR00)</li> </ul> <ul style="list-style-type: none"> <li>From the Accounts Receivable menu, select option 19 to access the Account Inquiry screen (ACR300)</li> </ul>	<ul style="list-style-type: none"> <li>The credit memo amount can be viewed against the customer account</li> </ul>		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<div data-bbox="178 263 808 669" data-label="Code-Block"> <pre> SSAR00          Dometic - TEST Environment  LAGPC900R  9/23/15                 Accounts Receivable      PETZ      21:27:33  Transactions 1.Cash and Memo Posting (ACR500) 2.Credit Hold Release (DOR580)  Reset Files 29.AR Account Maintenance (ACR501) 14.Reset Corporate Cust# (ACR972) File Maintenance          15.Reset Cust Amount Due (ACR970) 3.Customer Master (ACR100) 16.Credit Hold Backorders (DOE320) 4.Terms Master (ACR110)  Inquiries 5.Company Master (ACR120) 17.Alpha Customer Lookup (ACR310) 6.Profit Center Master (ACR130) 18.Customer Master Inquiry (DOR300) 7.Customer Notes (DOR14C) 19.Account Inquiry (ACR300) 8.Customer Class Master (DOR190) 20.Order Inquiry (DOR300) 9.Marketplace Maintenance (DOR180) 21.Invoice Inquiry (DOR300) 10.Customer Order Notes (DOR140) 22.Customer Lookup By Parent(DOR320) 11.Change Invoice Due Date (DORDA7)  Other Options 12.E/O/D Bank Deposit list (DOR225) 23.A/R Reports/Inqs. (Menu SSAR01) 13.Customer Credit Notes (ACR973) 24.Open Payments List (DOR430) 28.Terms Promo Text Maint. (DOR2161) 25.Credit Hold Release Hist.(DOR780) 30.Credit Rep Maintenance (DOR140) 26.AR, Sales, Inventory Rpt (DOR210)                 27.Credit Card Menu (Menu SSAR04)  Enter Option Number or Product Code: 90.Signoff F3-MsgQue F4-Outq F5-SndMsg F6-DspMsg F8-Job HOME-Mstr Menu HELP </pre> </div> <ul style="list-style-type: none"> <li>• With Account Inquiry screen (ACR300) displayed, <ul style="list-style-type: none"> <li>○ Enter the Customer Number the warranty claim was associated with</li> <li>○ Press the Enter key to Continue</li> </ul> </li> </ul> <div data-bbox="178 824 808 1242" data-label="Code-Block"> <pre> ACR300          Customer Account Inquiry  22:43:42  9/23/15  Customer Number  248486 -- or -- Customer Name   _____ -- or -- Invoice Number  _____ Currency Code   ___ (blank for all)  FUNCTIONS CMD/1 - End Program CMD/7 - Alpha Inquiry HELP - More Information </pre> </div> <ul style="list-style-type: none"> <li>○ Press the Page Down key to scroll through the invoices on the account to locate the Invoice / Credit Memo Number associated with the Warranty Claim</li> </ul>			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	<p>o When completed reviewing the Account Details, select the F1 option to Exit the screen and return to the Accounts Receivable menu (SSAR00)</p> 			

**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: \_\_\_\_\_