Test Script Id: SO08
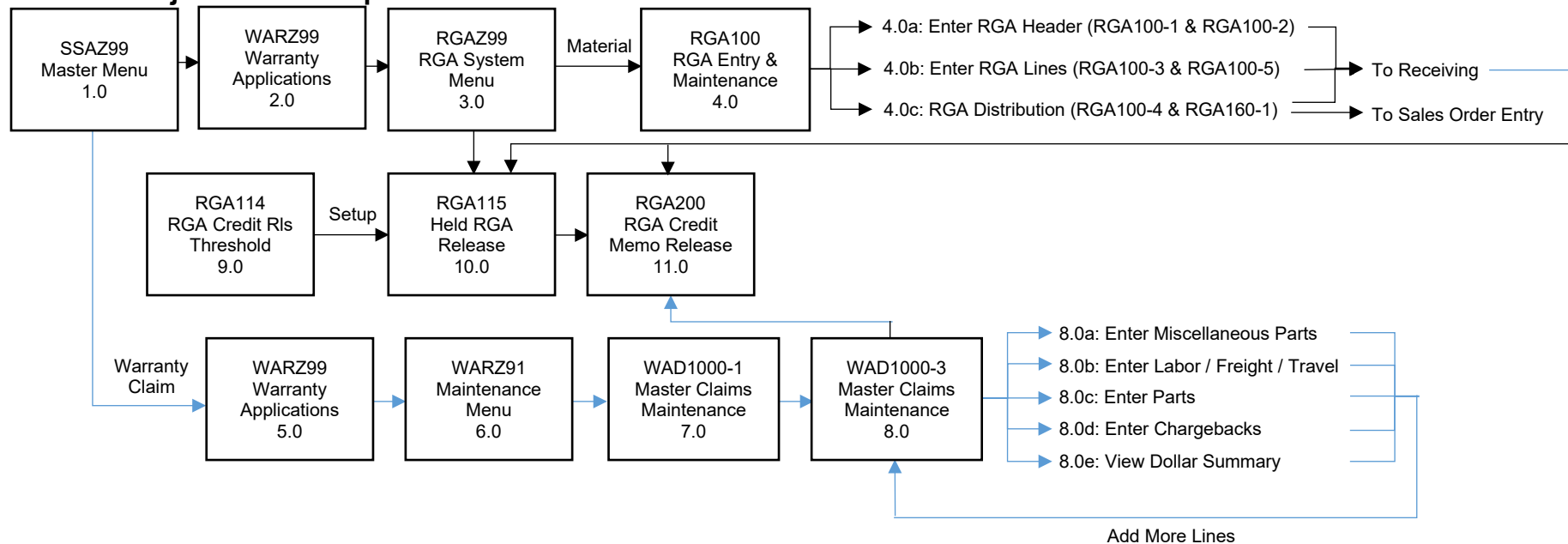**Business Area:** *Sales Orders / Quotes / Warranty*
Test Script Name: *Creating A Standalone Warranty Claim*
Date: *09/23/2015*

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*
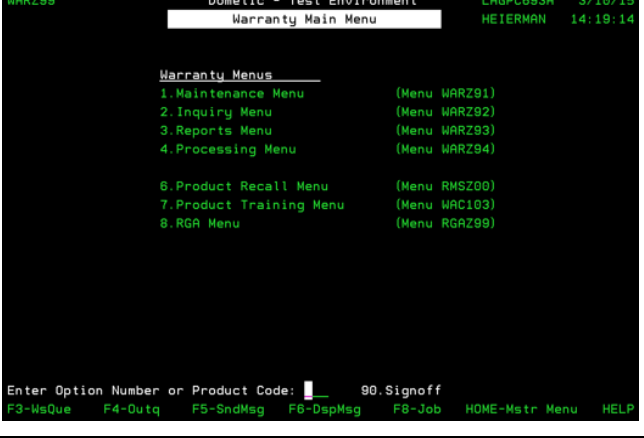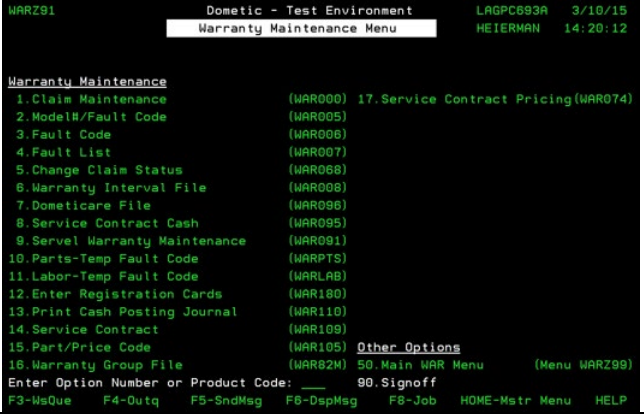- *Customer master records have been created*

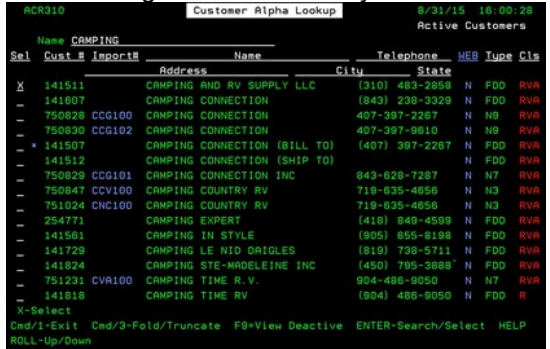## 1.3 Acceptance Criteria / Key Success Factors

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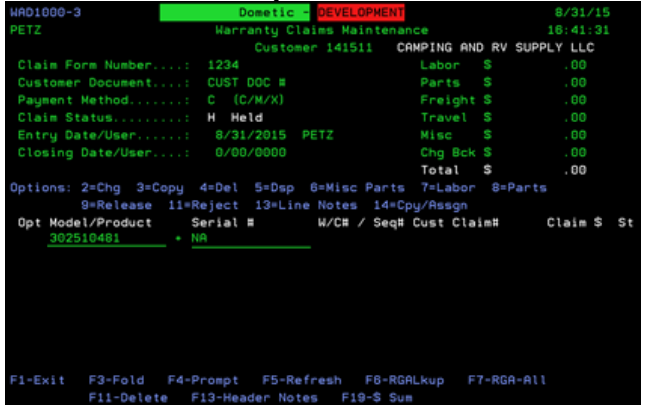 - ○ *One or many labor claims can be created*

- o *One or many freight claims can be created*
- o *One or many travel claims can be created*
- o *One or many Dometic / Atwood item claims can be created*
- o *One or many miscellaneous part claims can be created*
- o *One or many notes (Internal and / or External) can be created*
- o *Chargeback details can be defined and associated to the Warranty Claim*
- o *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*
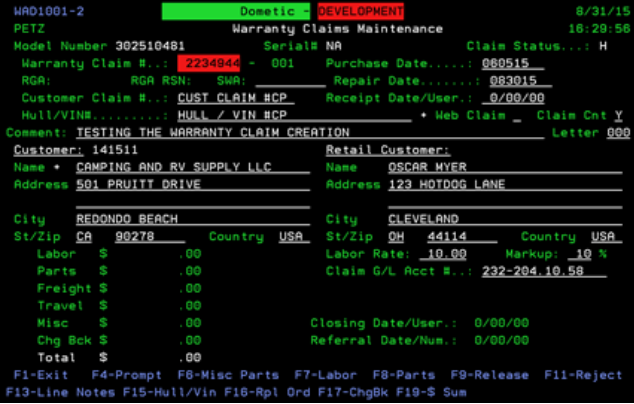
1.4 Testing Steps

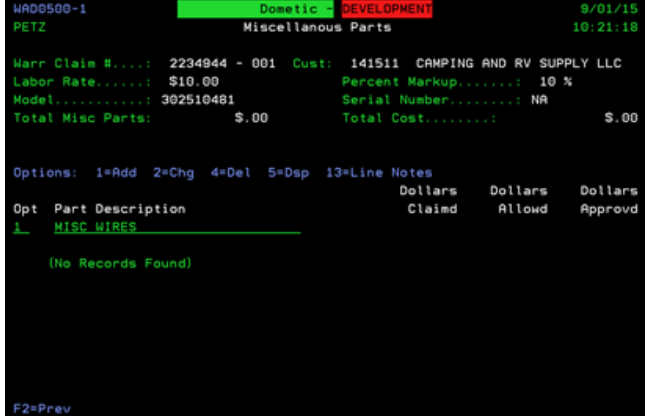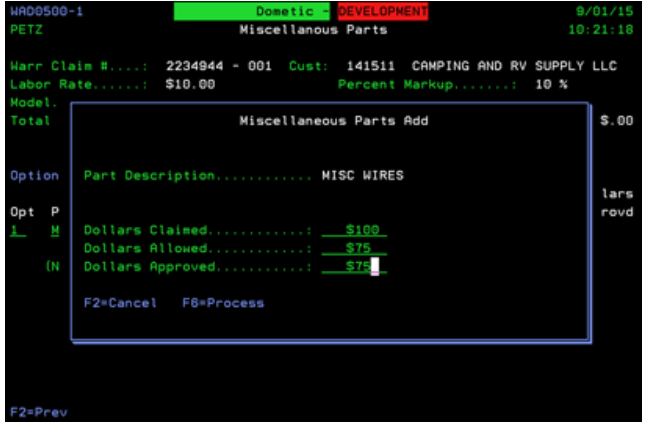| Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
1	• From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99)	• Warranty Applications Menu is displayed		
2	• From the Warranty Applications Menu, select option 1 to access the Maintenance Menu (WARZ91)	• Warranty Maintenance Menu is displayed		

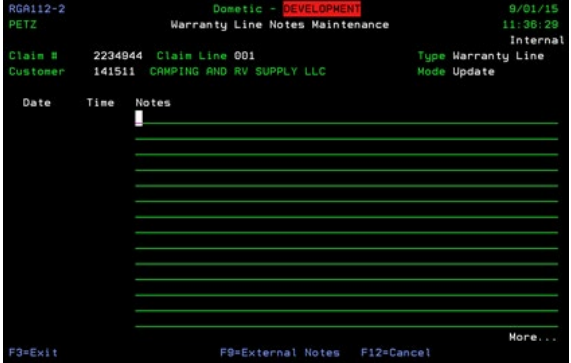| Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	WARZ99 Dometic - Test Environment LAGPC693A 3/10/15 Warranty Main Menu HEIERMAN 14:19:14 Warranty Menus 1.Maintenance Menu (Menu WARZ91) 2.Inquiry Menu (Menu WARZ92) 3.Reports Menu (Menu WARZ93) 4.Processing 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: ▮ 90.Signoff F3-WsQue F4-Outq F5-SndMsg F6-DspMsg F8-Job HOME-Mstr Menu HELP			
3	• From the Warranty Maintenance Menu, select option 1 to access the Claim Maintenance screen (WAR000) WARZ91 Dometic - Test Environment LAGPC693A 3/10/15 Warranty Maintenance Menu HEIERMAN 14:20:12 Warranty Maintenance 1.Claim Maintenance (WAR000) 17.Service Contract Pricing(WAR074) 2.Model#/Fault Code (WAR005) 3.Fault Code (WAR006) 4.Fault List (WAR007) 5.Change Claim Status (WAR068) 6.Warranty Interval File (WAR008) 7.Dometicare File (WAR096) 8.Service Contract Cash (WAR095) 9.Servel Warranty Maintenance (WAR091) 10.Parts-Temp Fault Code (WARPTS) 11.Labor-Temp Fault Code (WARLAB) 12.Enter Registration Cards (WAR180) 13.Print Cash Posting Journal (WAR110) 14.Service Contract (WAR109) 15.Part/Price Code (WAR105) Other Options 16.Warranty Group File (WAR82M) 50.Main WAR Menu (Menu WARZ99) Enter Option Number or Product Code: ___ 90.Signoff F3-WsQue F4-Outq F5-SndMsg F6-DspMsg F8-Job HOME-Mstr Menu HELP	• Claim Maintenance screen is displayed		
4	• With the Master Claims Maintenance screen (WAD1000-1) displayed, select the F6 option to begin the creation of a New Claim	• The Warranty Claim record is created and saved to the system		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	• With the WAD1000-3 screen displayed, begin the creation of the New Warranty Claim (F6) o Enter the Customer Number ✓ A customer lookup can be performed by selecting the F4 option ▪ Enter the Customer Name perform the inquiry ▪ Place an "X" in the "Sel" column and press the Enter key to select a customer to associate against the Warranty Claim o Enter the Claim Form Number o Enter the Customer Document Number ✓ If a value was entered in the Claim Form Number field and this field is left blank, the			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	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 ○ Enter the Model / Product Number ○ Enter the Serial Number ○ Press the Enter key to Continue • With the WAD1001-2 screen displayed, continue the creation of the New Warranty Claim ○ System assigns a Warranty Claim # ○ Enter the SWA number ○ Enter the Customer Claim Number ○ Enter the Hull / VIN Number ✓ Select the F4 option to perform an inquiry against the field ○ Enter the Purchase Date ○ Enter the Repair Date ○ Enter the Receipt Date / User **1.4.1 Enter a Comment** ○ Enter the Retail Customer Information		P/F	

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	✓ 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 ○ Adjust the Labor Rate if required ○ Adjusted the Markup % if required ○ Press the Enter key to Continue			

• 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 screen			

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	✓ The Retail Customer information entered here will be added to the Retail Customer fields on the WAD1001-2 screen			

4a	• With the WAD1001-2 screen displayed, the F6 option can be selected to associate Misc Parts against the Warranty Claim
	   o Enter a "1" in the Opt column
	   o Press the Tab key to move to the Part Description field
	   o Enter the Part Description
	   o Press the Enter key to Continue
		• 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
	 o Enter the Dollars Claimed o Enter the Dollars Allowed o Enter the Dollars Approved o Select the F6 option to Process the entries and return to the WAD0500-1 screen o The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column o Notes can be added by placing "13" in the Opt column			

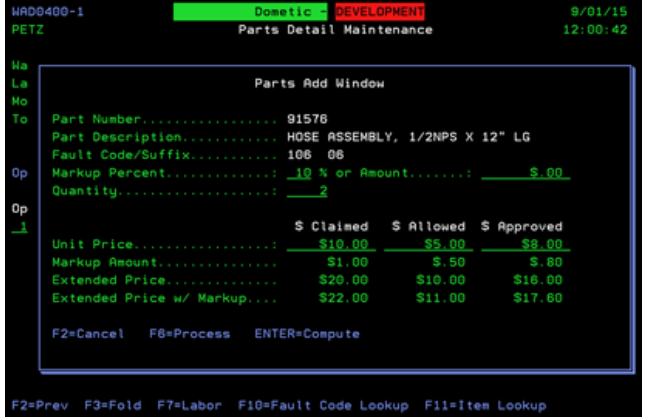| Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	✓ Notes can be added as Internal or External. With the Notes entry screen displayed, select the F9 option to toggle between the Internal and External entry screen ✓ When note entry is complete, select the F3 option to Exit the screen and return to the WAD0500-1 screen ![RGA112-2 Warranty Line Notes Maintenance screen] o If the entry of Miscellaneous Parts is complete, select the F2 option to return to the WAD1001-2 screen ![WAD0500-1 Miscellaneous Parts screen]			

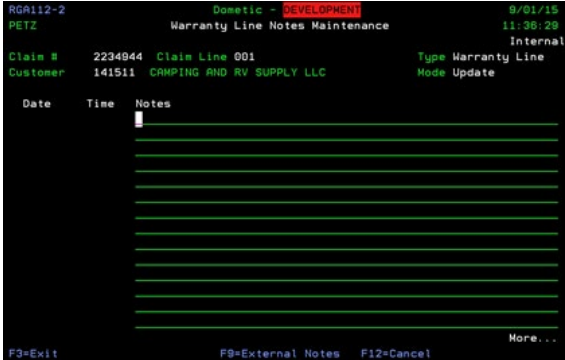| Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments

4b	• With the WAD1001-2 screen displayed, the F7 option can be selected to associate Labor / Freight / Travel against the Warranty Claim
	  o Enter a "1" in the Opt column
	  o 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
	
	  o With the Fault Code field populated, press the Enter key to Continue
		• 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
| | ```
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
``` | | | |
| | 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

	o The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column
	o 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 WAD0300-1 screen			

Id	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			
4c	• With the WAD1001-2 screen displayed, the F8 option can be selected to associate Dometic / Atwood Item Numbers against the Warranty Claim o Enter a "1" in the Opt column o Press the Tab key to move to the Part Number field ✓ 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	• 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
	  o 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 o 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
| | ```
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
``` | | | |
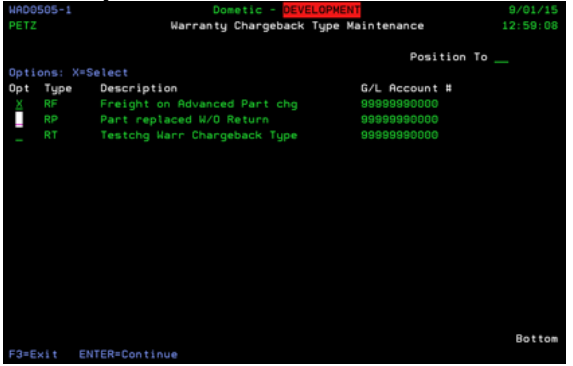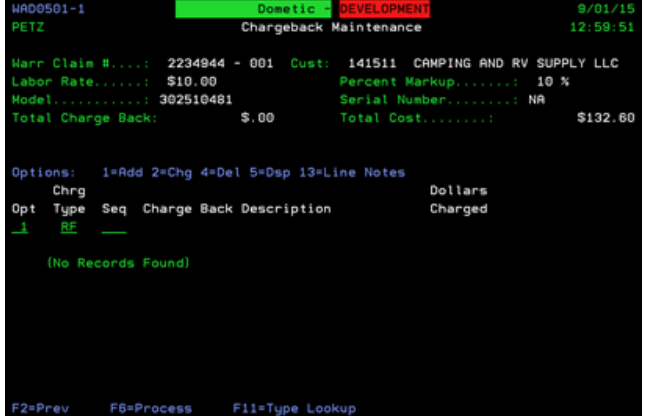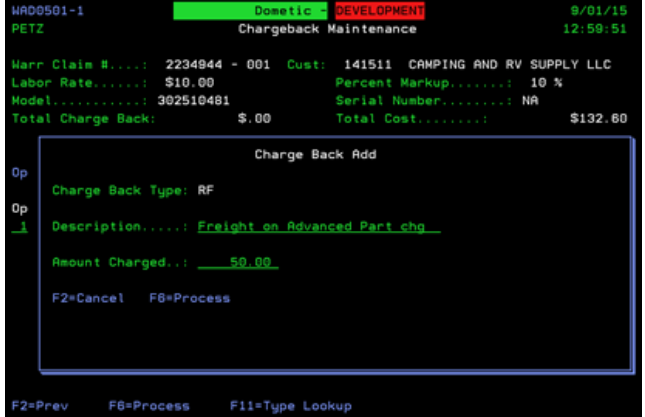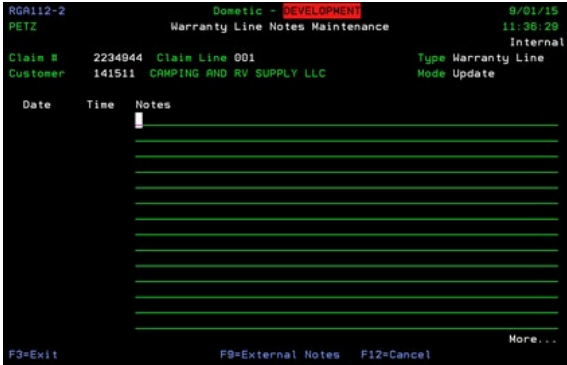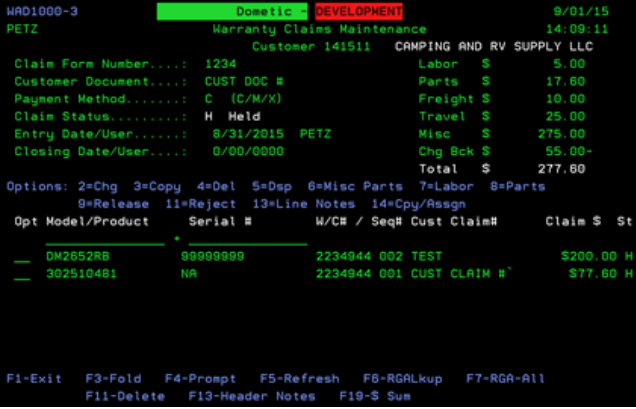| | o Enter the Markup Percent or the Amount
o Enter the Quantity
o Enter the Dollars Claimed
o Enter the Dollars Allowed
o Enter the Dollars Approved
o Press the Enter key to Compute the remaining amounts
o Select the F6 option to Process the entries and return to the WAD0400-1 screen | | | |
| | ```
WAD0400-1          Dometic - DEVELOPMENT          9/01/15
PETZ               Parts Detail Maintenance       12:00:42

Wa
La  ┌───────────────────────────────────────────┐
Mo  │              Parts Add Window              │
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  $17.60 │
    │                                            │
    │ F2=Cancel   F6=Process   ENTER=Compute     │
    └───────────────────────────────────────────┘

F2=Prev  F3=Fold  F7=Labor  F10=Fault Code Lookup  F11=Item Lookup
``` | | | |

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	o The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column o 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 o 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

4d	• With the WAD1001-2 screen displayed, the F17 option can be selected to associate Charge Backs against the Warranty Claim
	  o Enter a "1" in the Opt column
	  o 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
	
	  o With the Chrg Type field populated, press the Enter key to Continue
		• 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
	o Enter the Amount Charged: This will be the value of the Charge Back applied to the Warranty Claim o Select the F6 option to Process the entries and return to the WAD0501-1 screen o The entry made will be displayed. The entry can be updated by placing a "2" in the Opt column o 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
	✓ 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 ○ If the entry of Charge Backs is complete, select the F2 option to return to the WAD1001-2 screen			
4e	• A summary of the charges associated with the Warranty Claim be viewed	• 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
	• With the WAD1001-2 screen displayed, a display of the approved values associated with the Item line are displayed • 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
5	• 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 ○ Notes can be added to the Warranty Claim by selecting the F13 option ✓ 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	• Lines notes can be added against the Warranty Claim		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
6	• With the WAD1000-3 screen displayed, a "9" can be entered in the Opt column to Release the line for processing ○ Press the Enter to Continue and the Status will be changed from "H" to blank indicating the line has been Released 	• 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
	  ○ When all lines associated with the Warranty Claim have been Released, the Claim Status will show as Released 			
7	• From the Master Menu, select option 25 to access the Warranty Applications Menu (WARZ99)	• The Warranty Claim created in the prior steps appears on the screen and can be released • Upon completion of the release the Warranty Claim number no longer appears on the screen		

Id	Business Process / System Action / Value Entered	Output Expected	P/F	Supporting / Failure Comments
	  • From the Warranty Applications Menu, select option 8 to access the RGA Menu (WARZ91) • 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
	``
RGAZ99   Dometic - DEVELOPMENT   LAGPC647A   5/20/15
                        RGA System Menu   DCHRISTOPH 09:14:11

Processing   Reports
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 Web RGAs:NonDefect (RGA101) Maintenance
8.Release Web RGAs:Defective (RGA102) 26.Locked RGA Release   (RGA210)
9.Held RGA Release-No Charge (RGA116) 27.Dr. DPICS Maintenance (DOM100)
Inquiries   28.Q&A Setup Maintenance   (RGA175)
10.RGA Inquiry   (RGA105) 29.Q&A Question Master Maint.(RGA177)
11.Open RGA Inquiry   (RGA300) 30.Auto Send RGA   (RGA180)
12.Serial Number Inquiry   (DOB390) Other Options
13.Hull/Vin number lookup (WAR300) 35.Re-eMail/Re-Fax RGA Docs (RGA555)
14.Dr. DPICS Inquiry   (DOM378)
                                   50.Main WAR Menu   (Menu WARZ99)

Enter Option Number or Product Code: ___   90.Signoff
F3-WsQue   F4-Outq   F5-SndMsg F6-DspMsg   F8-Job   HOME-Mstr Menu   HELP
```
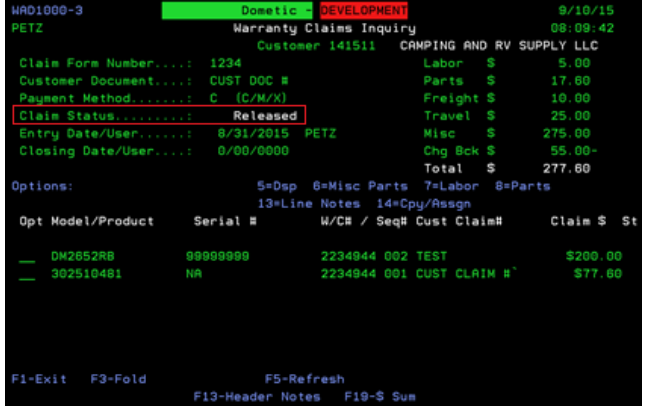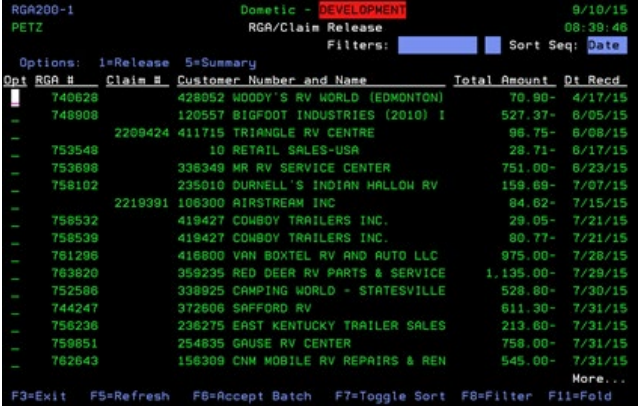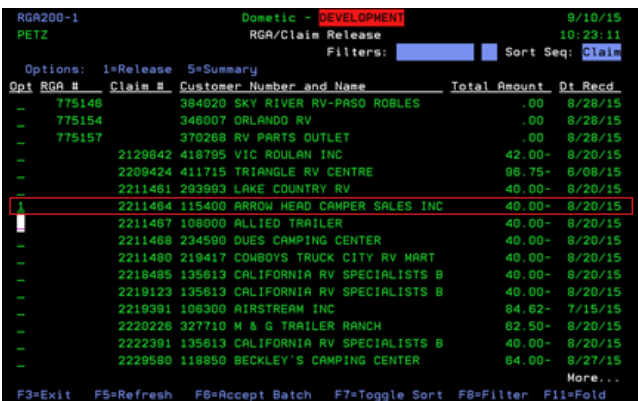
- With the RGA Credit Memo Release screen (RGA200) displayed:
  - Locate the Warranty record created in the previous steps
    - ✓ The value will be displayed in the Claim # column on the screen
  - **PLEASE NOTE**:  ALL lines will need to be released on the Warranty Claim in order for the record to 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 warranty claim
    - ✓ When completed viewing the details, select the F12 option to return to the prior screen
  - 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 | | | |

| Id | Business Process / System Action / Value Entered | Output Expected | P/F | Supporting / Failure Comments |
|---|---|---|---|---|
| | <br><br>o Select the F6 option to Accept the Batch and issue the Credit Memos<br>  ✓ A message will appear at the bottom of the screen confirming the desire to generate credit memos<br>  ✓ Select the F6 option again to complete the issuance of the Credit Memos<br>  ✓ The RGA Credit Memo Release screen (RGA200) will be closed and the RGA System menu (RGAZ99) will be displayed | | | |

| Id | Business Process / System Action / Value Entered | Output Expected | P/F | Supporting / Failure Comments |
|---|---|---|---|---|
| |  | | | |
| 8 | • The results of the credit memo released can be reviewed<br>• From the Master Menu, select option 3 to access the Accounts Receivable Menu (SSAR00)<br><br><br><br>• From the Accounts Receivable menu, select option 19 to access the Account Inquiry screen (ACR300) | • The credit memo amount can be viewed against the customer account | | |

| Id | Business Process / System Action / Value Entered | Output Expected | P/F | Supporting / Failure Comments |
|---|---|---|---|---|
| | <br><br>• With Account Inquiry screen (ACR300) displayed,<br>  o Enter the Customer Number the warranty claim was associated with<br>  o Press the Enter key to Continue<br><br><br><br>  o 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 | | | |

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

## 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: _____