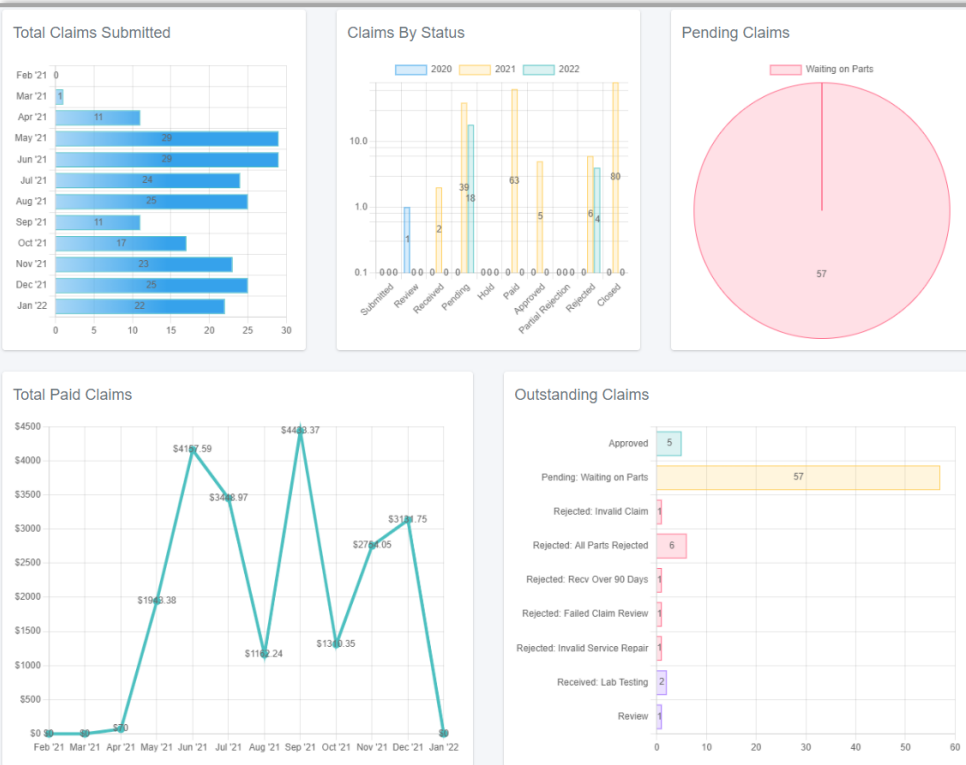


Warranty News

Warranty Portal Updates

February – 2022



Claim History Has Moved!

[Read More](#)

Warranty How-to-Guide Updates!

[Read More](#)

Know When Photos of Parts are Required!

[Read More](#)

New View Status Change Page!

[Read More](#)

What's New!

Last month we launched the Warranty Claims Dashboard, a new tool for visualizing your Warranty Service Claims. This new dashboard provides total visibility to your claims in a single-page report allowing you to conveniently review the status of your claims from the Warranty Portal.

Here's a peek at what you can look forward to:

- Review total claims submitted within a year.
- Visualize claims by status (e.g., Submitted, Review, Pending, etc.).
- Pending claims by reason (e.g., Waiting on parts, Lab Testing, etc.).
- Total paid claims within a year.
- Outstanding claims graph.

[Review Now!](#)

Claim History Has Moved!

Looking to access your Claim History screen but are unable to find it?

It is now located under the **Service Claims** dropdown menu in the navigation bar. Under this new menu you will find links to Create a New Claim, your Claim History, and the new Claim Status Changes page.

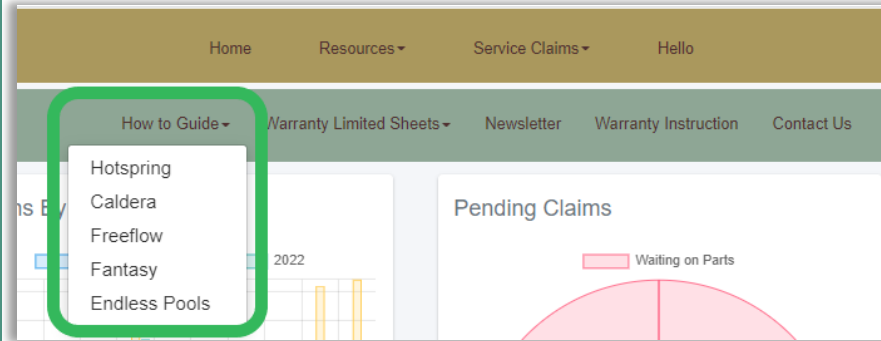
Try it Now!

Warranty How-to-Guide Updates!

The design of the **Warranty How-to-Guide** has been revamped giving you and your team a faster way to find answers to your Warranty questions.

With the latest Warranty How-to-Guide update, we've invested into making it more helpful and user-friendly.

See What's New!



New Way to Know When Photos of Parts are Required!

Ever wonder when a photo of a part is required to process your Warranty Service Claims?

The new functionality provides you with a pop-up message when entering a part number in your claim form that will advise when a photo of the part is required to be submitted with a claim for approval.

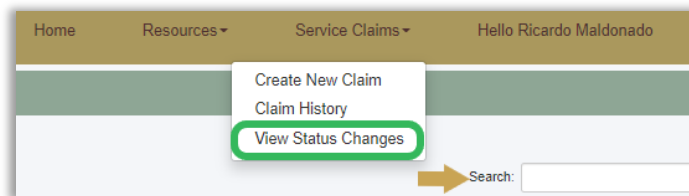
See How It Works!

How Does the New View Status Changes Page Work?

We have launched a new section within the Warranty Portal that enables you to quickly filter your claims by historical status changes.

Use this new tool to filter by claim number or header category. You can also use the search option to find specific claims or sort by status (e.g., paid, approved, etc.).

Learn More!



| Status Change | Current Status | Status Reason | Status Change Date |
|---------------------|----------------|------------------|--------------------|
| Received ⇒ Approved | Approved | | 02/03/2022 |
| Pending ⇒ Received | Received | Lab Testing | 02/02/2022 |
| Submitted ⇒ Review | Review | Waiting on Parts | 02/02/2022 |

For questions, please contact the Warranty Team at Warranty@Watkinsmfg.com

WARRANTY NEWS



Warranty Database Upgrade

As part of the ongoing efforts to improve our systems to be easier, faster, and better, we are pleased to announce that we have upgraded our Warranty Portal. The main purposes of the upgrade is to get the Warranty Portal onto a more current platform, ensure better system stability, and allow for improvements to be made more frequently.

While the general warranty process and framework of the online system is unchanged, as part of this upgrade, we have made several improvements that should prove useful to you. In addition to better visual interfaces, several other changes are listed below (note: the Appendix section at the end of this document provides more specific details including screen shots):

Claim History Screen:

- Better identification of parts requiring photos
- Ability to add photos/attachments to claims after they have been submitted (in case they are not included at time of submittal)

Statements & Credit Memos:

- Ability to reimburse non-warranty credits (accommodations); a new section has been added under "Warranty Statements" to display these credits.
- Credit Memo documents have been updated with claim information in order to make it easier to reconcile payments to claims. The description field now displays the specific claim number and/or any other appropriate reference information.

We are excited about these changes, and hope you like them as well. As mentioned above, this new portal will allow us to make changes more regularly, so please let us hear your feedback including other changes you would like to see by emailing us at warranty@watkinsmfg.com.

Should you have any questions or require additional information, please contact our Warranty Department.

Appendix:

Claim History Screen

Identification of photo requirement:

The screenshot shows the 'Claim History' screen with a navigation bar at the top containing 'Warranty', 'Resources', 'Service Claim', 'Claim History' (highlighted with a red box), and 'Hello warranty test'. Below the navigation bar is a 'Service Claim History' section with a 'Filter Claim History' form. The form includes a 'Show All' button, a 'Monthly' dropdown menu, 'Begin Date' and 'End Date' input fields, and a 'Statements last 12 months' dropdown menu with a 'View Statement' button. Below the filter form is a table of claims with columns: WSC#, Claim Type, Status, Status Date, Paid Date, Status Reason, Serial Number, Last Name, First Name, Total, and Submitted Date. The 'Status Reason' column is highlighted with a red box. The table contains three entries: 10282022 (Spa, Rejected, 02/06/2020, Out Of Warranty), 10281064 (Stock Part, Pending, 01/31/2020, Waiting On Photos), and 10281059 (Spa, Review, 01/31/2020, [redacted]). Below the table is a 'Showing 1 to 3 of 3 entries' message and a pagination control showing 'Previous', '1', and 'Next'.

Add photos/attachments:

The screenshot shows the 'Claim Detail' screen for claim ID 10281064. The 'Status Reason' dropdown menu is set to 'Waiting On Photos'. Below the dropdown is a 'View' button and a thumbnail image of a claim. Below the thumbnail is a 'Choose Files' button, which is highlighted with a red box. Below the 'Choose Files' button is a table with columns: Quantity, Part Number, Component SN, Fail Code, Status, Status Reason, Date Received, Paid Date, Price, and Ext Price. The table contains one entry: 1, W77011, [redacted], Loose, Pending, Photo Required, [redacted], [redacted], \$ 158.97, \$ 0.00.

Statements & Credit Memos

Non-warranty credits section of Warranty Statement:


Non-Warranty Credits

| Credit No. | Serial Number | Amount |
|--------------|---------------|-----------------|
| 82 | | \$149.60 |
| Total | | \$149.60 |

Credit Memo now displays specific claim numbers:

SALES CREDIT MEMO

Watkins Manufacturing Corporation
1280 Park Center Drive
Vista, CA 92081-8398
Telephone: 1.760.598.6464



Page:1

Credit Memo No.: CRW2080021
Credit Memo Date: 01/30/20

Credit To: _____ Ship To: _____

73008

Bill-To No: _____

Apply to Type: _____ P.O. No: WARRANTY CLAIM GRP 42703

Apply to Number: _____ Description: _____

| Item No. | Description | Qty. | Unit Price (USD) | Total Price (USD) |
|----------|---|------|------------------|-------------------|
| | CM CLAIM 10276549 | 1 | 209.76 | 209.76 |
| | CM CLAIM 10276596 | 1 | 427.07 | 427.07 |
| | CM CLAIM 10276607 | 1 | 209.76 | 209.76 |
| | CM CLAIM 10276619 | 1 | 128.35 | 128.35 |
| | CM CLAIM 10276628 | 1 | 456.45 | 456.45 |
| | CM CLAIM 10276639 | 1 | 456.45 | 456.45 |
| | CM CLAIM 10276672 | 1 | 12.31 | 12.31 |
| | CM CLAIM 10276871 | 1 | 768.58 | 768.58 |
| | Please visit the warranty website via the Access Portal for details on the payment reimbursement. | 0 | 0.00 | 0.00 |
| | | 0 | 0.00 | 0.00 |

TERMS AND CONDITIONS: Notwithstanding any additional or different term or condition that may be embodied in your purchase order, we accept your order only on the express condition that you assent to the terms and conditions on the face side hereof and also as delivered to all dealers under separate cover or available upon request. Your acceptance and receipt of the goods shipped hereunder shall constitute assent to such terms and conditions. Any additional or different term or condition in your purchase order or any other document of yours I deemed material and is hereby objected to and rejected.

| | | |
|--|-------------------|----------|
| | Subtotal: | 2,668.73 |
| | Invoice Discount: | 0.00 |
| | Tax: | 0.00 |
| | Total (USD): | 2,668.73 |



WARRANTY NEWSLETTER

DECEMBER 2017

*Holiday Greetings
from the Watkins
Wellness Warranty
Team!*

Jasmin Valadez
Supervisor

Michele Dexter
Representative

Arlene Allwein
Representative

Ana Maldonado
Coordinator

Christine Colón
Coordinator



We'd

Like

To begin

The Holiday Season

By offering our dealers

A few helpful tips on

Navigating through the

Warranty Online site in the

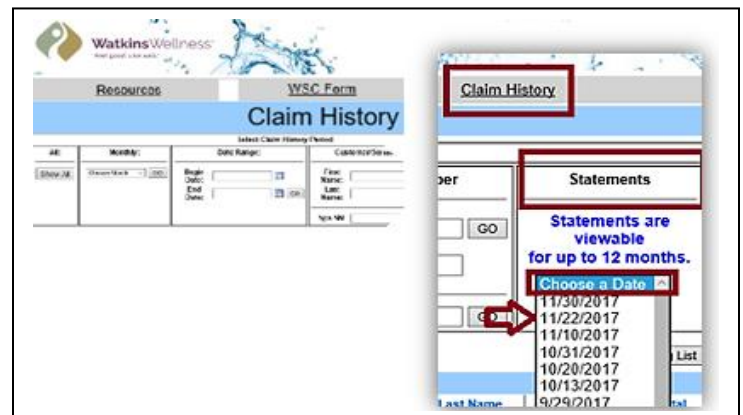
Access

Database

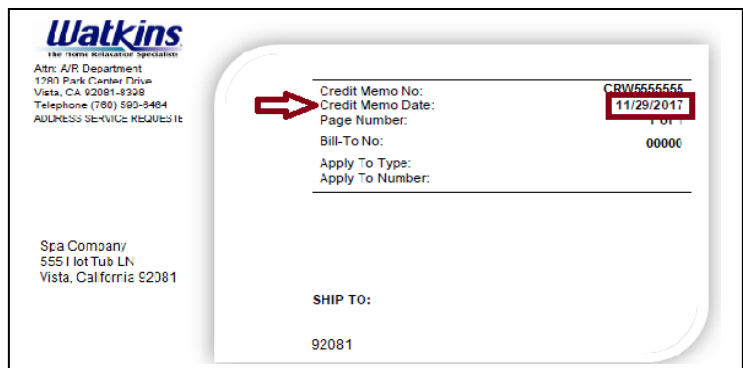
MATCHING WARRANTY STATEMENTS WITH CHECK OR CREDIT MEMOS

Dates on warranty refund checks or credit memos differ from statement dates. To determine how to match the reimbursement with the corresponding statement:

- ❖ Click on the **Claim History** tab
- ❖ Under the **Statements** column, click on **Choose a Date** to view a drop-down list of statement dates
- ❖ The correlating statement will be dated approximately 3-7 days prior to either your check or credit memo date



E.g., if the credit memo is dated 11/29/2017, as shown below, you would search for statement date 11/22/2017 or later, as displayed above. To confirm match, compare amounts in the *Total Payable* field on the statement to the *Total Price* field on the credit memo.



ATTACHING SUPPORTING DOCUMENTS

To prevent rejected claims due to missing documentation, please follow the instructions below when uploading files during the claim submission process:

- ❖ Click on the **Browse** button

Attach supporting documents
 A Maximum of 10 files of type jpg, png, pdf, mov, avi
 Be sure to click the "upload file" button after selectin

- ❖ Click on the file
- ❖ Click **Open**
- ❖ The file destination address will appear in the browse box

Attach supporting documents
 A Maximum of 10 files of type jpg, png, pdf, mov, avi, mp4 can be attached. Combined file size allowed is 100MB.
 Be sure to click the "upload file" button after selecting the file.

- ❖ Click **Upload File**

Attach supporting documents
 A Maximum of 10 files of type jpg, png, pdf, mov, avi
 Be sure to click the "upload file" button after selectin

- ❖ Repeat steps above for each additional file you are submitting

Please note, the system accepts a maximum of 10 files of either jpg, png, pdf, mov, avi and mp4 file types. The size limitation for combined files is 100MB.

PRINTING PACKING LISTS

In addition to submitting Service Claim forms, Service Claim Packing Lists are also required when returning parts under warranty to Watkins. To prevent delayed reimbursements, please include the packing list, along with a copy of the claim for each part in the return box. Please follow the steps below to print packing lists:

1. **Claim History** tab

Resources WSC Form **Claim History**

Select Claim History Period

Submitted Claims - All

| WSC # | Type | Status | Status Date | Paid Date | Status Reason | Serial Number | Last Name | First Name | Total |
|--------------------------|---------|--------|-------------|-----------|---------------|---------------|-----------|------------|---------|
| <input type="checkbox"/> | 3179239 | Spa | Paid | 7/01/2013 | 7/01/2013 | CAB3L3041 | Murphy | Bill | \$60.00 |

2. Check the box next to each claim you want included on the packing list

Resources WSC Form Claim History

Select Claim History Period

Submitted Claims - All

| WSC # | Type | Status | Status Date | Paid Date | Status Reason | Serial Number | Last Name | First Name | Total |
|-------------------------------------|---------|--------|-------------|-----------|---------------|---------------|-----------|------------|---------|
| <input checked="" type="checkbox"/> | 3179239 | Spa | | | | | | | |
| <input type="checkbox"/> | 3179239 | Spa | Paid | 7/01/2013 | 7/01/2013 | CAB3L3041 | Murphy | Bill | \$60.00 |

3. Click on **Print Packing List**

Resources WSC Form Claim History

Select Claim History Period

Submitted Claims - All

| WSC # | Type | Status | Status Date | Paid Date | Status Reason | Serial Number | Last Name | First Name | Total |
|--------------------------|---------|--------|-------------|-----------|---------------|---------------|-----------|------------|---------|
| <input type="checkbox"/> | 3179239 | Spa | Paid | 7/01/2013 | 7/01/2013 | CAB3L3041 | Murphy | Bill | \$60.00 |

To learn additional tips or for further information, please visit the *Resources* tab.



WatkinsWellness®
 Feel good. Live well.™

WARRANTY NEWSLETTER

November 2015

DEALER STATEMENTS

Great news!!! Warranty Dealer Statements are now available online! Access to your statements and tracking warranty claims are now easier than ever so you can better manage your warranty processing and reimbursement activities.

The benefits:

- All documents are easy-to-access in PDF.
- Documents look just like the paper copies.
- Available to view or download anytime.
- Printable when you need to.

Please note: This will be your last statement received by mail. All statements will be available online. Printed copies will be available only on request.

To manage your claims, go to the Claim History screen tab and view claim status and Dealer Statements.

The screenshot shows the 'Claim History' interface. At the top, there are tabs for 'WSC Form' and 'Claim History'. Below the tabs is a header 'Claim History' and a sub-header 'Select Claim History Period'. The main area is divided into three columns: 'Date Range', 'Customer/SerialNumber', and 'Statements'. The 'Date Range' column has 'Begin Date' and 'End Date' fields with calendar icons and a 'GO' button. The 'Customer/SerialNumber' column has 'First Name', 'Last Name', and 'Spa SN' fields with 'GO' buttons. The 'Statements' column has a message 'Statements are viewable for up to 12 months.' and a 'Download' button. A purple arrow points to the 'Download' button.

To view statements, select a date and click the Download button. Statements will be displayed in PDF. If there is no statement available on the day selected, you will receive a message saying: *“There weren’t any claims process for this date selected”*.

This screenshot is similar to the previous one but includes a message at the bottom: 'Please Note: **There weren't any claims processed for the date selected.**'. A red arrow points to this message. The 'Date Range' section now shows 'Monthly' selected and a 'Choose Month' dropdown menu. The 'Statements' section now shows a date '6/30/2015' selected in the dropdown menu. A purple arrow points to the 'Download' button.

RETURNING PARTS

When returning warranty parts to Watkins:

- 1) Please ensure adequate packaging and protection.
- 2) Whenever possible, please use the same box the part was received.

Parts damaged in shipping are not eligible for payment. Please make sure to include a copy of the claim for each part and provide a Packing List form. The claim stays with the part at all times and the Packing List is what is taken to the Warranty Department as confirmation of claim receipt.

RECONCILING

It is strongly recommended that you reconcile your statement as you receive it. You have 90 days from the statement date to reconcile your claims. Any requests after this time are not eligible for reconciliation or payment.

NOTES

For additional warranty information, go to the Resources tab.

Everything you need about warranty is located in the Warranty Online site in the Access Portal system.



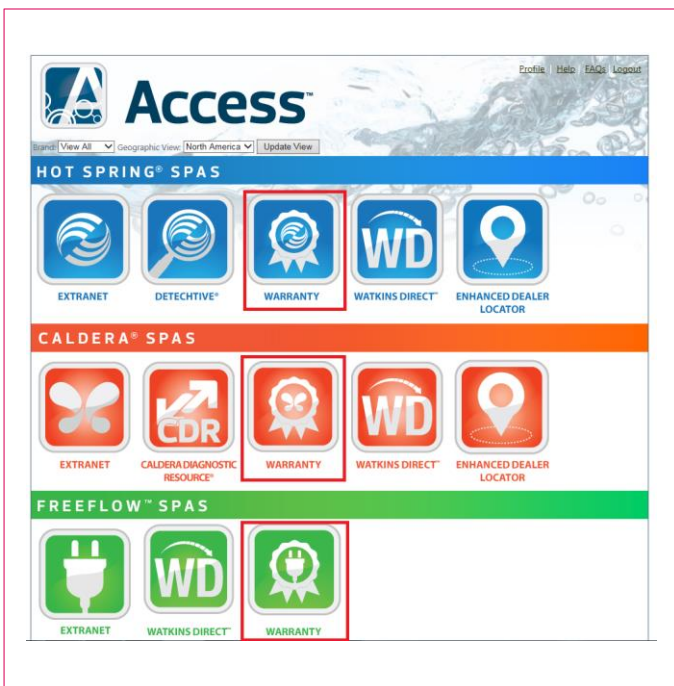
WARRANTY NEWSLETTER

May 2015

ONLINE WARRANTY DATABASE



The Online Warranty Database system was successfully launched on August 10, 2012, and it is going strong. This easy-to-use online system is a one-stop application that allows you to submit and track all warranty claims. If you are not online, it is not too late to get on board. First step is to register for an Access account at: <https://access.watkinsmfg.com/> If you already have an account with Access and are missing the Warranty application, send an email to: access@watkinsmfg.com and request to have warranty to be added. As soon as you have the warranty application you can start submitting claims online.



[Home](#)

In the home page you will find links to the following:

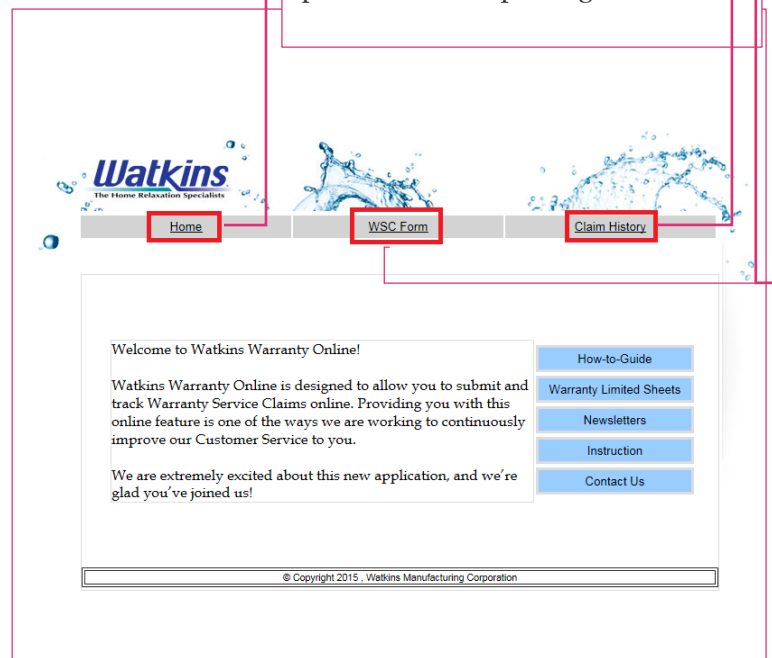
- [How-to-Guide](#)
- [Warranty Limited Sheets](#)
- [Newsletters](#)
- [Instruction](#)
- [Contact Us](#)

[WSC Form](#)

When you login, the WSC Form is defaulted as the main page.

[Claim History](#)

In the claim history screen you will be able to manage your claims and print claims and packing list forms.



HAPPY NEW YEAR!!!

We in the Warranty Department would like to wish you a Happy New Year and work with you to make this the best year yet. This Newsletter is a tool that Warranty and our partnering Dealers can use to communicate tips and FAQs. Please contact us at warranty@watkinsmfg.com with any questions, suggestions or concerns you have. If you are asking, others probably are as well. We will use the Newsletter to share information to strengthen our relationship with you and improve processes for all. Below are some tips and suggestions for you.



Did you know that nearly everything you fax to the Warranty Department can be emailed and therefore cut down on paper waste? We're doing our best to reduce waste and **Go Green because** every little bit helps. So, the next time you have something to send to Warranty, why not e-mail us at: warranty@watkinsmfg.com? Not only will you be happy you did, but a few trees might thank you, too!!!

Are you using Access? Access is a free online tool for Watkins dealers providing Sales, Service/repair, finding part numbers, Product information, on-line ordering, Warranty and much, much more. If you aren't signed up yet, please go to <https://access.watkinsmfg.com/account/signup.aspx> and register your staff for the new portal today. You will need to enter your 5-digit Watkins Dealer Number and zip code to access the sign up form. If you are using it, we would love your feedback on how we can improve even more. You can email the Warranty Department with suggestions.

For those of you entering your warranty claims on line, THANK YOU! We have had so much positive feedback from you all and appreciate the support and partnering to make your warranty visibility faster and easier. Hopefully, you have had a chance to review the HOME page and see the How to Guide, warranty sheets and instructions on how to enter claims. We have put everything Warranty we can think of in this area. If you have any suggestions, please let us know. So, welcome to 2015! We are looking forward to working with you to make this the best year yet!

Please be sure to share this with your Service Department.



THE WARRANTY TEAM