

**MCI PRO SUPPORT**<sup>SM</sup>

*Welcome to Motor Coach  
Industries Webinar Series*

*Your Webinar Will Begin Soon*

**Today's Topic:**

**Customer Care System (CCS)**



MOTOR COACH  
INDUSTRIES

# Customer Care System (CCS) Overview

- **On line access to MCI's Warranty System Provides**
  - Vehicle coverage
  - Status of warranty claims
  - Warranty part orders, their status, including tracking numbers, and RGA & RMA's when parts are required to be return to MCI
  - Access to Field Campaign Programs by unit & status
  - Units history of warranty claims
- **Improves**
  - Communications between Customer and MCI's warranty administration team
  - Reduces response time evaluating claims
  - Feedback on the disposition of failed parts, (scrap or return)
  - Monthly reminders when parts are not returned
  - Monthly reminders a Field Change Program is still open on a unit

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# *Request a CCS Password*

If you do not have a User ID and would like to sign up for CCS, please send an email to the Warranty Department and provide the following information:

- MCI Service Parts Account number
- Full name of the user requesting access and listing others as required.
- Direct phone number for anyone requesting an ID.
- Email address (Specify which email address will receive automated notifications from CCS, including Part Return requests and FCP information, etc.)



# Sign on and Navigation

From a computer connected to the internet enter the following address (URL) in your browser:

<http://iwarranty.mcicoach.com/iwarranty/signon>

The following page will be displayed:



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# Optional CCS Site Entrance

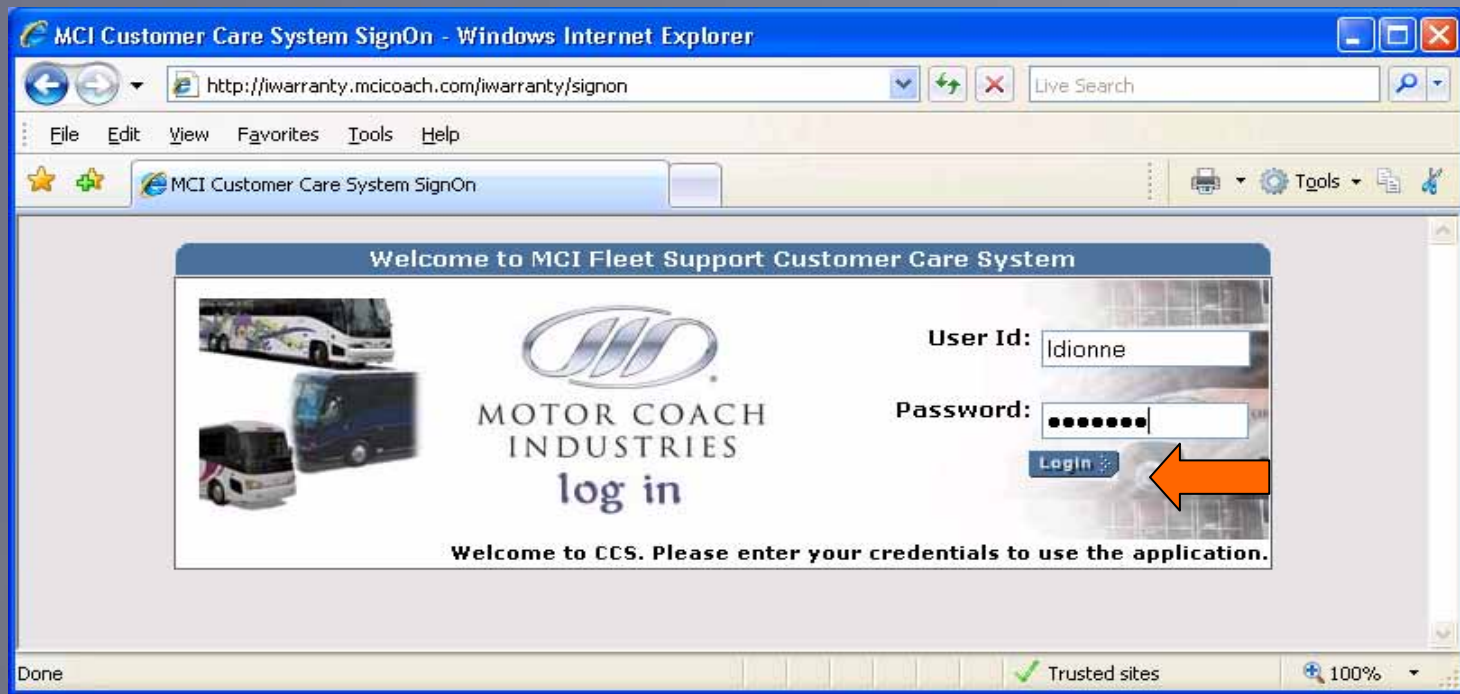
The screenshot shows the Motor Coach Industries website in a browser window. The address bar displays <http://www.mcicoach.com/?reloaded=true>. The page features the MCI logo and navigation links: CUSTOMER LOGIN | EMAIL SIGNUP | CONTACT US | PRESS RELEASES. A main banner reads "Make the journey with the leader in coaches, parts and service." Below this is a secondary navigation bar: MCI COACHES | PRE-OWNED COACHES | PARTS / SERVICE / SUPPORT | FINANCIAL SERVICES | ABOUT US. A dropdown menu is open under "PARTS / SERVICE / SUPPORT", listing: - Customer Care iWarranty, - MCI Parts Store, - Service Centers, - Technical Support, - Technical Training Institute, - Emergency Roadside Assistance, - Locate a Service Center, and - Locate a Fleet Support Manager. An orange arrow points to the "Customer Care iWarranty" option. To the right, there are news & updates sections, including "Anchor Trailways takes first new MCI models; marks 20th anniversary" and "Announcing 2009 Webinar sessions, downloadable engine regeneration instructions, Training schedule". At the bottom, there are promotional banners for "Regeneration Information", "The MCI Customer First Program", and "Visit the Chapter 11 Reorganization Website". The footer shows the URL <http://www.mcicoach.com/Parts-Service-Support/iWarranty.htm>, a local intranet icon, and a 100% zoom level.

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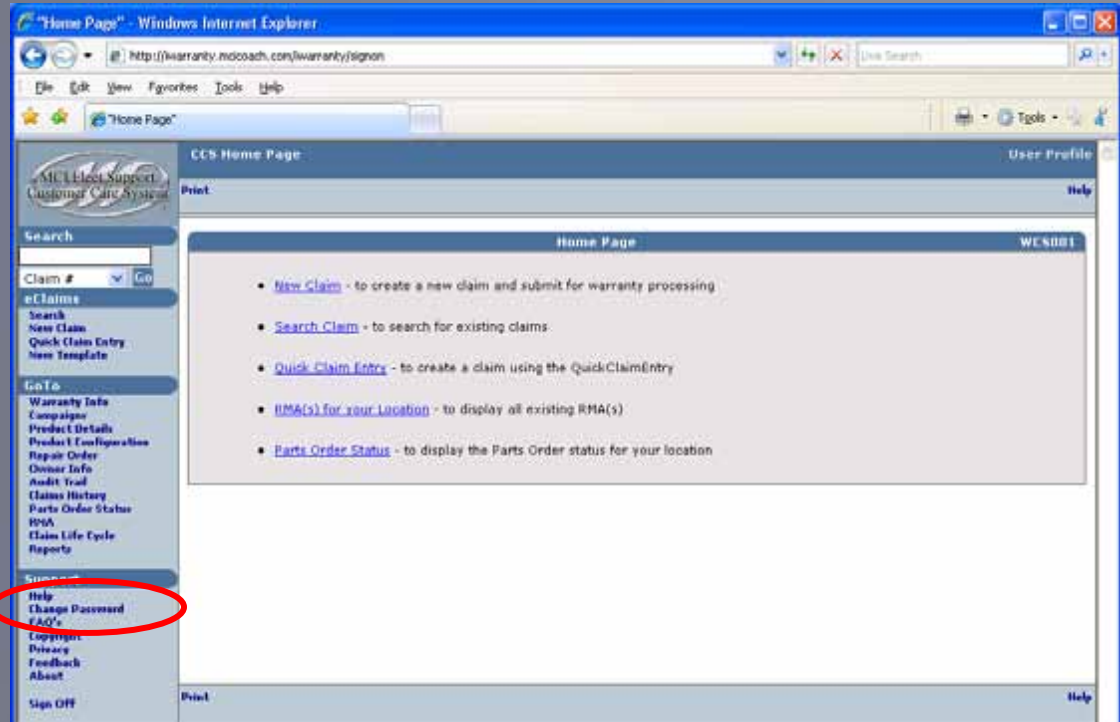
# Sign on and Navigation

- 1) Enter your User ID
- 2) Enter your password
- 3) Hit the login button or press enter to enter the CCS site.
- 4) You will be directed to the CCS Home Page



# CCS Home Page

- ✧ Primary use of the CCS home page will be the “Search Claim” link which allows you to search all the existing claims.
- ✧ Press the “Search Claim” link. Search screens are displayed in the next few slides.
- ✧ The “Change Password” button is located under the Support Menu on the lower left of your screen. Click this menu option to change your password.



# Change Password Screen

- ✧ Enter your current Password.
- ✧ Enter your New Password.
- ✧ Re-Enter (in the field provided) you New Password
- ✧ Click on 'Save' (above the Change Password) in the top menu bar. This will enter your new password in the system.

Change Password - Microsoft Internet Explorer

Address: http://feetsupport.mccosach.com/warranty/Servlet/com.fourcs.cim.warranty.un.dataview.servlet.PasswordChangeServlet

CCS > Change Password

Save Help on/off

Search

Claim # Go

Claims

Search  
New Claim  
New Template

Go To

Warranty Info  
Campaigns  
Product Details  
Product Configuration  
Repair Order  
Owner Info  
Audit Trail  
Claims History  
Parts Order Status  
RMA

Support

Help  
Change Password  
FAQ's  
Copyright  
Privacy  
Feedback  
About  
Sign Off

Change Password WCM001

User ID: jperaz

Password:

Please enter your NEW password:

Please RE-TYPE your NEW password:

Save Help on/off

Help

# Main Menu Options



## EClaims Menu:

- ✧ Search – Go to the “Search Criteria” screen. Perform searches for Parts orders, labor claims etc.
- ✧ New Claim – Create a new claim
- ✧ Quick Claim Entry- Basic information required to file a warranty claim.
- ✧ New Template – Create a “template” used for entering multiple units for the same failure.

# *Information required to Create a Claim:*

- VIN# (the last 5 digits of the VIN may be used to retrieve the full VIN #)
- Warranty Coverage Details (Extended Coverage's)
- Submitting location, account number
- Mileage
- Causal Part # - This is the part # of the component that was the root cause of the failure.
- Failure date and/or Repair date
- 3C information – Complaint, Cause, Correction
- Part #'s required for repair
- Labor hours to be claimed
- Bill-To Address (Ship-To address field can be edited if repair parts are to be sent to alternate location)
- Attachments as required

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# Claim Tabs

- ✦ The tabs include Claim, Failure, Parts, Labor, Other Charges, Customer and Attachments. Each tab will be discussed.

A screenshot of the MCI Pro Support Universal Claim Form - Claim Summary page. The page is displayed in a Microsoft Internet Explorer browser window. The address bar shows the URL: http://www.support.mci.com/warranty/verlet/claim/claims\_data/view\_services/ClaimDetailsService#. The page title is "Universal Claim Form - Claim Summary". The page contains a search bar, a navigation menu, and a main form area. The main form area has a tabbed interface with tabs for Claim, Failure, Parts, Labor, Other Charges, Customer, and Attachments. The "Claim" tab is currently selected. The form fields include: Type: DRAFT, Status: DRAFT, Status Change: [dropdown], Submitting Location: C11/1005335\_FOLLY, INC., Product Serial #: [input], Currency Code: [input], Requested Amt: 0.00, Adjusted Amt: 0.00, Allowances Amt: 0.00, Deductible: 0.00, Tax Amt: 0.00, Net Amt: 0.00, Comments: [text area], Previous Comments: [text area]. Other fields include: Submitting Location: C11/1005335, Request Type: Payment, Claim Type: New Coach Warranty, Based on: None, Product Model #: [input], Product Serial #: [input], Coverage / Auth code: [input], Expiration Date: [input], Odometer (Veh): [input] Miles, Usage Limit: 0.0, Customer Fleet #: [input], Repair Order #: [input], Reference #: [input].

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# "New Claim" / "Claim" Tab

- ✧ Enter basic failure information such as VIN, mileage, repair order. You can add any special comments in the field.

The screenshot shows a web browser window titled "Universal Claim Form - Claim Summary". The address bar shows a URL from "http://fleet.support@mcoach.com". The page content includes a search bar, a navigation menu with "Claim" highlighted, and a form for entering claim details. The form is divided into "Basic Claim" and "Claim Total" sections. The "Basic Claim" section contains fields for Submitting Location, Request Type, Claim Type, Based on, Product Model #, Product Serial #, Coverage / Auth Code, Expiration Date, Odometer (Veh), Usage Limit, Customer Fleet #, Repair Order #, and Reference #. The "Claim Total" section contains fields for Currency Code, Requested Amt, Adjusted Amt, Allowances Amt, Deductible, Tax Amt, and Net Amt. There are also text areas for Comments and Previous Comments.

# "Failure" Tab

- ✧ Enter Failure Information: faildate, repair date, causal part, complaint, cause and corrective action.

The screenshot displays the 'Universal Claims Form - Failure Information' in a Microsoft Internet Explorer browser. The page title is 'Claim # - Failure Information' with ID 'EC5004'. The form includes a search bar, a navigation menu on the left, and a main content area with several tabs: 'Claim', 'Failure', 'Parts', 'Labor', 'Other Charges', 'Estimator', and 'Attachments'. The 'Failure' tab is selected and circled in red. The form fields are as follows:

- Type: New Coach Warranty
- Status: DRAFT
- Submitting Location: [CLL/1009335\\_FOLEY, INC.](#)
- Status Change: [Dropdown]
- Product Serial #: [Field]
- Failure Date: [Field]
- Repair Date: [Field]
- Causal Part #: [Field]
- Causal Part Serial #: [Field]
- Component Code: [Field]
- Complaint: [Field]
- Cause: [Field]
- Corrective Action: [Field]

# "Parts" Tab - Shipping Parts

- ✧ Enter the failed part number and the quantity required.
- ✧ Choose ship priority. Then check the "Ship" box and the replacement part will be shipped to you from MCI service parts.

CS > eClaims > Parts Claimed User Pro

Save Save as Submit Reset Delete Print PrintPDF Send Help on/off

Claim # - Parts Claimed View: UCF - TABBED ECS005

Type: New Coach Warranty Status: DRAFT

Submitting Location: C11/1005335\_FOLEY, INC. Status Change: [Dropdown]

Product Serial #: [Save]

Ship	Part Number	Qty.	U/M	Part Name	Unit Price	Part Amount	Part Net Amount	Return
<input checked="" type="checkbox"/>	6L-6-578	1	EACH		0.00	0.00	0.00	<input type="checkbox"/>
<input type="checkbox"/>		0	EACH		0.00	0.00	0.00	<input type="checkbox"/>
<input type="checkbox"/>		0	EACH		0.00	0.00	0.00	<input type="checkbox"/>
<input type="checkbox"/>		0	EACH		0.00	0.00	0.00	<input type="checkbox"/>
<input type="checkbox"/>		0	EACH		0.00	0.00	0.00	<input type="checkbox"/>

[Add More Parts](#)

Description Of Parts Charges  
[Text Area]

Ship Priority: **Emergency** [Dropdown]

Shipping Instructions  
[Text Area]

**Parts Total Amt:** 0.00  
**Parts Adjusted Amt:** 0.00  
Parts Allowances: 0.00  
Parts Allowances Amt: 0.00  
Parts Tax Amt: 0.00  
**Parts Net Total:** 0.00

# Shipping Options

- **Emergency – Next Day Air Delivery, expect package to arrive by 5:00pm**
- **Normal – Ground Delivery, expect package to arrive within 14 days**
- **Saturday – Saturday Delivery, note: employee must be at location to accept delivery**
- **UPS1AM – Next Day AM Delivery, expect package to arrive by 10:30am**

The screenshot shows a software interface for managing claims. At the top, there is a dropdown menu for shipping options with the following items: Normal, Emergency (highlighted in blue), Normal, Saturday, and UPS1AM. Below this, the interface displays a form for a claim. The form includes fields for Type (New Cash Warranty), Status (DRAFT), Submitting Location (311008338 FOLEY, INC.), and Product Serial #. A table lists parts with columns for Ship Part Number, Qty, U/N, Part Name, Unit Price, Part Amount, Part Net Amount, and Returns. The first row is checked and shows a quantity of 1. Below the table, there is a section for 'Description Of Parts Charges' and a 'Ship Priority' dropdown set to 'Emergency'. A summary table on the right shows 'Parts Total Amt: 0.00' and 'Parts Net Total: 0.00'.

Ship Part Number	Qty.	U/N	Part Name	Unit Price	Part Amount	Part Net Amount	Returns
<input checked="" type="checkbox"/> 6L-6-578	1	EACH		0.00	0.00	0.00	<input type="checkbox"/> Delete
<input type="checkbox"/>	0	EACH		0.00	0.00	0.00	<input type="checkbox"/> Delete
<input type="checkbox"/>	0	EACH		0.00	0.00	0.00	<input type="checkbox"/> Delete
<input type="checkbox"/>	0	EACH		0.00	0.00	0.00	<input type="checkbox"/> Delete
<input type="checkbox"/>	0	EACH		0.00	0.00	0.00	<input type="checkbox"/> Delete

<b>Parts Total Amt:</b>	0.00
<b>Parts Adjusted Amt:</b>	0.00
<b>Parts Allowances:</b>	0.00
<b>Parts Allowances Amt:</b>	0.00
<b>Parts Tax Amt:</b>	0.00
<b>Parts Net Total:</b>	0.00

# “Labor” Tab

- ✦ Choose the SRT by clicking the binoculars.
- ✦ Example: Search Using the “Description” Field on the Labor Lookup” Screen by typing the word WIPER.) Select the green “dot” next to the SRT, click the RETURN button.
- ✦ The “Labor Time Hours” and “Labor Description” will automatically fill in the information for you.

Universal Claim Form - Labor Information - Microsoft Internet Explorer

Type: New Coach Warranty Status: DRAFT  
Submitting Location: C11/1005335\_FOLEY, INC. Status Change: [v]  
Product Serial #: Save

Labor Type	Labor Operation # (MFR SRT)	Labor Time Hours	Labor Description	SRT Hours	Adj. Labor Hours	Labor Rate	Labor Net Amt
Standard		0.00		0.00	0.00	0.00	0.00
Standard		0.00		0.00	0.00	0.00	0.00
Standard		0.00		0.00	0.00	0.00	0.00
Standard		0.00		0.00	0.00	0.00	0.00

Labor Lookup - Microsoft Internet Explorer

Class

Model: 34500 Code: Description: WIPER Go

Model	Code A	Description	Hours
34500	203-34010	WIPER MOTOR (BOSCH)	2.0
34500C	203-34010	WIPER MOTOR (BOSCH)	2.0

Go to: 1 of 1 Return

# "Other Charges" Tab

- ✧ The "other charges" tab is used to provide additional charges that are not parts or labor related. This tab should also be used to receive reimbursement for fluids (i.e. – oil, etc.).

The screenshot displays the 'Other Charges' tab within the MCI Fleet Support eClaims system. The interface includes a navigation menu on the left with sections for 'eClaims', 'Go To', and 'Support'. The main content area shows claim details for 'ECS807', including 'Type: New Coach Warranty', 'Status: DRAFT', and 'Submitting Location: C17/1005325\_FOLEY, INC.'. Below this, there are tabs for 'Claim', 'Failure', 'Parts', 'Labor', 'Other Charges', 'Customer', and 'Attachments'. The 'Other Charges' tab is active, showing a table with columns for 'Expense Type', 'Other Amount', 'Description', 'Invoice #', 'Total Amount', and 'Other Net Amt'. The table contains five rows, all with '0.00' in the 'Other Amount' and 'Total Amount' columns. Below the table, there is a text area for 'Description Of Other Charges' and summary fields for 'Other Total Amount', 'Other Adjusted Amt', and 'Other Net Total', all showing '0.00'.

Expense Type	Other Amount	Description	Invoice #	Total Amount	Other Net Amt
	0.00			0.00	0.00
	0.00			0.00	0.00
	0.00			0.00	0.00
	0.00			0.00	0.00
	0.00			0.00	0.00

Other Total Amount: 0.00  
Other Adjusted Amt: 0.00  
Other Net Total: 0.00

# "Customer" Tab

- ✧ The Customer Tab is used to specify the shipping address for MCI to use if shipping replacement parts for the repair of the coach. **REMEMBER: Verify the "ship to" address is NOT a P.O. Box. MCI does not ship to a P.O. Box.**

Universal Claim Form - Customer Information - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://fleetsupport.micoach.com/warranty/servlet/com.fours.cis.warranty.edclms.dataview.servlets.ClaimDetailsServlet#

CCS > eClaims > Customer Info User Profile

New Save Save as Submit Reset Delete Print Help on/off

Claim # - Customer Information EC5008

Type: New Coach Warranty Status: DRAFT

Submitting Location: C11/2005335\_FOLEY, INC. Status Change: [Dropdown]

Product Serial #: [Save]

Claim Failure Parts Labor Other Charges Customer Attachments

Owner ID: [Field]

Owner Name: [Field]

Address Type: Repair Contact Address

Customer Name: C11/2005335-PISCATAWAY [Dropdown]

Street Address 1: [Field]

Street Address 2: [Field]

City: [Field]

State/Province: [Dropdown]

Zip/Postal: [Field]

Country: [Dropdown]

Phone #: [Field]

Fax #: [Field]

Email: [Field]

Shipping Address

FOLEY, INC. [Field]

P.O. BOX 1555 [Field]

[Field]

PISCATAWAY [Field]

NEW JERSEY [Dropdown]

08855 [Field]

United States [Dropdown]

[Field]

[Field]

New Save Save as Submit Reset Delete Print Help on/off

# "Attachments" Tab

✧ Provide any documents that you want to attach to the claim. This could be imaged invoices, documents that explain the repair, etc. No attachments are required in order to submit your claim.

✧ The Types of files that may be attached are:

- Word Documents
- Excel Spreadsheets
- Jpg, Tiff, gif, Bmp and PDF files

The screenshot shows a web browser window titled "Universal Claim Form - Attachments Information - Microsoft Internet Explorer". The address bar shows the URL: <http://fleetsupportiv.micocash.com/warranty/servlet/com.fourcs.clm.warranty.edams.dataview.servlets.ClaimDetailsServlet#>. The page content includes a search bar, a "Claim #:" dropdown menu, and a "Go" button. Below this is a navigation menu with options like "Search", "New Claim", and "New Template". The main content area displays "Claim # - Attachments" with the ID "EC6029". It shows the claim type as "New Coach Warranty", status as "DRAFT", and submitting location as "G11/1005205\_FOMBY, INC.". There is a "Product Serial #:" field with a "Save" button. A tabbed interface at the bottom of the main area includes "Claim", "Failure", "Parts", "Labor", "Other Charges", "Customer", and "Attachments" (which is currently selected). Under the "Attachments" tab, there is a form with "Attach a Document:" and "Description:" fields, each with a "Browse..." button, and an "Upload" button. The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help".

# Verify and Submit

- 1) Click “Save” and check for any validation errors. Validation errors will appear in red and the tabs where validation errors exist will be underlined in red. In the above example the claim tab and failure tab both have validation errors.
- 2) After fixing validation errors - click the “Submit” button to submit your claim to the MCI Warranty Department for review.

Universal Claim Form - Claim Summary - Microsoft Internet Explorer

Address: http://fleetsupport@mcoach.com/warranty/servelet.com.fourcs.dtm.warranty.claims.dataview.servelets.ClaimDetailsServlet#

EC5 > nClaims > Claim Summary

Claim # 1062114570860 - Claim Summary EC5003

Type: New Coach Warranty Status: DRAFT

Submitting Location: C11/239160 - LAHRBONT LINKS, LLC Status Change: Save

Product Serial #: JM031MPAX3P062002

Claim Failure Parts Labor Other Charges Customer Attachments

Basic Claim Claim Total

Submitting Location: C11/239160

Request Type: Payment

Claim Type: New Coach Warranty

Based on: None

Product Model #: M500

Product Serial #: JM031MPAX3P062002

Coverage / Auth Code: Full Vehicle

Expiration Date: 12/18/2004

Odometer (Veh): Invalid Odometer Reading

Usage Limit: 0.0

Customer Fleet #:

Repair Order #:

Currency Code:

Requested Amt: 0.00

Adjusted Amt: 0.00

Alliances Amt: 0.00

Deductible: 0.00

Tax Amt: 0.00

Net Amt: 0.00

Comments:

Previous Comments:

# Warranty Team Review Process

- Claims reviewed by a member of the warranty team will be reviewed in their entirety, and a decision will be made.
- Claims may be placed in any of the following “final disposition” status:
  - ✧ **Approved:** Claim is approved for the dollar amount shown (adjustments may have been made to parts or labor)
  - ✧ **Rejected:** The claim has been rejected in its entirety
  - ✧ **Corrections Needed:** The claim has been returned to the filer for corrections
- Any claim that is modified, rejected, or corrections are needed will have the appropriate explanatory comments written in the “comments” field of the Claim Tab. The initials of the person making modifications will be included as well.
- MCI will require a copy of the invoice for any sub-contracted warranty repairs by a third party.
- Claims will receive “final disposition” within 30 days of submittal.

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# CCS Claim Status

- **DRAFT:** Claim entered and not yet submitted to MCI Fleet Support Warranty Department to be approved. Claim number is generated.
- **CORRECTIONS NEEDED:** Errors on claim. Claim needs to be corrected and re-submitted for approval.
- **PENDING:** Order submitted to Warranty Department pending approval for parts to be ordered, CSP or labor to be approved by MCI Fleet Support Warranty Department
- **APPROVED:** Order has been approved and parts are on order scheduled to ship and/or customer supplied part and labor has been approved for credit.
- **PARTS RETURN:** When parts are required to be returned to MCI.
- **CLOSED:** Claim is closed if the following has occurred:
  - ✧ Claim is for parts only and does not require part to be returned. At day end after part has shipped claim status will change from “Approved” to “Closed”
  - ✧ If claim is requesting a part to be returned. Once part has been returned status will change from “Parts Return” to “Closed”.

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# *CCS Claim Status (continued)...*

- **CREDIT:** Claims will change from approved to credit based on the customer aging days. If parts are requested to be returned, the status change will not occur until all parts have been returned.
- **PAID:** Claims have been "Approved" for payment by warranty to appear as a credit within 60 days on your MCI Fleet Support Parts account.
- **REJECTED:** Claim has been denied (i.e. bus out of warranty, wear item, not a valid warranty claim). OR vendor may "Reject" the part due to customer abuse, no problem found, out of warranty, etc.
- **DENIED:** Returned part was denied as no trouble found or claim was not found to be covered by warranty.
- **DEBITED:** Parts have not been returned in the specified time or claim was not found to be covered by warranty.
- **DELETED:** When a claim is created in Draft status and is not submitted within 30 days it will be Deleted. Per MCI's warranty policy all claims must be submitted within 30 days of the original failure. Claims that have been deleted are still able to be viewed only.

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# Main Menu - Quick Search

MCI Fleet Support  
Customer Care System

**Search**  
1057807950524  
Claim #   
- Select -  
Claim #  
Product Serial #  
Causal Part #  
Repair Order #  
Customer Name  
Template Name

**Warranty Info**  
Campaigns  
Product Details  
Product Configuration  
Repair Order  
Owner Info  
Audit Trail  
Claims History  
Parts Order Status  
RMA  
Claim Life Cycle Reports

**Support**  
Help  
Change Password  
FAQ's  
Copyright  
Privacy  
Feedback  
About

Sign Off

- ✧ Use the “Quick Search” to search the existing claims in the CCS system.
- ✧ Make a selection from the drop down box and select repair order number, claim number, etc. Then click the “Go Button” to display results.

# Quick Search Results

The screenshot shows a Windows Internet Explorer browser window titled "Quick Search Results - Windows Internet Explorer". The address bar contains the URL <http://iwarranty.mcoach.com/iwarranty/servlet/com.fourcs.clm.iwarranty.eclaims.dataview.servlets.QuickSearchResultsSer>. The browser's address bar also includes a "Live Search" field. The page content shows a breadcrumb trail: "CCS > eClaims > Search > Quick Search Results". Below this, there are links for "New", "Print", and "Help on/off". The main heading is "Quick Search Results (1 records returned. Viewing records 1 - 1)". The search criteria are listed as "Claim # = (1057807950524)". The sort criteria are "Claim # Asc". A table displays the search results with the following columns: Claim #, Repair Order #, Causal Part #, Product Serial #, Customer Name, Claim Type, Claim Status, Claim Amt, Parts Amt, Labor Amt, and Other Amt. The first row of data is highlighted with a red circle around the "Claim #" cell, which contains the value "1057807950524". Below the table, there is a "Goto:" field with a dropdown menu showing "1" of 1. The browser's status bar at the bottom indicates "Trusted sites" and "100%".

Quick Search Results (1 records returned. Viewing records 1 - 1)

Search Criteria: Claim # = (1057807950524)  
Sort Criteria: Claim # Asc

Claim # ▲	Repair Order #	Causal Part #	Product Serial #	Customer Name	Claim Type	Claim Status	Claim Amt	Parts Amt	Labor Amt	Other Amt
1057807950524	303953	19-4-210	1M83JMPA43P062000	FARWEST CHARTERS	New Coach Warranty	CREDIT	520.06	2.01	518.05	0.00

Goto: 1 of 1



# Search Results - Click to View Claim

The screenshot shows a web browser window titled "Search Results - Microsoft Internet Explorer". The address bar contains the URL: <http://fleetsupportiw.mcicoach.com/iwarranty/servlet/com.fourcs.dm.iwarranty.eclaims.dataview.servlets.ClaimSearchServlet#>. The page content includes a navigation menu on the left, a search bar, and a table of search results. An orange arrow points to the first claim number in the table.

CCS > eClaims > Search > Search Results

New Print Help on/off

**Search Results**

[View Criteria](#) ?

Claim #	Repair Order #	Product Serial #	Customer Name	Claim Type	Claim Status	Template Name	Claim Amt	Creat
<a href="#">1057807950524</a>	303953	1M83JMPA43P062000	FARWEST CHARTERS	New Coach Warranty	CREDIT		520.06	7/
<a href="#">1057808689906</a>	303953	1M83JMPA43P062000	FARWEST CHARTERS	New Coach Warranty	CREDIT		101.40	7/1
<a href="#">1057874569070</a>	303953	1M83JMPA43P062000	FARWEST CHARTERS	New Coach Warranty	CREDIT		29.90	7/1

Page 1 of 1

New Print Help on/off

**MCI Fleet Support Customer Care System**

**Search**

Claim #  Go

**eClaims**

- Search
- New Claim
- New Template

**GoTo**

- Warranty Info
- Campaigns
- Product Details
- Product Configuration
- Repair Order
- Owner Info
- Audit Trail
- Claims History
- Parts Order Status
- RMA

**Support**

- Help
- Change Password
- FAQ's
- Copyright
- Privacy
- Feedback
- About

Sign Off

# View the Claim

- 1) Claim number 1057807950524 is now displayed.
- 2) Notice the claim tabs displayed across the middle of the screen.
- 3) If you want to know the failure reason for this claim, click the “Failure” tab to see more details regarding the failure.

Universal Claim Form - Claim Summary - Microsoft Internet Explorer

Address: http://fleetsupportw.mcoach.com/warranty/servlet.com.fuaraa.cln.warranty.eclaims.data.view.servlets.ClaimDetailServlet#

CCS - eClaims - Claim Summary

Action not allowed due to the user security and/or claim status

Claim # 1057807950524 - Claim Summary EC9803

Type: New Coach Warranty Status: CREDIT

Submitting Location: C11/09100\_MCL SALES AND SERVICE INC Status Change: [v]

Product Serial #: 1M83MPA43P062000 [Save]

Class Failure Parts Labor Other Charges Conformer Attachments

Claim Total

Submitting Location: [v] /194100 Currency Code:

Request Type: [v] Requested Amt: \$20.06

Claim Type: [v] New Coach Warranty Adjusted Amt: \$20.02

Based on: [v] Allowances Amt: 0.00

Product Model #: [v] 34500 Deductible: 0.00

Product Serial #: [v] 1M83MPA43P062000 Tax Amt: 0.00

Coverage / Auth Code: [v] Full\_Vehicle Net Amt: \$20.02

Expiration Date: 12/2/2004 Comments:

Odometer (Veh): 56183 Miles

Usage Limit: 0.0

Parent Product Serial #: [v]

Repair Order #: [v] 303953 Previous Comments:

Reference #: [v]

# GoTo Menu:



- ✧ Helpful claim processing information can be found by using the GO TO Menu selections. Each screen will be discussed.

# Warranty Information Screen

- ❖ Warranty Info – Displays the delivery date and warranty coverage.

Universal Claim Form - Warranty Info - Windows Internet Explorer

http://warranty.mcoach.com/warranty/servlet/cons\_fourcc\_dm.warranty\_eclaims\_dataview.servlets.WarrantyData6Go? Live Search

Universal Claim Form - Warranty Info

CCS > eClaims > Warranty Info User Profile Help

Print

Warranty Information EC9020

Product

Model:	34500	Registered Product	
Product Serial #:	2M933MPA96W063644	First Used Date:	03/31/2006
Delivery Date:	03/31/2006	Vocation:	
Purchaser Type:		Year:	
Make:		Description:	
Odometer:			
Special Warranty:			
Comments:	04/04/2006 - Rec'd ROD. Has 5 year extended warranty LISSON transmission PO #W502720. EXPIRES: 03/30/2011. NO WARRANTY ON ENGINE.		

Warranty Coverage

Coverage #	Duration	Period	End Date	Usage Limit	UOM	Policy
Full Vehicle	30.000	Months	10/1/2008	0.000		30 Month Warranty

Extended Warranty Coverage

Coverage #	Duration	Period	End Date	Usage Limit	UOM	Policy
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Print Help

Trusted sites 100%

# Campaigns Screen

✧ Displays the Open, Active, and completed FCP's. Shows Labor time and allowed and provides a link to the PDF version of the FCP.

The screenshot displays the 'Authorized Campaigns for the Product' interface. The page title is 'Authorized Campaigns for the Product - Windows Internet Explorer'. The URL is <http://warranty.mccoach.com/warranty/service/com.fours.dlm.warranty.edtime.dat.view.services.CampaignDetailsGo1>. The page shows the following details:

- Campaign Details:** ECS020
- Product:** Model: 34500, Product Serial #: 2M930MPA96W063644
- Authorized Campaigns Table:**

Type	Campaign #	Campaign Description	End Date	Status
Mechanical_Malfunction	FCP267	HALDEX AIR DRYER COIL	4/6/2007	DONE
Mechanical_Malfunction	FCP272	6/2 MAIN BATTERY DISCONNECT BATTERY WIRING	1/21/2007	VOID
Mechanical_Malfunction	FCP201	Amerex Harness	12/22/2007	OPEN
Mechanical_Malfunction	FCP287	CDA Replacement - Vansco Power Distribution Module	12/31/2031	VOID
Mechanical_Malfunction	FCP287.1	REPLACED BY FCP287B.1 VANSOCO POWER DISTRIBUTION MODULE	12/31/2007	VOID
Mechanical_Malfunction	FCP287.2	REPLACED BY FCP287B.2 VANSOCO POWER DISTRIBUTION MODULE	12/11/2007	VOID
Mechanical_Malfunction	FCP287A	CDA Replacement - Vansco Power Distribution Module	12/31/2031	DONE
Mechanical_Malfunction	FCP287B.1	VANSOCO POWER DISTRIBUTION MODULE	12/31/2031	VOID
Mechanical_Malfunction	FCP287B.2	6/2 VANSOCO POWER DISTRIBUTION MODULE	12/31/2031	VOID
Mechanical_Malfunction	FCP287C	Vansco Power Distribution Module INSPECTION ONLY - NO MODULES CHANGED	12/31/2031	VOID
Mechanical_Malfunction	FCP288B	Replaced by FCP288C-Evaporator Coil Reliability Improvement	11/9/2007	OPEN
Mechanical_Malfunction	FCP288C	Evaporator Coil Reliability Improvement	6/23/2008	OPEN

# Campaign PDF Link

✧ For details of FCP215 and to print the PDF copy Click the link under the “Campaign Description”

The screenshot shows a web browser window titled "Authorized Campaigns for the Product - Microsoft Internet Explorer". The address bar shows the URL: <http://warranty.mcoach.com/iwarranty/signon>. The page content includes a search bar, a navigation menu, and a table of authorized campaigns.

**Authorized Campaigns**

Type	Campaign#	Campaign Description	End Date	Status
Mechanical_Malfunction	FCP210A	ADDITION OF GREASE FITTING TO BELT TENSIONER ARM PIVOT	7/30/2004	OPEN
Mechanical_Malfunction	FCP215	FAULTY CHARGE AIR HOSE	7/30/2004	DONE

Below the table, a second browser window is open showing a PDF document titled "Service Bulletin No. 215". The PDF content includes the MCI logo and the following details:

MODEL	TYPE	SECTION/GROUP	DATE
D4000/D4500/E4500/J4500 Series Coaches with S60 EGR Engines	Field Change Program	8 Engine	July 18, 2003
SUBJECT: CHARGE AIR HOSE			
CONDITIONS			

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# Product Details Screen

- ✧ Product Details – Displays the delivery date.

The screenshot shows a web browser window titled "Universal Claim Form - Product Details". The address bar shows the URL: <http://www.warranty.mccoach.com/warranty/servlet/com.fours.din.warranty.eclaims.dataview.servlets.ProductDetailsGoTo>. The page content is organized into several sections:

- Product Details** (EC5021):
  - Product**
    - Model: J4500
    - Product Serial #: 2M93JMPA96W063844
    - Make: MCI
    - Description:
    - Year:
    - Special Warranty Situation:
    - Comments:
  - Registered Product**
    - Current Meter/Odometer & U/M: 0.0
    - Purchaser Type:
- Delivery**
  - Ship Date: 3/31/2006
  - Settlement Date: 3/31/2006
  - Sale Date: 3/31/2006
  - Sale Type: New
  - Type of Sale: New
  - Vocation:
  - Delivery Date: 3/31/2006
  - First Used Date: 3/31/2006
  - Basic Warranty Expiration Date: 10/1/2008
  - Service Contract:
- Owner**
  - OEM Customer ID: C11/328005
  - Name: PETER PAN BUS LINES

The left sidebar contains navigation links such as "Search", "eClaims", "GoTo", "Warranty Info", "Product Details", "Product Configuration", "Repair Order", "Owner Info", "Audit Trail", "Claims History", "Parts Order Status", "RMA", "Claim Life Cycle", "Reports", "Support", "Help", "Change Password", "FAQ's", "Copyright", "Privacy", "Feedback", "About", and "Sign Off".

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# Product Configuration Screen

✧ Product Configuration – Displays major components of a specific coach.

**Product Configuration** ECN020

Select a Product

Model: 34500

Product Serial #: 2M931MPA96W063644  Registered Product

**Configuration**

Component #	Part Number	Part Serial#	Part Name
02.01.00	02-01-1090	NKA06009478	AXLE ASM-DRIVE,HUB/ALUM/4.56
02.07.00	02-07-1061	NKA06009475	AXLE ASM-FIXED,TRAILING
03.11.00	03-11-1075	QRTS2230	KIT-WHEELCHAIR RESTRAINT
03.11.00	03-11-1075	QRTS2236	KIT-WHEELCHAIR RESTRAINT
03.15.00	3L-15-1700	015069	CYLINDER ASM-AGENT
03.15.00	3L-15-2244	2550900427	MONITOR-10"
03.15.00	3L-15-2244	255090046	MONITOR-10"
03.15.00	3L-15-2244	2550900642	MONITOR-10"
03.15.00	3L-15-2244	2550900657	MONITOR-10"
03.15.00	3L-15-2244	2550900667	MONITOR-10"
03.15.00	3L-15-2244	2550900794	MONITOR-10"
03.27.00	03-27-1325	02-04-01 63644	WINDSHIELD-FRONT,LH,W/ MASK
03.27.00	03-27-1326	02-04-01 63644	WINDSHIELD-FRONT,RH,W/ MASK
04.01.00	04-01-1001	60286-27275	DRYER-AIR,24V,W/GOVERNOR,EGR
06.06.00	06-06-1104	4469491	CLUTCH-2-SPEED,BLUE PAINT

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# Repair Order Screen

- ✧ Repair Order – Perform a search by specific repair order.

The screenshot displays the 'Universal Claim Form - RepairOrder Information' interface. The main content area is titled 'Repair Order Info' and shows details for a specific repair order. The 'Repair Order #' field is highlighted with an orange arrow.

**Repair Order Info** EC5022

**Product**

Model: 34500  
Product Serial #: 2M933MPA96W063644  
Repair Order #: 113807  
Make: [Blank]  
Description: [Blank]  
Year: [Blank]  
Special Warranty Situation: [Blank]  
Comments: 04/04/2006 - Rec'd ROD. Has 5 year extended warranty on ALLISON transmission PO #W502720. EXPIRES: 03/30/2011. NO WARRANTY ON ENGINE.

**Repair Order Info**

Repair Order	Product Serial #	Claim #	Type	Status	Settled Date	Requested Amt	Net Amt
113807	2M933MPA96W063644	1143758924367	Pre-Delivery Inspection	CREDIT		221.00	221.00
CSB/MANUALS	2M933MPA96W063644	1147958290179	Pre-Delivery Inspection	APPROVED		302.04	0.00
tb	2M933MPA96W063644	1160068113663	New Coach Warranty	CLOSED		635.53	0.00
smc	2M933MPA96W063644	1160081493004	New Coach Warranty	CLOSED		103.81	0.00

# Owner Info Screen

- ✧ Owner Info – Displays the owner address and contact information.

The screenshot displays the 'Universal Claim Form - Owner Details' page in Internet Explorer. The browser address bar shows the URL: <http://warranty.micoach.com/warranty/servlet/com.fourcs.dm.warranty.edaims.dataview.servlets.OwnerDetailGoToS>. The page title is 'Universal Claim Form - Owner Details'. The breadcrumb navigation is 'ECS > eClaims > Customer Info > Owner Information'. The page content is divided into three main sections: 'Owner Information', 'Product', and 'Owner'. The 'Owner Information' section shows 'Owner Information' with ID 'EE4023'. The 'Product' section shows 'Model: J4500', 'Product Serial #: ZM933MPA96W063600', 'Make: MCI', 'Description:', 'Year:', 'Special Warranty Situation:', and 'Comments:'. The 'Owner' section shows 'BEM Customer ID: C11/328005', 'Dealer Customer ID: 338', 'Name: PETER PAN BUS LINES', 'Address 1: P O BOX 1776', 'Address 2: 1776 MAIN STREET', 'City: SPRINGFIELD', 'State/Province: MA', 'Zip/Postal Code: 01102-1776', 'Country Code: usa', and 'Phone: 413-781-2900'. The left sidebar contains navigation links for 'Search', 'eClaims', 'Go To', and 'Support'. The 'Go To' section has 'Owner Info' highlighted with a red box. The 'Support' section includes 'Help', 'Change Password', 'FAQ's', 'Copyright', 'Privacy', 'Feedback', 'About', and 'Sign Off'. The status bar at the bottom shows 'Done', 'Trusted site', and '100%' zoom.

Owner Information	
Owner Information	EE4023

Product	
Model:	J4500
Product Serial #:	ZM933MPA96W063600
Make:	MCI
Description:	
Year:	
Special Warranty Situation:	
Comments:	
Current Meter/Odometer & U/M:	0.0
Purchaser Type:	

Owner	
BEM Customer ID:	C11/328005
Dealer Customer ID:	338
Name:	PETER PAN BUS LINES
Address 1:	P O BOX 1776
Address 2:	1776 MAIN STREET
City:	SPRINGFIELD
State/Province:	MA
Zip/Postal Code:	01102-1776
Country Code:	usa
Phone:	413-781-2900

# Audit Trail Screen

- ✧ Audit Trail – Displays the activity for a particular claim, date and time of status change.

Date/Time	Comments
10/05/2006 [13:08:36]	Claim has been Created- Status is DRAFT User Terry Bowersox
10/05/2006 [13:08:56]	Claim has been Submitted and status has been changed to PENDING User Terry Bowersox
10/05/2006 [13:31:49]	Claim Status has been changed to PARTS RETURN Parts order is successfully generated for 1 part(s). 1 RMA(s) are successfully generated. Supplier Warranty Claim Code is 1160069500002 PARTS RETURN User Laurie Dionne

# Claims History Screen

- ✧ Claims History – Displays the entire repair history for a specific coach.

The screenshot displays the 'Claims History' screen for a specific coach. The browser window shows the URL: <http://warranty.micoach.com/warranty/servlet.com.fours.cdm.warranty.edclams.dataview.servlets.ClaimHistoryGoToS>. The page title is 'Universal Claim Form - Claims History - Windows Internet Explorer'. The browser address bar shows the URL. The page content includes a search bar, a sidebar with navigation links, and a main content area with a product information form and a claims history table.

**Product Information Form:**

Product Serial #:	2M93MPA96W063644	Go	
Make:	MCI	Vocation:	
Description:		Delivery Date:	
Model:	34500	First Used Date:	
Year:		Current Meter/Odometer & U/M:	
Special Warranty Situation:		Purchaser Type:	
Comments:			

**Claims History Table:**

Claim #	Repair Order	Type	Status	Causal Part	Odometer Reading	Failure Date	Requested Amt	Sett Amt
<a href="#">1213723921288</a>	RR	New Coach Warranty	PARTS RETURN	06-01-1056	225000.00	6/17/2008	1,315.45	180.00
<a href="#">1211395199041</a>	00-053-P0289	Campaigns	PAID	07-00-1022	1.00	5/21/2008	175.04	175.04
<a href="#">1208279201309</a>	tb	New Coach Warranty	PAID	03-27-1308	208047.00	4/15/2008	1,045.41	67.50
<a href="#">1182883300409</a>	P7-45 / CN	Campaigns	CLOSED	16-10-1077	118028.00	6/21/2007	0.00	0.00
<a href="#">1178287475603</a>	RL050407	New Coach Warranty	CLOSED	22-03-1089	101817.00	5/4/2007	10.18	0.00

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# Parts Order Status Screen

- ✧ Parts Order Status – Displays the order status and tracking number.

The screenshot shows a web browser window titled "Parts Order Details - Windows Internet Explorer". The address bar shows the URL: <http://warranty.mccoach.com/warranty/servlet/com.fourcs.dn.warranty.wc.dataview.servlets.ClaimLifeCycleServlet#>. The page content includes a navigation menu on the left with "Parts Order Status" highlighted. The main content area is titled "Parts Order Details" and is divided into two sections: "Parts Order Info" and "Shipping Address".

Parts Order Info		Shipping Address	
Claim #:	1178207475603	Contact Name:	
Parts Order #:	144496	Address Line1:	15-25 COUNTY AVENUE
Product Serial #:	2M933MPA96W063644	Address Line2:	
Ordered By:	PETER PAN/SECAUCUS	City:	SECAUCUS
Order Date:	5/4/2007	State:	NJ
Status:	SHIPPED	Zip:	07096
Model:	34500	Country:	United States
Shipping Priority:	Normal	Phone #:	
Instructions:		Fax #:	
Comments:		Email Id:	bobm@peterpanbus.com

Parts Status Details (1 records returned, Viewing records 1 - 1 )							
Part #	Qty	U/M	Order #	Status	Ship Date	Carrier	Tracking #
22-03-1069	1.00	EA	112Y6P3	SHIPPED	5/4/2007	UPSG	120V57450305160499

Below the table, there is a "Go to: 1 of 1" link. An orange arrow points to the tracking number "120V57450305160499" in the table.

# RMA Screen

- ✧ RMA – Displays all of the RMA's that parts to be returned.
- ✧ Click the 'Print' button located at the top of the screen. This will open PDF copy of RMA to add to your return shipment.

CCS > eClaims > RMA Search > RMA Search Results > RMA Summary

Save Print Help on/off

RMA # 336N8 RMA002

Request Type: Warranty Status: SENT Request Date: 06/17/2008  
Claim #: 1213723921288 RR Reference #: DEFAULT Updated Date: 01/30/2009  
Approved By: Phone: Email:

Parts Information

Part Number	Description	Quantity	U/M	Current Location	Req Date	Destination	Received Date	Status
06-01-1056	COOLER-CHARGE AIR	1.0	EA	C11/328005		S11/11098		SENT

Special Emailed list 01/06/09 PM. EMAILED 01/30/2009

Warranty Return Authorization

FROM :	PETER PAN BUS LINES P O BOX 1776 1776 MAIN STREET SPRINGFIELD MA	Claim # :	1213723921288
		RGA NO :	3J6N8
		RGA DATE :	06/17/2008
		UNIT NO :	2M93JMPA96W063644
		REPAIR NO :	RR

# Claim Life Cycle Screen

- ✧ Displays the Claim Details, Parts Orders, Parts Returns and related claims (based on previous claims).

Claim Life Cycle

Claim #: 1213723921288

Claim Details							
Claim Number	Product Serial #	Source Name	Total	Part	Labor	Other	Created Date
<a href="#">1213723921288</a>	2M933MPA96W063644	PETER PAN BUS LINES	1315.450	1135.450	180.000	0.000	6/17/08

Parts Orders					
Order Id	Status	Source Id	Order Date	Ship Priority	Ordered By
<a href="#">101090</a>	SHIPPED	4545	6/17/08	Normal	PETER PAN BUS LINES

Parts Returns					
RMA Number	Request Type	Created Date	Status	Part #	Location
<a href="#">33558</a>	Warranty	6/17/08	SENT	06-01-1056	C11/328005

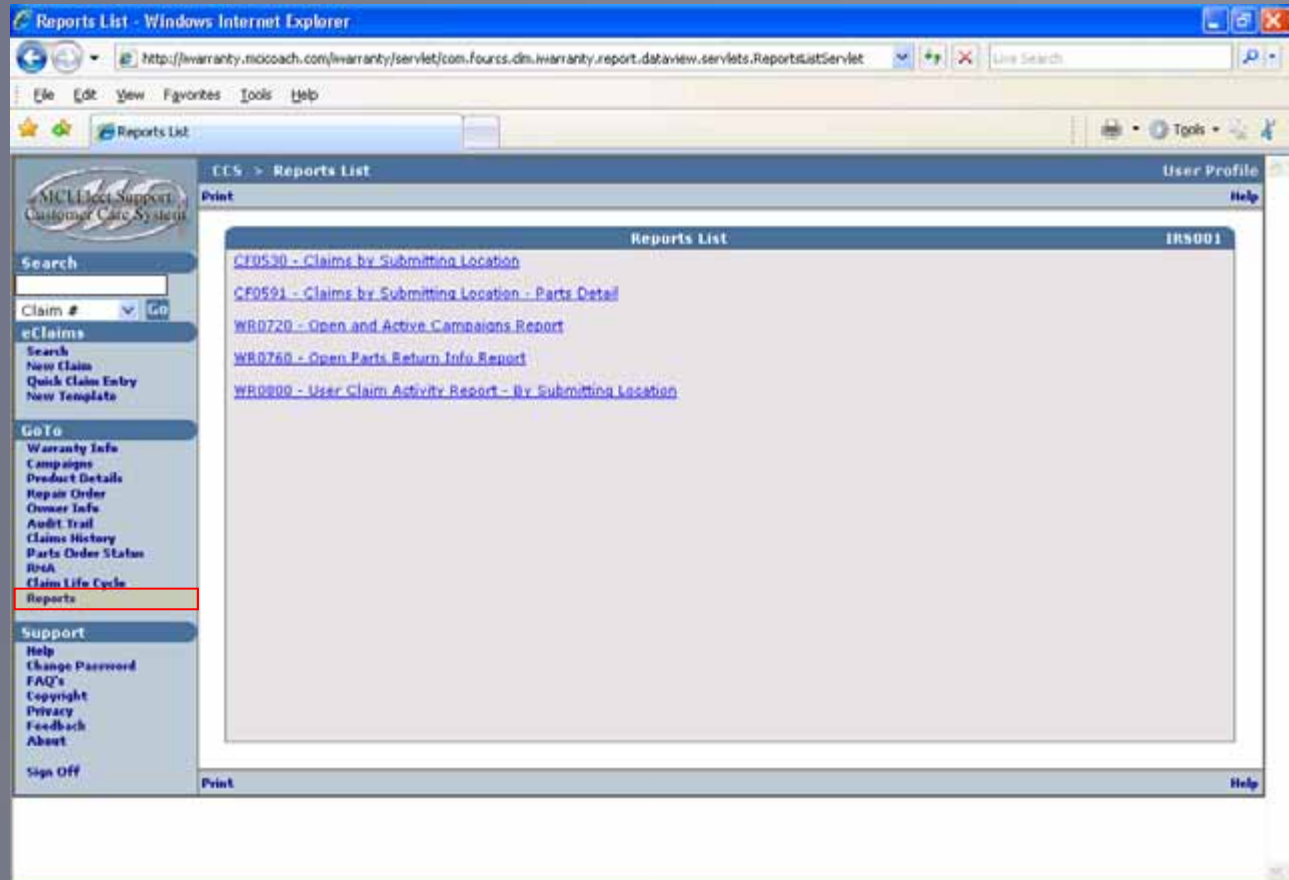
Related Claims								
Claim Number	Claim Type	Created Date	Req Amt	Part	Labor	Other	Status	Source Name

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# Reports Screen

- ✧ Provides ability to run status reports for all claims entered into CCS.



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