



## Global Warranty Management - The Job Card

Each warranty transaction consists of the job card header and transaction data. The job card may contain multiple transactions based on the customer's concerns. Job card header applies for all the repairs on the job card. Information listed on the job card includes the following:

- BAC code for the Service Agent that performed the repairs
- Service consultant identification number
- Odometer
- VIN
- Reference number supporting the transaction (e.g. purchase order or TAC number)
- Non-GM vehicle indicator
- Reciprocal transaction – repairs that cross business units (e.g. Canadian customer traveling to US and has a breakdown)
- Unique line number for each repair on the job card
- Labour operation code that best supports the repair performed by the technician. Depending on the labour code used, an additional field may become available to enter information specific to the labour operation (brake specifications, diagnostic trouble code)
- Transaction repair completion date (*helpful to ensuring that the dealer is paid the correct price for parts when the repair order is opened in one month, but the part had to be ordered and the repair was not completed until the next month*)
- Transaction type code: transaction type that defines a warranty transaction or related event
- Transaction category code: code that provides additional detail to the expense category within the transaction type

The job card also contains the specific four position customer complaint code. This code is required on most transactions depending on the type. A complaint description is also documented describing the customer's complaint. The four position cause code is entered for most transaction types. The cause code best describes the customer's complaint. A free form cause description is entered based on the technician's

*Continued on page 2 ...*

## Warranty Tips

**Global Warranty Management: Parts Field** - When submitting a transaction via GWM all parts associated with the repair must be entered, with the causal part denoted. The actual cost of a single part used for the repair procedure is entered in the cost per part field. If the field is left blank, GM will supply the part cost. If a part was not available through normal distribution channels and the service agent acquired the part from a local source, the service agent trade indicator box is checked and the actual amount paid is entered.

**FREE! Global Warranty Management Training Video** - jlwarranty has developed the first of many warranty training videos. Go to [jlwarranty.com](http://jlwarranty.com) to view this free Global resource.



## WARRANTYNEWS

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*Continued from page 1 ...* documentation on the job card. This required documentation describes the cause of failure and reason for repair.

A correction description is entered on the job card providing the technician's detailed correction description of the vehicle failure. The description can contain SI document ID numbers, circuit numbers, or connector numbers.

The repairing technician's identification number (GMIN) must be entered on all transactions as well as the date the service repair was completed. ■

### Preparing for GWM Rollout

To prepare your service department for the Global Warranty Management transition, all open repair orders should be accounted for, the warranty receivable schedule should be current (all claims over 30 days should be fully supported and accounted for), training standards met, and all open part tickets accounted for.

If the process seems too overwhelming, take it one step at a time. First, research and close all open repair orders. There may be warranty revenue that has been left unclaimed or in a pile of papers on the service manager's desk. Researching open repair orders now may make the difference between claiming additional warranty revenue or adding to the service policy account. For a smoother transition to GWM, address and submit any open repair orders prior to transitioning.

**GWM Transition Best Practice:** it is recommended that all warranty claims be processed through the WINS system by the week prior to rolling out GWM. No claims are submitted for warranty payment until the following Monday, which is the first day for claims submission in GWM. Furthermore, all claims requiring H-route review are to be submitted by the Friday two weeks before the scheduled Monday GWM roll out.

While researching open repair orders in the service department, enlist the parts manager's assistance with locating and closing open part tickets. Once again, it can mean the difference between generating revenue and adding to the part or service policy account.

*Continued on page 3 ...*



### Global Help Cards

#### Order online at [jlwarranty.com](http://jlwarranty.com)

##### 1.) Authorization Structure / Labour Time/Transaction Types:

An explanation of labour descriptions, transaction types, and authorization codes.

##### 2.) GWM Cause/Complaint Codes:

A master listing of GWM's Cause/Complaint codes with descriptions.

##### 3.) GWM Transportation Damage

*Codes:* Accurately document transportation damage to ensure reimbursement.

### Example Transition Schedule

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
1	2	3	4	5 Last day to submit claims for H-route review in the WINS system	6/7
8 Last day to submit regular warranty claims via WINS	9	10	11	12	13/14
15 First day to submit warranty transactions via GWM	16	17	18	19	20/21

*Continued from page 2 ...* Ideally the warranty receivable schedule is being reviewed on a monthly, if not weekly, basis. If that is the case the schedule should be, for the most part, current. It will only require the transfer of notes from previous schedule reviews to the current schedule.

Claims that have a previous write off status noted on the schedule need to be written off to the appropriate department(s). There is no need to continue carrying them over onto new schedules.

While you are cleaning up the paperwork it may be a good time to enlist the technician's assistance in cleaning up the shop. Hopefully all warranty replaced parts have been returned to the parts department for scrapping purposes, or if requested by the WPC, returned for analysis. Full or partially full fluid containers should be cleared from the technician's work area and returned to the parts department.

The Global Warranty transition preparation process can entail quite a bit of clean-up, much like spring cleaning. But taking a little extra time now, resolving over age and unaccounted for claim and receivable issues, will make the process run that much more smoothly. ■

## Global Warranty Management System Part Returns

The proper method to return parts to the Warranty Parts Center (WPC) for those dealers using Global Warranty Management (GWM) is as follows:

- Click on the *Generate Shipping Label* link
- Complete all the information in the boxes with the red asterisk next to the box
- Click on Save and Print
- A pop up window will appear telling you if the request is for a part or document; the screen is titled *Warranty Part Return to Service Agent*
- Print this page and minimize the window
- A smaller pop up window will appear labeled *Shipping Providers*. If you are unable to see this window, minimize all other windows and make sure the pop up blocker on your browser is turned off
- By selecting under 150 lbs you will be directed to the UPS website. Complete the appropriate information and select *Continue* to print the shipping label. If the part is over 150 lbs, print the label and ship via Central Transport ■



## GWM - Complaint/Cause/Correction Fields

In the Global Warranty Management system the warranty administrator enters a description of the customer complaint, cause of failure and the correction statement. This information is either entered directly into the GWM system at transaction submission or when closing the job card within the in-house DSP (e.g. Reynolds & Reynolds, ADP etc).

The description fields are free form text fields that are used to describe the complaint, cause and correction. The complaint field should include customer detail of the specific vehicle concern. The descriptive cause of failure documentation, as listed by the technician, is entered in the cause field. The detailed reporting of the correction statement is not intended to recap the service procedure, rather it should provide all

*Continued on page 4 ...*



## Top Tips of 2009

**Documentation** - The technician cause of failure documentation that is limited to words such as leaks, noisy, inoperative, are all symptoms of a failure – not the failure. The technician must specifically address the cause of failure in their cause statement. What caused the leak, noisy or inoperative condition? Additionally, the DTC can never support a claim on its own. A failure that caused the DTC to be displayed must accompany the code in the technician's notes.

**Radios & The ESC** - Whenever a radio is replaced with a customer concern of missing knob or button, the dealership must ensure that the removed knob and/or button are returned with the radio. Without these components GM is unable to determine which component is the cause of the knob or button coming off. If those parts are not available for return, the circumstances must be noted on the repair order. Radios that are returned to the Electronic Service Center (ESC) without the knob or button and without an explanation are subject to debit. A copy of the repair order must be included with the return of each radio, which must include a description of the customer concern, list of all diagnostic steps with test readings and DTC's, and a detailed correction statement.



## Top Tips of 2009

### Purge And Vent Solenoid/Valve -

Be aware when selecting the labor operations for EVAP valves/solenoids. There is a difference between the purge solenoid/valve and the vent solenoid/valve. The purge solenoid/valve is generally mounted on the engine and only pays a few tenths. The vent solenoid/valve is located on or near the EVAP canister (in most applications is near the gas tank) and pays quite a bit more. Confirm the technician documentation and the part reference on each repair case.

**Comments -** Comments forwarded to the GM service representative must be clear, concise and descriptive of the situation. While these comments are critical in every situation they are especially important in Empowerment situations. Comments such as “per our discussion” or “you reviewed” do not support or justify the claim. A better comment would briefly include the 3 C’s and detail of what is being requested; e.g. “Reimburse one car payment. Reference CAC Case #XX-XXXXX. GM service representative prior approved on XX/XX/2009.” Or “\$200 maintenance letter from GM, reference CAC Case #XX-XXXXX. Perform LOF, Rot, Bal, Trans Service. Claim total \$284.59.”

*Continued from page 3 ...* available information that supports a better understanding of the procedure performed (e.g. test measurements, diagnostic trouble codes, document numbers from SI, connector numbers, etc).

In addition to the free form text descriptions, GWM also requires the entry of a complaint category from the drop-down menu. The categories display specific areas of the vehicle that may have a concern, which in turn determine what complaint codes are displayed.

The complaint code is a four character code that describes the customer complaint and is a requirement with each transaction. The cause code is also a four character code that describes the cause of component failure, that must be listed with the transaction on the job card. ■

A complete Quick Reference Card of Global Cause and Complaint Codes can be found online at [jlwarranty.com](http://jlwarranty.com)

Cause Code	Description	Complaint Code
1A1A	Engine Oil Pressure	1A1A
1A1B	Engine Oil Level	1A1B
1A1C	Engine Oil Quality	1A1C
1A1D	Engine Oil Leak	1A1D
1A1E	Engine Oil Change	1A1E
1A1F	Engine Oil Filter	1A1F
1A1G	Engine Oil Pressure Sensor	1A1G
1A1H	Engine Oil Level Sensor	1A1H
1A1I	Engine Oil Quality Sensor	1A1I
1A1J	Engine Oil Leak Sensor	1A1J
1A1K	Engine Oil Change Sensor	1A1K
1A1L	Engine Oil Filter Sensor	1A1L
1A1M	Engine Oil Pressure Sensor	1A1M
1A1N	Engine Oil Level Sensor	1A1N
1A1O	Engine Oil Quality Sensor	1A1O
1A1P	Engine Oil Leak Sensor	1A1P
1A1Q	Engine Oil Change Sensor	1A1Q
1A1R	Engine Oil Filter Sensor	1A1R
1A1S	Engine Oil Pressure Sensor	1A1S
1A1T	Engine Oil Level Sensor	1A1T
1A1U	Engine Oil Quality Sensor	1A1U
1A1V	Engine Oil Leak Sensor	1A1V
1A1W	Engine Oil Change Sensor	1A1W
1A1X	Engine Oil Filter Sensor	1A1X
1A1Y	Engine Oil Pressure Sensor	1A1Y
1A1Z	Engine Oil Level Sensor	1A1Z

## Global Warranty Management User Manual

At one point in time we have all searched for additional resources to help with the warranty administration process. It may be to simply get more information on a service policy or to find out what a transaction type is within Global Warranty Management.

The Global Warranty Management User Manual replaces the Claims Processing Manual. The manual is intended to provide assistance in the processing of warranty claims and provides business information about the new GWM system.

### Where to find the Global Warranty Management User Manual Searchable PDF Format

#### 1.) GlobalConnect Website

- > Service Category
- > Service Operations Folder
- > Library Tab of GlobalConnect

*This particular manual is a resource for the new Global Warranty Management system only, not the WINS system.*

You may be wondering what a transaction type is or how to create or search for a pre-repair authorization. The user manual can provide answers for both of those questions. Refer to Article IV to learn more about Preparing and Submitting a Transaction, which includes the different transaction types. Article V, Authorization and Reconcile Results, contains detail on creating and searching for a pre-repair authorization.

Dealers that have already transitioned to the new GWM system are utilizing this reference tool frequently. For those of you preparing to transition it would be advantageous to review the tools available to you and the data contained within. ■

## GWM - Authorizations And Approvals

Submitting transactions in Global Warranty Management (GWM) no longer requires applying the authorization code letter when one is necessary; we now simply check the box that applies to the transaction where authorization is necessary. However, service management responsibility has not changed in regards to what documentation is required on the job card. A detailed explanation, signature, date, and the appropriate code are still required to fully support why GM should pay the claim.



Get your Global  
Warranty Management  
Authorization Code  
Stamp online at  
[jlwarranty.com](http://jlwarranty.com)

On the GWM web portal a rejected transaction may now be viewed immediately after submission and the process for correction is more streamlined than in the past. But, once again, if the transaction requires an authorization or approval, it must be addressed by service

management before it can be resubmitted for payment.

GWM provides an easier way to process warranty transactions, but don't allow that ease to turn into complacency. When it comes to authorization code application, service management must still follow Policy and Procedure guidelines as well as guidelines in various bulletins. If your Fixed Operations Manager reviews your job cards and they are not properly and fully documented, they are very much subject to a debit. ■

## GWM - GMIN

In July, GM issued a Global message announcing the upcoming GMIN (General Motors Identification Number) requirement. In most instances the GMIN will replace the use of government identifiers, such as a social security number, as a means of identification within GM business processes and systems. A GMIN is a randomly generated nine-digit number.

Effective October 12, 2009, a GMIN will be required when warranty transactions are submitted in the Global Warranty system. *Note: GMIN will not be required in the WINS warranty system; it will only be needed once you convert to the Global Warranty System.*

### To find your specific GMIN in GlobalConnect:

- Log on to GlobalConnect using your id and password
- Click on the "Edit my Profile" link in the upper right corner of the GlobalConnect homepage
- The GMIN is displayed below your name

### You may also find your GMIN in GM Training:

- Log on to GM Training with your person ID and password
  - Your GMIN is located on the homepage under your name after your person ID
- Partner Security Coordinators at the dealership may find the GMIN's associated with the employees at the dealership. The PSC would access Administration Tools within GlobalConnect and find the GMIN's within the User Profile Report, Active Users Report and the Applications Users Report.

Warranty administrators will have to get the GMIN for all technicians and service advisors who work on warranty repairs for the GM Global Warranty system. Service management is able to supply this information from the GM Training website for all dealership personnel enrolled. ■



## Top Tips of 2009

**Labor Time Guide** - Effective June 1, 2009, dealers are able to view the LTG for up to five prior months. A dropdown box is now located in the top right corner of the LTG, allowing the user to view prior months.

Effective Date:  ▼

The prior month data will only be populated if there was a revision to the document.

**Concern Not Duplicated** - In efforts to improve customer satisfaction and to resolve product issues, GM engineering staff must receive complete documentation when the dealer addresses "customer concern not duplicated" situations. When submitting any "Customer Concern Not Duplicated/ Verified" labor operation, a fully detailed comment is required. Claims that are submitted without this information are subject to audit review and chargeback.

**Coverage** - GM vehicles are covered by GM warranty, not the owner of the vehicle. Vehicles that are under base warranty by time and mileage that exhibit a brake pulsation caused by an out of round condition, not abuse, requiring machining of the rotors are covered by the terms of the warranty. This coverage applies regardless of who owns the vehicle. If the vehicle is dealer owned, the service manager must verify the condition and sign off on the condition as well as signing the repair order as the customer.



## Top Tips of 2009

**Warranty Claim Code** - Claim rejects commonly present themselves in conjunction with control module reprogramming events. The Warranty Claim Code must be entered with control module reprogramming events. Bulletin 06-08-47-001.

**Accessories Labor Operations** - When submitting a claim involving GM Accessory parts use the appropriate accessories labor operations code (“R” code), not the original equipment labor operations code.

Claims submitted for repairs that involve a GM original equipment service part, use the appropriate original equipment labor operation, not an accessories labor operations code (operations that begin with an “R”).

GM has found that many claims are being submitted incorrectly for warranty replacements with accessory labor operations and vice versa.

### Windshield Replacement

**Guidelines** - GM has updated bulletin 05-08-48-001 with the addition of an instruction in the “Additional Requirements” area. The updated statement reflects non-GM part number windshield replacements. These replacements are not eligible for warranty reimbursement or part price markup, unless authorized to do so by the GM service representative. The customer is to be informed of an installation of a non-GM part windshield on their vehicle.

## GWM - Regular Labour Hours

The term “regular labor hours” no longer applies in Global Warranty Management. Labour hours are now separated into:

- **Base labour time** – the published base time associated with a labour operation.
- **Diagnosis time** – the published diagnosis time associated with certain labour operations found in the LTG. Previously, this time was added to the base time and submitted as a total time in regular labor hours. It must be separated in GWM or the transaction will reject.
- **Additional time** – the published “add” time associated with certain labour operations found in the LTG. An example would include additional labour time if the vehicle was equipped with skid plates. The typical 0.2 add time would be placed in the “additional time” box. Previously, this time was added to the base time and submitted as a total time in regular labor hours. It must be separated in GWM or the transaction will reject.
- **Administration time** – the published administrative time allowed with certain labour operations. An example would include the 0.3 administrative allowance claimed when replacing tires. Previously, this time was added to the base time and submitted as a total time in regular labor hours. It must be separated in GWM or the transaction will reject.
- **Set-up time** – the published set-up time allowed with certain labour operations. An example would include the 0.3 set-up/reprogram time allowed when replacing a radio. Previously, this time was added to the base time and submitted as a total time in regular labor hours. It must be separated in GWM or the transaction will reject.
- **Paint mix time** – the published time to mix paint allowed with paint labour operations. The time is either 0.3 or 0.4, depending on the material allowance dollar amount. The mix time is added to each paint labour operation; however, you cannot exceed 0.5 per job card. Previously, this time was added to the base time and submitted as a total time in regular labor hours. It must be separated in GWM or the transaction will reject.
- **Other labour time** – previously referred to as other labor hours (OLH) refers to clocked labour time above what is published for the labour operation for situations like extensive diagnosis, removal of components to gain access to wires, or a broken bolt that must be removed. This time has always been entered separately in the submission process. ■

## GWM - Transportation Claims

**Out with the old – claim type T; in with the new – transaction type ZTPT.**

For those dealerships already on the GWM system, you know that claim types are a thing of the past. ZTPT is the transaction type used when a transportation claim is filed.

While most of the submission processes are the same as before, one significant change is the addition of a box titled “vehicle mis- build” that should be checked if the reason the transaction is being filed is due to a vehicle delivered with incorrect parts or options. Examples of incorrect parts or options include wrong tires/wheels installed on the vehicle or the wrong color floor mats. The term “mis-build” applies. While this type of error is most likely not the responsibility of the carrier, it is still noted on the *Continued on page 7 ...*

*Continued from page 6 ...* delivery receipt or the letter of notification.

Another change in the submission process is the separation of the base labour time and the paint mix time. In the WINS system, they are added together and submitted in regular labor hours. In GWM, make sure the two labour times are separated and placed in the appropriate boxes for those situations where a panel is repaired and must be painted. OLH is claimed in the "other labour time" box. Claim material allowances in the "paint material" net item box. The same is true if a panel is replaced except that other labour time isn't normally allowed.

Self-authorization codes are not allowed in either system and claims should not be routed to GM for approval. Any assistance needed with a transportation claim is through the Dealer Business Center. ■

## GWM - The Service Agent Transaction Summary

The Service Agent Transaction Summary (Claim Memo) is distributed on a daily basis, after transactions (claims) are processed in the Global Warranty Management System. The summary contains several sections including the transaction analysis section, daily transaction summary section, accepted transaction summary, paid transaction details, and the return transaction details.

**Transaction Analysis Section** - Warranty/Policy, Field Action, Service Contract, Transportation and Overall totals are provided in this section by transaction type. The categories (from above) are reported for both credits and debits. This information is distributed to the service agent (dealer) on a 24-hour schedule by default. Service agents are also able to pull the transaction summary from the web on demand. The information contained within the summary report is especially useful for tracking accepted, paid, and rejected transactions. It also helps with tracking transactions that require returned parts.

**Daily Transaction Summary** - This section provides the number of transactions received from the dealer, including the number that have been accepted and returned. Detailed reject reasons are provided for those transactions that were not accepted.

**Accepted Transaction Summary** - The accepted summary lists all processed transactions, including paid and rejected transactions and those that were sent for approval by the GM service representative. Job card (repair order) detail is reported in this section including the job card specific data, differences between the requested and actual amount, amount returned/rejected, total paid, total tax and original transaction reversal (original amount reversed on an adjusted transaction).

**Paid Transaction Details** - Transactions that were accepted and posted to the GM ledger for payment to the service agent are listed in transaction (claim) level detail in the paid section. Listed in the section are the specific job card details including a reason for any differences in the submitted amount and the approved amount (labor, parts, deductible, and customer pay participation differences are included).

**Return Transaction Details** - Transactions that were returned in pending or reject status are listed in this section. Most importantly the return reason code as well as the reason description is indicated.

The report may be found in the Reconcile Results portal on the Global Warranty Management main page. Select the Transaction Summary Report to view available reports. ■



## Top Tips of 2009

**Transfer Case Warranty** - Effective on January 1, 2009, GM has announced a three-year or 100,000 mile warranty enhancement for new and remanufactured transfer cases. The coverage applies to units sold on or after January 1, 2009. Units that were sold before January 1, 2009, carry a 24-month or 24,000 mile warranty. GM Parts Transfer Cases are competitively priced and manufactured to the same high standards as original equipment. The warranty on these components is honored by GM dealers and Independent Installers across the country. This new coverage puts the transfer case in line with the warranty offered on transmissions and engines.

**Labor Time Guide Update** - The labor operation to R&R the front differential carrier assembly has undergone a change. Labor operation F2122 provides labor time to R&R the carrier, but no longer provides a list of "adds" for internal component replacements. The operation now only has one add, "to recondition differential assembly," for 0.1-3.2 variable hours. This update is evident with the 2005 and newer Labor Time Guides.



### The Best GM Warranty Training:

- Global Warranty Management
- Job Card Documentation
- Service Management Responsibilities
- Rejected Transactions & More

Coming to a city near you. Go to [jlwarranty.com](http://jlwarranty.com) for details.



## Top Tips of 2009

**Document Scanning** - Article 1.6.3.5 of the GM Service Policies and Procedures Manual supports the ability for the dealer to utilize document scanning in the service department. If document scanning is selected as a means of document storage, all supporting claim documents and the original claim must be scanned. Once the document is scanned it may be disposed of as long as there is a disaster plan in place for the recovery of the document.

jlwarranty continues to successfully utilize document scanning in our Warranty Claims Processing department. Dealerships enjoy having claims stored electronically because of substantial savings in space and ease of retrieval.

**Headlamps** - Dealers must use the correct GM approved headlamp assembly whenever replacing a headlamp under warranty. Non-GM components are not approved as replacement parts by GM. Warranty Parts Center reviews have shown that some dealers have returned non-GM headlamps under warranty. The technician/dealership must determine if the headlamp assembly is a GM part before performing a replacement. Genuine GM headlamp assemblies are stamped with "GM" in the lens identification stamping area. Bulletin 08-08-42-005 ■

## GWM - Transaction Type

A transaction type defines a warranty transaction or related event that is entered into the Global Warranty Management system for processing. The appropriate types are entered into GWM based on the Service Agent (dealer) profile.

When beginning a new transaction (claim) the service agent is required to enter specific header information; e.g. repairing BAC, job card (repair order) number, VIN, service advisor number, job card open date, and odometer. The line number, labour operation code, repair completion date and transaction type are also entered with the transaction header information.

**ZREG** - Regular Vehicle Transaction is the most commonly used transaction type. This type is used for transactions submitted during the normal warranty period. Customer enthusiasm, vehicle policy and special coverage are applicable categories within the ZREG type.

**ZPTI** - Parts that fail outside of the vehicle warranty period, but within the applicable parts warranty times/mileage parameters are submitted with transaction type ZPTI-Part Transaction-Service Agent Installed. When using this type the dealer must be able to identify the original job card number, original installation date, and original installation mileage.

**ZPTC** - Part Transaction-Over the Counter transaction type is used when a part sold over the counter fails within the applicable time/mileage parameters. Much like with a ZPTI transaction type, the original job card number, original installation date, and original installation miles are required fields.

**ZSET** - An optional transaction type for internal or customer pay transactions is ZSET-Service Event transaction type. Customer pay actions may include accessories, maintenance, or repair procedures.

**ZFAT** - Repairs that are defined by a Field Action or Service Update Bulletin are identified with transaction type ZFAT-Field Action.

**ZPDI** - Pre Delivery Inspection transaction type identifies payment to the dealer for required vehicle inspection before customer delivery. Warranty repairs that are performed at the time of the inspection are to be added to the PDI job card and submitted separately as a normal (ZREG) transaction.

**ZTPT** - Transportation transactions are submitted with type ZTPT. Data required with this transaction includes the delivery receipt, carrier code, delivery receipt date and damage code.

**ZSCT** - Service contract (GMPP) transactions are identified as type ZSCT.

**ZSSP** - Special Sales Program is a transaction type that is used to identify owner loyalty promotional programs, such as a free oil change service. The programs are designed to increase sales by bringing the customer into the dealership. ■

## GWM - Transaction Attachments

Service agents have the ability to add attachments to transactions that are being submitted for reimbursement. The attachments may be pictures, scanned job cards, Microsoft Word, Powerpoint or Excel files, or any other electronic documentation that the service agent would like to attach to the transaction to justify and support the repair performed.

Attachments are added in the "Attached File" area of the transaction. Select the "Add Attachment" button to enter or

*Continued on page 9 ...*

*Continued from page 8 ...* browse for the appropriate attachment. Once the attachment has been selected the service agent must select the submit button to submit the transaction.

It is important that all of the required fields in the transaction form have been completed prior to submission to avoid receiving a syntax (unaccepted) error message stating that there are required fields that need to be completed.

Attachment examples may include pictures of perforation corrosion and unusual damage, or extensive costly repairs, Letter of Notification or a scanned copy of a delivery receipt. ■

## GWM - Terminology

There will be a wealth of new information to absorb as GWM rolls out across the U.S.. Much of the new material contains some interesting terms that are not immediately familiar, even to those warranty administrators that have been processing warranty for many, many years.

Rather than calling your place of business a dealership, GWM refers to it as a Service Agent. Your business is providing services to customer vehicles as an agent of GM. The manner in which the Service Agent records requested service items and is reimbursed for warranty repairs is the document referred to as job card (repair order).

With any service visit the service agent may provide any number of services for a customer. Each of the services must be recorded separately on the job card. Each service is entered as a separate transaction in Global. The system now refers to the claim as a transaction. GWM assigns each transaction a unique transaction number when it is submitted and accepted by the system.

Service agents are assigned one Business Associate Code (BAC) that is used throughout the system as an identifier for that agent. Only one BAC is issued, regardless of how many Business Units are assigned to them. A Business Unit is an organization within GM that is responsible for warranty administration; e.g. Buick is the Business Unit responsible for warranty administration for Buick service agents.

With the many changes service agents are looking forward to in the months ahead, a general understanding of the basics is critical to make the process as smooth as possible. ■

## GWM - Service Agent Self-Authorization

*“Some business units (an organization that is responsible for warranty administration and has authority over GWM’s processes, parameters and usage. There could be several business units within a country and within the service agent) may give the authorization of overriding certain errors to their service agents and this process is called ‘Service Agent Self-Authorization’ where the service agent himself would authorize a transaction.”*

The service agent (dealer) has the ability to self-authorize a transaction (claim). To do so, the service agent must select the “begin a new transaction” option in Global Warranty. The user must complete all of the required fields for the new transaction.

*Continued on page 10 ...*

## Money Savers

### SHUTTLE LOG -



Some dealerships utilize a shuttle log to record customers who were provided a ride home, to work, or

anywhere else they chose. The log is not a GM requirement and is often filed away and kept unnecessarily. An easier way to document a customer shuttle is to purchase a “shuttle” stamp and simply stamp the repair order as documentation that a customer was given a ride. In the case of warranty repairs, this stamp is sufficient documentation for claiming a one-way or a two-way shuttle. The labor operations for claiming shuttle are Z7910 with \$7.50 in net item for a one-way shuttle and Z7911 with \$15 in net item for a two-way shuttle. Shuttle reimbursement is allowed on both factory and GMPP claims.

Using a shuttle stamp saves warranty administrator’s valuable time by not having to go through the shuttle log to find out which warranty customers received shuttle rides. Eliminating a shuttle log also eliminates unnecessary customer involvement in asking them to give the shuttle driver information that is not required.

**Order your Shuttle Stamp and other stamps such as; Part Returned Stamp, Authorization Code Stamp, Add-on Repair Stamp, and Rental Stamp online at [jlwarranty.com](http://jlwarranty.com).** ■



## Test Your Knowledge

1.) What steps should a dealer take to prepare for their transition to GWM?

- A. Account for all open repair orders and ensure that the receivable schedule is current
- B. Do not submit any claims in the WINS system for at least three weeks to prepare for the transition
- C. Account for all amounts on the schedule that exceed 30 days
- D. No preparation is necessary, GWM picks up right where WINS leaves off

2.) What information is included in the job card?

- A. BAC code for the service agent that performed the repairs
- B. Odometer
- C. Transaction type code
- D. All of the above

3.) A GMIN for a dealership employee may be obtained from what resource?

- A. GlobalConnect SI
- B. gmtraining.com
- C. GMVIS
- D. GM Policy & Procedures Manual

4.) When entering a warranty transaction in GWM, the only part number that should be entered is the failed part.

- A. True
- B. False

5.) In the GWM system any additional or diagnostic time associated with a labour operation is added to the base labour time on the transaction.

- A. True
- B. False

ANSWERS 1.) A, 2.) D, 3.) B, 4.) B, 5.) B

*Continued from page 9 ...* Once the appropriate fields have been completed, select the “Service Agent Self-Authorization” option from the Authorization/Comments section of the transaction. The Global system will prompt the service agent to choose at least one reason category for the self-authorization. At least one category must be selected, although multiple categories may be selected if appropriate.

After selecting the self-authorization category a comment field will populate for a detailed entry of the reason for self-authorizing the transaction. The transaction may then be submitted for payment. ■

## GWM - Service Management Approvals/Authorizations

Service management is defined as the person or persons ultimately responsible for the performance of the dealership service facility. Persons assigned service management responsibilities are not to include technicians, claims administrators, cashier/billers, or any other position that is not part of the management team.

When it comes to warranty claims, service management is responsible for reviewing claims for validity prior to handing the claim over to the warranty administrator for submission to GM. Some claims require authorization codes and other approvals applied in order for the claim to be paid. Global Warranty Management will maintain these requirements and when dealers switch to this system, they will find additional authorization codes as well as change to empowerment levels.

Service management authorizations and approvals are to be documented on the job card on an “as needed” basis throughout the day. These important authorizations are not to be documented at the end of the day or as part of the billing process when they are applied to simply meet authorization requirements. Proper documentation in conjunction with authorization code application includes service management signature, date, and a brief detailed description of the reasoning that led to authorizing the claim.

Three types of authorizations are used within Global Warranty Management. “Service Agent Authorization” is applied by service management for those claims that fall outside established guidelines for claims processing. Examples include these already required service management authorized claims: Goodwill, Repeat Repair, Other Labour Time, Part and Net Ceiling excess, etc.

“Pre-Repair Authorizations” are used to send the claim transaction to the appropriate GM person for review. This option is selected if the service agent is required to obtain pre-transaction approval prior to a repair being made. Examples include approval from the Product Quality Center when it is necessary to replace an engine.

“GM Authorization” is necessary when a claim transaction must be sent to the appropriate General Motors Manager for review. This type of authorization is the same as the current H-route process for those claims that must be approved by the DVM.

The authorization empowerment level for each Service Agent is determined by the Regional Office and is subject to change based on regional criteria. GM also may prohibit use of specific transaction types at specific Service Agent locations. In this situation the claim submitted by the dealer would require GM authorization through their DVM.

Service Agents can view their empowerment levels in GWM under the “Analyze Warranty” tab. Select “View Service Agent Detail” to see not only empowerment levels, but also a list of empowerment categories. Dealer empowerment ranges from levels 1 - 9 and the higher the level the greater the dealer’s empowerment is. Empowerment categories coincide with the authorization codes and each level will state an age, mileage, and other parameters for the use of the authorization code. ■

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### WARRANTY ADMINISTRATION PROGRAM

# WARRANTYNEWS



#### Global Warranty Management - The Job Card



Each warranty transaction consists of the job card header and transaction data. The job card may contain multiple transactions based on the customer's concerns. Job card header applies for all the repairs on the job card. Information listed on the job card includes the following:

- BAC code for the Service Agent that performed the repairs
- Service consultant identification number
- VIN
- Odometer
- Reference number supporting the transaction (e.g. purchase order or TAC number)
- Non-GM vehicle indicator
- Reciprocal transaction – repairs that cross business units (e.g. Canadian customer traveling to US and has a breakdown)
- Unique line number for each repair on the job card
- Labour operation code that best supports the repair performed by the technician. Depending on the labour code used, an additional field may become available to enter information specific to the labour operation (brake specifications, diagnostic trouble code)
- Transaction repair completion date (*helpful to ensuring that the dealer is paid the correct price for parts when the repair order is opened in one month, but the part had to be ordered and the repair was not completed until the next month*)
- Transaction type code: transaction type that defines a warranty transaction or related event
- Transaction category code: code that provides additional detail to the expense category within the transaction type

The job card also contains the specific four position customer complaint code. This code is required on most transactions depending on the type. A complaint description is also documented describing the customer's complaint. The four position cause code is entered for most transaction types. The cause code best describes the customer's complaint. A free form cause description is entered based on the technician's

*Continued on page 2 ...*

#### Warranty Tips

**Global Warranty Management: Parts Field** - When submitting a transaction via GWM all parts associated with the repair must be entered, with the causal part denoted. The actual cost of a single part used for the repair procedure is entered in the cost per part field. If the field is left blank, GM will supply the part cost. If a part was not available through normal distribution channels and the service agent acquired the part from a local source, the service agent trade indicator box is checked and the actual amount paid is entered.

**FREE! Global Warranty Management Training Video** - jlwarranty has developed the first of many warranty training videos. Go to [jlwarranty.com](http://jlwarranty.com) to view this free Global resource.



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