

**2022 WEBINARS**

All seminars are held E.S.T

**Jun 1 & 2** ..... FULL**Jul 6 & 7** ..... FULL**Aug 2 & 3** ..... FULL**Sep 7 & 8** ..... 10AM - 1PM**Oct 11 & 12**... 10AM - 1PM**Nov 2 & 3** ..... 12PM - 3PM**Dec 20 & 21** .. 10AM - 1PM

Additional webinars may be added – visit [jlwarranty.com](http://jlwarranty.com) for most current schedule

# WEBINARS

## CHOOSE YOUR TRAINING IN 2022

# SEMINARS

**May 10** .....Lansing, MI**May 12** .....Pittsburgh, PA**Jun 7** .....Syracuse, NY**Jun 9** .....Philadelphia, PA**Jul 12** .....Milwaukee, WI**Jul 14** .....Richmond, VA**Aug 23** .....Des Moines, IA**Aug 25** .....Denver, CO**Sep 13** .....Minneapolis, MN**Sep 15** .....Portland, OR**Oct 4** .....Indianapolis, IN**Oct 6** .....Kansas City, MO**Nov 15** .....Sacramento, CA**Nov 17** .....Houston, TX**Dec 6** .....Atlanta, GA**REGISTER TODAY!****800.852.6298<sub>x130</sub>****JLWARRANTY.COM**

# SEMINARS + WEBINARS

*New and seasoned attendees will gain tips that will expedite claim payment and reduce rejects!*

**j|warranty**

APPROVED SUPPLIER  
**gm** dealer equipment

## SERVICE MANAGERS

Understand documentation requirements when applying dealer empowerment

Learn best practices for staying compliant with GM Service Policies and Procedures

Review top policy deviations and know how to prevent them

## WARRANTY ADMINISTRATORS

Know the requirements before submitting each type of transaction

Be confident transactions are accurate and fully supported, minimizing rejects

Learn how to submit all expenses related to the warranty repair

## SERVICE ADVISORS

Start the transaction right by utilizing all available resources within GlobalConnect

Develop a solid foundation by accurately documenting the customer concern

Learn what Dealer Service Management is required to authorize

### SEMINAR DETAILS:

*Experience live, in-person training in one of our upcoming 2022 locations.*

Hotel meeting location will be finalized and provided to you in a confirmation email approximately two weeks prior to class date.

We're following CDC recommendations and each meeting location's COVID safety measures.

Class size will be limited and seating will be spaced a minimum of six feet apart.

**\$495** for each attendee billed to your dealer account. Late registration within 2 weeks of class is \$545. Includes all materials and lunch (lodging, other meals, and travel not included).

### TOPICS COVERED

- Properly Documented Job Card Concern, Cause, Correction
- Bumper-to-Bumper Coverage
- Powertrain Coverage
- Maintenance
- Cross-line Warranty
- Emissions Warranty
- Certified Used Vehicle
- Replacement Part Warranties
- Expediting Warranty Parts
- Warranty Parts Center Parts Return Process
- Specific Component Documentation
- Add On Repair Lines
- Sublet Repair Guidelines
- Courtesy Transportation
- Transaction Types
- Authorizations
- Labor Time Guide
- Complaint and Cause Codes
- Resolving Rejected Transactions
- Paint Claims
- Transportation Claims

### WEBINAR DETAILS:

*Experience instructor-led, VIRTUAL training from the comfort of your home or dealership.*

Get real-time interaction with our trainer and fellow attendees via video conference

We've divided our 1-day seminar into an online virtual training webinar taking place over the course of 2 convenient sessions.

Webinar size is limited to 15 participants to enhance experience and dialogue.

**\$395** for each attendee billed to your dealer account. No refunds once workbooks are shipped (7-10 days prior to webinar). Registration fee can be applied to a future webinar/seminar.



## CLAIMS PROCESSING

*Send us your  
warranty claims!*

Trust j|warranty's experienced team to administer your warranty transactions. Our claims processing service strengthens your warranty operations from the assignment of accurate labor operation codes to alerting you of policy concerns. We work closely with your service personnel to get **claims submitted and paid accurately**, according to GM Service Policies & Procedures.



## NEWSLETTER & ONLINE TRAINING

*Educate your  
service personnel!*

The most extensive package of GM warranty information, training, and support. The Warranty Administration Program takes important warranty information, combines it with our warranty claims processing experience and summarizes it into easy-to-understand, **newsletters, training videos, interactive forums, publications, quick look-up tools**, and so much more!



## JOB CARD REMINDER STAMPS

*Provide your staff  
with valuable tools!*

Our stamps bring attention to the important details for many different warranty transactions. These easy to use, time saving stamps have been designed to **promote compliance by always providing the required key elements**.