

Warranty Claim System Manual

You can log in into the warranty system through the dealer resource page. If you have questions about logging in please reach out to the NPPI service department or your Dealer Channel Manager.

For all warranty claims:

- You must add new customers to the warranty system before filing a claim
- You must fill out the claim form completely
- You must attach supporting documents including work orders, receipts, etc.
- You must submit within 30 days of the repair being completed
- Parts must be held for 90 Days from the date of claim approval

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Adding a New Warranty Claim

1. Click the “Warranty Claims” tab

The screenshot shows the homepage of the Northern Power Products, Inc. Online Warranty Claims system. The header includes the company logo, a search bar, and social media links. The navigation bar has tabs for Home Page, Warranty Claims, Customers, and Users. A red arrow points to the 'Warranty Claims' tab. Below the navigation bar, there is a welcome message and a list of instructions for submitting a claim.

Online Warranty Claims

Home Page Warranty Claims Customers Users

Welcome to the new online warranty claims system. Here you will be able to submit and track warranty claims with Northern Power Products. If you have any questions or concerns please feel free to reach out to the NPPI service department.

Please note that all claims must be submitted within 30 days of the repair date.

Any incomplete submissions, or submissions outside of the submission period will be denied.

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2. Click the “Add Warranty Claim” Button

The screenshot shows the 'Add Warranty Claim' button and a table of pending warranty claims. A red arrow points to the 'Add Warranty Claim' button. Below the button, there is a table with columns for Claim ID, Status, Customer, Repair Order Number, Engine S/N, Engine Hours, Date of Submission, Claim Details, and Edit Claim.

Add Warranty Claim

Pending Warranty Claims

Claim ID	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Claim Details	Edit Claim
14	Pending	Stevens Rebuilding				01/15/2019	view	edit
15	Pending	Stevens Rebuilding		1r45w	3	02/19/2019	view	edit
16	More Info Needed	bobs shop		test 1		02/19/2019	view	edit

- Fill out the Customer information. If you have already added the customer then you can select them from the drop down, Otherwise you can click the “+ Add a new option” to add a customer

The screenshot shows the 'Add Warranty Claim' form with the 'Customer Information' section. It includes a dropdown for 'Customer' with a '+ Add a new option' link, a 'Date of Purchase' field, a dropdown for 'Engine Brand', a text field for 'Engine Model Number', a dropdown for 'Engine Serial Number', and a text field for 'Engine Hours'.

Add Warranty Claim

Customer Information

Customer ^{*}
Select
[+ Add a new option](#)

Date of Purchase
[Text Field]

Engine Brand
Select

Engine Model Number
[Text Field]

Engine Serial Number
[Text Field]

Engine Hours
[Text Field]

Repair Information

Repair Order Number
[Text Field]

Part number of failed part
[Text Field]

Date of Failure
[Text Field]

Date of Repair
[Text Field]

Additional Parts Used
[Text Area]

Labor hours
[Text Field]

Freight Costs
[Text Field]

Travel Time
[Text Field]

Total Parts Cost
[Text Field]

Travel Mileage
[Text Field]

- Fill out the repair details and attach any supporting documentation. You do not need to fill out the “Condition Code” or the “Symptom Code” unless you are a Yamaha dealer.

The screenshot shows the 'Add Warranty Claim' form with the 'Repair Details' section. It includes text fields for 'Labor hours', 'Freight Costs', 'Travel Time', 'Total Parts Cost', and 'Travel Mileage'. Below these are text areas for 'Customer Concern', 'Failure Cause', 'Repair Performed', and 'Additional Details'. There is a 'Requested Claim Amount' field, a 'Supporting Documents' section with a 'Choose File' button and 'No file chosen' text, and a note '**Yamaha Use Only**'. At the bottom are fields for '**Condition Code**' and '**Symptom Code**', and a 'Submit' button.

Labor hours
[Text Field]

Freight Costs
[Text Field]

Travel Time
[Text Field]

Total Parts Cost
[Text Field]

Travel Mileage
[Text Field]

Repair Details

Customer Concern
[Text Area]

Failure Cause
[Text Area]

Repair Performed
[Text Area]

Additional Details
[Text Area]

Requested Claim Amount
[Text Field]

Supporting Documents
[Choose File](#) No file chosen

Yamaha Use Only

Condition Code
[Text Field]

Symptom Code
[Text Field]

[Submit](#)

5. When you hit submit you should get a confirmation that the claim was sent.


Add Warranty Claim

Add Warranty Claim


Claim successfully submitted.





Lookup a Warranty Claim

1. Click the “Warranty Claims” tab



Call Us: 1-800-284-6247

Search... 

[Home](#) [About Us](#) [Products](#) [Service Dealer Site](#) [Contact Us](#)

Online Warranty Claims

Home Page

Warranty Claims

Customers

Users

Logged in as Test Dealer Admin - [Account Settings](#) - [Log Out](#)

Welcome to the new online warranty claims system. Here you will be able to submit and track warranty claims with Northern Power Products. If you have any questions or concerns please feel free to reach out to the NPPI service department.

Please note that all claims must be submitted within 30 days of the repair date.

Any incomplete submissions, or submissions outside of the submission period will be denied.

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Phone: (800) 284-6247 or (651) 452-6900

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2. Scroll down the page and you will find 2 tables. The first is “Pending Warranty Claims”. This is where you will find all of your current (recently submitted) claims

1. Make sure your customer is already in the customer database. If not, you must add them before you submit a claim.

- Note: Please do not add the same customer more than once

2. Completely fill out the warranty claim form

- Attach any supporting document to the warranty claim (i.e. pictures, work orders, inspection reports)

[Add Warranty Claim](#)

Pending Warranty Claims

Claim ID 1	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Claim Details	Edit Claim	N
14	Pending	Stevens Rebuilding				01/15/2019	view	edit	
15	Pending	Stevens Rebuilding		1r45w	3	02/19/2019	view	edit	
16	More Info Needed	bobs shop		test 1		02/19/2019	view	edit	
17	Pending	Ben's big shop				04/22/2019	view	edit	

Warranty Claims History

Claim ID 1	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Total Paid Amount	Claim Details
3	Paid	Stevens Rebuilding	WO05658	0015628	126			view
6	Paid	bobs shop	awedrfaw	1234wef	234542354	01/08/2019		view
7	Denied	Stevens Rebuilding		12343		01/08/2019		view

3. The second is the “Warranty Claims History”. This is where you will find past warranty claims that have been Paid (Approved) or Denied.

1. Make sure your customer is already in the customer database. If not, you must add them before you submit a claim.

- Note: Please do not add the same customer more than once

2. Completely fill out the warranty claim form

- Attach any supporting document to the warranty claim (i.e. pictures, work orders, inspection reports)

[Add Warranty Claim](#)

Pending Warranty Claims

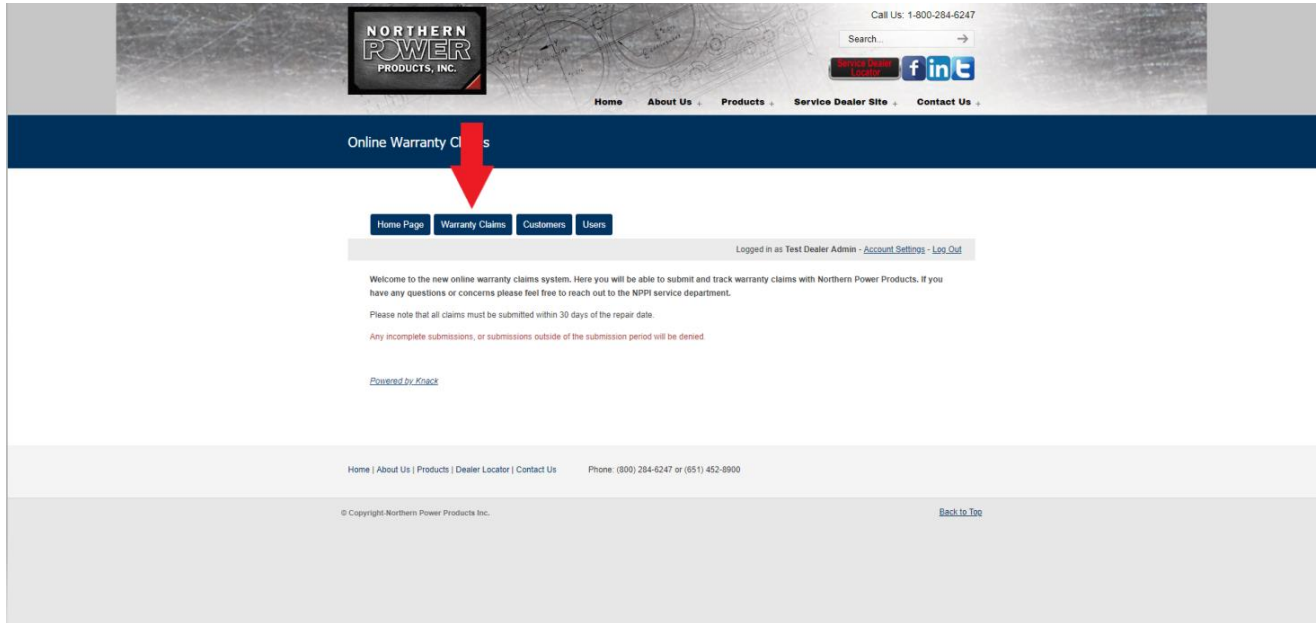
Claim ID 1	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Claim Details	Edit Claim	N
14	Pending	Stevens Rebuilding				01/15/2019	view	edit	
15	Pending	Stevens Rebuilding		1r45w	3	02/19/2019	view	edit	
16	More Info Needed	bobs shop		test 1		02/19/2019	view	edit	
17	Pending	Ben's big shop				04/22/2019	view	edit	

Warranty Claims History

Claim ID 1	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Total Paid Amount	Claim Details
3	Paid	Stevens Rebuilding	WO05658	0015628	126			view
6	Paid	bobs shop	awedrfaw	1234wef	234542354	01/08/2019		view
7	Denied	Stevens Rebuilding		12343		01/08/2019		view

Edit a Warranty Claim

1. Click the “Warranty Claims” tab



4. Scroll down the page to “Pending Warranty Claims”.

1. Make sure your customer is already in the customer database. If not, you must add them before you submit a claim.

- Note: Please do not add the same customer more than once

2. Completely fill out the warranty claim form

- Attach any supporting document to the warranty claim (i.e. pictures, work orders, inspection reports)

[Add Warranty Claim](#)

Pending Warranty Claims

Claim ID	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Claim Details	Edit Claim
14	Pending	Stevens Rebuilding				01/15/2019	view	edit
15	Pending	Stevens Rebuilding		1r45w	3	02/19/2019	view	edit
16	More Info Needed	bobs shop		test 1		02/19/2019	view	edit
17	Pending	Bent's big shop				04/22/2019	view	edit

Warranty Claims History

Claim ID	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Total Paid Amount	Claim Details
3	Paid	Stevens Rebuilding	WO0558	0015628	126			view
6	Paid	bobs shop	awedrfaw	1234wef	234542354	01/08/2019		view
7	Denied	Stevens Rebuilding		12343		01/08/2019		view

5. At the bottom of the “Pending Warranty Claims” table (1), you can scroll the table to view more fields. There you will find the “Edit” claim button (2). Click “Edit” to modify/update your claim.

1. Make sure your customer is already in the customer database. If not, you must add them before you submit a claim.

- Note: Please do not add the same customer more than once

2. Completely fill out the warranty claim form

- Attach any supporting document to the warranty claim (i.e. pictures, work orders, inspection reports)

[Add Warranty Claim](#)

Pending Warranty Claims

Claim ID	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Claim Details	Edit Claim
14	Pending	Steves Rebuilding				01/15/2019	view	edit
15	Pending	Steves Rebuilding		1145w	3	02/19/2019	view	edit
16	More Info Needed	bobs shop		test 1		02/19/2019	view	edit
17	Pending	Bert's big shop				04/22/2019	view	edit

Warranty Claims History

Claim ID	Status	Customer	Repair Order Number	Engine S/N	Engine Hours	Date of Submission	Total Paid Amount	Claim Details
3	Paid	Steves Rebuilding	W005558	0015628	126			view
6	Paid	bobs shop	awedrfaw	1234wef	234542354	01/08/2019		view
7	Denied	Steves Rebuilding		12343		01/08/2019		view

Edit Warranty Claim

Customer Information

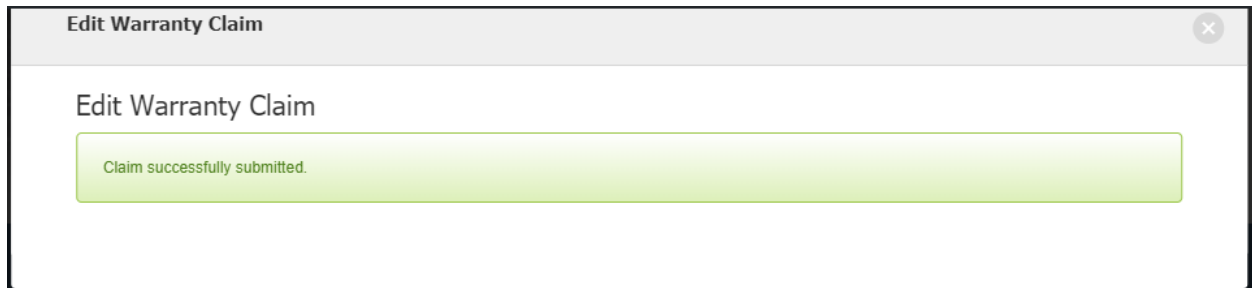
Customer *	Date of Purchase
Steves Rebuilding	01/17/2019
Engine Brand	Engine Model Number
Select	V1505
Engine Serial Number	Engine Hours
1hf1234	1254

Repair Information

Repair Order Number	Part number of failed part
	12345-43843
Date of Failure	Additional Parts Used
04/11/2019	coolant
Date of Repair	
04/15/2019	
Labor hours	Total Parts Cost
45	546.00
Travel Time	Freight Costs
2	435.00
Travel Mileage	Requested Claim Amount
60	

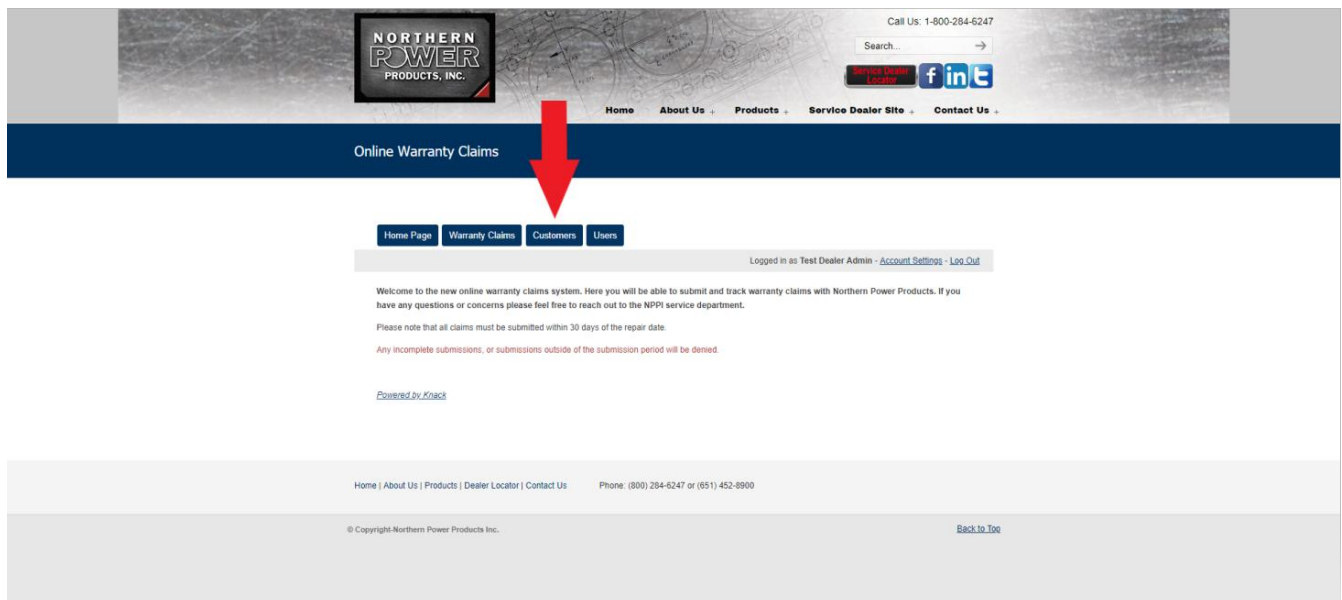
Repair Details

- After you have made your changes, scroll to the bottom and click “Submit Claim”. You will get a confirmation that you claim has been updated.



Create a New Customer

- Click on the “Customers” tab



2. Click “Add Customer”

The screenshot shows the Northern Power Products, Inc. Online Warranty Claims interface. At the top, there is a header with the company logo, contact information (Call Us: 1-800-284-6247), a search bar, and social media links for Facebook and LinkedIn. Below the header is a navigation bar with links for Home, About Us, Products, Service Dealer Site, and Contact Us. The main content area is titled 'Online Warranty Claims' and features a sub-navigation bar with links for Home Page, Warranty Claims, Customers, and Users. A red arrow points to the 'Add Customer' button. Below this button is a table listing existing customers with columns for Customers Name, Address, Phone, and Edit Customer. The table contains four entries: Ben's big shop, bob's shop, Justin's Shop, and Steves Rebuilding. At the bottom of the page, it says 'Powered by Knack'.

Customers Name	Address	Phone	Edit Customer
Ben's big shop	2859 levington ave s eagan, MN 55121	(551) 402-3873	edit
bob's shop	sac32g53 sagffutag lakeville, MN 55044	(551) 373-9819	edit
Justin's Shop	6969 Love Lane Suite P South St Paul, MN 55075	(551) 621-2938	edit
Steves Rebuilding	666 Brown Trail South Brooklyn Center, MN 55429	(551) 402-7742	edit

3. Fill out the customer information form and hit submit

The screenshot shows the 'Add Customer' form with a modal window overlay. The modal window is titled 'Add Customer' and contains the following fields:

- Customers Name: Test Customer
- Address: 1234 Willow Lane
- Street Address: (empty)
- Street Address 2: (empty)
- City: Eagan
- State: MN
- Zip: 55121
- Phone: (551) 452-8900

Below the form is a 'Submit' button. In the background, the same customer table from the previous screenshot is visible.

4. You will get a confirmation that the new customer has been loaded

Add Customer

Add Customer

Form successfully submitted.

[Reload form](#)

Lookup a Customer

1. Click on the “Customers” tab

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POWER
PRODUCTS, INC.

Call Us: 1-800-284-6247

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Online Warranty Claims

Home Page

Warranty Claims

Customers

Users

Logged in as Test Dealer Admin - Account Settings - Log Out

Welcome to the new online warranty claims system. Here you will be able to submit and track warranty claims with Northern Power Products. If you have any questions or concerns please feel free to reach out to the NPPI service department.

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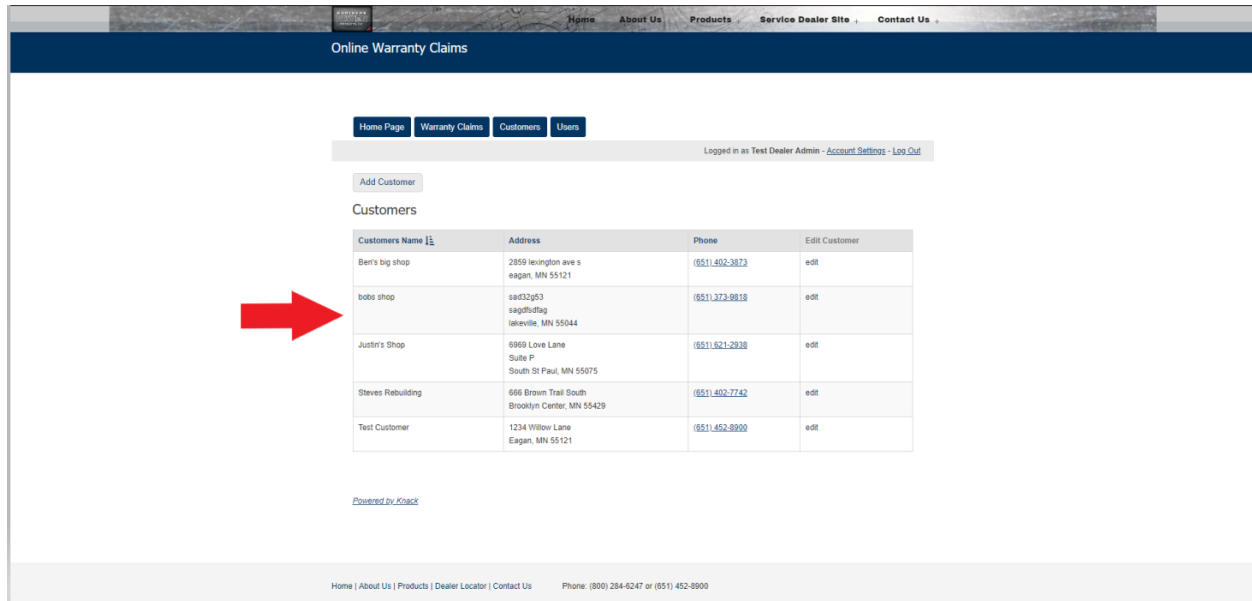
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2. Scroll down to see the list of customers



Online Warranty Claims

Home Page Warranty Claims Customers Users

Logged in as Test Dealer Admin - Account Settings - Log Out

Add Customer

Customers

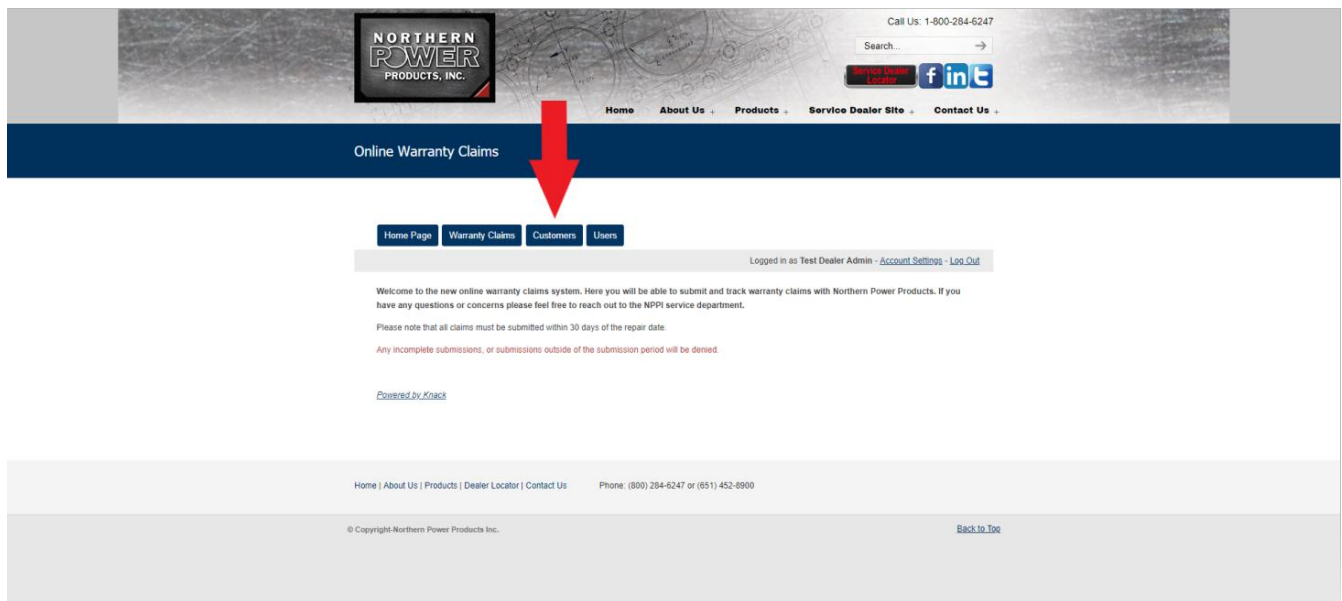
Customers Name	Address	Phone	Edit Customer
Bert's big shop	2059 levington ave s eagan, MN 55121	(651) 402-3873	edit
bobs shop	sag32g53 sagflvflay lakeville, MN 55044	(651) 373-9818	edit
Justin's Shop	6969 Love Lane Suite P South St Paul, MN 55075	(651) 621-2938	edit
Stevens Rebuilding	666 Brown Trail South Brooklyn Center, MN 55429	(651) 402-7742	edit
Test Customer	1234 Willow Lane Eagan, MN 55121	(651) 452-9900	edit

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Edit a Customer

1. Click on the "Customers" tab



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Call Us: 1-800-284-6247

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Online Warranty Claims

Home Page Warranty Claims Customers Users

Logged in as Test Dealer Admin - Account Settings - Log Out

Welcome to the new online warranty claims system. Here you will be able to submit and track warranty claims with Northern Power Products. If you have any questions or concerns please feel free to reach out to the NPPI service department.

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2. Scroll down to see the list of customers

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Online Warranty Claims

Home Page

Warranty Claims

Customers

Users

Logged in as Test Dealer Admin - [Account Settings](#) - [Log Out](#)

Add Customer

Customers

Customers Name 1	Address	Phone	Edit Customer
Bert's big shop	2859 levington ave s eagan, MN 55121	(651) 462-3873	edit
bobs shop	sax32g53 sagdfdfag lakeville, MN 55044	(651) 373-9818	edit
Justin's Shop	6969 Love Lane Suite P South St Paul, MN 55075	(651) 621-2938	edit
Stevens Rebuilding	666 Brown Trail South Brooklyn Center, MN 55429	(651) 462-7742	edit
Test Customer	1234 Willow Lane Eagan, MN 55121	(651) 452-8900	edit

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Home | [About Us](#) | [Products](#) | [Dealer Locator](#) | [Contact Us](#) Phone: (800) 284-6247 or (651) 452-8900



3. Click the “Edit” on the customer you want to edit

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About Us

Products

Service Dealer Site

Contact Us

Online Warranty Claims

Home Page

Warranty Claims

Customers

Users

Logged in as Test Dealer Admin - [Account Settings](#) - [Log Out](#)

Add Customer

Customers

Customers Name 1	Address	Phone	Edit Customer
Bert's big shop	2859 levington ave s eagan, MN 55121	(651) 462-3873	edit
bobs shop	sax32g53 sagdfdfag lakeville, MN 55044	(651) 373-9818	edit
Justin's Shop	6969 Love Lane Suite P South St Paul, MN 55075	(651) 621-2938	edit
Stevens Rebuilding	666 Brown Trail South Brooklyn Center, MN 55429	(651) 462-7742	edit
Test Customer	1234 Willow Lane Eagan, MN 55121	(651) 452-8900	edit

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Home | [About Us](#) | [Products](#) | [Dealer Locator](#) | [Contact Us](#) Phone: (800) 284-6247 or (651) 452-8900



4. Update/Modify the customer information and hit submit

Edit Customer

Edit Customer

Customers Name *

Ben's big shop

Address

2859 lexington ave s

Street Address

Street Address 2

City

eagan

MN

55121

State

Zip

Phone

(651) 402-3873

Submit

Johns Shop	14402255 Highway 10 Wayzata, MN 55094	(651) 402-3873	edit
Johns Shop	3000 Lake Lane Suite P South St Paul, MN 55075	(651) 402-3873	edit
Stevens Plumbing	400 Street Trail South Brynwood Center, MN 55429	(651) 402-3873	edit
Test Customer	1234 Willow Lane Eagan, MN 55121	(651) 402-3873	edit

Reload form

5. You will receive a confirmation if changes have been updated

Edit Customer

Edit Customer

Form successfully submitted.

[Reload form](#)

Add a New User

1) Click the “Users” Tab

The screenshot shows the Northern Power Products website. The header includes the company logo, a search bar, and social media links. The main navigation bar has links for Home, About Us, Products, Service Dealer Site, and Contact Us. Below this, a dark blue bar contains the text 'Online Warranty Claims'. A red arrow points to the 'Users' tab in the secondary navigation bar. The page content includes a welcome message, a note about claim submission, and a footer with contact information.

Call Us: 1-800-284-6247

Search...

Service Dealer Locator

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Home About Us Products Service Dealer Site Contact Us

Online Warranty Claims

Home Page Warranty Claims Customers **Users**

Logged in as Test Dealer Admin - Account Settings - Log Out

Welcome to the new online warranty claims system. Here you will be able to submit and track warranty claims with Northern Power Products. If you have any questions or concerns please feel free to reach out to the NPPI service department.

Please note that all claims must be submitted within 30 days of the repair date.

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2) Click “Add a new user”

The screenshot shows the Northern Power Products website with the 'Users' tab selected. A red arrow points to the 'Add a new user' button. Below this, there is a table of existing users.

Call Us: 1-800-284-6247

Search...

Service Dealer Locator

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Home About Us Products Service Dealer Site Contact Us

Online Warranty Claims

Home Page Warranty Claims Customers **Users**

Logged in as Test Dealer Admin - Account Settings - Log Out

Add a new user

Accounts

User Status	Name	Email	Edit Account
active	Test Dealer Admin	ashley.lapola@gmail.com	edit
active	Test Dealer User	benitacia@yahoo.com	edit
active	Test User	d.jaywardena@nppi.com	edit
active	Test Dealer Warranty	laciabeniarnin@gmail.com	edit

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- 3) Fill out the form for your new user. Make sure you select your dealership from the dropdown list.

Add Users

Add Account

Name *

Benjamin

Tapia

Email *

benltapia@yahoo.com

User Status *

active

Password *

Service Dealer

Justin's Service

Submit

- 4) You will receive a confirmation if the user has been requested. It may take up to 24 hours before the user is fully active in the system.

Add Users

Add Account

New user has been submitted.

Please allow 24-48 hours for the account to be active

Lookup a User

1) Click the "Users" Tab

The screenshot shows the Northern Power Products, Inc. Online Warranty Claims system. The header includes the company logo, a search bar, and social media links. The main navigation bar has tabs for Home Page, Warranty Claims, Customers, and Users. A red arrow points to the 'Users' tab. Below the tabs, there is a login status bar indicating 'Logged in as Test Dealer Admin' with links for Account Settings and Log Out. The main content area contains a welcome message and a note about claim submission. The footer includes contact information and a copyright notice.

2) Here you will find the list of users for your dealership

The screenshot shows the Northern Power Products, Inc. Online Warranty Claims system with the 'Users' tab selected. A red arrow points to the 'Users' tab. Below the tabs, there is a login status bar indicating 'Logged in as Test Dealer Admin' with links for Account Settings and Log Out. The main content area contains a button to 'Add a new user' and a table titled 'Accounts'.

User Status	Name	Email	Edit Account
active	Test Dealer Admin	ashley.jacobs@gmail.com	edit
active	Test Dealer User	benitaola@yahoo.com	edit
active	Test User	d.jayescardena@nppi.com	edit
active	Test Dealer Warranty	traciabenjamin@gmail.com	edit

The footer includes contact information and a copyright notice.

Edit a User

3) Click the “Users” Tab

The screenshot shows the Northern Power Products, Inc. Online Warranty Claims system. The header includes the company logo, a search bar, and social media links. The main navigation bar has tabs for Home, Warranty Claims, Customers, and Users. A red arrow points to the 'Users' tab. Below the navigation bar, there is a login status bar indicating 'Logged in as Test Dealer Admin'. The main content area contains a welcome message and a note about submission deadlines. The footer includes contact information and a copyright notice.

4) Click “Edit” on the user you would like to Update/Modify

The screenshot shows the Northern Power Products, Inc. Online Warranty Claims system with the 'Users' tab selected. A red arrow points to the 'edit' link for the 'Test Dealer User'.

User Status	Name	Email	Edit Account
active	Test Dealer Admin	ashley.jaroa@gmail.com	edit
active	Test Dealer User	benlaciola@yahoo.com	edit
active	Test User	d.levasordana@nppi.com	edit
active	Test Dealer Warranty	laciabeni@gmail.com	edit

5) Update/Modify the user information and click “Submit”

Edit Account

Edit Account

Name *

Benjamin

Tapia

Email *

benitapia@yahoo.com

Password *

Password

Confirm Password

User Status *

active

Service Dealer

Justin's Service

Submit

6) If changes have been made you will receive a confirmation

Edit Account

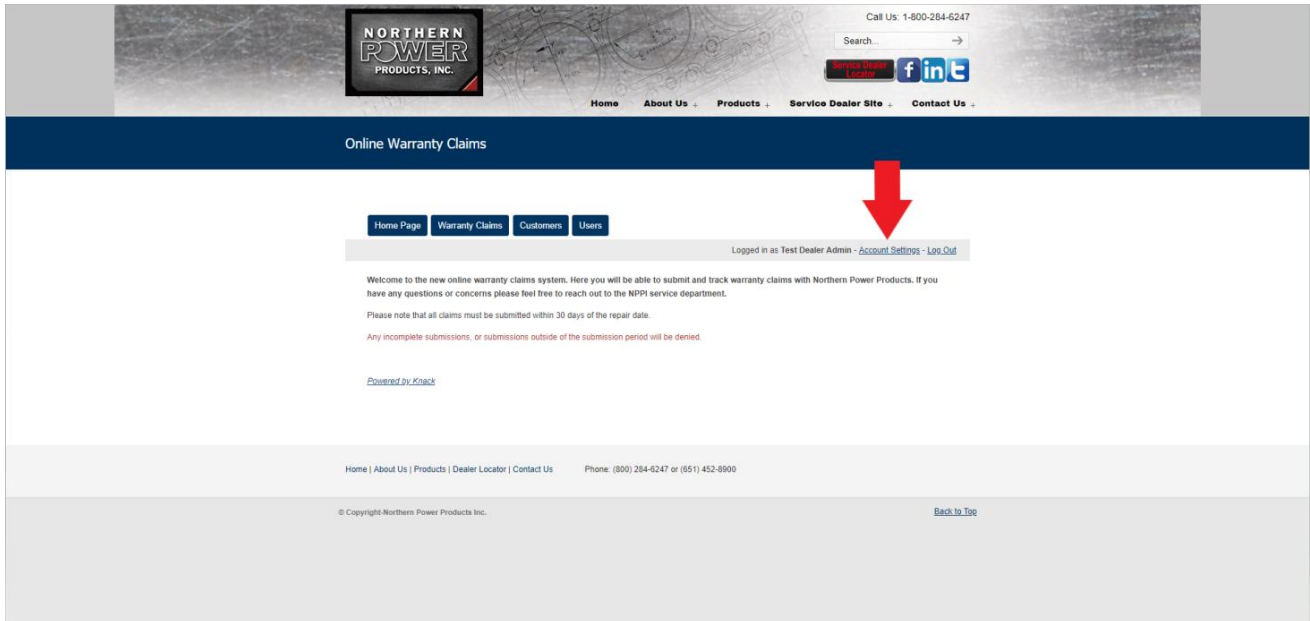
Edit Account

Form successfully submitted.

[Reload form](#)

Update Name and Email

- 1) Click account settings from any page



- 2) Update or Modify your name and email then hit submit.

The screenshot shows the 'Account Settings' form on the Northern Power Products, Inc. Online Warranty Claims page. The form is titled 'Account Settings' and includes a 'Submit' button. A red arrow points to the form fields. The form contains the following fields:

- Name ***: A text input field with the value 'Test Dealer'.
- Admin**: A text input field with the value 'Admin'.
- Email ***: A text input field with the value 'ashley.tapia@gmail.com'.
- Submit**: A blue button.
- Change Password**: A section with three text input fields: 'Current Password', 'New Password *', and 'Confirm Password'.
- Submit**: A blue button.

The page footer includes the text 'Powered by Knack'.

3) You will receive a confirmation if changes have been made correctly.

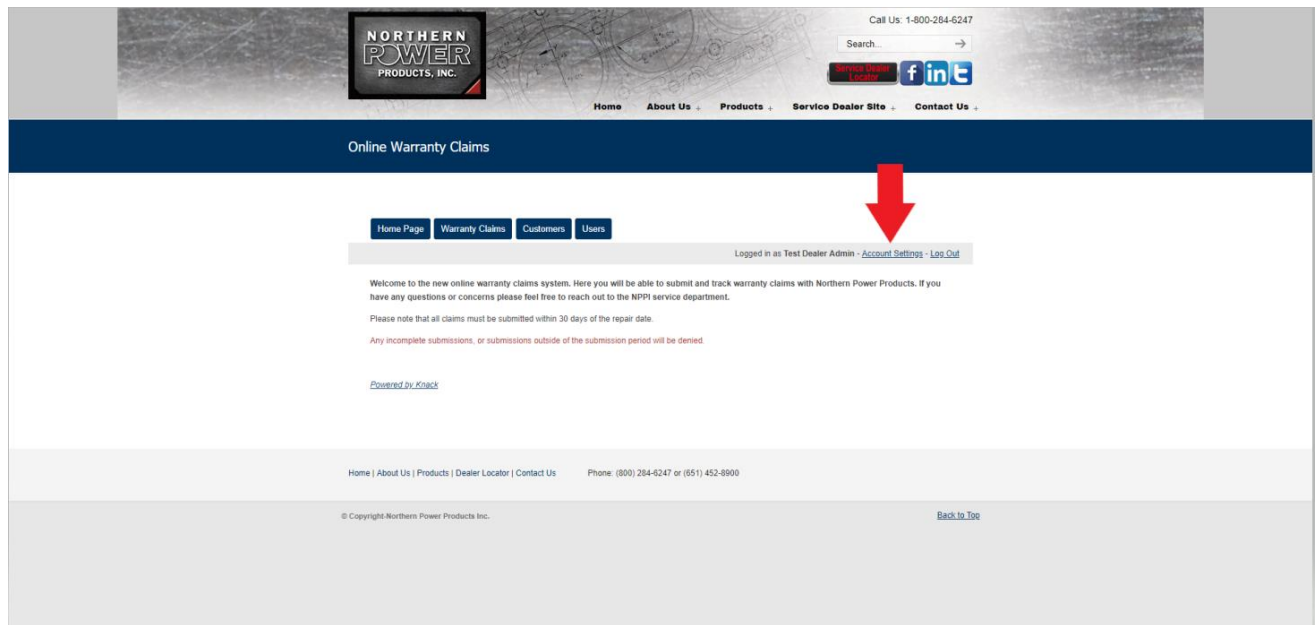
The screenshot shows a web application interface for 'Online Warranty Claims'. At the top, there is a navigation bar with links: Home, About Us, Products, Service Dealer Site, and Contact Us. Below this, a dark blue header contains the text 'Online Warranty Claims'. The main content area has a sub-navigation bar with 'Home Page', 'Warranty Claims', 'Customers', and 'Users'. A status bar indicates the user is 'Logged in as Test Dealer Admin' with links for 'Account Settings' and 'Log Out'. The 'Account Settings' section displays a green message: 'Your account settings have been updated.' Below this is a 'Change Password' form with three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a red asterisk indicating a required field. A 'Submit' button is located below the form. A 'Repeat Form' link is also present. At the bottom of the page, there is a footer with contact information and a 'Back to Top' link.

Change Your Password

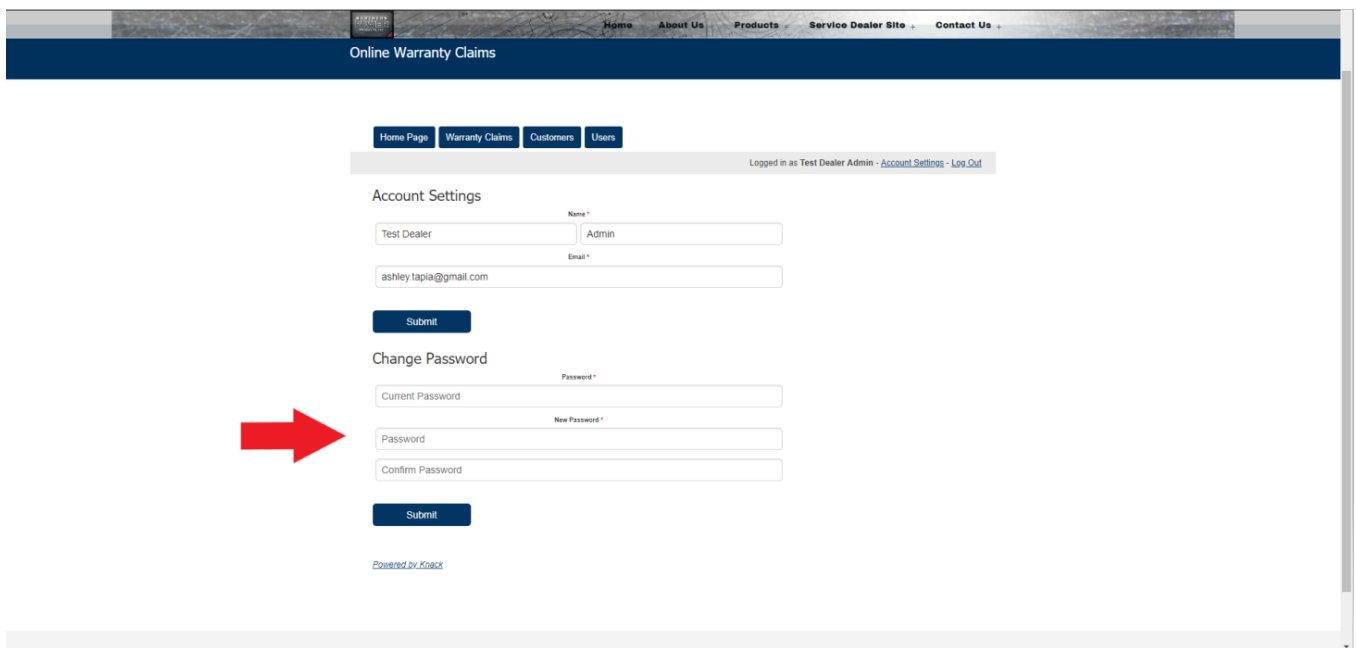
Password Requirements

- Minimum of 8 Characters
- At least 1 number
- Cannot use last 3 passwords
- Password does expire every 60 days.

1) Click account settings from any page



2) Confirm your old password, then type your old password



3) You will receive a confirmation if your new password has been accepted.

The screenshot displays the 'Online Warranty Claims' web application. At the top, there is a navigation bar with links: Home, About Us, Products, Service Dealer Site, and Contact Us. Below this, a dark blue header reads 'Online Warranty Claims'. The main content area features a breadcrumb trail: Home Page > Warranty Claims > Customers > Users. A status bar indicates the user is logged in as 'Test Dealer Admin' with links for 'Account Settings' and 'Log Out'. The 'Account Settings' section contains two input fields: 'Name' (with 'Test Dealer' and 'Admin' as suggestions) and 'Email' (with 'ashley.tapia@gmail.com' as a suggestion). A 'Submit' button is located below these fields. The 'Change Password' section shows a green confirmation message: 'Password successfully changed', with a 'Reset form' link and a 'Powered by Knack' footer. The bottom of the page has a footer with navigation links and contact information: 'Home | About Us | Products | Dealer Locator | Contact Us' and 'Phone: (800) 284-6247 or (651) 452-8900'.

User Roles and Abilities

	Claims	Customers	Users	Change User PW	Change User Status
Dealer User	View Only	View Only	View Only	NO	NO
Dealer Warranty Admin	Add and Edit	Add and Edit	View Only	NO	NO
Dealer Admin	Add and Edit	Add and Edit	Add and Edit	YES	Yes