

ROADS MUST BE BUILT. WORLDS MUST BE CONNECTED.



Warranty Claim Submission



5/31/2024

SakaiAmerica.com

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- Claim Entry Screen will show the Dealerships History Claims.
 - It shows the date the claim was created.
 - Model and Serial Number of the Machine.
 - Status the claim is in during the processing.
 - Total Amount the claim was submitted by the Dealer for reimbursement.
 - Total Approved amount for reimbursement from Sakai America if approved.
- From this screen you will also be able to use the +Add New button to create a new claim.

Claim Entry + Add New								Add New 🗵
						Amount		
Claim # ↓	Claim Date	Dealer	Serial Number	Model	Status Name	Total Amount	Approved Amount	Action
V		V	\bigtriangledown	V	V			
CLS00036	5/20/2024		SN1234	CR271F	Approved	\$308.16	\$308.16	🖻 C 🗇
CLS00035	5/20/2024		SN1234	CR271F	Denied	\$1,863.05	\$0.00	🖻 C 🛈
CLS00034	5/14/2024		3SW79-40320	SW884	Denied	\$2,463.33	\$0.00	📄 🗹 🗇
CLS00033	5/14/2024		SN1234	CR271F	Approved	\$215.15	\$215.15	🖻 C 🗇
CLS00032	3/26/2024		3SW79-40318	SW884ND	New	\$185.00	\$0.00	📄 🗹 🖻



New	- Newly created claim that has not been submitted by the Dealer.
In Progress	- Dealer has submitted the claim to Sakai America for consideration of warranty coverage.
Open	- Sakai America is in the process of consideration. From here Sakai has 3 courses of action with the claim. (Returned, Denied, Approved)
Returned	- Sakai America has returned the claim for additional information from the Dealer to provide.
Resubmitted	- Dealer has provided requested information and returned the claim to Sakai America for additional consideration.
Denied	- Sakai America has denied the claim and no reimbursement will be issued. Reasons for denial can be found in the claim comment section.
Approved	- Sakai America has approved the claim at the dealers requested reimbursement or adjusted reimbursement. Additional information can be found in the comment section of the claim.
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Policy #	Policy (Additional policies found in the Sakai Warranty Manual)
2.17 & 2.22	This applies to all SAI Heavy Equipment machines. These machines include models SV, SW, TW, GW, and R2 manufactured and shipped through SAI. This applies to all SAI Light Equipment machines. These machines include models CR, PC, HS, and RS manufactured and shipped through SAI.
2.18 & 2.23	Any repair or replacement which becomes necessary due to a defect in materials or workmanship is warrantable with the exception of the items listed in Policy 2.45-2.82 Out of Scope of Warranty.
2.19 & 2.24	For specific engine warranty coverage see Policy 2.25.
2.2	The warranty begins on the date the Machine is delivered to the first Customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. All heavy Machines will be registered for warranty coverage after 6 months from the SAI invoice to the Dealer if none of the aforementioned conditions has occurred. All light Machines will be registered 3 months from the SAI invoice.
2.7	This warranty does not apply to any part of the Machine which has been subjected to improper or abnormal use, negligence, alteration, modification, fitment of non-OEM parts, accident damage, or damage resulting from contact with overhead power lines, damage caused by foreign objects (e.g. stones, iron, material other than vegetation), failure due to lack of maintenance, use of incorrect oil or lubricants, contamination of the oil, or which has served its normal life.
2.10	Any repeated or additional repairs arising from an incorrect diagnosis or substandard previous repair work are not covered under the warranty.

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- Open the Sakai Warranty System website.
 - <u>https://sakaiamericawarranty.com/</u>
 - Login





Forgot Password?

chris.atkinson

Remember Me

Sign In

Notes



- Hover over the Claims Transaction tab at the top directory
- Select the Claim Entry from the drop down menu



• Select + Add New Button

Claim Entry						+ Add	d New
Claim #	Claim Date	Dealer	Model	Status Name	Total Amount	Approved Amount	Action





- Input the following information
 - 1. Repair Order No. = Dealers Work Order #
 - 2. Claim Type = WA Warranty
 - 3. Dealer = Dealer that has completed the repairs
 - 4. Serial Number = Serial Number of the Machine that was repaired
 - 5. Claim Date = Date Claim is being submitted by Dealer
 - 6. Failure Date = Date the issue first occurred
 - 7. Service Date = Date repairs were completed
 - 8. Repair Completed Date = Date the Machine was returned to service
 - 9. In Machine Hr. = Machine hour meter reading at time of Machine inspection
 - 10. Out Machine Hr. = Machine hour meter reading when returned to service

Claim Entry			New
Total Amount: \$0.00			
Claim # *	CLS00017	Claim Date 5 2/12/2024	
Repair Order No 1	1	Failure Date • 6 2/12/2024	
Claim Type *	WA - Warranty 💛	Service Date • 7 2/12/2024	
Dealer* 3	RDO000S-RDO Equipment 🗸	Repair Complete Date * 8	
Serial Number *	1	In Machine Hr * 9	
Out Machine Hr 10		Make	
Campaign	Select	Model	
Model Year			
Notes			
Save Cancel			

Click Save

Notes

Record your Claim # as this is how Sakai America will refer to each submitted claim.

Campaign can be used to select any service campaign that has been issued by Sakai America.

Make, Model and Model Year will auto-populate when the serial number is put in.

Claims can not be created until the Warranty Registration has been processed.



• Input Labor Information



Select the Hour Glass Symbol to find Labor Codes

Add Labor Information

Labor Code *

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- Search and Select the appropriate Labor Code for your repair by clicking + in the Action column.
 - Each repair should have at least 2 labor codes selected 1002-Diagnostic and the code for the item you are repaired code.

Select Labor						×
Labor Category Select	/ Labor Sub Cat	regory	Search	Search	Clear Search	
Code	Description	Labor Category	Labor Sub Category	Labor Type	Standard Hours	Action
1001	General	LABOR	Primary	Flat	1.00	
1002	Diagnostic	LABOR	Primary	Flat	1.00	•
2001	Starter R&R	LABOR	ENGINE	Flat	1.00	Ð
2002	Alternator R&R	LABOR	ENGINE	Flat	1.00	Ð
2003	Water Pump R&R	LABOR	ENGINE	Flat	3.00	Ð
i	5 > H 5 *	items per page			1 - 5 of 62	Items Ö
					C	Cancel

Notes

If your repair labor code is not shown then use the 1001-General code for your repair.

Add New

Hours

Q

Amount

Standard hour times have been set for each repair. This is an ongoing system and will continue to be updated as data comes in.

Diagnostic and Repair times have to be recorded separately to be considered for reimbursement. Sakai uses the diagnostic to determine the focus of training classes. Combining time can result in a reduction in Standard Repair hours and lead to a reduction in the claim.



• Input your hours taken to complete this part of the Warranty Repair

Notes

Add Labor Information			×	
Labor Code *			Hours*	Complaint, Cause and Correction only need to be
1002	×	Q	1.00 🗘	input for the first labor code and then can have N/A
Labor Description			Standard Hours	added on all other codes.
Diagnostic			1	
Labor Category			Standard Rate	More information provided the more Sakai can
LABOR			185.00	consider on the repair.
Complaint *			Cause *	
	1		2	
Correction *			Notes	
	3		4	
		//	Save Cancel	l
1. Provide	the complaint for the repair.			
2 Provide	the diagnostic measures used to	deter	mine the cause for this renair	
2. Provide	the diagnostic measures used to	ueter	his issue	
3. Provide	the corrective actions taken to re	epair t	nis issue.	
4. Any add	litional notes you would like Saka	i to se	e can be added in the Notes	
Section				



• Input Parts Information

Click Add New ______

Part Information								Add New
Labor Detail	Part Detail	Qty	Rate	Amou	unt	ement	rge	
• Sele	ct the repair labo	r code that the p	arts pertain to				6	
Add Part Information								×
Part Oily Operation	Labor Mapped Part							
Labor Code * Hydraulic Pump R&R		~	Labor Descri Hydraulic	ption Pump R&R				
rt Number OR Descriptio	n				Search	Clear Search)	
ert Number OR Description	ch all Sakai Part n	umbers that were next to the corre	e used for the ct part numbe	repair. r, select, qua	Search	Clear Search	isal part.	
rt Number OR Descriptio Searce Selece ction Number	ch all Sakai Part n of the Action box	umbers that were next to the corre	e used for the ct part number Reimbursement Rate	repair. r, select qua	Search antity, ma Return	Clear Search rk the cau Replacement	sal part. _{Causal}	No Charge
tt Number OR Description Searce Select Stion Number 4219-0200	ch all Sakai Part n ct the Action box Desc 0-0 PUM	umbers that were next to the correct ription	e used for the ct part number Reimbursement Rate \$382.28	repair. r, select qua	Search Antity, ma Return	Clear Search rk the cau Replacement	sal part. _{Causal}	No Charge
ction 1 Number OR Description	ch all Sakai Part n ct the Action box 0-0 PUM 5 Titems per page	umbers that were next to the correct ription	e used for the ct part number Reimbursement Rate \$382.28	repair. r, select qua	Search Antity, ma Return	Clear Search	Causal	No Charge
Art Number OR Description Searce Select Action Number 4219-02000 A 1 H	ch all Sakai Part n ct the Action box Desc 0-0 PUM	umbers that were next to the correct ription	e used for the ct part number Reimbursement Rate \$382.28	repair. r, select, qua	Search Antity, ma Return	Clear Search	causal 1 - 1 of	No Charge
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Art Number OR Description Searce Select Number 4219-0200 A 1 M Click	ch all Sakai Part n ct the Action box 0-0 PUM 5 Titems per page	umbers that were next to the correct ription	e used for the ct part number Reimbursement Rate \$382.28	repair. r, select qua	Search Antity, ma Return	Clear Search	Causal	No Charge

Notes

If multiple labor codes are used besides Diagnostic then parts pertaining to each repair should be listed together.

Non Sakai parts will be input in to a different section later. If a Sakai Part does not show up in the search it can also be added in this later section.

Reimbursement Rate show will be the amount the Dealer will be reimbursed for each part.



• Input Miscellaneous Expense

Click Add New ______

Miscellaneous Expense								
Sr#	Expense Type	Description	Qty	UOM	Expense Amount	Notes	Action	

• Select the Expense Type.

Add Miscellaneous Expense	
Expense Type	
Select ~	
Select	
Freight Charges	
Non OEM Parts	• • • • •
Mileage	
Travel Time	

• For Freight input the following information

Add Miscellaneous Expense

Expense Type	Units/Qty *	
Freight Charges	0.00	○
Description	UOM	
	EA	
Notes	Expense Amount *	
	0.00	•
	Save Ca	ancel

Notes

Freight is used for Parts Freight Charges

Non OEM Parts are you any items that did not come from Sakai. These can include OEM engine parts after the engine manufacturer's warranty expiration and 3rd Part Vendor invoices. Additionally, issues with Sakai OEM Parts sections can be moved here with a note added for reasoning.

Mileage and Travel Time are for trip expenses to the service location. Sakai America only pays for one round trip to the service location.

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- For Freight input the following information
 - 1. Units will be 1. (add all freight charges together)
 - 2. Description = Parts Freight
 - 3. Expense Amount = All freight charges added up.
 - Click Save

Add Miscellaneous Expense

2

Expense Type Freight Charges	1	Units/Qty * 0.00	0
Description		UOM EA	
Notes	3	Expense Amount * 0.00	0

Notes

Dealers should have all invoices for a repair prepared in advance in case they are requested.

Save Cancel

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Add Miscellaneous Expense

2

- For Non OEM Parts input the following information
 - 1. Units/QTY. = the quantity used.
 - 2. Description = Part Number and Description
 - 3. Expense Amount = Dealers Net cost on parts.
 - Click Save

Notes

Dealers should have all invoices for a repair prepared in advance in case they are requested.

If a Sakai Part does not show up under the Parts Section this part can be input here.

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Expense Type		Units/Qty *	
Non OEM Parts	1	0.00	\circ
Description		иом	
		EA	
Notes (Non OEM Parts : Parts Invoice Required to be		Expense Amount *	
Submitted)	3	0.00	\diamond
		Savo	Cancel

Invoices will be required to be submitted in the Attachments section of the claim for reimbursement to be considered. Parts list without an invoice will be denied.

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•	For N	Aileage input the following infor	mat	ion	Notes
Add Miscellaneous Ex	1. 2. 3. 4. •	Units/QTY. = miles from closes service location. Description = Repairing Deale Expense Amount = Auto popurate. Notes = Service Address Click Save	st te er lo late	erritory dealership to the ecation es at current reimbursement ×	Dealers should have all invoices for a repair prepared in advance in case they are requested. Limited to 300 miles for one round trip to service location.
Expense Type		~	1	Units/Qty* 0.00	
2 Description]	UOM Miles	
4 Notes (Mileage Require S	ervice Address)		3	Expense Amount * 0.00	
				Save Cancel	

Service Address is required for reimbursement. Claims submitted without Service Address will have Mileage and Travel Time denied.





 For Travel Time input the following in Upits (OTX = hours used during 	Notes	
 Onits/QTR. – Hours used during dealership to the service location Description = Repairing Dealer Expense Amount = Auto populareimbursement rate. Notes = Service Address Click Save 	Dealers should have all invoices for a repair prepared in advance in case they are requested. Limited to 6 hours for one round trip.	
Add Miscellaneous Expense	×	
Expense Type	Units/Qty *	
Travel Time	0.00 🗘	
Description	UOM	
	Hrs	
Notes (Travel Time Require Service Address)	Expense Amount *	
	0.00 🗘	
	Save Cancel	
Service Address is required for reimbursemen Mileage and Travel Time denied.	t. Claims submitted without Service Address will have	



Adding Photos to the claim

- Click the Select File button
- Highlight all pictures to be added to the claim and click Open
- Add a description if applicable
- Click Save

Upload Photos	
Attach Images	Select files
Description	

Required minimum attachments for each claim

- (1) Serial Number Plate
- (1) Hour Meter Reading
- (2) Pictures of the defect (close-up and wide view)
- (1) Picture of the newly installed part

Notes

There are no limits to the amount of pictures that can be added to the claim. Please provide all pictures taken by the technician.

You can select all pictures to be added at one time. They must be in a picture format such as .png or .jpeg. PDF pictures can not be added to claims.

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Adding Attachments to the claim

- Click the + button next to Attachment
- Title the file
- Select the file from its source to attach
- Click Upload



Attachment

Required minimum attachments for each claim

- Invoices for all Non-Sakai Parts
- Invoices from all 3rd party vendors
- Approvals provided by Sakai in writing

Additional attachments that may be required

- Invoices for all freight considerations
- Invoices of Sakai OEM parts may be requested
- Service history records

Notes



Comments 🔂

• The Comments section of the claim will be used to communicate information request for each claim. When a comment is added an email will be generated to the Dealer personal that input the claim.

Notes

No	record	ls avai	ilable
			1.00

• Once all information is input and the Dealer personal has verified the information then you will click the Submit button at the top of the claim.

Submit	Update	Cancel



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- Claim submission should be completed as soon as possible after the completion of the repair. Delayed submission can result in a reduction of claim payments.
 - This information should be provided by your Dealerships Service Department
- In Sakai America's Warranty system
 - Login
 - Hover over Claim Transaction from the top tab.
 - Select Claim Entry from the drop-down menu.
 - Click the Add New button to start a new claim.
 - Enter and verify the Repair Order No., Serial Number, Claim Date, Failure Date, Service Date, Repair Complete Date, and In Machine Hrs.
 - Click Save
 - Input your Labor information (note to separate Diagnostic and Repair Times)
 - Add your Sakai parts to the Parts Information section (note if not found add part to the misc. section)
 - Add your Misc. expenses, these include non-Sakai parts, freight, travel time, and mileage.
 - Attach all required documents.
 - (1) Serial Number Plate
 - (1) Hour Meter Reading
 - (2) Pictures of the defect (close-up and wide view)
 - (1) Picture of the newly installed part
 - Invoices for all Non-Sakai Parts
 - Invoices from all 3rd party vendors
 - Approvals provided by Sakai in writing
 - Enter any additional comments you would like Sakai to consider
 - Click Submit



Notes



Questions?

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