

**Warranty  
Online Labor Rate Change Request  
Form**

**Submission Instructions  
For  
ASSC Dealers**

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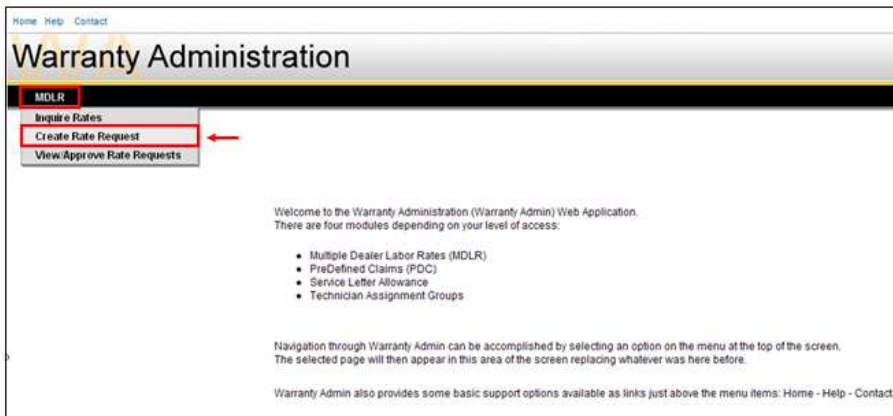
## Introduction / Document Purpose

When applicable, Caterpillar reimburses dealers for warranty labor expenses. Dealers play an instrumental part in determining their rates for reimbursement, as they are required to gather data through-out the year and report their labor revenue and expenses for shop supplies and waste removal on an annual basis. The Enterprise Warranty team has created an on-line version of the “Warranty Labor Rate Change Request Form” to help dealers with the annual reporting process. This document is intended to be a “step by step” instruction guide to aid in this task.

Please note that the required documentation and information has not changed. Continue to reference Bulletin 1.05T for Labor Rate Change Request processes and procedures. This document includes instructions specific to the requirements as outlined in Bulletin 1.05T.

## Entering the Warranty Administration Web Application

1. Using Internet Explorer 6 or 7, access the Caterpillar Intranet.
2. In the address bar, type in the following URL: <https://warrantyadmin.cat.com>.
3. Or, choose the “Labor Rate Look Up” link - which is located in the right navigation column on the home page of the Global Warranty website at <https://warranty.cat.com>.



4. Use mouse to hover cursor over the MDLR (Multiple Dealer Labor Rates) button. A drop down menu will appear.
5. Use mouse to navigate through drop down menu list, and select the “Create Rate Request” option with a left click.

A screen, similar to the one pictured on the next page will appear.

The screenshot shows the 'ASSC Warranty Labor Rate Change Request Form' interface. At the top, there are navigation links for 'Home', 'Help', and 'Contact'. Below the title bar, there are tabs for 'Req ID # 37' and 'Request Status: DRAFT'. The form contains several input fields:
 

- \*Dealer Contact Name: [Janice Branch]
- Dealer Contact Email: [Branch\_Janice\_K@car.com]
- Dealer Name: [DIAMOND INTERNATIONAL]
- \*Dealer Code(s): [ ]
- \*Rate Type: [Select]
- \*Proposed Effective Date: [ ]
- \*Currency Code: [Select]
- Data Range of Review Period**
  - \*Analysis Begin Date: [ ]
  - \*Analysis End Date: [ ]
  - \*Vehicle Reporting Units: [Km]
  - Service Hrs: [ ]
  - Shop Supplies Cost: [ ]
  - Net Waste Disposal Fees: [ ]
  - Fees: [ ]
  - Recovery: [ ]
  - \*Previous Posted / Advertiser Labor Rate: [ ]
  - \*Proposed Posted / Advertiser Labor Rate: [ ]
  - Reason for Change: [ ]
- \*Preliminary Approver Name: [ ]
- Preliminary Approver Email: [ ]

 At the bottom, there are buttons for 'Submit Request', 'Save Draft', 'Delete Draft', 'Calculate Rates', 'Return to View Screen', 'Print', and 'Reset'. A note at the bottom left states '\* indicates required field(s)'. A character count '(50 characters max.) 118 remaining' is visible near the Reason for Change field.

## Creating a Warranty Labor Rate Change Request

### Dealer Contact Data

This close-up screenshot highlights the 'Dealer Contact Data' section of the form. The fields are:
 

- \*Dealer Contact Name: [Janice Branch]
- Dealer Contact Email: [Branch\_Janice\_K@car.com]
- Dealer Name: [DIAMOND INTERNATIONAL]

 The 'Req ID # 37' and 'Request Status: DRAFT' tabs are also visible at the top of this section.

The “Dealer Contact Name,” “Dealer Contact Email,” and “Dealer Name” fields will automatically populate based on the user’s CWS Log-In ID information.

**Note:** The CWS Log-In ID of the name in the “Dealer Contact Name” field has to match the CWS Log-In ID of the person submitting the form. If the CWS Log-In ID’s do not match, the user will only be able to save the content as a draft. Therefore, it is important to verify that the contact

information accurately reflects the individual responsible for submitting Warranty Labor Rate Change Request Forms.

## Selecting a Dealer Code

The screenshot shows the 'ASSC Warranty Labor Rate Change Request Form' interface. At the top, it says 'MILR Technician Assignment Groups'. Below that, the title 'ASSC Warranty Labor Rate Change Request Form' is centered. On the right, there are two buttons: 'Req ID # 37' and 'Request Status DRAFT'. The form contains several input fields: '\*Dealer Contact Name' (Janice Branch), 'Dealer Contact Email' (Branch\_Janice\_K@cat.com), and 'Dealer Name' (DIAMOND INTERNATIONAL). The '\*Dealer Code(s)' field is highlighted with a red box and contains the value 'A039'. A small note below the field says 'Use comma(s) to delimit multiple dealer codes'.

Use mouse to place cursor over desired “Dealer Code” and left click to select it. If the desired “Dealer Code” is not visible, use the up and down arrows to the right of the field to find it.

This screenshot shows the same form as above, but with the '\*Dealer Code(s)' dropdown menu open. The dropdown list contains the following codes: D100, A00J, A00V, and A039. A red box highlights the text 'Use CTRL to select multiple dealer codes' with a red arrow pointing to the dropdown list. The other fields in the form are filled with the same data as in the previous screenshot.

To select more than one “Dealer Code,” hold down the “Ctrl” button on the key board while using the mouse to left click on all of the desired codes. Selected codes will be highlighted in blue.

To select a list of “Dealer Codes,” hold down the “Shift” button on the key board while using the mouse to left click on the code at the top of the list and left click on the code at the bottom of the list. The codes at the top and bottom of the list, and all of the codes in between will be highlighted in blue for selection.

**Note:** When selecting multiple “Dealer Codes,” the same type of dealer code within the same CWS security affiliation has to be chosen. For example, an ASSC dealer could choose to add another ASSC dealer code within the same security affiliation, but should not add a Cat dealer code.

## Selecting a Rate Type

To select a "Rate Type," click on the arrow key to display the drop down menu illustrated below.

\*Dealer Code(s): A60M  
Use comma(s) to delimit multiple dealer codes

\*Rate Type: Select... [v] ←

Use cursor to navigate through the list and select the desired "Rate Type" with a left click of the mouse. Only one "Rate Type" can be selected per form entry, but it can be applied to multiple dealer codes, if they were selected correctly in the "Dealer Code" section.

\*Rate Type: COMMERCIAL ENGINE [v]

\*Proposed Effective Date: Select...

\*Currency Code: Select...

**Data Range of Review Period**

\*Analysis Begin Date: [ ]

\*Analysis End Date: [ ]

\*Vehicle Reporting Units: [ ]

Service Hrs [ ]

(Interdepartmental & Revenue): [ ]

Shop Supplies Cost: [ ]

Select...  
 COMPACT MACHINES  
 EARTH MOVE  
 COMMERCIAL ENGINE  
 ELECTRIC POWER GENERATION  
 EPG SYSTEMS PREMIUM  
 INDUSTRIAL ENGINES  
 3600 ENGINES  
 MARINE ENG/AUX  
 OLYMPIAN-OUTSIDE US/CAN  
 PETROLEUM ENG/AUX  
 RAIL ENG/AUX  
 TRUCK  
 VOCATIONAL TRUCK

## Selecting a Proposed Effective Date

\*Rate Type: COMMERCIAL ENGINE [v]

\*Proposed Effective Date: 2012-AUG-31 Requires 30 Days Notice

\*Currency Code: Select...

**Data Range of Review Period**

\*Analysis Begin Date: [ ]

\*Analysis End Date: [ ]

\*Vehicle Reporting Units: Km [v]

Service Hrs [ ]

(Interdepartmental & Revenue): [ ]

AUG > < 2012 >  
 S M T W T F S  
 30 31 1 2 3 4  
 5 6 7 8 9 10 11  
 12 13 14 15 16 17 18  
 19 20 21 22 23 24 25  
 26 27 28 29 30 31 1  
 2 3 4 5 6 7 8  
 Today

1. Labor Rates must be updated once and only once per calendar year, even if the Labor Rate does not change. Each dealership has the option to choose a renewal date that fits in with their current business practices and processes. To select a "Proposed Effective Date," use the mouse to place cursor in the open information field. This will prompt a calendar to pop up.
2. By default, the pop up calendar will require the user to pick a future effective date that is at least 30 days after the date the form is filled out. This is to comply with warranty policies as they are outlined in Bulletin 1.05T. Updated Labor Rates must be received by a Caterpillar Representative a minimum of 30 days before the proposed future effective date.

## Selecting a Currency Code

\*Proposed Effective Date : 2012-AUG-31 Requires 30 Days Notice

\*Currency Code : Select

Data Range of Review Period

\*Analysis Begin Date :

\*Analysis End Date :

\*Vehicle Reporting Units :

Service Hrs (Interdepartmental & Revenue) :

Shop Supplies Cost :

Net Waste Disposal Fees :

Net = Fees - Recovery :

Fees :

SLL  
SOS  
SRD  
SVC  
SYP  
THB  
TND  
TRY  
TTD  
TWD  
TZS  
UAH  
USD  
UYU  
VEB

1. To select a "Currency Code," click on the arrow key to the right of the "Currency Code" field to display the drop down menu.
2. Use cursor to navigate through the list and select the appropriate currency code appropriate for the region.

**Note:** All information on the form from this point forward should be consistent with the currency code selected in this field.

## Selecting Analysis Beginning and End Dates for Annual Review

Dealers play an instrumental part in determining their rates for reimbursement, as they are required to gather data through-out the year and report their labor revenue and expenses for shop supplies and waste removal on an annual basis. Therefore, all information in the "Data Range of Review Period" section should reflect labor revenues received and shop supply and waste removal expenses incurred throughout the year, starting with the "Analysis Begin Date" and ending with the "Analysis End Date." For additional information, please reference Bulletin 1.05T.

Data Range of Review Period

\*Analysis Begin Date : 2011-NOV-01

\*Analysis End Date :

\*Vehicle Reporting Units : Km

Service Hrs (Interdepartmental & Revenue) :

Shop Supplies Cost :

Net Waste Disposal Fees :

Net = Fees - Recovery :

Fees :

< NOV > < 2011 >

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Today

The "Analysis Begin Date" should be the starting date of the reported revenue and expense data.

The "Analysis End Date" should be the ending date of the reported revenue and expense data.

**Data Range of Review Period**

\*Analysis Begin Date : 2011-Nov-01

\*Analysis End Date : 2012-OCT-31

\*Vehicle Reporting Units : Km

Service Hrs :

(Interdepartmental & Revenue) :

Shop Supplies Cost :

Net Waste Disposal Fees :

Net = Fees - Recovery :

Fees :

OCT							< 2012 >						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
30	1	2	3	4	5	6							
7	8	9	10	11	12	13							
14	15	16	17	18	19	20							
21	22	23	24	25	26	27							
28	29	30	31	1	2	3							
4	5	6	7	8	9	10							

This example above fulfills the one year "Data Range of Review Period" requirement. All information entered in the fields that follow should reflect labor revenue received and shop supply and waste removal expenses incurred from the "Analysis Begin Date" of November 1, 2010 through the "Analysis End Date" of October 31, 2011.

### ***The Vehicle Reporting Units Field***

**Data Range of Review Period**

\*Analysis Begin Date : 2010-NOV-01

\*Analysis End Date : 2011-OCT-31

\*Vehicle Reporting Units : Km

Service Hrs :

(Interdepartmental & Revenue) :

Shop Supplies Cost :

Use the drop down arrow to the right of the "Vehicle Reporting Units" field to choose between "Kilometers" and "Miles" as a unit of measurement for reporting data. Note that Kilometers (Km) is chosen by default, and if Miles (Mi) is the preferred unit, it will need to be selected.



## The Service Hours Field

Data Range of Review Period	
*Analysis Begin Date :	2010-NOV-01
*Analysis End Date :	2011-OCT-31
*Vehicle Reporting Units :	Mi ▾
Service Hrs (Interdepartmental & Revenue) :	10000

In the “Service Hours” field, enter the total number of labor/service hours sold interdepartmentally during the year in review. In the example above, a total of 10,000 external and internal labor hours were sold between the “Analysis Begin Date” of November 1, 2010 through the “Analysis End Date” of October 31, 2011.

**Note:** This field is optional, except when requesting reimbursement for shop supplies and waste disposal fees.

## The Shop Supplies Cost Field

Data Range of Review Period	
*Analysis Begin Date :	2010-NOV-01
*Analysis End Date :	2011-OCT-31
*Vehicle Reporting Units :	Mi ▾
Service Hrs (Interdepartmental & Revenue) :	10000
Shop Supplies Cost :	50000

In the “Shop Supplies Cost” field, enter the total cost of shop supplies during the year in review. . In the example above, a total of \$50,000 was spent on shop supplies between the “Analysis Begin Date” of November 1, 2010 through the “Analysis End Date” of October 31, 2011.

**Note:** This field is optional. Those dealers who invoice for shop supplies and disposal fees, who would also like to recover a portion of these expenses, should populate this field and the fields in the “Net Waste Disposal Fees” section.

## ***The Net Waste Disposal Fees and Recovery Fields***

<b>Data Range of Review Period</b>	
*Analysis Begin Date :	2010-NOV-01
*Analysis End Date :	2011-OCT-31
*Vehicle Reporting Units :	Mi
Service Hrs (Interdepartmental & Revenue) :	10000
Shop Supplies Cost :	50000
<b>Net Waste Disposal Fees</b>	
Net = Fees - Recovery :	
Fees :	3000
Recovery :	0

In the “Waste Disposal Fees” section, data will be entered in two fields: the “Fees” field and the “Recovery” field. These fields are optional, as waste disposal fees and recovery revenue may not apply to every dealer.

In the “Fees” field, enter the total cost incurred for disposal fees during the year in review.

In the “Recovery” field, enter the total amount of fees recovered from customers for waste disposal, plus the total amount of revenue received from waste material sales during the year in review.

**Note:** In this example, a total of \$3000 was spent on waste removal, and \$0 was recovered between the “Analysis Begin Date” of November 1, 2010 through the “Analysis End Date” of October 31, 2011. The “Net = Fees – Recovery” field automatically populates when the rates are calculated.

## ***The Previous Posted/Advertised Labor Rate Field***

<b>Data Range of Review Period</b>	
*Analysis Begin Date :	2010-NOV-01
*Analysis End Date :	2011-OCT-31
*Vehicle Reporting Units :	Mi
Service Hrs (Interdepartmental & Revenue) :	10000
Shop Supplies Cost :	50000
<b>Net Waste Disposal Fees</b>	
Net = Fees - Recovery :	
Fees :	3000
Recovery :	0
*Previous Posted /Advertised Labor Rate :	110.00

In the “Previous Posted/Advertised Labor Rate” field, enter the last year’s proposed labor rate.

### ***The Proposed Posted/Advertised Labor Rate Field***

Data Range of Review Period	
*Analysis Begin Date :	2010-NOV-01
*Analysis End Date :	2011-OCT-31
*Vehicle Reporting Units :	Mi
Service Hrs (Interdepartmental & Revenue) :	10000
Shop Supplies Cost :	50000
Net Waste Disposal Fees	
Net = Fees - Recovery :	
Fees :	3000
Recovery :	0
*Previous Posted /Advertised Labor Rate :	110.00
*Proposed Posted /Advertised Labor Rate :	115.00

In the “Proposed Posted/Advertised Labor Rate” field, enter this year’s proposed labor rate.

### ***The Reason for Change Field***

Data Range of Review Period	
*Analysis Begin Date :	2010-NOV-01
*Analysis End Date :	2011-OCT-31
*Vehicle Reporting Units :	Mi
Service Hrs (Interdepartmental & Revenue) :	10000
Shop Supplies Cost :	50000
Net Waste Disposal Fees	
Net = Fees - Recovery :	
Fees :	3000
Recovery :	0
*Previous Posted /Advertised Labor Rate :	110.00
*Proposed Posted /Advertised Labor Rate :	115.00
Reason for Change :	Annual requirement.
(50 characters max.) 31 remaining	

\* indicates required field(s)

In the “Reason for Change” field, enter the reason for filling out the Labor Rate Change Request Form.

**Note:** This is also an optional field, and it is limited to a maximum of 50 characters. Also note that the asterisks on the form indicate required fields.

## Choosing a Preliminary Approver

To populate the name and e-mail address of a “Preliminary Approver,” click on the “magnifying glass” icon to the right of the “Preliminary Approver Name” field. Clicking this icon will pop up the “Person Lookup” tool.



**Note:** Information in the “Preliminary Approver Name” and “Preliminary Approver Email” fields can be erased by clicking on the “X” icon.

## Using the “Person Lookup” Tool

1. A pop up box titled, “Person Lookup” will appear.

2. Enter the “Last Name” and “First Name” of the new contact person in the corresponding fields.
3. The “Email” field is optional. Populate this field if the “Email” address of the new contact person is known.
4. Click on the “Search” link.
5. Name(s) matching the entered search criteria information will show up at the bottom of the pop up screen. Click on the link titled “Select” to change the contact person and migrate back to the original screen.
6. Use the “X” button to exit out of the “Person Lookup” option and go back to the original screen.

## Calculating Rates

\*Preliminary Approver Name :   

Preliminary Approver Email :

Once all of the information is entered in the appropriate fields, click on the “Calculate Rates” button to open a new screen with the calculated rates displayed. For more detailed information about how rates are calculated, please refer to Bulletin 1.05T.

**Note:** Zero will be used if the information in the “Net Waste Disposal Allowance” field shows a negative number.

Req ID # 37 Request Status DRAFT

Calculated Rates

Rate	
% of Previous Base Rate :	0.00
New Avg Realized Rate :	115.00
New Shop Supplies Allowance :	3.11      Max : 3.11    Actual : 5.00    Actual % : -4.30%
New Waste Disposal Allowance :	0.30      Max : 1.50    Actual : 0.30    Actual % : 0.30%
New Sell Labor Rate :	118.41
New Cost Labor Rate :	106.91
New Travel Rate :	103.50
New Vehicle (Mi or Km) Rate :	3.08      Unit Used : MI

Final rate may change due to rounding. The labor rates showing in the MDLR look-up tool are the official rate(s)

## Creating, Saving, and Deleting Drafts

### *Minimum Requirements to Create a Draft*

The highlighted areas in the picture below indicate the minimum number of fields that need to be populated before saving information in the “Warranty Labor Rate Change Request Form” as a draft.

**Warranty Labor Rate Change Request Form**

Req ID #:
Request Status: DRAFT

<b>*Dealer Contact Name:</b>	<input type="text" value="Warranty Test"/>
<b>Dealer Contact Email:</b>	<input type="text" value="Branch_Janice_K@cat.com"/>
<b>Dealer Name:</b>	<input type="text" value="CARTER MACHINERY COMPANY"/>
<b>*Dealer Code(s):</b>	<input type="text" value="D100"/> <input type="text" value="A00J"/> <input type="text" value="A00V"/> <input type="text" value="A039"/> <span style="font-size: small;">Use CTRL to select multiple dealer codes</span>
<b>*Rate Type:</b>	<input type="text" value="Select..."/>
<b>*Proposed Effective Date:</b>	<input type="text" value="2012-JUL-31"/> <span style="font-size: x-small; color: red;">Requires 30 Days Notice</span>
<b>*Currency Code:</b>	<input type="text" value="Select..."/>
<b>Data Range of Review Period</b>	
<b>*Analysis Begin Date:</b>	<input type="text" value="2010-MAR-31"/>
<b>*Analysis End Date:</b>	<input type="text" value="2011-FEB-01"/>

### *Creating a Draft on Behalf of Another Person*

There may be cases when someone other than the individual responsible for submitting “Warranty Labor Rate Change Request Forms” is responsible for entering data in the MDLR system. For example, a Caterpillar dealer could populate the form with required information for one of their affiliated ASSC dealers.

In this case, the person entering the information will need to change the dealer contact information to the name of the person who will be submitting the form, and then save the information as a draft.

**Note:** The dealer contact name, the selected dealer code affiliation, and the CWS ID of the person logged in to the Warranty Administration system have to match to submit the form. Otherwise, only a draft can be saved.

**Note:** Approvers work the same way as the submitters. The name on the form, in the “Preliminary Approver” field has to match the CWS ID of the person logged into the Warranty Administration system to approve the request. All of this is done to satisfy SOX signature requirements.

### Warranty Labor Rate Change Request Form

	Req ID #	Request Status	DRAFT
*Dealer Contact Name :	<input type="text" value="Warranty Test"/>		
Dealer Contact Email :	<input type="text" value="Branch_Janice_K@cat.com"/>		
Dealer Name :	<input type="text" value="CARTER MACHINERY COMPANY"/>		

To change dealer contact information, click on the “magnifying glass” icon to the right of the “Dealer Contact Name” field. Use the “Person Lookup” tool to change the content in the “Dealer Contact Name,” “Dealer Contact Email,” and “Dealer Name” fields. For information about how to use the “Person Lookup” tool, refer to page 12 of this document.

### Warranty Labor Rate Change Request Form

	Req ID #	Request Status	SUBMITTED
*Dealer Contact Name :	<input type="text"/>		
Dealer Contact Email :	<input type="text"/>		

If there is a need to clear information in this field, click on the “X” icon to the right of the “Dealer Contact Name” field.

### ***Saving a Draft***

To save a draft of the “Warranty Labor Rate Change Request Form,” click on the “Save Draft” button.

*Preliminary Approver Name :	<input type="text" value="Sharla R Mills"/>		
Preliminary Approver Email :	<input type="text" value="MILLS_SHARLA_R@cat.com"/>		
<input type="button" value="Submit Request"/>	<input type="button" value="Save Draft"/>	<input type="button" value="Delete Draft"/>	<input type="button" value="Calculate Rates"/>
<input type="button" value="Return to View Screen"/>		<input type="button" value="Print"/>	<input type="button" value="Reset"/>

Once a draft has been successfully saved, a message like the one pictured below will appear.

Home Help Contact



## Warranty Administration

MDLR

Success: A draft of the request has been saved. Please make a note of the Req ID# for future reference.

## Deleting a Draft

To delete a draft, click on the “Delete Draft” button at the bottom of the screen.

*Preliminary Approver Name : <input type="text" value="Sharla R Mills"/>		 
Preliminary Approver Email : <input type="text" value="MILLS_SHARLA_R@cat.com"/>		
<input type="button" value="Submit Request"/>	<input type="button" value="Save Draft"/>	<input type="button" value="Delete Draft"/>
<input type="button" value="Calculate Rates"/>	<input type="button" value="Return to View Screen"/>	<input type="button" value="Print"/> <input type="button" value="Reset"/>



Once a draft has been successfully deleted, a message like the one pictured below will appear.

Home <a href="#">Help</a> <a href="#">Contact</a>
<b>Warranty Administration</b>
MDLR
<b>Success: The Draft has been successfully deleted.</b>

## The Reset and Print Options

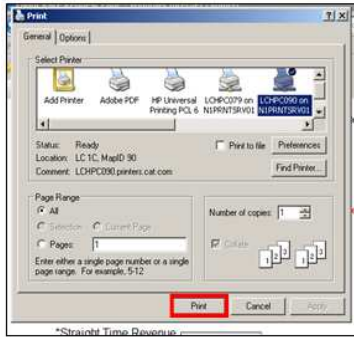
*Preliminary Approver Name : <input type="text" value="Sharla R Mills"/>		 
Preliminary Approver Email : <input type="text" value="MILLS_SHARLA_R@cat.com"/>		
<input type="button" value="Submit Request"/>	<input type="button" value="Save Draft"/>	<input type="button" value="Delete Draft"/>
<input type="button" value="Calculate Rates"/>	<input type="button" value="Return to View Screen"/>	<input type="button" value="Print"/> <input type="button" value="Reset"/>

The “Reset” option is available at anytime during the data entering process. Click on the “Reset” button to clear information fields or return them to the default status.

*Preliminary Approver Name : <input type="text" value="Sharla R Mills"/>		 
Preliminary Approver Email : <input type="text" value="MILLS_SHARLA_R@cat.com"/>		
<input type="button" value="Submit Request"/>	<input type="button" value="Save Draft"/>	<input type="button" value="Delete Draft"/>
<input type="button" value="Calculate Rates"/>	<input type="button" value="Return to View Screen"/>	<input type="button" value="Print"/> <input type="button" value="Reset"/>

The “Print” option is available at any time during the data entering process and the approval process. It is also available to copy a submitted and completed form in any status. Just click on the “Print” button at the bottom of the screen to open a pop up box like the one pictured on the next page.





In the pop up box, click on the “Print” button and retrieve a hard copy of the form as it displayed on the computer screen.

**Note:** Be sure to click on the “Calculate Rates” button before printing, if you want the calculations to show in the printed copy.

## Submitting the Request

*Preliminary Approver Name :	<input type="text" value="Sharla R Mills"/>		
Preliminary Approver Email :	<input type="text" value="MILLS_SHARLA_R@cat.com"/>		
<input type="button" value="Submit Request"/>	<input type="button" value="Save Draft"/>	<input type="button" value="Delete Draft"/>	<input type="button" value="Calculate Rates"/>
<input type="button" value="Return to View Screen"/>	<input type="button" value="Print"/>	<input type="button" value="Reset"/>	

Once the “Preliminary Approver” has been chosen, and their information is populated in the appropriate fields, click on the “Submit Request” button to submit the request. Submitting the request will send an automated e-mail to the person chosen as the “Preliminary Approver.”

**Note:** The “Dealer Contact” responsible for submitting this form must have a CWS ID assigned to the Dealer Code(s) chosen in the “Dealer Code” section of this form.

Home Help Contact
<b>Warranty Administration</b>
MDLR
<b>Success: The Labor Rate request has been successfully submitted. Please check your email for the Req ID and information.</b>
<b>Warranty Labor Rate Change Request Form</b>
Req ID # 51 Request Status SUBMITTED

Once the request has successfully been submitted, you will see a message like the one above. Notice that the request has been assigned a “Req. ID #” and a “Status.” In the example above, the “Req. ID #” is “51,” and the “Status” reads, “SUBMITTED.” Also notice the reminder at the top of the screen to check e-mail for updates. At this time, it may also be a good idea to keep a record of the “Req. ID #.”

**Note:** At this point in the process, the “Warranty Labor Rate Change Request Form” can no longer be changed. However, an editable duplicate of the form can be created. Refer to page 26-27 of this document to learn more about how to duplicate “Warranty Labor Rate Change Request Forms.”

### ***Possible Warning Messages Before Form Submission***

It is possible to get a few warning messages before submitting the form. These particular messages won't prevent form submission, but it will provide information regarding possible mistakes in the form, which may prolong the approval process.

The screenshot shows a web form titled "Data Range of Review Period" with the following fields and values:

- \*Analysis Begin Date : 2011-Jun-01
- \*Analysis End Date : 2012-May-31
- \*Vehicle Reporting Units : Mi
- \*Straight Time Revenue (Without Shop & Disposal Costs) : 702150
- \*External Revenue Hrs : Service Hrs (Interdepartmental & Revenue)
- Shop Supplies Cost : Net Waste Disposal Fees (Net = Fees - Recovery)
- Fees : 2930.00
- Recovery : 500.00
- \*Previous Posted /Advertised Labor Rate : 100.00
- \*Proposed Posted /Advertised Labor Rate : 125.00
- Reason for Change :

A "Message from webpage" dialog box is overlaid on the form, containing the following text:

New Base Rate is outside +/- 10% parameters.  
 Realized % is outside +/- 10% -- Please review calculation with dealer.  
 Requested effective date is less than 30 days - Effective date will be set at Warranty discretion.  
 Are you sure you want to submit?

The dialog box has "OK" and "Cancel" buttons.

Here is a list of possible warning messages and their meanings:

**New Base Rate is outside +/- 10% parameters.** – This is a calculation warning regarding the “New Average Realized Rate; which is obtained by dividing the “New Average Realized Rate” by the “Previous Base Rate” or the current rate on file. Percentages were calculated to be > 110% or < 90%; which means that the rate increase/decrease is in question.

**Requested effective date is less than 30 days – Effective date will be set at Warranty discretion.** – This is a warning indicating that the proposed date is less than 30 days. Warranty reserves the right to adjust this date when it less than 30 days, otherwise we try to honor what is provided.

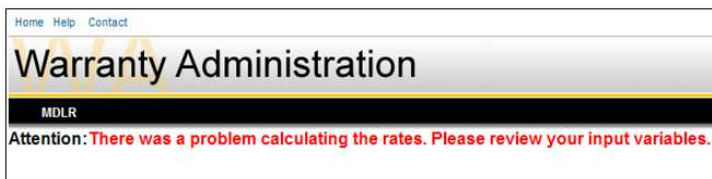
**The requested effective date and the previous labor rate’s effective date are in the same year.** - This is a warning indicating that the proposed effective date is in conflict with an active labor rate. The user will need to verify and correct the date information fields on the form.

If you click ok, the rate will be submitted as long as there are no other errors on the page. If you cancel, you return to the draft and can make changes. At the approval levels in the process, the approvers will also see the warnings. If they click ok they are agreeing to accept the warnings.

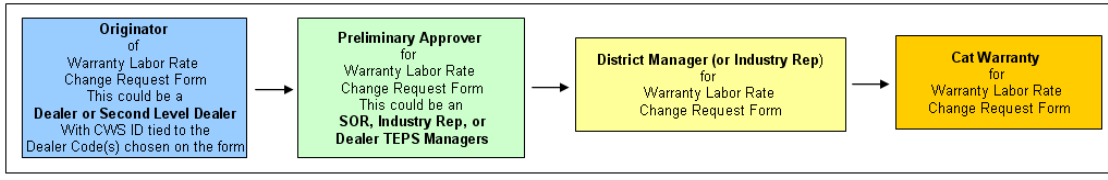
## ***Possible Error Messages Before Form Submission***

If all of the required information is not entered correctly in the appropriate fields, pop up error messages, like the one pictured below will appear.

**Note:** The error messages in red text at the top of the screen are hard stops, and will prevent form submission until the required information is added and/or corrected.

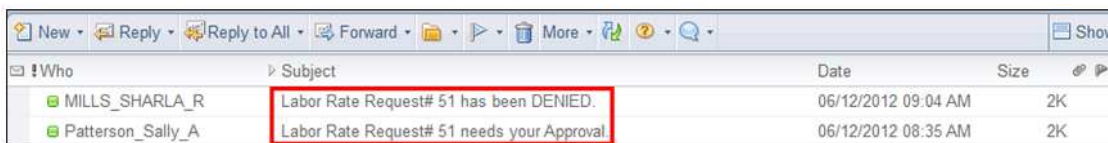


## Labor Rate Change Requests – The Approval Process



1. Once the “Originator” submits a request, the status changes to “SUBMITTED,” and an automated e-mail from the MDLR system is sent to the “Preliminary Approver.”
2. The “Preliminary Approver” will receive an e-mail and approve or deny the request.
  - a. If the “Preliminary Approver” approves the request, an approver from “District Manager” or “Industry Representative” level will be added to the form, and the status of the request will change to “Preliminary Approved.” An automated e-mail from the MDLR system will be sent to the “District Manager” or “Industry Representative” requesting approval.
  - b. If the request is denied, an automated e-mail from the MDLR system will be sent to the “Originator” informing him/her that the request was “Preliminary Denied.”
3. If the request was “Preliminary Approved,” an e-mail notification will be sent from the MDLR system to the “District Manager” or “Industry Representative” for “District Manager Approval.”
  - a. If the “District Manager” or “Industry Representative” approves the request, the status will change to “District Manager Approved,” and it will be received by Enterprise Warranty.
  - b. If the request is denied, an automated e-mail from the MDLR system will be sent to the “Originator” and the “Preliminary Approver” informing them that the request was “District Manager Denied.”
4. Enterprise Warranty will receive “District Manager Approved” “Warranty Labor Rate Change Request Forms.” Once the request is approved and is entered in to the Labor Rate system, the status of the request will change to “Approved.”

### E-Mail Notifications



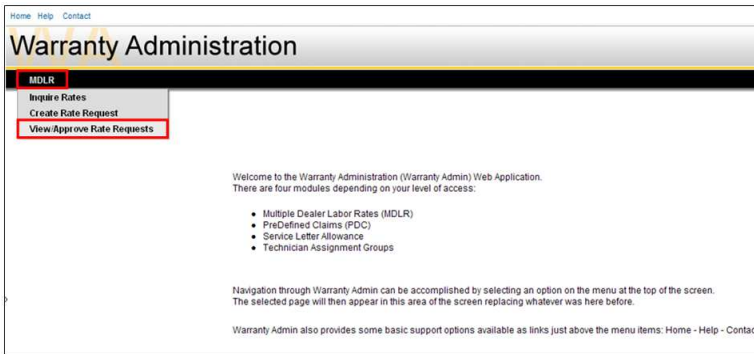
The picture above is screen shot of an approver’s in-box with a number of automated e-mail notifications from the MDLR system. Note that in the subject line, there is a reference to the “Labor Rate Request Number,” as well as the “Status.”



In the example above, “Labor Rate Request #51” was approved by the “Preliminary Approver.” It is now ready for “District Manager Approval.” The approving manager can use the link in the e-mail to go directly to the MDLR system.

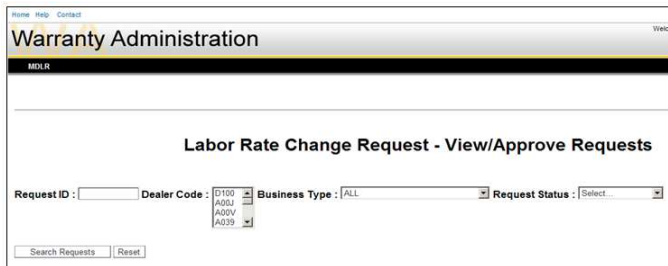
## How to Approve a Labor Rate Change Request Form

### Entering the Application



1. Use mouse to hover cursor over the MDLR (Multiple Dealer Labor Rates) button. A drop down menu will appear.
2. Use mouse to navigate through drop down menu list, and select the “View/Approve Rate Request” option with a left click.

A screen, similar to the one below, will appear. Note that this screen is from the Dealer’s view. This view is different for Caterpillar employees, as the “Dealer Code” box is a data entry box instead of a drop down box.



## Searching for a Request

Warranty Administration

MDLR

Labor Rate Change Request - View/Approve Requests

Request ID:  Dealer Code:  Business Type:  Request Status:

Labor Rate Change Request - View/Approve Requests

Request ID:  Dealer Code:  Business Type:  Request Status:

4 results found, displaying 1 to 4

Action	Request ID	Dealer Code(s)	Request Status	Originator Name	Originator Date	Prelim Name	Prelim Approved	Dist Mgr Name	Dist Mgr Approved	Warranty
View	48	D107,D102,D105,***	EST HIGH APPV	Warranty Test	2012-06-07	Sally Patterson	2012-06-07	Ben Neuman	2012-06-07	
View and Update	49	D100	DRAFT	Mark Seaver	2012-06-07	Sally Patterson	0001-01-01		0001-01-01	
View	50	D100	SUBMITTED	Warranty Test	2012-06-08	Sally Patterson	0001-01-01		0001-01-01	
View	51	D100	SUBMITTED	Warranty Test	2012-06-08	Sally Patterson	0001-01-01		0001-01-01	

As shown in the picture above, if the user clicks on the “Search Requests” button at the bottom of the screen, all of the “Labor Rate Change Request Forms” affiliated with the user’s “CWS Log-In ID” will appear.

Labor Rate Change Request - View/Approve Requests

Request ID:  Dealer Code:  Business Type:  Request Status:

19 results found, displaying 1 to 19

Action	Request ID	Dealer Code(s)	Request Status	Originator Name	Originator Date	Prelim Name	Prelim Approved	Dist Mgr Name	Dist Mgr Approved	Warranty Name	Warranty Approved
View	46	D107,D102,D105,***	APRV	Warranty Test	2012-06-07	Sally Patterson	2012-06-07	Ben Neuman	2012-06-07	Janice Branch	2012-06-14
View and Update	49	D100	DRAFT	Mark Seaver	2012-06-07		0001-01-01		0001-01-01		0001-01-01
View	50	D100	PRELIM APPV	Warranty Test	2012-06-08	Sally Patterson	2012-06-14	Ben Neuman	0001-01-01		0001-01-01
View	51	D100	DENIED	Warranty Test	2012-06-08	Sally Patterson	2012-06-12	Sharla Mills	0001-01-01		0001-01-01
View	53	ADDV,ADD39,D100,***	DENIED	Warranty Test	2012-06-11	Sally Patterson	2012-06-12	Sharla Mills	2012-06-12		0001-01-01

This screen is a great tool to use to get an overall glimpse of the status of every “Change Request Form” in the system affiliated with the user’s “CWS Log-In ID.” At a single glance, the user can see the current “Request Status,” the “Request ID Numbers,” the “Originator’s Name,” the assigned “Approvers,” and the next “Action” required and the party responsible for completing it.

**Note:** This screen can also be accessed from the MDLR “Create A Request” option, after clicking on the “Return to View Screen” button.

\*Preliminary Approver Name:

Preliminary Approver Email:

## Refining the Search

Specific “Labor Rate Change Request Forms” can be found with more refined searches.

Warranty Administration

MDLR Technician Assignment Groups

Welcome Sharia Mills - Tuesday, June 12, 2012

Labor Rate Change Request - View/Approve Requests

Request ID : 51 Dealer Code : Business Type : ALL Request Status : Select...

Search Requests Reset

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For example, to find “Labor Rate Request #51” referenced in the e-mail notification above:

1. Enter “51” in the “Request ID” field.
2. Click on the “Search Results” button.

Labor Rate Change Request - View/Approve Requests

Request ID : 51 Dealer Code : Business Type : ALL Request Status : Select...

Search Requests Reset

1 results found, displaying 1 to 1

Action	Request ID	Dealer Code(s)	Request Status	Originator Name	Originator Date	Prelim Name	Prelim Approved	Dist Mgr Name	Dist Mgr Approved	Warranty Name	Warranty Approved
View and Approve	51	D100	PRELIM APRV	Warranty Test	2012-06-08	Sally Patterson	2012-06-12	Sharia Mills	0001-01-01		0001-01-01

3. As shown in the picture above, using the refined search criteria resulted in only one request found, “Labor Rate Request #51.”

Labor Rate Change Request - View/Approve Requests

Request ID : Dealer Code : D100 Business Type : ALL Request Status : Select...

Search Requests Reset

As shown in the picture above, other refined searches may include the “Dealer Code,” the “Business Type,” and the “Request Status.”

**Note:** Refined searches may include only one or all of the criteria listed.

Home Help Contact

**Warranty Administration**

MDLR

**Labor Rate Change Request - View/Approve Requests**

Request ID :  Dealer Code :  Business Type :  Request Status :

To clear all search criteria and set the information fields back to the default status, click on the “Reset” button.

### ***Approving/Denying a Request***

1 results found, displaying 1 to 1

Action	Request ID	Dealer Code(s)	Request Status
<a href="#">View and Approve</a>	51	D100	PRELM APRV

To “Approve” or “Deny” a “Warranty Labor Rate Change Request Form,” click on the “View and Approve” link in the “Action” column of the “Search Results” screen. In this example, “Labor Rate Request #51” will be opened for review.

**Note:** In the picture on the next page, the “Request ID Number” and the “Request Status” are visible at the top of the form for the user’s reference.



### Warranty Labor Rate Change Request Form

Req ID # 51
Request Status
PRELIM PRV
←

\*Dealer Contact Name:  🔍 ✖

Dealer Contact Email:

Dealer Name:

\*Dealer Code(s):  Use comma(s) to delimit multiple dealer codes

\*Rate Type: INDUSTRIAL ENGINES

\*Proposed Effective Date:  Requires 30 Days Notice

\*Currency Code:

**Data Range of Review Period**

\*Analysis Begin Date:

\*Analysis End Date:

\*Vehicle Reporting Units:

\*Straight Time Revenue (Without Shop & Disposal Costs):

\*External Revenue Hrs:

\*Service Hrs (Interdepartmental & Revenue):

\*Shop Supplies Cost:

**\*Net Waste Disposal Fees**  
Net = Fees - Recovery:

\*Fees:

\*Recovery:

\*Previous Posted /Advised Labor Rate:

\*Proposed Posted /Advised Labor Rate:

Reason for Change:

---

\*Preliminary Approver Name:  🔍 ✖

Preliminary Approver Email:

\*District Mgr:

1
2

1. To approve the request, click on the “Approve Request” button. An automated e-mail will be sent to notify all parties involved in the “Warranty Labor Rate Change Request Form” process that the request was approved.
2. To deny the request, click on the “Deny Request” button. An automated e-mail will be sent to notify all parties involved in the “Warranty Labor Rate Change Request Form” process that the request was denied.



3. Pictured above is an example of the MDLR automated e-mail, informing all parties involved in the “Warranty Labor Rate Change Request Form” process that “Labor Rate Request #51” was denied.

# How to Verify the Final Approval of a Labor Rate Change Request

1. Use the search function to find the request. Look in the “Warranty Approved” column for the date, and the “Warranty Name” column for the name of a Enterprise Warranty team member.
2. Or, use the “View” link to open the document.
3. Verify that the “Request” status reads “APRV” for “Approved.”

# How to Duplicate a Labor Rate Change Request Form

## From a Submitted Document

1. Choose any Warranty Labor Rate Change Request Form that has been submitted, regardless of its status. In the example above, "Req. ID 56" in "Submitted" status was chosen.
2. Click on the "Copy Into New" button at the bottom of the screen.
3. A new copy of the form will appear.

**Note:** The new copy will be in draft form, so that edits can be made. This function is optimal in instances when little information needs to be changed, such as a "Rate Type." After all fields are updated, the form can be submitted for approval.

### From a Draft

19 results found, displaying 1 to 19

Action	Request ID	Dealer Code(s)	Request Status	Originator Name	Originator Date	Prelim Name	Prelim Approved	Dist Mgr Name	Dist Mgr Approved	Warranty Name	Warranty Approved
<a href="#">View and Update</a>	50	D100	DRAFT	Mark Seiver	2012-06-07		0001-01-01		0001-01-01	0001-01-01	0001-01-01

1. Use the search functions to find a saved "Draft." Verify that it is a "Draft" by looking in the "Request Status" column.
2. Click on the "View and Update" link to open the document.

\*Currency Code:

**Data Range of Review Period**

\*Analysis Begin Date:

\*Analysis End Date:

\*Vehicle Reporting Units:

Service Hrs (Interdepartmental & Revenue):

Shop Supplies Cost:

Net Waste Disposal Fees

Net = Fees - Recovery:

Fees:

Recovery:

\*Previous Posted /Advised Labor Rate:

\*Proposed Posted /Advised Labor Rate:

Reason for Change:

---

\*Preliminary Approver Name:

Preliminary Approver Email:

3. Click on the "Copy Into New" button for a copy of the "Draft" to appear.