



Process

Documentation

Department:

Customer Support

Last Updated:

3/31/2026 11:18 AM

NAME OF PROCESS

Processing A Warranty Credit

Use Case / Objectives

This process document will walk you through how to create, update and close a Warranty Credit; as well as how to enter a credit memo received as a result of a warranty processed through work orders.

NOTE: Prior to creating a Warranty Credit, there must be an open work order for the equipment AND an active warranty on the piece of equipment.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

Equipment Maintenance => Equipment Maintenance File => Claim Maintenance
Accounts Payable => Transaction Processing => Post Purchase Journals

Adding a Warranty Credit in Rental Man

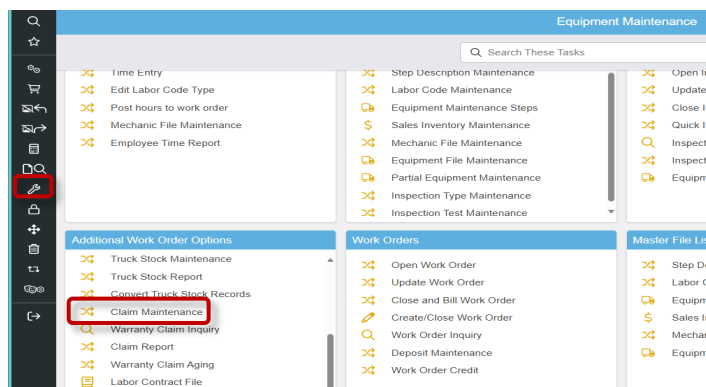
Before you can process a Warranty Credit, a Work Order must be created for the equipment, and the piece of equipment must have an active warranty. For assistance with either of these processes, please refer to the following articles:

[Maintaining-Work-Orders-Regular-Maintenance-RolePlay-PDF](#)

[Maintaining-an-Equipment-Warranty-RolePlay-PDF](#)

Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. Click on the **Equipment Maintenance** menu in the left toolbar.
3. Within the **Equipment Maintenance File** section, click on **Claim Maintenance**.



4. The **Warranty Claim Maintenance - Launch** screen will open in **ADD** mode.



5. You can either type in a claim number or you can click on the **F07 Auto Assign Claim Number** in the **Display Functions** menu.
 - a. The **Warranty Claims Maintenance - Details** screen opens. **NOTE:** The **Claim #** field will display either the number entered or the auto-assigned number.

Update and Close a Warranty Credit

- Continuing from the above screen, you can press F4 to search or type in your *Claim #* and press Enter.
 - The **Warranty Claims Maintenance - Details** screen opens displaying the details for the claim entered.
- Type in the *Cr memo #* field or press F4 to search.
- Type the credit date in the *Rec'd date* field.
- Type the breakdown of the warranty credit info in the following fields:
 - Labor goes in the *Rec labor amt* field
 - Parts goes in the *Rec parts amt* field
 - All other credits go in the *Rec misc amt* field
- Press Enter.
 - The values display as entered and the *Total Rec'd* and *Diff* amounts update accordingly.
- Verify the *Total rec'd* matches the total credit amount plus any taxes that will be accrued.

The screenshot displays the 'Warranty Claim Maintenance' screen. The 'Total amt' field is highlighted with a red box, showing a value of 102.70. The 'Total rec'd' field shows 75.00, and the 'Diff' field shows 27.70. The screen also displays fields for Claim #, Status, Loc, Close?, W/O Spnt, W/O Status, W/O Loc, W/O date, Update W/O?, Equipment, Vendor #, Cr memo #, Billed dt, Recv'd date, Currency, Parts amt, Rec parts amt, Labor amt, Rec labor amt, and Misc amt. The 'Total amt' field is calculated as Total amt: 102.70 - Total rec'd: 75.00 = Diff: 27.70.

- If you are ready to close the Warranty Claim, type Y in the *Close?* field. **NOTE:** If you are closing the Warranty Claim, you must close the work order. See the following article for assistance: [Maintaining-Work-Orders-Regular-Maintenance-RolePlay-PDF](#)
- To update/close the work order, type Y in the *Update WO?* Field.

12/01/25 11:07:10 Warranty Claim Maintenance

Claim #: 000046 Status: OPEN Loc: DM0 **Close? Y (Y/N)**

WO / Sgmt: 3003 0 Manufactures

WO status: 0 WO Loc: DM0 WO date: 12/01/25 **Update WO? Y (Y/N)**

Equipment: 0364 20 ELECTRIC SCISSOR LIFT

Vendor #: 90E'S NEW EQUIPMENT SALES

Cr memo #: UNW TEST1

Billed dt: 12/01/25 Recv'd date: 12/01/25 Currency: USD

Parts amt: Rec parts amt:

Labor amt: 102.70 Rec labor amt: 75.00

Misc amt: Rec misc amt:

Total amt: 102.70 - Total recv'd: 75.00 = Diff: 27.70

Comments:

Dt created: 12/01/25 At 12:55 PM By W6448LB

Last maint: 12/01/25 At 01:07 PM By W6448LB

Enter information and press Enter to create/update record.

9. Press Enter to write/update the record.

10. The record saves and the **Warranty Claim Maintenance - Launch** screen displays.

NOTE: To verify your Warranty Claim is closed, type in the *Claim #*, press Enter and verify the *Status* is **CLOSED**.

12/04/25 09:25:41 Warranty Claim Inquiry Sys: DEMO V12

Claim #: 000047 **Status: CLOSED** Loc: LGB Cmp: RM Loc: LGB

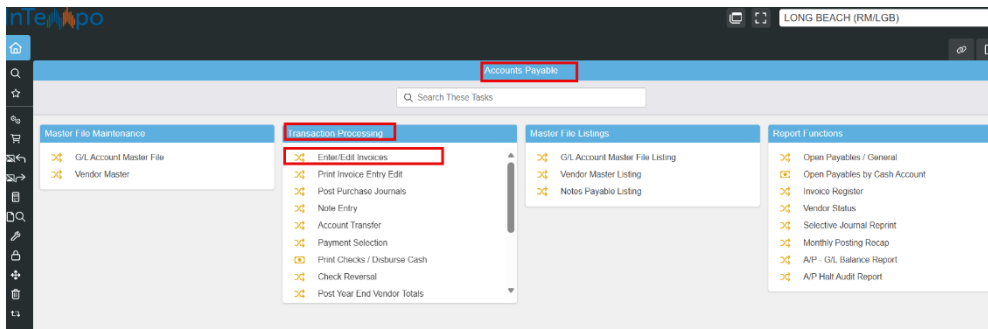
WO / Sgmt: 3596 0 Routine Maintenance Mode: INQUIRY

Process Accounts Payable Credit

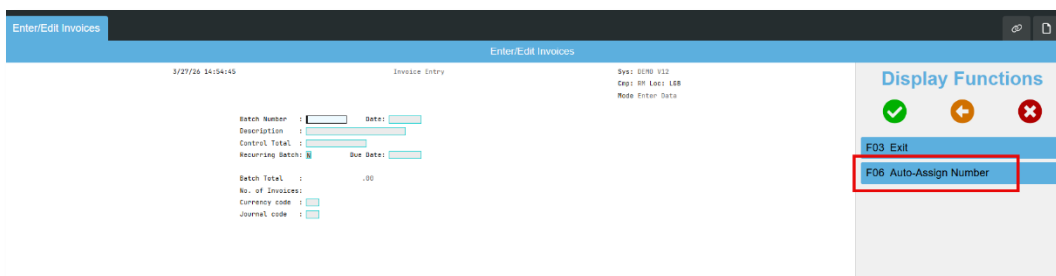
Process Steps

The following steps will walk you through how to enter an AP Invoice tied to a warranty claim.

1. Click on the **Accounts Payable** menu option and in the **Transaction Processing** section, click on **Enter/Edit Invoices**.



2. On the **Invoice Entry - Launch** screen, click on **F06 Auto-Assign Number** in the **Display Functions** menu.



3. Type in the **Description**, **Control Total**, and **Journal Code**, if it is used, and press Enter.

3/27/26 14:57:27 Invoice Entry

Batch Number : 0000062043 Date : 3/27/26
 Description : WARRANTY INVOICE
 Control Total : 8.48
 Recurring Batch: N Due Date:

Batch Total : .00
 No. of Invoices:
 Currency code : USD
 Journal code : APY

4. On the **Invoice Entry - Details** screen, type in the **Vendor No**, **Invoice Number**, and **Invoice Amount** fields, and in the **Type** field, enter **C** for **Credit**.

3/27/26 15:03:25 Invoice Entry Sys: DEMO V12 Cmp: HR UNCL LHM Mode INVOICE

Assignee No. : Name: NEW EQUIPMENT SALES
 Vendor No. : Invoice Number: 456789 Currency: USD
 Invoice Amount: 8.48 Frght : Tax :
 P.O. Number : Receiver # :
 P.O. Reference: Account:
 Sequence No. : Invoice code:
 Type (I/C/N/D): Delete Seq.#:
 Payment Method: CHECK
 Mult. Invoices: (Y/N)

Name : NEW'S NEW EQUIPMENT SALES
 Address : 999E LONE WAY
 City/State/Zip: HUNTINGTON BEAC CA 92648

Batch Total : .00 # of Invoices:
 Control Total: 8.48

Revise and press Enter to continue.

5. Press Enter.
6. On the Invoice Entry screen, verify the details in the *Invoice Date* and *Due Date* fields is correct and that the correct *G/L numbers* are assigned.

3/27/26 15:03:40 Invoice Entry

Recurring Qty: Posted: Mult. Invoices: N
 1099 Income : (Y/N) Prepaid Code : (Y/N) Due Date 4/26/26
 Check Number : Check date :
 Disc. Percent: Disc. Date : Halt Code:
 Invoice Date : 3/27/26 15:03:40
 Invoice Desc.: NEW'S NEW EQUIPMENT SA:4567890 Employee: WG123DC
 Batch number.: 0000062043 Close batch: (Y/N) Date : 3/27/26
 AP Reference number:

Type option, press Enter.
 2=Cost update 8=Detail Description

----- Disbursements -----

Account Number	Amount	D/C	Description	Equip#	Inv#	I	Tax Cd
12400000001000	8.48	D	NEW EQUIPMENT INVENT				Y
13000000001000		D	RENTAL EQUIPMENT INV				Y
62000000001000		D	MISC TAXES				Y
52400001001000		D	SHOP SUPPLIES- DMO				Y
65000001000000		D	SHOP SUPPLIES				Y
21200000001000	8.48	A/P	Account				

Messages -----

7. Press Enter to return to the Invoice Entry - Details screen where you can enter another invoice if desired.

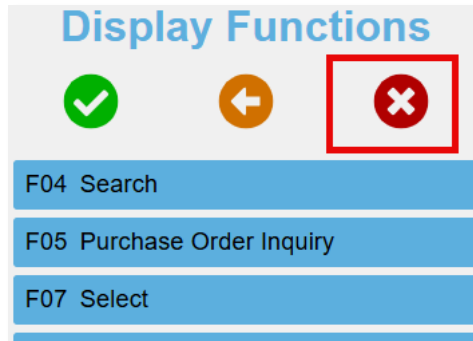
3/27/26 15:04:16 Invoice Entry

Assignee No. : Name:
 Vendor No. : Name:
 Invoice Number: Currency: USD
 Invoice Amount: Frght : Tax :
 P.O. Number : Receiver # :
 P.O. Reference: Account:
 Sequence No. : Invoice code:
 Type (I/C/N/D): Delete Seq.#:
 Payment Method:
 Mult. Invoices: (Y/N)

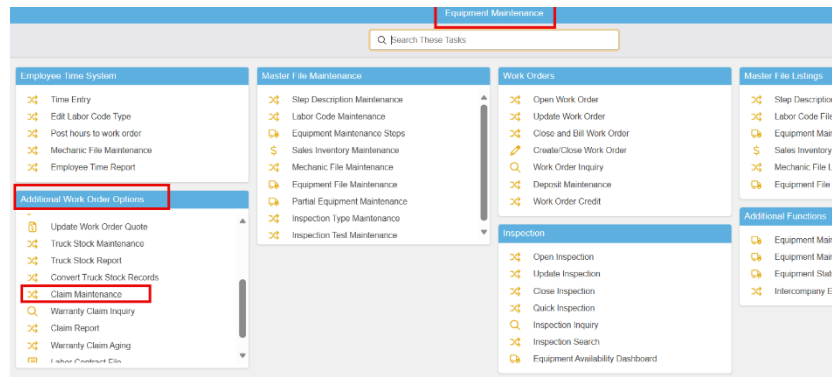
Name :
 Address :
 City/State/Zip: | |

Batch Total : 8.48 # of Invoices: 1
 Control Total: 8.48

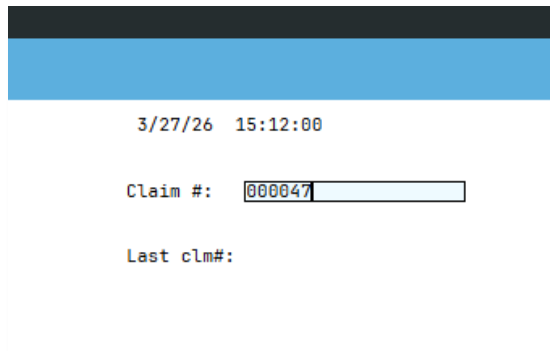
8. Either enter additional invoices or click on the X to return to the **Accounts Payable** menu screen.



9. Next you will need to post the batch you just created above. **NOTE:** For assistance with posting an AP Batch, refer to the [Viewing and Posting AP Invoice Batches \[RolePlay\] - PDF](#) article on the InTempo Resources Website.
10. Once posted, you will need to enter the claim by clicking on the **Equipment Maintenance** menu option and in the **Additional Work Order Options** section, click on **Claim Maintenance**.



11. Type in the Claim # or press F4 to search and press Enter.



12. Type in the Rec parts amt, Rec Labor amt, add any notes and type in the invoice number received from the vendor in the Cr memo # field.

3/31/26 10:20:55 Warranty Claim Maintenance

Claim #: 000006 Status: OPEN Loc: DMO Close? N (Y/N)

WO / Sgmt: 102210 0 PREVENTIVE MAINTENANCE

WO status: C WO loc: DMO WO date: 7/13/06 Update WO? N (Y/N)

Equipment: 1331 AIR COMPRESSOR 150 TO 185 CFM

Vendor #: 2 90E'S NE EQUIPMENT SALES

Cr memo #:

Billed dt: Recv'd date: Currency: USD

Parts amt: Rec parts amt:

Labor amt: Rec labor amt:

Misc amt: Rec misc amt:

Total amt: - Total recv'd: = Diff: .00

Comments:

Dt created: 7/13/06 At 09:50 AM By MIKE

Last maint: 7/13/06 At 09:50 AM By MIKE

13. Type Y in the *Close* field and press Enter to close the claim.

Reference Glossary

Field Definitions for Tasks

Warranty Claim Maintenance - Launch

- *Claim Number* - Enter the number of the claim you want to add or press F7 to have the system automatically assign the next sequential number. If you want to update an existing claim record, press F4 to search for it and select it for maintenance.
- *Last Claim Number* - Displays the number of the most recent claim record created.

Warranty Claim Maintenance - Details

- *Claim Number* - Displays the number of the warranty claim you are maintaining.
- *Status* - Displays the current status of the warranty claim.
- *Location* - Displays the location processing the warranty claim.
- *Close* - Indicate whether you want to close the warranty claim. This is usually done after all compensation has been received, and this record has been updated with that information.
- *Work Order Number* - Enter the number of the work order that has been opened for the repair of the equipment that is under warranty. If you do not know the number, press F4 to search for it. After you enter this number, the *Equipment* field and the Vendor Number field are populated. This field is required.
- *Work Order Status* - Displays the current status of the work order.
- *Work Order Location* - Displays the location that opened the work order.
- *Work Order Date* - Displays the date the work order was opened.
- *Update Work Order* - Indicate whether you want to update the work order record with the information entered for the warranty claim.
- *Equipment* - Enter or accept the number of the equipment that is under warranty and on the work order.
- *Vendor Number* - Enter or accept the number of the vendor with whom you are making the warranty claim.
- *Credit Memo Number* - Displays the number of the credit memo the vendor issued as compensation for the warranty claim. This number is populated from information entered in Accounts Payable.
- *Billed Date* - Enter the date the vendor/manufacturer was billed for the amount of the warranty claim.
- *Received Date* - Enter the date that compensation was received for the warranty claim.
- *Currency* - Displays the currency of the claim and compensation.
- *Parts Amount* - Displays the amount used on parts during the equipment repair. This amount is populated from information entered on the work order.
- *Received Amount Parts* - Enter the amount received for parts on this warranty claim.

- *Labor Amount* - Displays the amount spent for labor during the equipment repair. This amount is populated from information entered on the work order.
- *Received Amount Labor* - Enter the amount received for labor on this warranty claim.
- *Miscellaneous Amount* - Displays the amount spent on miscellaneous charges during the equipment repair.
- *Received Amount Miscellaneous* - Enter the amount received for miscellaneous charges on this warranty claim.
- *Total Amount* - Displays the total amount spent during repair of the equipment.
- *Total Received* - Displays the total amount received for all charges on this warranty claim.
- *Difference* - Displays the amount of the difference between total claim charges and the total received.
- *Comments* - Enter comments pertinent to this warranty claim.