

# Online warranty system.



## Streamline your warranty life cycle.

New Flyer and MCI are the first heavy-duty Transit OEMs to offer an internet-based warranty lifecycle management system. This user-friendly tool will enable you to streamline your warranty, claims, and warranty parts processing. It will give you total visibility into the claims process from start to finish, increasing ease of management and creating efficiencies across the entire warranty life cycle.

- ✓ **Get complete visibility** into the claims process from start to finish.
- ✓ **Eliminate paper work** by entering claims directly into the system.
- ✓ **Improve efficiency** by responding with corrective action more quickly.
- ✓ **Receive faster payment** as a result of reduction in processing time.
- ✓ **Speed problem discovery** with early warning of possible product issues.

## Get connected.

To obtain your Customer Portal login information, contact us at:

204.224.6722  
warranty@newflyer.com

## Features.



Instant access to an electronic copy of your warranty claim.



Self-service reporting, with the ability to set the criteria you want to see.



Quick visibility of all claims submitted by yourself and anyone in your organization.



Visibility into the date your claims were paid along with the check number.



Quick access to order warranty parts for bus down situations, ensuring parts are shipped as soon as possible.



Email notifications when your claim has been sent back for corrections needed.



Online maintenance of your warranty account information.



Quick access to user manuals and how-to videos.

## Benefits of the customer portal.

The New Flyer and MCI Service Organization is always ready to solve your problems and get your bus or coach up and running as soon as possible. The Customer Portal is just another step to making this happen faster.

With the Customer Portal, you will have all the information that you need at your fingertips in real time. Follow-up calls, faxes, and monthly reconciliations will be greatly reduced, and possibly no longer necessary.

Plus, we are just a phone call away and are always here to support you through your warranty claims process.

ID Number	Status	Date	
210216-000000	Draft	02/11/2011	
210212-000000	Draft	02/11/2011	
210211-000001	Draft	02/11/2011	
210211-000000	Draft	02/11/2011	
Standard War...	210210-000007	Draft	02/11/2011
210210-000003	Pending	02/10/2011	
210210-000002	Draft	02/10/2011	
	Draft	02/10/2011	