

Canadian Service Providers submit claims directly to our Johnson Outdoors Inc. – Canada office! Please contact them for claim filing instructions.

Sign-on screen <https://motors.johnsonoutdoors.com/Login.aspx>

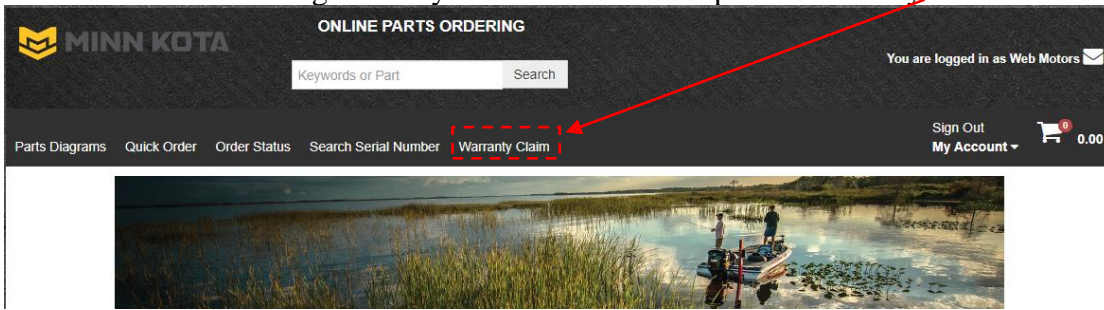
Enter your user ID (Email Address) and Password

Click on the “Sign In” button

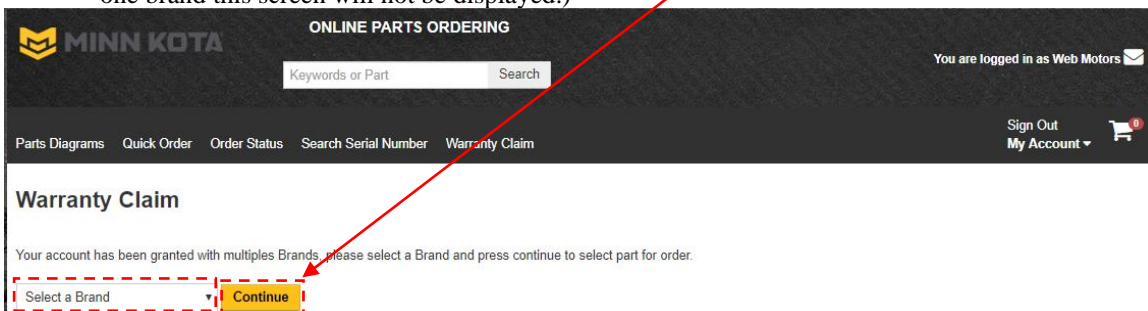
***Do NOT create a new account or continue as guest!
(Warranty Claims will not be associated with your Service Provider account.)***

NOTE: A warranty claim submitted online does not automatically generate a parts order. The repair should be completed prior to submitting the claim for reimbursement!

1. On the Home Page hover your cursor over the option “Warranty Claim”:



2. If the Service Provider is authorized/contracted for multiple brands you need to select the correct brand in the drop-down box for the product serviced (either Cannon or Minn Kota) and then click on “Continue”. (If you are authorized for only one brand this screen will not be displayed.)



3. A new screen will open to input the customer information:

Place an ASP Warranty Claim Order for Minn Kota Brand.

PLEASE NOTE: Filing JOI parts claim will show the parts at zero dollars and you will not be able to add labor until the repair is completed

Please enter serviced model information:

Consumer Information Service Provided for:

Name

Address Ln 1

Address Ln 2

Zip Code

City

State Select an option

Phone Number i.e. [800] [555] [1234]

Email Address

Serial # of Model Service Provided on: **Validate**

Item Number for Serial Number:

Manufacturing Date: MM/DD/YYYY

Consumer Date of Purchase: MM/DD/YYYY

Claim Date: 8/18/2020 MM/DD/YYYY

Date of Repair: MM/DD/YYYY

Please keep a copy of the consumer's proof of purchase for your records.

- (Required) Name of Customer
 - (Required) Address Of Customer
 - (Required) Zip Code of Customer: (Note: Once the zip code is populated it will automatically fill in the City and State for most U.S. customers)
 - Phone Number of Customer (Please enter, if possible)
 - Email Address of Customer (Please enter, if possible)
 - (Required) Serial Number to the Item that was Serviced
- If the serial number is missing, illegible, or partially legible then type “NONE”.
- When documenting the serial number on reimbursement claims, omit the “SER NO”:



- (Required) Consumer Date of Purchase
- (Required) Date of Repair (date repair technician performed repair)

4. After entering the serial number click on “Validate”.

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim Sign Out My Account

Place an ASP Warranty Claim Order for Brand.

PLEASE NOTE: Filing JOI parts claim will show the parts at zero dollars and you will not be able to add labor until the repair is completed

Please enter serviced model information: Continue

Consumer Information Service Provided for:

Name: Stacy Leesch
 Address Ln 1: 121 Power Dr
 Address Ln 2:
 Zip Code: 56001
 City: Mankato
 State: Minnesota/Mantova
 Phone Number: 507 1234567 i.e. [800] [5551234]
 Email Address:

Serial # of Model Service Provided on: O170MK00679 Validate Reset S/N

Item Number for Serial Number: 1363854 RT55/SC/T-42" UPC#0-29402-04

Manufacturing Date: 6/20/2014 MM/DD/YYYY

Consumer Date of Purchase: 6/20/2019 MM/DD/YYYY

Claim Date: 8/18/2020 MM/DD/YYYY

Date of Repair: 6/20/2019 MM/DD/YYYY

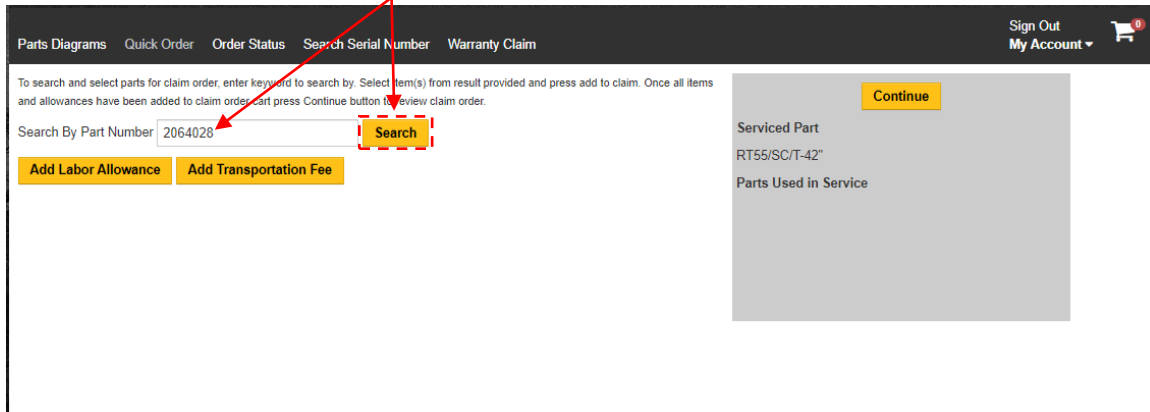
Please keep a copy of the consumer's proof of purchase for your records.

Continue

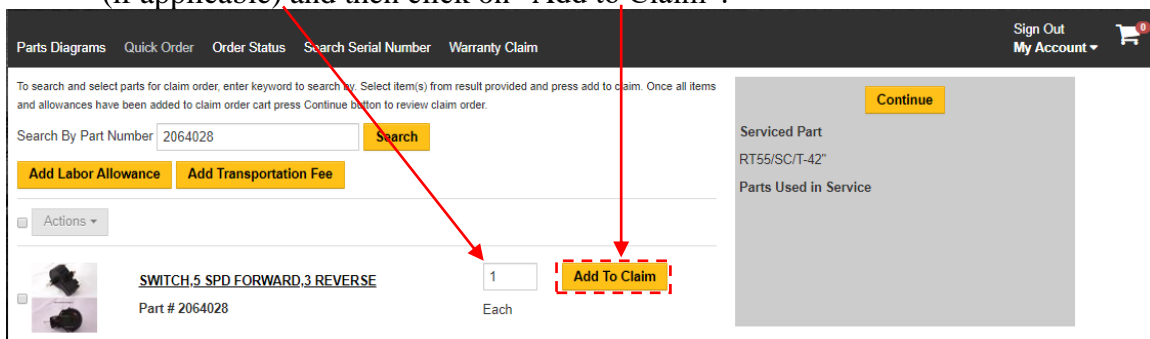
- A. If the the serial number is validated, the system will populate the Item Number, description, and *date of manufacture* (in the “Consumer Date of Purchase” field). Please verify the returned model description is correct as this affects labor allowances. (If an incorrect serial number is noted, select the “Reset S/N” and then enter the correct Serial Number.)
- B. If the serial number was not validated, the system will indicate this by a message in a pop-up box. Verify that you entered the serial number correctly. If it was entered correctly and still not found by the computer system then choose the appropriate model family from the drop down list. (The correct model family is required as this affects the labor allowances.)
- C. Input the “Consumer Date of Purchase” with the date from consumer’s proof-of-purchase. ***Please keep a copy of the consumer’s receipt for your records in case it is requested at a later date.***
- D. Input the “Date of Repair” based on the date the repair technician performed the repair.
- E. Once complete, click on “Continue”.

5. Marine Accessories/Finished Goods Item Numbers cannot be used during warranty repairs.

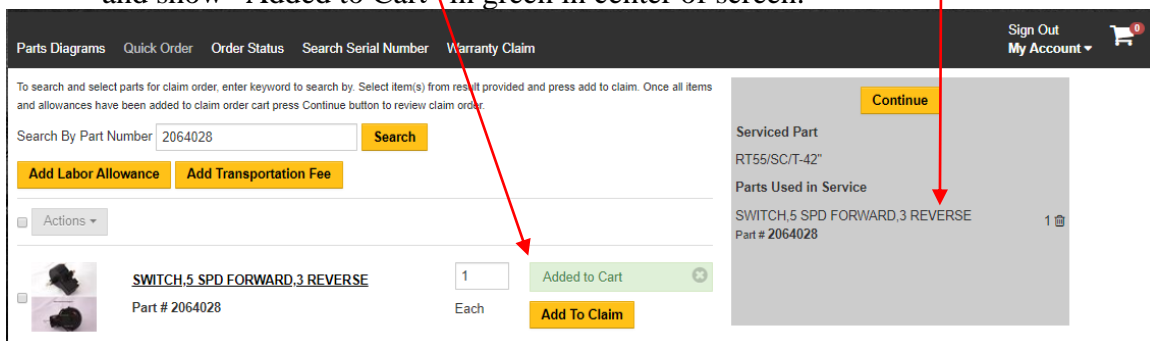
To add Part Numbers used in the repair to the claim; enter the first Part Number used and click on “Search”.



6. When the Part Number is returned in the center of the window, adjust the quantity (if applicable) and then click on “Add to Claim”.

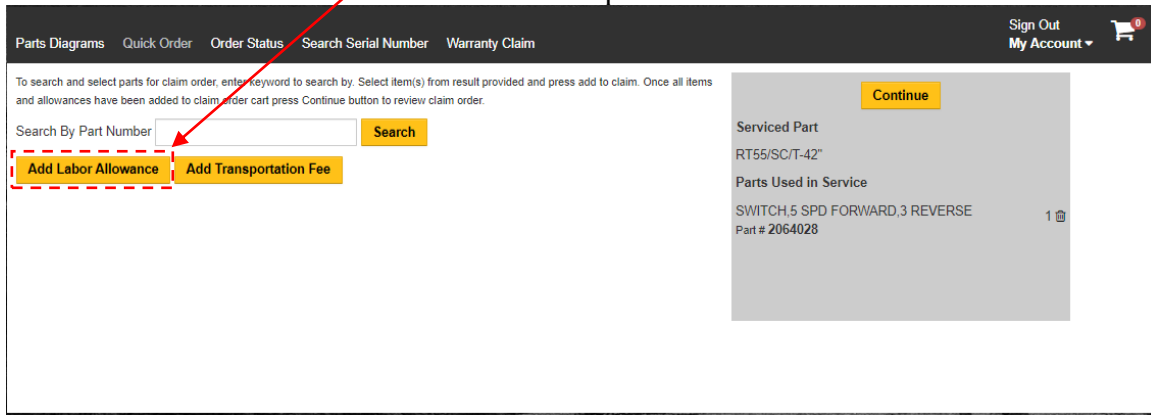


7. The item will appear in the grey box to the right under “Parts Used in Service” and show “Added to Cart” in green in center of screen.

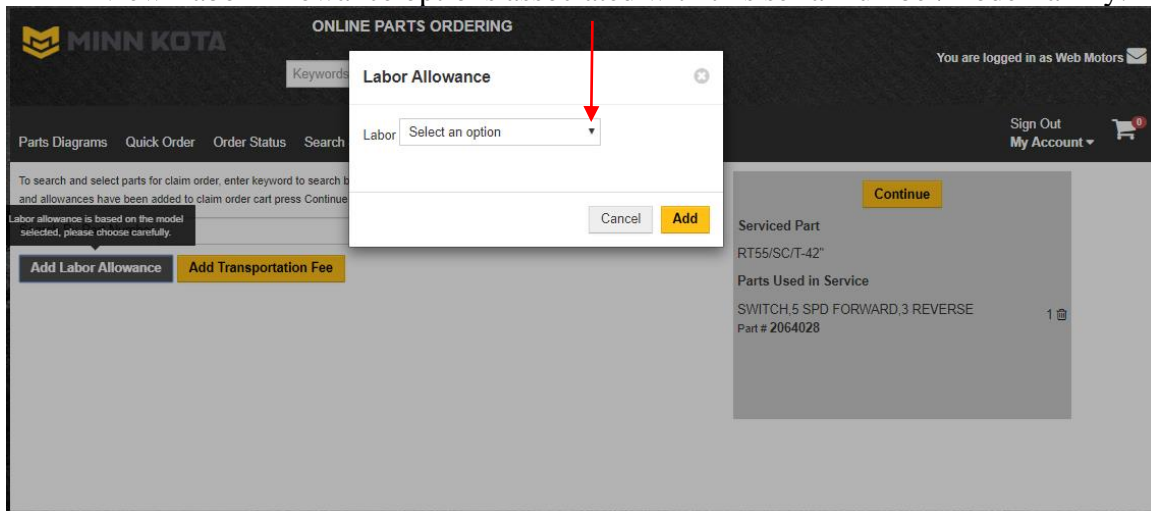


A. Continue adding all of the parts that were used in the repair by adding the Part Number into the “Search by Part Number” box, then clicking on “Search” and “Add to Claim” for all parts used in the warranty repair.

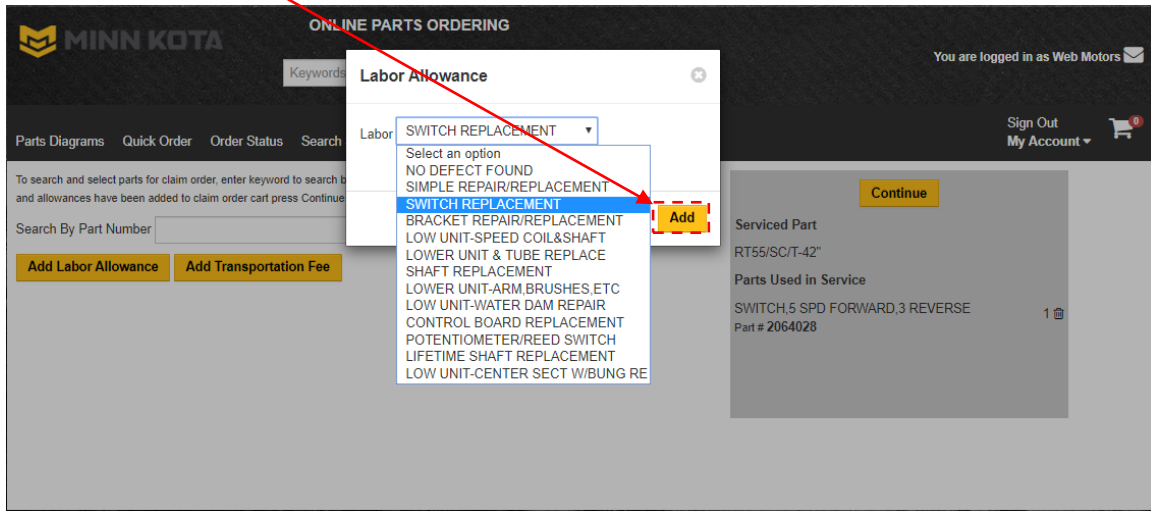
8. Click on the “Add Labor Allowance” option to add labor to the claim.



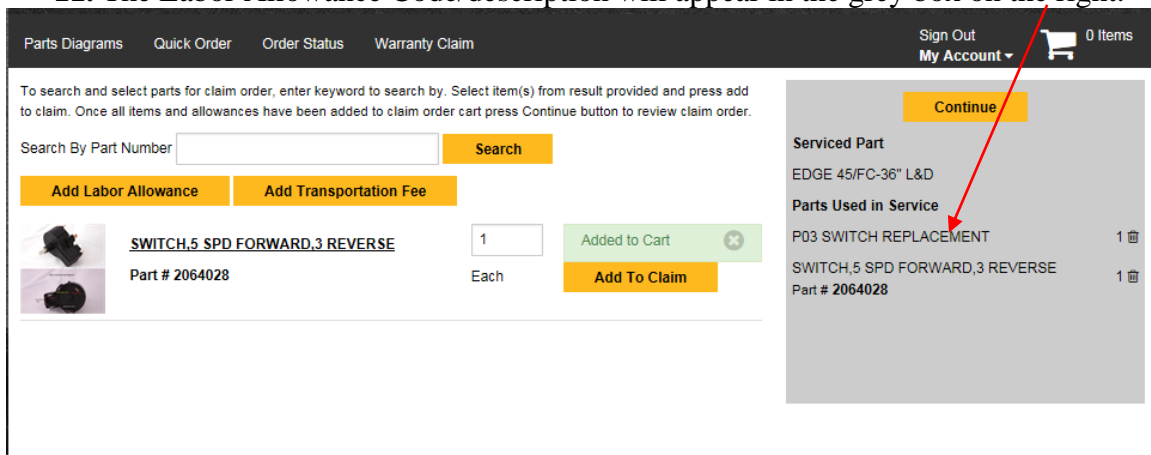
9. A drop down box will appear, click on the down-arrow in the drop down box to view Labor Allowance options associated with this serial number/model family.



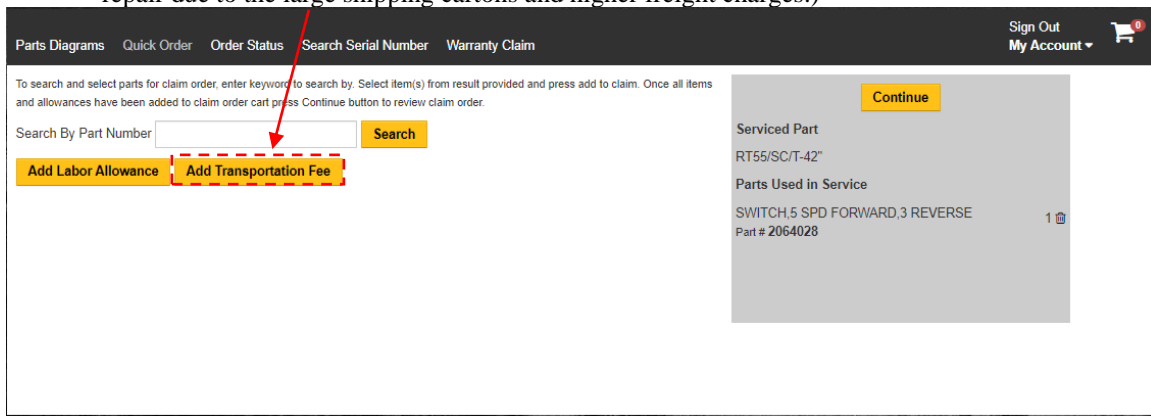
10. Choose the appropriate labor line item and then click on “Add” to bring this Labor Allowance selection into the claim. Two flat rate labor allowance codes are allowed per claim. (Labor allowances include diagnostic and repair services.) Then click “Add”.



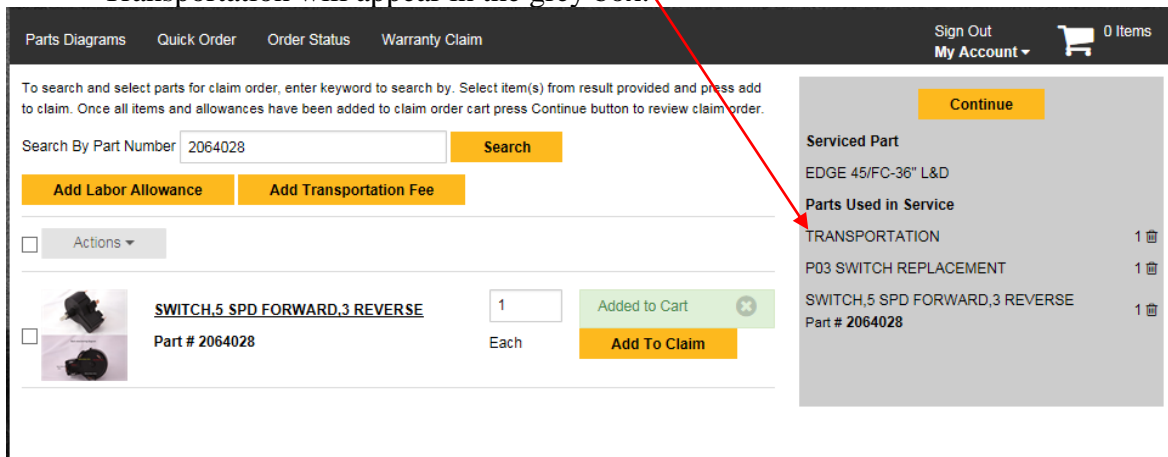
11. The Labor Allowance Code/description will appear in the grey box on the right.



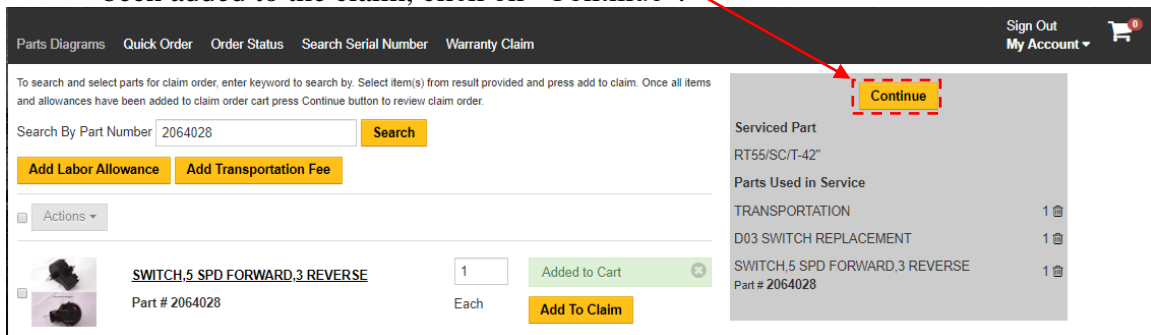
12. Add the Transportation Fee, if applicable. (We reimburse for in-warranty repaired units to be shipped back to the consumer and/or for incoming ground freight charges of Terrova, Ultrera, & Ultrex shaft assemblies or Talon extrusion assemblies when used in the course of a warranty repair due to the large shipping cartons and higher freight charges.)



13. After you enter the transportation amount and then click on “Add”;
Transportation will appear in the grey box.



14. Once all of the parts, labor allowances, and transportation fees (if applicable) have been added to the claim, click on “Continue”.



15. The “Review Your Claim Order” screen will appear:

Parts Diagrams Quick Order Order Status Warranty Claim
Sign Out 0 Items

Return to Claim Cart
Place Claim

Serial # of Model Service Provided on: o170mk00679

Consumer Date of Purchase: 06/20/2014

Repair Center Work Order #

Comments

Bill To Information	Consumer Address	Order Total
Web Motors - 64695	Stacy Leesch	Subtotal \$70.30
EBAY ENTERPRISES	121 Power Dr	Total Tax \$0.00
935 FIRST AVE	Mankato, MN 56001	Order Total \$70.30
KING OF PRUSSIA, PA 19406	507 1234567	Currency: U.S.
United States		Dollar

Items Ordered

HANDLING ALLOWANCE A0001 Qty: 1 Each Unit Price: \$0.00	\$0.00
TRANSPORTATION T0001 Qty: 1 Each Unit Price: \$25.00	\$25.00
D03 SWITCH REPLACEMENT L0001 Qty: 1 Each Unit Price: \$30.00	\$30.00
SWITCH,5 SPD FORWARD,3 REVERSE 2064028 Qty: 1 Each Unit Price: \$15.30	\$15.30
RT55/SC/T-42" 1363854 Qty: 0 Each Unit Price: \$0.00	\$0.00

Subtotal	\$70.30
Total Tax	\$0.00
Order Total	\$70.30

- A. Review the Claim. If you missed something you can click on “Return to Claim Cart” to go back and make the corrections.
- B. The Claim Order Detail will also include a Handling Allowance line. This is based on a percentage of the parts total used in the repair.

- 16.** Add a control number in the “Repair Center Work Order #” field. (This is the control number that will appear on your ACH (direct deposit) statement of claims paid. Some service providers use a claim check number, last name, etc...)

The screenshot shows a web interface for reviewing a claim order. At the top, there is a navigation bar with links: 'Parts Diagrams', 'Quick Order', 'Order Status', 'Search Serial Number', and 'Warranty Claim'. On the right side of the navigation bar, there are links for 'Sign Out' and 'My Account' with a shopping cart icon. The main heading is 'Review Your Claim Order'. Below this, there are several fields: 'Serial # of Model Service Provided on:' with the value 'O170MK00679', 'Consumer Date of Purchase:' with the value '6/20/2019', and 'Repair Center Work Order #' with the value 'LEESCH123'. There are two 'Comments' fields: 'SHIPPED REPAIRED MOTOR BACK' and 'TO CUSTOMER VIA UPS'. At the bottom right, there are two buttons: 'Return to Claim Cart' and 'Place Claim'. Red arrows point from the text above to the 'Repair Center Work Order #' field, the 'Place Claim' button, and the two 'Comments' fields.

- A.** You can also enter Comments in the two text fields that accept up to 30 characters each. (Include reason for Transportation Fee / freight tracking numbers, etc...)
- B.** Make sure all information is correct and then click on “Place Claim”. (Once you “Place Claim” you will not be able to edit it!)

17. After the claim is placed you will see the “Claim Order Confirmation” screen. This will have the Claim Order Number assigned to it.

Claim Order Confirmation Print Friendly Show Prices

Claim Order Number: MK - 1487700
Serial # of Model Service Provided on: O170MK00679
Consumer Date of Purchase: 6/20/2019
Date of Service: 2/19/2020
Repair Center Work Order #: LEESCH123
Comments: SHIPPED REPAIRED MOTOR BACK TO CUSTOMER VIA UPS

Bill To Information	Consumer Address	Order Total
Web Motors RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	Stacy Leesch 121 Power Dr Mankato, MN 56001 507 1234567 hogbass@hotmail.com	Subtotal: 81.47 Total Tax: 0.00 Order Total: 81.47 Currency: U.S. Dollar

Items Ordered

TRANSPORTATION T0001 Qty: 1 Each Unit Price: 25.00	25.00
D03 SWITCH REPLACEMENT L0001 Qty: 1 Each Unit Price: 40.00	40.00
SWITCH,5 SPD FORWARD,3 REVERSE 2064028 Qty: 1 Each Unit Price: 16.47	16.47
RT55/SC/T-42" 1363854 Qty: 0 Each Unit Price: 0.00	0.00
	Subtotal: 81.47 Total Tax: 0.00 Order Total: 81.47

Show Prices Print Friendly

- A. You can print a copy of the claim for yourself or for the customer’s records. Make sure to uncheck the “Show Prices” box, and then click on “Print Friendly”.
- B. This completes your claim submission. You will receive a confirmation email with the claim information. (Email will be sent from: service@minnkotamotors.com)