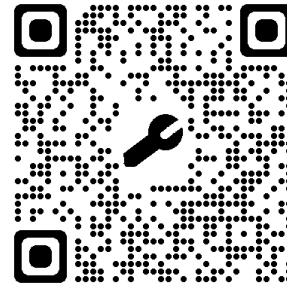


**Description**

In this session you will:

- Learn how to access Minn Kota Online Tools
  - Repair Manual
  - Parts Diagrams
  - Videos
- Learn the details of Minn Kota Parts Programs
- Learn the different Warranty Claim Processes
- View some non-service programs available to ASCs

**Demonstrated Tasks:**

- Logging into <https://motors.johnsonoutdoors.com>
- Look up a Serial Number to see the manufacture date of the product, whether “Warranty Expiration” is filled in, and see any warranty claims filed.
- Order parts with Quick Order
- Use the import order tool to import a large parts order
- Enter an ASP Parts Warranty Claim
- Enter a JOI Parts Warranty Claim
- Open a previously entered JOI Parts Claim to add Parts or add Labor
- Navigate to a Parts List
  - Turn on Hotspots
  - Zoom in
  - Add Part to Cart
- Navigate to ASP Materials
  - View a Repair Manual
  - View a repair video
  - Open the Parts Price Excel
  - Open the Exchange program Price List
  - Open the Rigging Allowance Description

**Key Concepts:**

- Always log in before completing an order. If you “create account” or check out as guest you will not receive your discount.
- All motors installed at the OEM level have a 3-year warranty, if there is a date in “Warranty Expiration” the motor is eligible for this 3-year warranty.
- Orders \$1000-\$2499.99 have 50% shipping charges.
- Orders \$2500 and up have no freight charges
- JOI Parts Warranty Claims parts ship at no charge.
  - Combine \$2500 stocking orders and JOI Claims to never pay freight
- “Transportation” on claims is only for shipping the repaired, in warranty product, to the consumer. Regular ground via common carrier (FedEx/UPS).
- If a repair requires an Authorization Number put that after the consumer’s name.
- Claims must either be all JOI or all ASP they cannot be mixed on the same motor.
- 2 Labor codes per Claim, if more than two are required please contact the ASC Hotline at 800-558-8088, to discuss additional options.
- Get the consumer email. Once the claim is approved the consumer will receive a survey on their experience and this will help gather a Net Promoter Score (NPS)
- PO numbers, everywhere they are asked for, are your generated number/ID for your benefit.
- Zoom and Hotspots are useful toggles on parts lists.
- All ASP materials are “Literature”. This is why they are not accessible if not logged in.

