

INDMAR PRODUCTS, INC.

# Dealer Portal Manual

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## Indmar Dealer Portal

### Introduction:

The Indmar dealer portal is a web site provided by Indmar for dealers to Purchase parts, review past sales orders, invoices, and credit memos, download files and forms, make and review warranty claims, and register or transfer registration of Indmar brand engines.

In this document we will be reviewing the navigation, functionality, and uses of the Indmar dealer portal. This document is intended to be used as a manual for all areas of the web site.

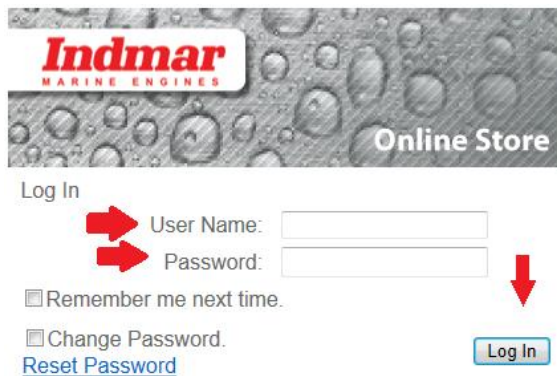
The items to be reviewed;

- Account Maintenance such as changing your password
- How to download files and forms from the site
- Navigating the products tab to purchase parts
- How to review and edit your cart
- How to checkout and change shipping information to include drop shipping
- How to inquire on sales orders, invoices, and credit memos
- Making and reviewing warranty claims
- Registering an engine and transferring the registration of an engine

At the end of this manual are considerations and errors to review if you are having issues with the site.

## Logging in

1. Go to the website (dealers.indmar.com) Enter your username in the Username field.( **Note:** this is the customer number minus the 00-, Example A123456)
2. Enter your password In the Password Field.
3. Press Login to proceed to the website.

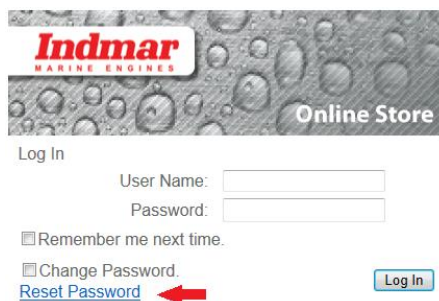


## Reset Password

This option is to reset your password for the account if you have forgotten or lost the password.

**NOTE:** You must have access to the E-Mail account associated to the website account to access the email with the new password.

1. Press the Reset Password link.



2. This will take you to the reset page. At this point you must type your user name into the user name field. **Note:** this is typically your Indmar customer number without the preceeding "00-".

3. Press the submit box.



4. You will receive an E-Mail from [indmail@indmar.com](mailto:indmail@indmar.com) with your new password in it. That looks like the following.

From: indmail@indmar.com  
Sent: Monday, July 22, 2013 11:15 AM  
To:  
Subject: eCommerce Account Password Change Notification

Please return to the site and log in using the following information.

User Name:

Password: gx(d66kgC@F5CR

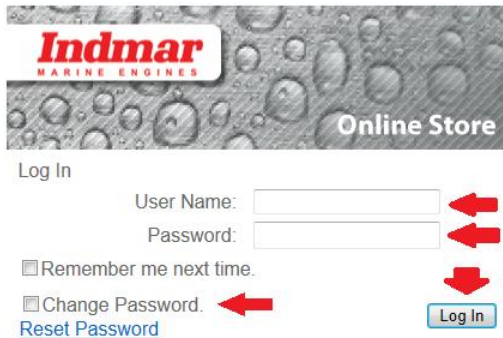
**NOTE:** All password generated in this way are complex, to avoid mistyping the new password it is good practice to copy and paste the password the first time from the E-Mail with the change password option set.

### Change Password option

This option will allow you to change the password associated to your account. Go to [dealers.indmar.com](http://dealers.indmar.com) and type your username in the username field.

1. Type your password associated to the account into the password field.
2. Check the change password check box.

3. Press the login button and it will take you to the change password screen.



The screenshot shows the Indmar Online Store login page. At the top is the Indmar logo and 'Online Store' text. Below is a 'Log In' link. The login form includes fields for 'User Name:' and 'Password:', each with a red arrow pointing to it. There are checkboxes for 'Remember me next time.' and 'Change Password.', with a red arrow pointing to the latter. Below the 'Change Password.' checkbox is a blue link for 'Reset Password'. At the bottom right is a blue 'Log In' button with a red arrow pointing to it.

4. On this screen you must enter your current password associated to your account in the top box labeled "Password".



The screenshot shows the 'Change Your Password' screen. It features three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. A red arrow points to the 'Password:' field. At the bottom are two buttons: 'Change Password' and 'Cancel'.

5. Next you must type your desired new password twice in both the "New Password" field and the "Confirm New Password" field.
6. Now press the "Change Password" button.



This screenshot is identical to the previous one, but with additional red arrows. A red arrow points to the 'New Password:' field, and another red arrow points to the 'Confirm New Password:' field. A third red arrow points to the 'Change Password' button.

7. If your password successfully changed you should see the following screen and press continue to go on to the main site. (Also see "Account Maintenance" section for an alternate means to change your password)



Change Password Complete

Your password has been changed!



Continue

### Remember me option

1. This feature is so that the password is remembered on the computer you are using for future login's, check the box that says "Remember me next time" and type in your username and password.
2. Press the login button to proceed to the main page and your login credentials will be remembered on the current computer. **Note:** If the computers password history gets cleared, the credentials will no longer be remembered by the computer unless these steps are repeated.



Log In



User Name:

Password:

☐ Remember me next time.

☐ Change Password.

[Reset Password](#)



Log In

## Navigating the site

This section is an overview of the dealers.indmar.com main page navigation tabs and where they will take you. All sections of the tabs will be explained in detail later in this manual.

### Introduction

The main page of the dealers.indmar.com site is designed to break down the desired task by tabs. There are several options in each tab for what you can do on the site.



### Home tab

The home tab has 2 options; “Main Page”, and “Account Maintenance.”

#### Main Page

1. Selecting this option will take you back to the dealers.indmar.com main page from any page on the site.



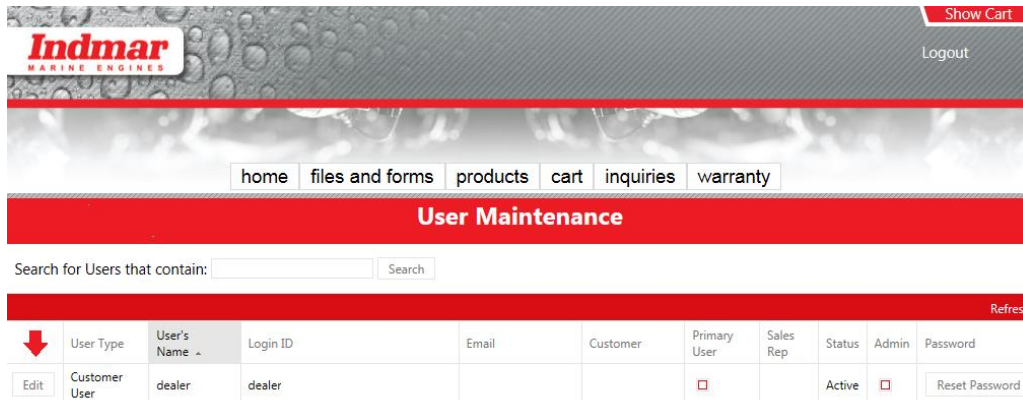
#### Account maintenance

1. Selecting the account maintenance option will take you to the account maintenance screen where you can edit some of your account details.

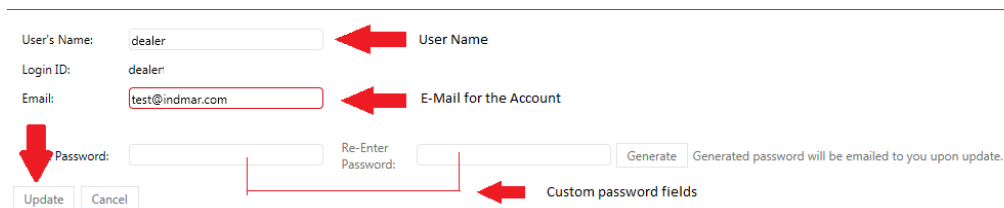




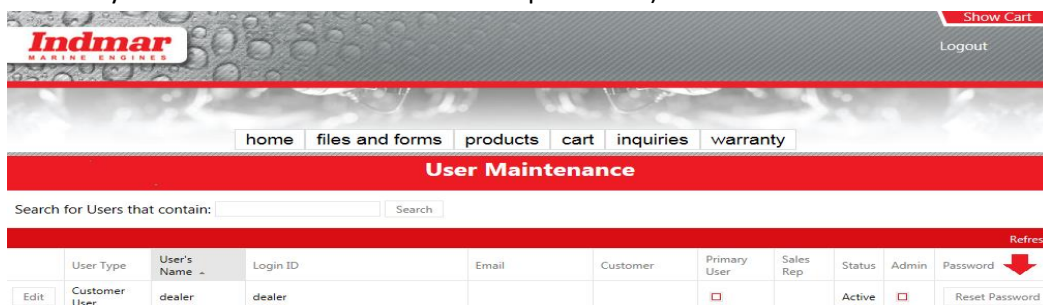
- To edit the details of your account press the “Edit” button.



- Here you can change your user display name, e-mail address associated to the account, or set a custom password. **Note:** You cannot change the account login name.
- Enter the information that you would like to change and then press the update button. (**NOTE:** after hitting the “Update” button it may take up to 30-60 seconds to update.)



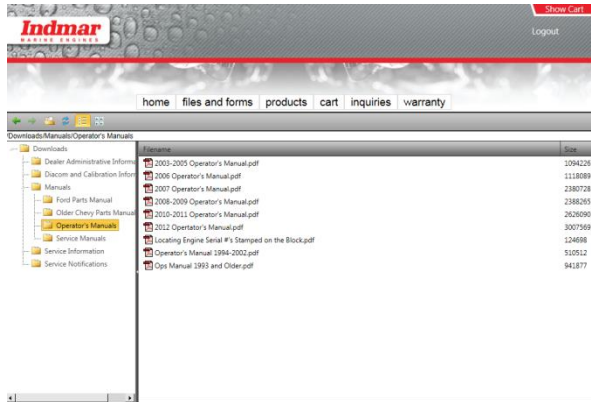
- You may also reset your password on the main account maintenance screen by pressing the “Reset Password” button. ( **NOTE:** This will auto generate a password and email it to the E-Mail address associated to the account, if you do not have access to the E-Mail associated to the account you will not be able to retrieve the password.)



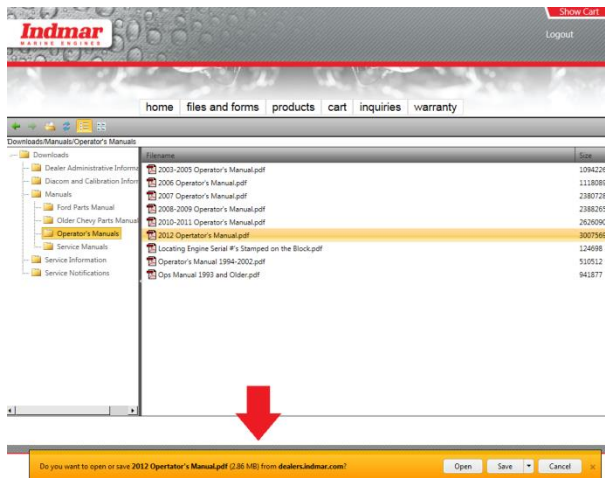
## Files and forms tab

Pressing the files and forms tab will take you to the download section of the dealers.indmar.com page. This is where you can download manuals, forms, documentation, service bulletins, ECM configurations, and other related files.

1. To navigate this area left click on the desired folder on the right side of the page. Continue to click on the folders that pertain to what you need until you arrive at the desired item.



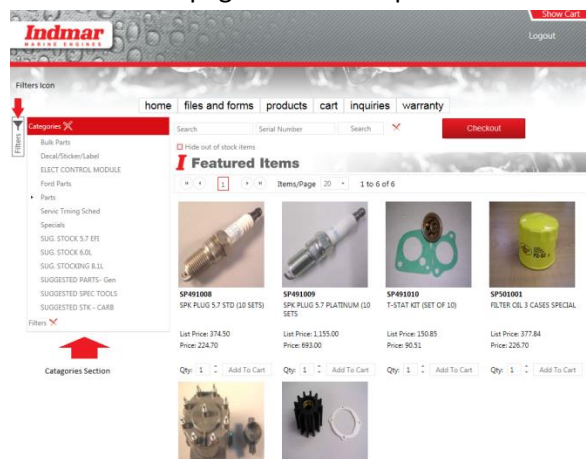
2. Double click on the desired item to download it. Depending on your browser a confirmation screen may appear to begin the download. Choose the appropriate option for you. **NOTE:** You can only download one item at a time by double clicking it. You must wait for it to finish before starting another download.



## Products tab

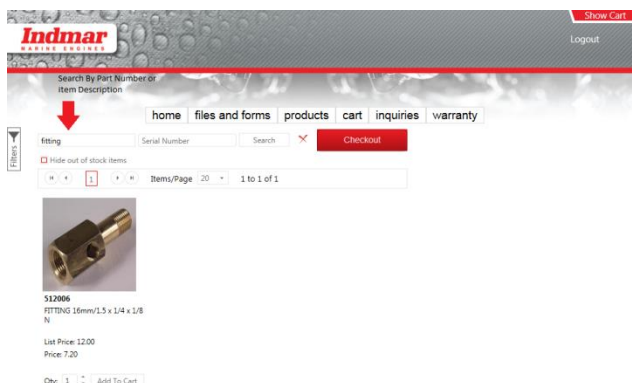
By pressing the products tab you will be sent to the products screen. The products screen is used to search for parts by Part number, Engine serial number, or by name. We will be going over how to use these search functions for this tab in this section. When you go to this screen you start on the featured items screen. These items are placed on this screen as commonly used helpful items.

1. On the left side of the page you will see a “Filters section”. This contains pre-defined categories of parts for sale on the site. If you do not want the filters displayed click the filters icon on the left side of the page to hide this panel.

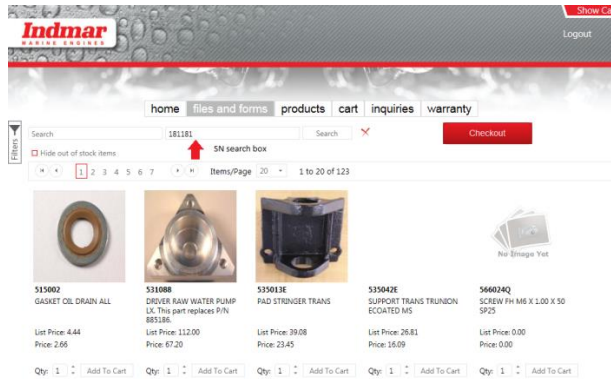


2. You can search by the part number or a description of the part, such as Fitting. This can be done in the upper left box labeled “Search”.(See Below)

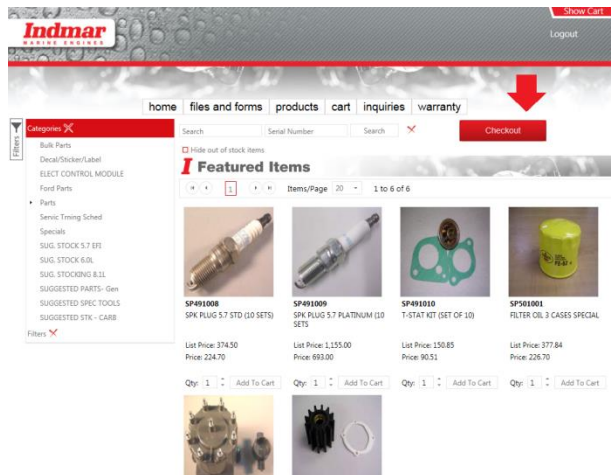
**TIP:** If your search returns no results try simplifying your search term (I.E. If you search Oil filter bracket and get no results try just searching bracket.)



- You can also search by Engine serial number. This can be done in the upper middle box labeled Serial Number. This will display a list of all parts for that Engine listed as available for sale on the site.



- When you are done shopping you can press the “Checkout” button on any Products screen page to go to your shopping cart for review.

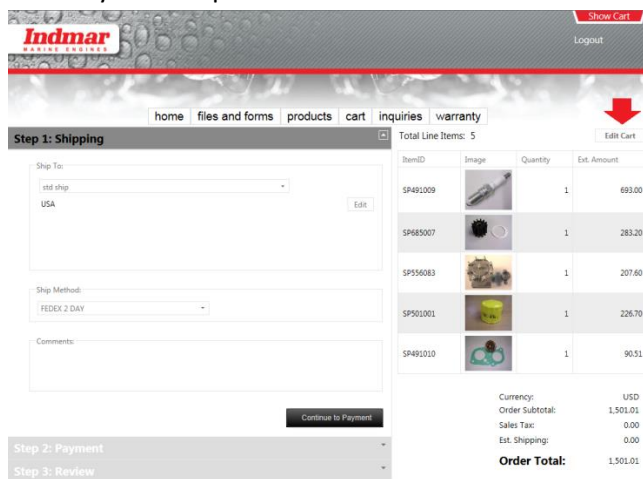







**Note:** You must purchase at least \$20.00 worth of product to purchase from the online store.

## Cart tab

In the cart tab you can edit the quantity of an item, remove items, Change the shipping method, change shipping addresses to include drop shipping, and finalize payments.






1. To edit your cart press the “Edit Cart” button on the top right of the cart screen.



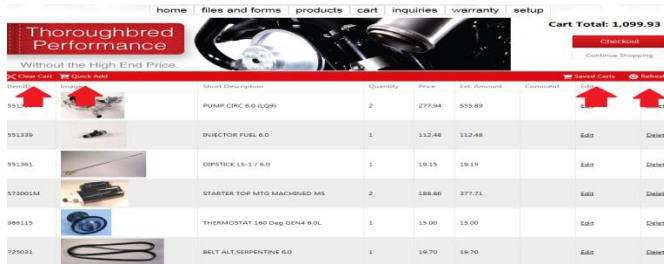
ItemID	Image	Quantity	Ext. Amount
SP481009		1	693.00
SP485007		1	283.20
SP556083		1	207.60
SP501001		1	226.70
SP4891010		1	90.51

Currency: USD  
Order Subtotal: 1,501.01  
Sales Tax: 0.00  
Est. Shipping: 0.00  
**Order Total: 1,501.01**

2. In this screen you can edit the quantity of items in your cart or remove items from your cart. You can also hit the “Checkout” button to continue back to the main cart page.

Clear Cart Quick Add Saved Carts Refresh							
ItemID	Image	Short Description	Quantity	Price	Ext. Amount	Comment	Edit Delete
SP481009		SPK PLUG 5.7 PLATINUM (10 SETS)	1	693.00	693.00		Edit Delete
SP485007		IMPELLER & GSKT (10 SETS)	1	283.20	283.20		Edit Delete
SP556083		DIST CAP & ROTOR (10 SETS)	1	207.60	207.60		Edit Delete
SP501001		FILTER OIL 3 CASES SPECIAL	1	226.70	226.70		Edit Delete
SP4891010		T-STAT KIT (SET OF 10)	1	90.51	90.51		Edit Delete

- There are 4 other options on the red banner in the edit cart menu. "Clear Cart" which clears all items from the cart, "Quick Add" which allows you to add an item to your cart if you know the item number, "Saved Carts" which allows you to load a saved cart for fast checkout, and "Refresh" which can be pressed to update your cart if items have changed but are not reflected on the screen.

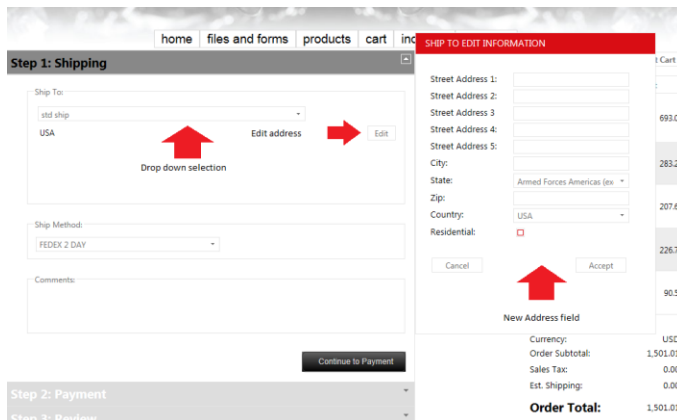


- At the top of the cart page there are two buttons one to go back to the checkout page and the other to go back to the products page for more shopping.



## Checkout

On the checkout page the shipping step must be completed to continue you can use the default shipping which is usually your dealer address or use the drop down menu to select STD Shipping and hit the "Edit" button to bring up a blank shipping address form for drop shipping or shipping to another business.



5. In the address field there are three options after you fill in the address field. “Accept” which closes the edit window and saves the information; cancel which closes the box without saving the information and the residential check box.( **NOTE:** If the shipment is going to a residential address this field must be checked.)

**SHIP TO EDIT INFORMATION**

Street Address 1:   
Street Address 2:   
Street Address 3:   
Street Address 4:   
Street Address 5:   
City:   
State:   
Zip:   
Country:   
Residential: ☐

6. In the ship method section you can choose your preferred method of shipping. **Note:** Shipping charges will be applied at time of invoice. A freight estimation calculator will be added to the website at a later date.
7. The comments section is provided to you for order comments and notes related to the order.

**Step 1: Shipping**

Ship To:  
  
USA

Ship Method:

Comments:

8. Next press “Continue to Payment” and you will be presented with two options on this screen if it applies to your account. A credit card field and an “On Account” field if it applies. The “Credit Card” field is used for a paying with a credit card and the “On Account” field is used if your dealership has been approved for the use of purchase terms with Indmar Products. (**NOTE:** If you are using Payment terms, a PO Number is required to continue past this screen.)
9. To input a credit card you must press the “Edit Card” button in the credit card field and fill in all the required information. When you are finished selecting and filling in a payment method press “Continue to Review”.

**Step 1: Shipping**

**Step 2: Payment**

Credit Card

☐ Credit Card

Select Card  **← Edit Card**

Reference #:

On Account

☒ On Account

Billing Address:

Purchase Order:

Fake Order 123

**Review**

**Continue to Review**

10. On the review screen you have a chance to review your order details before submitting the order. Please review this section carefully. If you submit an order and it is incorrect, please call Indmar customer service and have them manually correct the order. After ensuring all information is correct press “Submit Order”, to place your order.

**Step 1: Shipping**

**Step 2: Payment**

**Step 3: Review**

Shipping Information:

Shipping address

Ship Method: FEDEX 2 DAY

Billing Information:

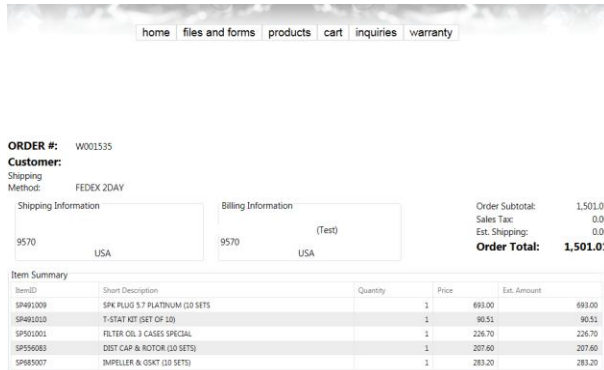
Billing address

PO #/Reference: 99999999999999999999

**Submit Order**



- When you receive the confirmation screen it will have the order number for your records and can be printed if a paper copy is needed. (**NOTE:** To print this page use your browsers built in print function.)



home | files and forms | products | cart | inquiries | warranty

**ORDER #:** W001535  
**Customer:**  
 Shipping Method: FEDEX 2DAY

Shipping Information		Billing Information		Totals	
9570	USA	9570	(Test) USA	Order Subtotal:	1,501.01
				Sales Tax:	0.00
				Est. Shipping:	0.00
				<b>Order Total:</b>	<b>1,501.01</b>

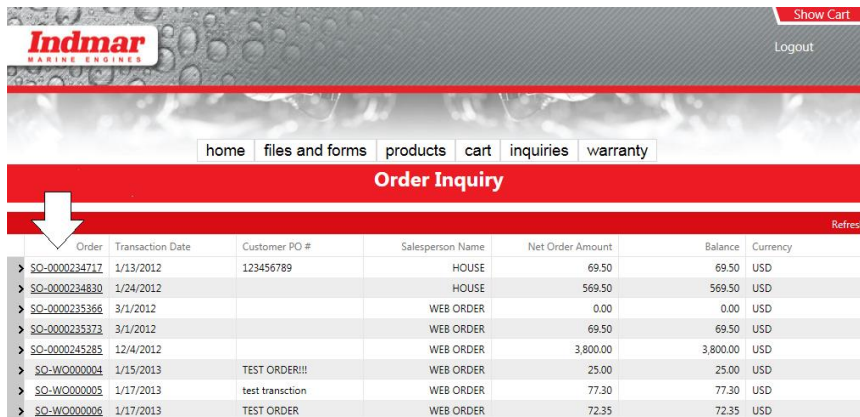
ItemID	Short Description	Quantity	Price	Est. Amount
SP491009	SPK PLUG 5.7 PLATINUM (10 SETS)	1	693.00	693.00
SP491010	T-STAT KIT (SET OF 10)	1	90.51	90.51
SP501001	FILTER OIL 3 CASES SPECIAL	1	226.70	226.70
SP550083	DIST CAP & ROTOR (10 SETS)	1	207.60	207.60
SP663007	IMPELLER & GSKT (10 SETS)	1	283.20	283.20

## Inquiry tab

The Inquiry tab has two sections the “order inquiry” and the “invoice inquiry”. These are used to show you your sales order and invoice history respectively.

## Order inquiry

- Click the “order inquiry” menu item to be taken to the order screen. Here you can review your past sales orders.
- You can review any sales order in the list by left clicking the sales order number on the left side of the screen.



Indmar MARINE ENGINES

Show Cart | Logout


home | files and forms | products | cart | inquiries | warranty

### Order Inquiry

Refresh

Order	Transaction Date	Customer PO #	Salesperson Name	Net Order Amount	Balance	Currency
> SO-0000234717	1/13/2012	123456789	HOUSE	69.50	69.50	USD
> SO-0000234830	1/24/2012		HOUSE	569.50	569.50	USD
> SO-0000235366	3/1/2012		WEB ORDER	0.00	0.00	USD
> SO-0000235373	3/1/2012		WEB ORDER	69.50	69.50	USD
> SO-0000245285	12/4/2012		WEB ORDER	3,800.00	3,800.00	USD
> SO-W0000004	1/15/2013	TEST ORDER!!!	WEB ORDER	25.00	25.00	USD
> SO-W0000005	1/17/2013	test transaction	WEB ORDER	77.30	77.30	USD
> SO-W0000006	1/17/2013	TEST ORDER	WEB ORDER	72.35	72.35	USD

- On the sales order screen you can review the sales order details and print past sales orders using the print button in the top left of the screen.



**Indmar**  
MARINE ENGINES

5400 Old Millington Road  
Millington, TN 38053

**ORDER #:** SO-0000235366

Shipping Method: UPS GROUND

Transaction Date: 3/1/2012

Salesperson: WEB ORDER

Customer ID: 00-

Customer PO #:

Payment Terms: NET 30

Shipping Information

(Test)

USA

Billing Information

(Test)

Currency:	USD
Sales Tax:	0.00
Est. Shipping:	0.00
<b>Total:</b>	<b>0.00</b>

Line	ItemID	Short Description	Qty.	Price	Ext. Amount
No records to display.					

- You may close this window at any time. The site opens these review windows as separate pages so you do not lose your place on the website.

### Invoice Inquiry

- By pressing the “invoice inquiry” menu item you are taken to the invoice inquiry screen where you may review past invoices and there status.
- You can press the invoice number on the left side of the screen to open up a new window and review that invoice.

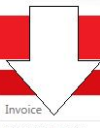
**Indmar**  
MARINE ENGINES

Show Cart

Logout

home files and forms products cart inquiries warranty


**Invoice Inquiry**



Invoice	Date	Due Date	SalesPerson	CustPONo	Ship Method	Pmt Terms	Pmt Amount	Balance	Currency
> 0000323534-IN	9/9/2012	10/9/2012	WEB ORDER	OFFSET	UPS GROUND	NET 30	-5,128.99	0.00	USD
> 0000323535-IN	8/22/2012	9/21/2012	WEB ORDER	OFFSET	UPS GROUND	NET 30	-69.50	0.00	USD
> 0000326252-IN	1/3/2013	2/2/2013	WEB ORDER		UPS GROUND	NET 30	-31.83	0.00	USD

Refresh

3. On the invoice page you can review invoice details and print old invoices for your records.

Print 

**Indmar**  
MARINE ENGINES

5400 Old Millington Road  
Millington, TN 38053

Shipping Information

(Test)

USA

**Invoice #:** 0000323534  
**Date:** 9/9/2012  
**Shipping Method:** UPS GROUND  
**Salesperson:** WEB ORDER  
**Customer ID:** 00-  
**Customer PO #:**

**Billing Information**

(Test)

USA

**Currency:** USD  
**Invoice Subtotal:** 5,128.99  
**Sales Tax:** 0.00  
**Shipping:** 0.00  
**Total:** 0.00

ItemID	Short Description	Qty.	Price	Ext. Amount
	TEST	0	5,128.99	5,128.99

4. You may close this window at any time. The site opens these review windows as separate pages so you do not lose your place on the website.

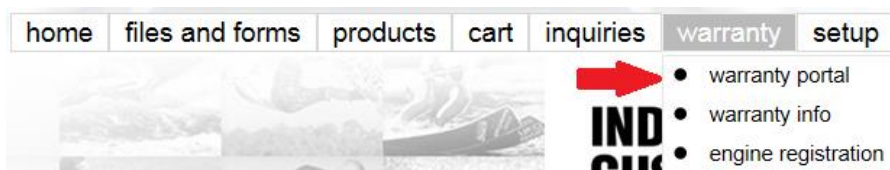
## Warranty tab

### Introduction

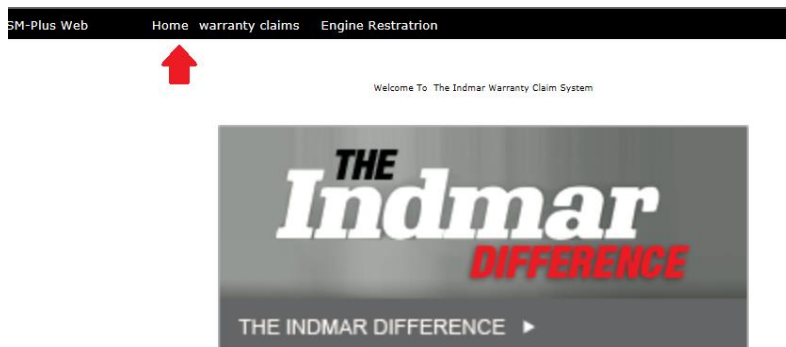
The Indmar warranty tab is designed to enable dealers to Manage and file warranty claims as well as register or transfer engine registrations.

### Warranty Section

1. Click the “warranty portal” menu item located in the “warranty” tab. This takes you to the home screen of the warranty portal.



2. The home button takes you back to this screen at any time.

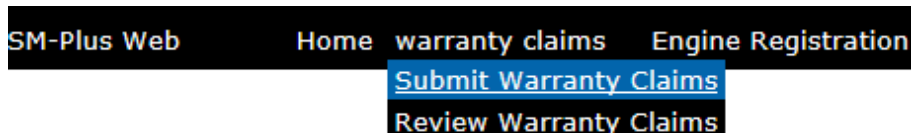


### Warranty Claims

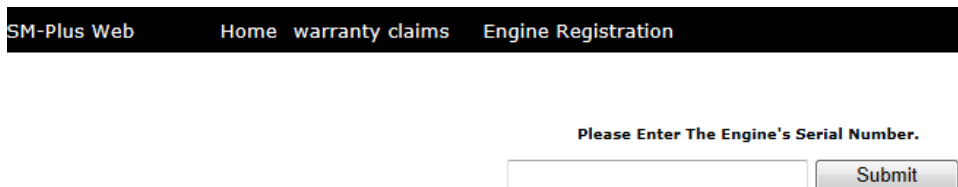
In the warranty claims menu section there are two options, “Submit warranty claim” and “review warranty claim”. Here you can make a new claim or review an old claim with these menu items.

#### Submit warranty claims

1. Click on the Submit Warranty Claim Option.



2. On this screen enter the Serial Number for the engine you wish to submit a claim on.



SM-Plus Web   Home   warranty claims   Engine Registration

Please Enter The Engine's Serial Number.

3. Please note you can only submit a claim on a registered or stock engine. If the engine has not been registered you will see the following screen.



Registration has not been completed for Engine:000099.

4. If the engine has been registered, you will see the following screen providing an open warranty has not already been started. If a claim has already started, read the description of the contact. If it matches that claim you are currently working on, click the blue contact number and you will be taken to the already started claim. If there has been no previously started contact you will see a screen like the following that must be filled out with your information. If the engine has not been registered, you will be given the opportunity to register the engine or process the claim on a Stock Engine if the boat has not yet been sold.

**Notes:** This screen is much like the warranty claim you have already been using. Following are some requirements for the fields on this screen:

**Description:** Enter a brief synopsis of the issue for this claim

**Contact Name, Contact Phone and Contact E-Mail:** Information about the person filling out the claim.

**Dealer Claim/Reference Number:** You can enter a work order number or other reference number that will help you reconcile the claim. This number will appear on the credit memo when it is issued.

**Current Owner:** Enter the Current owner's name.

**Date of Failure, Date of Repair, and Engine Hours:** Enter the information specific to this claim.

**Sales Order Number:** The sales order number is required for you to be able to claim shipping charges. You must enter all of the characters in the Sales Order Number, including all of the preceding zeroes.

**Symptom/Diagnosis:** Be specific tell us what the problem or customer complaint was and the steps you took to find out what the problem or cause of the problem was. If there were Data Trouble Codes list them including the SPN and FMI number.

**Resolution:** Be specific. Tell us what you did to resolve the problem and how you verified that the problem was resolved.

Please Enter The Engine's Serial Number.

000099  Contact:

Contact Info


Description:

Contact Name: <input type="text" value="Indmar Test"/>	Date of Failure: <input type="text" value="8/26/2013"/>
Contact Phone: <input type="text" value="901-353-9930"/>	Date of Repair: <input type="text" value="8/26/2013"/>
Contact Email: <input type="text" value="Webhelp@indmar.com"/>	Engine Hours: <input type="text" value="1"/>
Dealer Claim/Reference #: <input type="text" value="Your Dealer Reference#"/>	Sales Order Number: <input type="text"/>
Current Owner: <input type="text" value="Registered Owners Name"/>	

Sales Order Number is required for freight reimbursement

Symptoms/Diagnosis:

Resolution:



**NOTE:** All fields are required to submit a claim and a valid sales order number is required to receive freight reimbursement.

5. You will receive a confirmation pop-up similar to the following when successful. Click "Ok" to continue.
6. On the next screen you will be able to enter the items and labor used on this claim. Please fill out all items and labor used. You may make multiple entries. (**Note:** Please submit separate warranty claims for separate issues even if they involve the same engine)


7. You can use the “Find” button for the flat rate codes and item/part numbers. You can download a Flat Rate Guide from the Files and Forms section of the Dealer Portal. You may use a flat rate code more than once. If, for example, you replaced both exhaust manifolds on an engine, you will need to enter the flat rate code for each manifold separately. You can easily find the item/part numbers to enter in the claim by referring to the sales order or invoice that the parts were purchased on.

**NOTE:** To add non Indmar part numbers such as bilge cleaner, enter NPN as the part number and enter the quantity and cost each. Put a description of the part in the “description” box. For a task that has no specific Flat Rate Code, enter MISC as the code and the amount of time requested. Enter a description of the task in the “Notes” box.

Claim: W000003944  
Materials Used

If this is a non-Indmar item, please use the Item NPN and enter the description and cost.


Item:   Description:  Qty:  Cost: \$



Labor

For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code:   Hours Billed  Rate: \$  Notes:



Freight: \$

Filter:

Item:

Description:

Item	Description
<a href="#">551669</a>	MANIFOLD INTAKE LY6 09
<a href="#">551668</a>	MANIFOLD INTAKE LY6 07-08
<a href="#">551759</a>	MANIFOLD LY6 07-08

- Click "Add" when you have found your part or labor code and it will appear in a box below the add section. You can also remove something from this by clicking the "Remove" button. When finished click "Submit".

Claim: W000003944  
Materials Used

If this is a non-Indmar item, please use the Item NPN and enter the description and cost.

Item: 551669  Description: MANIFOLD INTAKE LY6 Qty: 1 Cost: \$ 202.81

Labor

For miscellaneous labor, use code MISC and enter Hours Billed and Rate.

Flat Rate Code:  Hours Billed: 0 Rate: \$ 0 Notes:

Flat Rate Code	Description	Hours Billed	Rate	Total	
C-3008	Exhaust Manifold (Incl R&R Riser/Gasket)	0.90	0.00	\$0.00	<a href="#">Remove</a>

Click to remove

Freight: \$ 0.00

Click when Done

**NOTE:** To add Misc. non Indmar part numbers such as OIL use Part "NPN" and for Labor use "MISC"

- You will be taken to the review screen to verify your claim before final submission. Please verify all information is correct. You can add attachment files, go back, print this review screen, or press "Complete" to finalize your claim.

Claim

Claim Number: W000003944 Model Number: 010000  
Status: NewCont Engine Hours: 1,000  
Description: Manifolds Blown Out Claim Total: \$ 202.81  
Serial Number: 000099 Current Owner: Registered Owners Na  
Dealer Claim/Reference: Your Dealer Reference Sales Order #:

Symptoms/Diagnosis: The Manifold has blown out on the inside.

Resolution: Replaced manifold and Re-Plumbed water system.

Materials

Item	Description	Qty	Cost	Total
551669	MANIFOLD INTAKE LY6 09	1.00	\$202.81	\$202.81

Labor

Flat Rate Code	Description	Hours Billed	Rate	Total
C-3008	Exhaust Manifold (Incl R&R	0.90	\$0.00	\$0.00

Freight

Misc Code	Amount	Total

Add File

Add Attachments



**Note:** Dealers outside North America must include photographs of all failed parts. If the part has a serial number tag, it must be visible in the photograph. If the failed part is a transmission, include a clear photo with a legible transmission manufacturers Identification/Serial Number tag. We must be able to read the information on the tag.

- You will be taken back to the Engine serial number entry page after 15-60 Seconds when the claim is done processing.

SM-Plus Web
Home
warranty claims
Engine Registration

Please Enter The Engine's Serial Number.

## Review Warranty Claims

- To review past and current pending claims click the "Review Warranty Claims" menu item.

SM-Plus Web
Home
warranty claims
Engine Registration

Submit Warranty Claims
Review Warranty Claims

- There are four ways to search "Serial", "Claim Number", "Contact Number", and "Claim date". There is also a legend provided below for the Warranty Status codes related to the claims. Choose your method of search and then click the "Search" button.

Filter

Serial: 
Claim Number:

Claim Date: 
Contact Number:

Search

Warranty Status Key		
<b>NewCont</b>	New Contact	New Contact, has not been reviewed at all
<b>InProc</b>	In Process	A contact has been entered, a claim has been created, a customer service rep is reviewing and processing
<b>SOEntered</b>	Pending Warranty Claim	Contact has been created, sales order has been associated to contact, pending the receipt of the warranty claim information
<b>Info</b>	Memo Info Only	No claim is associated, the contact is for informational purposes only
<b>StngPrts</b>	Waiting For Parts	Contact has been created, claim has been created, RMA has been created and sent to dealer requesting parts
<b>PrtRtn</b>	Parts Returned	Parts have been returned for a warranty claim and is pending the Quality Department inspection
<b>PrtInsptd</b>	Parts Inspected	Quality Dept has inspected the parts returned for claim and entered in all notes
<b>CD</b>	Claim Denied	Claim Denied
<b>CSAprv</b>	Customer Service Approval	Customer Service Manager has Approved Claim and is pending final Approval from Senior Management
<b>HgmtAprv</b>	Management Approval	Senior Management has approved the claim to be paid to the dealer
<b>CMIssued</b>	Credit Memo Issued	Credit Memo Issued
<b>CSREVIEW</b>	Customer Service Review	Senior Management has sent claim back to customer service manager for review
<b>EngInpt</b>	Engineering Input	Senior Management or Customer Service has requested additional information from the engineering department


- After you search all related past and present claims will be displayed. You can see the status from this screen or click the blue link for more information.

Filter:


Serial: 000099  
 Claim Date:

Claim Number:   
 Contact Number:


Claim Number	Contact Number	Serial	Open Date	Description	Status
<a href="#">W000003942</a>	0000003942	000099	8/26/2013	Manifold Blown Out	NewCont
<a href="#">W000003943</a>	0000003943	000099	8/26/2013	Manifold Blown Out	NewCont
<a href="#">W000003944</a>	0000003944	000099	8/26/2013	Manifold Blown Out	NewCont



Click for more information



Status



Status Key

Warranty Status Key		
<b>NewCont</b>	New Contact	New Contact, has not been reviewed at all
<b>InProc</b>	In Process	A contact has been entered, a claim has been created, a customer service rep is reviewing and processing
<b>SOEntered</b>	Pending Warranty Claim	Contact has been created, sales order has been associated to contact, pending the receipt of the warranty claim information
<b>Info</b>	Info	No claim is associated, the contact is for informational purposes only
<b>SlgPrts</b>	Waiting For Parts	Contact has been created, claim has been created, RMA has been created and sent to dealer requesting parts
<b>PrtRtd</b>	Parts Returned	Parts have been returned for a warranty claim and is pending the Quality Department inspection
<b>PrtInsp</b>	Parts Inspected	Quality Dept has inspected the parts returned for claim and entered in all notes
<b>CP</b>	Claim Denied	Claim Denied
<b>CSAppr</b>	Customer Service Approval	Customer Service Manager has approved claim and is pending final Approval from Senior Management
<b>MgmtAppr</b>	Management Approval	Senior Management has approved the claim to be paid to the dealer
<b>CMIssued</b>	Credit Memo Issued	Credit Memo Issued
<b>CSREVIEW</b>	Customer Service Review	Senior Management has sent claim back to customer service manager for review
<b>EngInpt</b>	Engineering Input	Senior Management or Customer Service has requested additional information from the engineering department

- The more information link will show the details of the claim and allow you to print the details. Click back when you are done with this screen.

Claim

Claim Number: W000003944  
 Status: NewCont  
 Description: Manifold Blown Out  
 Serial Number: 000099  
 Dealer Claim/Reference: Your Dealer Reference

Model Number: 010000  
 Engine Hours: 1 000  
 Claim Total: \$ 202.81  
 Current Owner: Registered Owners Na  
 Sales Order #:

**Symptoms/Reports**  
 The Manifold has blown out on the inside.

**Resolution**  
 Replaced manifold and Re-Plumbed water system.

Materials



Item	Description	Qty	Cost	Total
531669	MANIFOLD INTAKE LVE 09	1.00	\$202.81	\$202.81

Labor

Fiat Rate Code	Description	Hours Billed	Rate	Total
C-2008	Exhaust Manifold (Incl) R&R	0.90	\$0.00	\$0.00

Freight

Misc Code	Amount	Total

## Engine Registration menu

This menu item has three options. You can register your engine, look up engine registration information, and transfer a engine registration.

## Engine Registration

- This section is to register, look up, and transfer registrations.

SM-Plus Web
Home warranty claims
Engine Registration

Engine Registration  
Engine Registration Info  
Transfer Engine Registration

- To register an engine, select "Engine Registration" menu item from the "Engine Registration" menu. This will take you to the engine serial number screen. Enter the serial number of the engine you wish to register here.

**Engine Warranty Registration**

Serial Number:

- Fill in all the blanks on the next page and mark a purchase date on the calendar provided then press update in the bottom left when finished.

home files and forms products cart inquiries warranty setup

Serial Number: 000099  
Warranty Type: 3 YR  
Build Date: 8/25/2013

Note: If the engine is more than 12 months past the date of manufacture indicated on the Engine Emission Label, contact Indmar Customer Service for special instructions.

Consumer Country:

Consumer Name:  (Do not use any special characters. e.g. ',', '&', '%')

Consumer EMail Address:

Consumer Phone:  (Numbers only, e.g. 1234567890)

Consumer Address:  (Do not use any special characters. e.g. ',', '&', '%')

Consumer City:  (Do not use any special characters. e.g. ',', '&', '%')

Consumer State:

Consumer Postal Code:

Hull ID:

Purchase Date:

August 2013						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	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

**NOTE:** There are special instructions next to some lines. These must be followed for engine registration to complete.

- If it was successful you will receive a message saying "Engine Successfully Registered".

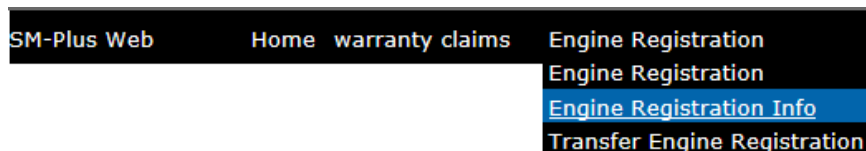
**Engine Successfully Registered**

**Note:** if you receive the message below please check the serial number, if it is correct contact Indmar customer service for further help. Also When the engine is more than 12 months past the date of manufacture indicated on the Engine Emission Label, contact Indmar Customer Service for special instructions.

The Serial Number you are trying to register is either invalid or has already been registered.

## Engine Registration Info

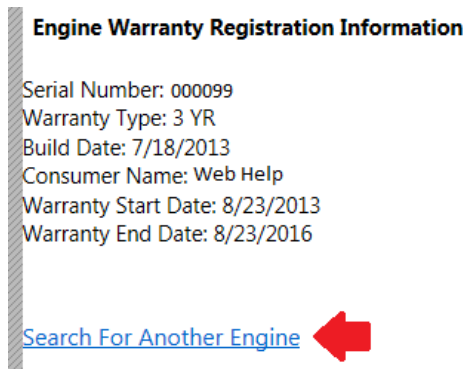
1. Click on the "Engine Registration Info" option.



2. On the next screen enter the serial number of the engine in the Serial Number field.

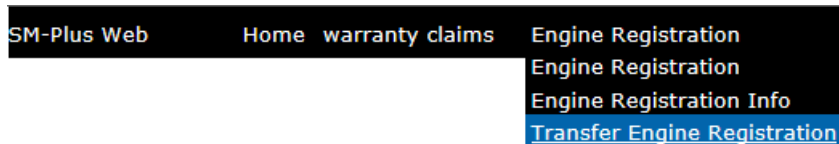
Serial Number:

3. This will bring you to an information screen where you can review the basic information of the registration. You may hit the "Home" button or the "Search For Another Engine" option.



## Transfer Engine Registration

1. Click on the "Transfer Engine Registration" menu item in the "Engine Registration" menu.



2. Enter the Serial Number of the Engine you wish to transfer in the Serial Number Field and press "Find".

Serial:

- Fill out the Next form in its Entirety. All fields must be filled out for the application of engine registration transfers to be considered. There are 2 links asking for information that will automatically open your E-Mail addressed to the correct address. **"You Must submit** the Diacom snapshot and engine pictures for the application to be considered. "Email links are highlighted in Red if you need assistance with the snapshot it is highlighted in blue"

Serial:

**Current Customer:** web helper  
**Warranty Start Date:** 8/26/2013  
**Warranty End Date:** 8/26/2016

\* Engine Hours:   
 \* Engine Model:   
 \* Trans S/N:   
 \* Make Of Boat:   
 \* How is this boat used:

\* Today's Date:   
 \* Date of Inspection:   
 \* Hull ID:

Diacom snap shot of engine dated within 7 days prior of submission. [Email Diacom Snapshot](#)

[Snapshot Instructions](#)

3 pictures of the engine Top, Port, and starboard. Pictures must be clear and in good light. [Email Pictures](#)  
 (5 MB Attachment limit, Depending on camera picture size more than one email may be required)

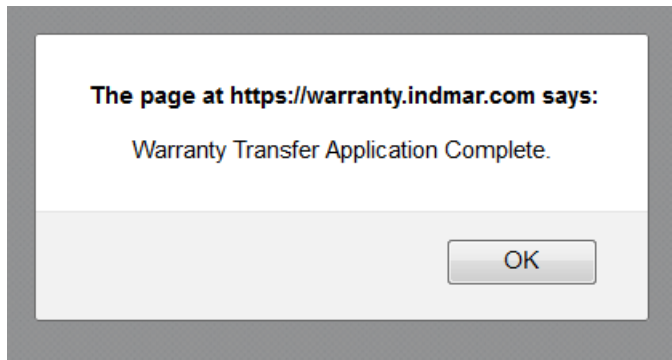
Please take and record engine compression:

* 1. <input type="text"/>	* 5. <input type="text"/>
* 2. <input type="text"/>	* 6. <input type="text"/>
* 3. <input type="text"/>	* 7. <input type="text"/>
* 4. <input type="text"/>	* 8. <input type="text"/>

**New Owner Information**

* Name: <input type="text"/>	* Address 1: <input type="text"/>
* Email: <input type="text"/>	Address 2: <input type="text"/>
* Phone: <input type="text"/>	* City: <input type="text"/>
Phone Ext.: <input type="text"/>	* State: <input type="text"/>
Fax: <input type="text"/>	* Zip: <input type="text"/>
* Date of Sale: <input type="text"/>	* Country: <input type="text" value="AD"/>

4. Indmar reserves the right to request any further information needed to verify both the boat and engine condition as a whole.
5. **The fee is 600\$ if approved.** No transfer is approved until the transfer has been reviewed, Accepted, Invoiced, and payment received.
6. If the transfer application is successful you should see the following message.



## Other Considerations and errors

In this section is a quick over view of things to consider when logging into the dealers.indmar.com site.

1. If the site returns an error saying your browser is not supported or looks odd (Such as pictures not showing or in the wrong place) Please make sure your browser is up to date. **NOTE:** There are many browsers with many versions available. If you continue to have issues with your browser please try the latest version of Internet Explorer.
2. If you receive an error when logging in that states. "Your login attempt was not successful. Please try again" Please check the following items to determine what steps to take next.



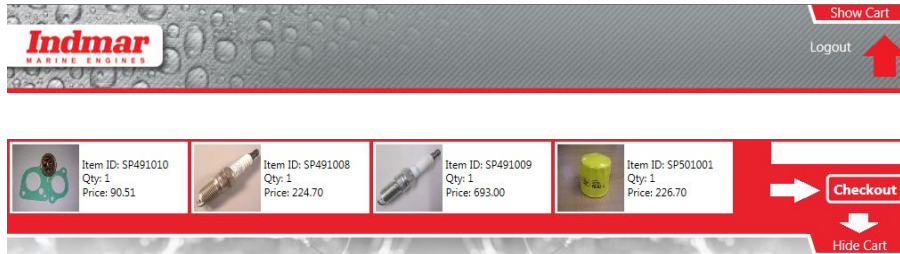
The screenshot shows the Indmar Online Store login interface. At the top is the Indmar logo and the text 'Online Store'. Below this is a 'Log In' link. The login form includes fields for 'User Name:' and 'Password:'. Below the password field is a checkbox labeled 'Remember me next time.' and a red error message: 'Your login attempt was not successful. Please try again.' Below the error message are links for 'Change Password.' and 'Reset Password'. A 'Log In' button is located to the right of the 'Reset Password' link.

- a. Verify the user ID is correct.
- b. Check to make sure the caps lock key is not on for your keyboard as all passwords are case sensitive and this may cause a failure if activated.
- c. If there is a number in your password and you are using the number pad section of your keyboard to type it make sure number lock is on or use the number keys located on the top of your keyboard instead.
- d. If multiple users use this account, confirm the password has not been changed by another user.
- e. If none of these work and you have access to the E-Mail associated to the account, use the reset password option if you are permitted by your supervisor or company policies.

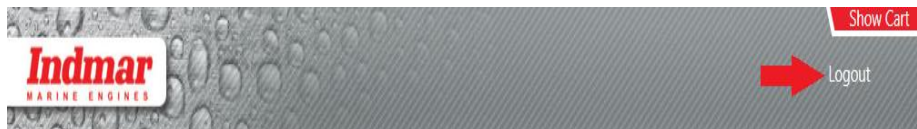
**Note:** The site has a security feature that will lock out a user account after 3 failed attempts. You will have to contact Indmar web support or E-Mail [webhelp@indmar.com](mailto:webhelp@indmar.com) requesting that your account be unlocked. Please include your business name, E-Mail address, and customer number in the email (If you use the E-Mail option your account will be unlocked and a new password will be automatically generated and emailed to you).



3. **TIP:** On the top right of the site there is a “Show Cart” button. When you press this button a ribbon will drop down from the top of the site displaying the cart at the top of your screen. Here you can find a “Checkout” button. Click the “Hide Cart” button to make it hidden again.



You may now use the navigation tabs to continue to other parts of the site or use the “Logout” in the top left to leave the site.



## Concerns

1. If you have questions concerning the site please contact the Web Help department at Indmar.  
Phone numbers:

Toll Free: 1-800-238-7112

Local: (901) 353-9930

Email [Webhelp@indmar.com](mailto:Webhelp@indmar.com)