



DEALER PORTAL USER GUIDE

# DEALER PORTAL ACCESS

## HOW TO LOGIN



WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

### Dealer Login

#### Registered Dealers

If you have an account, sign in with your email address.

Email \*

Password \*

SIGN IN

Forgot Your Password?



\* Required Fields

#### STEP 1:

GO TO LOGIN LINK: <https://dealers.indmar.com>

#### STEP 2:

RESET YOUR PASSWORD  
by clicking "Forgot Your Password?"  
Fill out the online form to instantly reset your password.

# RESET PASSWORD

HOW TO RESET YOUR PASSWORD



WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

## Forgot Your Password?

Please enter your email address below to receive a password reset link.

Email \*

Please type the letters and numbers below \*



Reload captcha

\* Required Fields

RESET MY PASSWORD



### STEP 1:

ENTER EMAIL ADDRESS

This is the email address associated with your dealer account. If you do not know the email address, click here to request your login email address.

### STEP 2:

TYPE CAPTCHA LETTERS

and click submit to reset your password

# FORGOT EMAIL ADDRESS

## HOW TO RETREIVE EMAIL ADDRESS

### Forgot Login Email Address

For security purposes, please provide the following information to verify your account ownership.

Dealer Account # \*

Your account number is your current username login. You can also find this number on your invoice.

Dealership Name \*

Dealership Address

First & Last Name \*

Cell Phone \*

Email Address \*

Verification \*



SUBMIT FORM



### STEP 1:

GO TO FORGOT EMAIL ADDRESS FORM

[https://www.indmar.com/?](https://www.indmar.com/?post_type=captainform_post&p=4478&cf_form_id=1245502)

[post\\_type=captainform\\_post&p=4478&cf\\_form\\_id=1245502](https://www.indmar.com/?post_type=captainform_post&p=4478&cf_form_id=1245502)

### STEP 2:

FILL OUT FORM

and click submit form

### STEP 3:

TEAM INDMAR

will verify ownership of the account and contact you via email address or phone number that you provided in the contact form.

# NEED FURTHER ASSISTANCE

LOGIN OR WEBSITE ISSUES

If you need further assistance with accessing your account or the website, please contact our support team at:

[WebHelp@indmar.com](mailto:WebHelp@indmar.com)



# ORDER PARTS

HOW TO ORDER PARTS | SHIPPING | PAYMENT METHODS

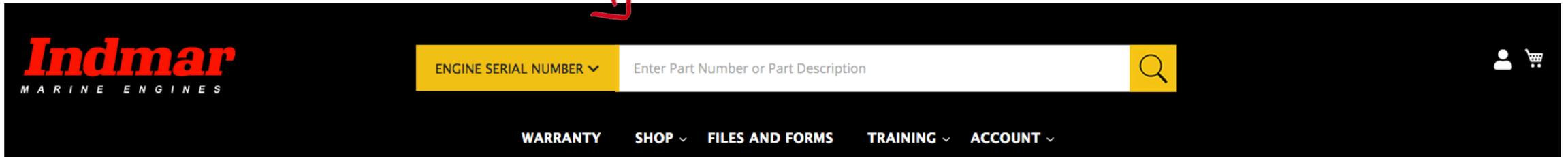
# ORDER PARTS

TWO WAYS TO SHOP FOR PARTS

## SEARCH OPTION 1:

Shop parts using the search bar by entering:

- Engine Serial Number
- Part Name
- Part Number
- Part Description



## STOCK GENUINE INDMAR PARTS

PRECISION FIT | GENUINE QUALITY | PROVEN PERFORMANCE



LEARN MORE 

# ORDER PARTS

TWO WAYS TO SHOP FOR PARTS

## SEARCH OPTION 2:

Using the Main Menu, go SHOP, select category from dropdown to shop by part category.



- PARTS >
- SERVICE PRODUCTS >**
  - ANTI-FREEZE
  - LUBRICANTS
  - OIL FILTERS
  - STRAINER PRO
  - TRANSMISSION LUBRICANTS & FLUIDS
  - WATERPROOF MARINE GREASE
- ENGINES >
- PROPULSION >

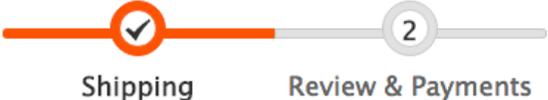
## STOCK GENUINE INDMAR PARTS

PRECISION FIT | GENUINE QUALITY | PROVEN PERFORMANCE



# CHECKING OUT

## SELECT SHIPPING ADDRESS



### Shipping Address

- Boats R' Us  
440 Wake Life Ave.  
Andersonville, TN 37754  
United States  
[8658972351](#)

Ship Here
- Boats R' Us  
575 Raptor Blvd  
Powell, TN 37849  
United States  
[9017862948](#)

Ship Here
- Boats R' Us  
3864 Surfs Way  
Knoxville, TN 37920  
United States  
[9017862948](#)

Ship Here
- Boats R' Us  
23 EcoBoost Lane  
Millington, TN 38053  
United States  
[8658972351](#)

Ship Here
- Boats R' Us  
62 Ford St  
Detroit, MI 89103  
United States  
[8658972351](#)

Ship Here
- Boats R' Us  
2020 EcoJet  
Miami, FL 42648  
United States  
[8658972351](#)

Ship Here

### Order Summary

1 Item in Cart ^

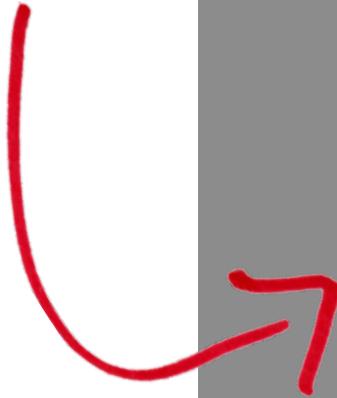
---

	<p>225904 ASSEMBLY, OIL FITER COOLER FORD</p> <p>Qty: 1 <b>\$146.25</b></p>
---	---

# CHECKING OUT

ADD DROPSHIP ADDRESS

Click +New Address to add a dropship address



Boats R' Us  
440 Wake Life Ave.  
Andersonville, TN 37754  
United States  
8658972351  
650-208-3648

Ship Here

+ New Address

Shipping Methods

\$19.85

\$23.29

\$24.91

\$35.56

## Shipping Address

First Name \*

Sam

Last Name \*

Surfsalot

Company

Boats R' Us

Street Address \*

City \*

SHIP HERE Cancel

2 Day AM FedEx

# CHECKING OUT

SELECT SHIPPING METHOD

Select Shipping Method

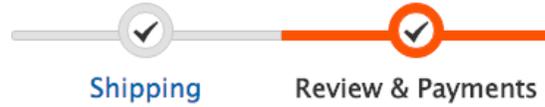


## Shipping Methods

<input checked="" type="radio"/>	\$19.85	Ground	FedEx
<input type="radio"/>	\$23.29	Express Saver	FedEx
<input type="radio"/>	\$24.91	2 Day	FedEx
<input type="radio"/>	\$35.56	2 Day AM	FedEx
<input type="radio"/>	\$41.55	Standard Overnight	FedEx
<input type="radio"/>	\$45.82	Priority Overnight	FedEx
<input type="radio"/>	\$146.42	First Overnight	FedEx
<input type="radio"/>	\$23.42	UPS Ground	UPS
<input type="radio"/>	\$40.12	UPS Three-Day Select	UPS
<input type="radio"/>	\$50.14	UPS Second Day Air	UPS
<input type="radio"/>	\$113.18	UPS Next Day	UPS

# CHECKING OUT

SELECT CREDIT CARD PAYMENT METHOD



Dealer can change the billing address for credit card if needed.

## Payment Method

Credit / Debit Card

My billing and shipping address are the same

Boats R' Us  
575 Raptor Blvd  
Powell, TN 37849  
United States  
9017862948

Card Number :

Expiration Date :

Card Holder Name :

APS Payment Window for Credit Card Data

Order Comments are optional

## Order Summary

Cart Subtotal	\$146.25
Shipping FedEx - Ground	\$19.85
<b>Order Total</b>	<b>\$166.10</b>

Order Comment

1 Item in Cart ^



225904 ASSEMBLY, OIL FILTER COOLER  
FORD

Qty: 1  
\$146.25



# CHECKING OUT

SELECT PURCHASE ORDER PAYMENT METHOD



## Payment Method

Credit / Debit Card

Purchase Order

My billing and shipping address are the same

Boats R' Us  
23 EcoBoost Lane  
Andersonville, TN 37754  
United States  
8658972351

Purchase Order Number \*

PO123TEST

This is a required field.

I agree to these shipping terms. \*

If dealership has terms, they have PO & CC option

This is a required field use PO123TEST to proceed with this method of payment



PLACE ORDER

## Order Summary

Cart Subtotal	\$146.25
Shipping FedEx - Ground	\$19.85

<b>Order Total</b>	<b>\$166.10</b>
--------------------	-----------------

Order Comment

1 Item in Cart

Ship To:

# CHECKING OUT

AGREE TO SHIPPING TERMS

If click text: I agree to these shipping terms, the shipping terms statement pops up for review

The screenshot shows a checkout page with a progress bar at the top. The first step, 'Shipping', is completed (indicated by a checkmark in a circle). The second step, 'Review', is also completed (indicated by a checkmark in a circle). The page is divided into several sections:

- Payment Method:** Radio buttons for 'Credit / Debit Card' and 'Purchase Order'. The 'Purchase Order' option is selected.
- Shipping Address:** A checked box for 'My billing and shipping address is the same'. Below it, the address is listed: 'Boats R' Us', '2020 EcoJet Drive', 'Miami, FL 449238', 'United States', and phone number '8658972351'.
- Purchase Order Number:** A text input field.
- Shipping Terms Agreement:** A checked box for 'I agree to these shipping terms.' with an asterisk.
- Order Summary:** 'Order Total' is \$166.10. 'Order Comment' has an empty text area. '1 Item in Cart' is listed: '225904 ASSEMBLY, OIL FILTER COOLER FORD', Qty: 1, \$146.25.
- Buttons:** 'PLACE ORDER' and 'Apply Discount Code'.

A white pop-up window titled 'Shipping Terms' is overlaid on the page. It contains the following text: 'Shipping charges are estimated and do not take into account multiple, oversized packages, required insurance for orders valued over \$100 or duties and taxes for international orders. Actual shipping charges will be calculated and added when your order is processed. If you have any questions, please contact our Dealer Service Team at [customerservice@indmar.com](mailto:customerservice@indmar.com)'. A 'Close' button is in the bottom right corner of the pop-up. A red arrow points from the text 'I agree to these shipping terms.' to the pop-up.

Must check box to agree to shipping terms

# CHECKING OUT

## DISCOUNT CODE

### Purchase Order

My billing and shipping address are the same

Boats R' Us  
1234 Wake Life Ave.  
Andersonville, TN 37754  
United States  
[8658972351](#)

Purchase Order Number \*

I agree to these shipping terms. \*

**PLACE ORDER**

Apply Discount Code ^

Apply Discount

Discount Code for  
future promotions



Cart Subtotal	\$146.25
Shipping FedEx – Ground	\$19.85

**Order Total** **\$166.10**

Order Comment

1 Item in Cart ^



225904 ASSEMBLY, OIL FILTER COOLER  
FORD  
Qty: 1  
\$146.25

Ship To: 

Boats R' Us  
1234 Wake Life Ave.  
Andersonville, TN 37754  
United States  
[8658972351](#)

# CHECKING OUT

ORDER COMPLETE



Search entire store here...



WARRANTY

SHOP ▾

FILES AND FORMS

TRAINING ▾

ACCOUNT ▾

## Thank you for your purchase!

Your order number is: [00000053](#).

We'll email you an order confirmation with details and tracking info.

CONTINUE SHOPPING

[Print receipt](#)

### ORDER CONFIRMATION

1. Order confirmation number after process order
2. Print receipt option
3. Will receive confirmation email with confirmation number and tracking information

# CONFIRMATION EMAIL

SAMPLE OF ORDER CONFIRMATION EMAIL

**Indmar**  
MARINE ENGINES

Bake's Marine Center,

Thank you for order! When you use genuine Indmar parts for work on an Indmar Marine Engine, you protect its fuel efficiency, performance levels and warranty.

We appreciate your business and the opportunity to serve you today.

Your Order #WO00050008

Placed on Jun 17, 2020, 12:44:28 PM

#### Billing Info

Boats R' Us  
1234 Wake Life Ave.  
Andersonville, TN 37754  
United States

#### Shipping Info

Boats R' Us  
1234 Wake Life Ave.  
Andersonville, TN 37754  
United States

#### Payment Method

Credit Terms

**Purchase Order Number**  
testpo12342020617

#### Shipping Method

FedEx - 2 Day

Items	Qty	Price
<b>566016 STUD, GND M10 x 1.5, 3/8-16</b> SKU: 566016	1	\$3.74
<b>501023 CAP OIL CARTRIDGE FORD 6.2L (385 in crat</b> SKU: 501023	1	\$25.00

Subtotal \$28.74

Shipping & Handling \$23.45

Dropship Fee \$20.00

**Grand Total \$72.19**

# CONFIRMATION EMAIL

SAMPLE OF SHIPPING CONFIRMATION EMAIL

**Indmar**  
MARINE ENGINES

The Liquid Edge, Inc.,

Thank you for your order from Indmar Corporation. You can check the status of your order by [logging into your account](#).

If you have questions about your order, you can email us at [customerservice@indmar.com](mailto:customerservice@indmar.com).

Your shipping confirmation is below. Thank you again for your business.

Your Shipment #SHI-WO00055184 for Order #WO00055184

Shipped By	Tracking Number
Ground:	<a href="#">945121024763</a>
<b>Billing Info</b>	<b>Shipping Info</b>
Boats R' Us 1234 Wake Life Ave. Andersonville, TN 37754 United States	Boats R' Us 1234 Wake Life Ave. Andersonville, TN 37754 United States
<b>Payment Method</b>	<b>Shipping Method</b>
Credit Terms	FedEx - Ground
<b>Purchase Order Number</b> Walk water pump	
<b>Items</b>	<b>Qty</b>
<b>685001-4 PUMP RAW WATER FULL BARB</b> SKU: 685001-4	1

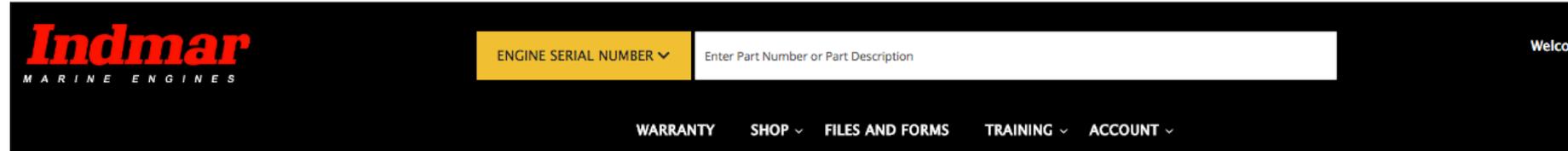


# QUICK ORDER

SEARCH | MULTIPLE PART | SPREADSHEET UPLOAD

# ONLINE QUICK ORDER FEATURE

HOW TO CHECKOUT USING QUICK ORDER



## 3 WAYS TO QUICK ORDER

### OPTION 1:

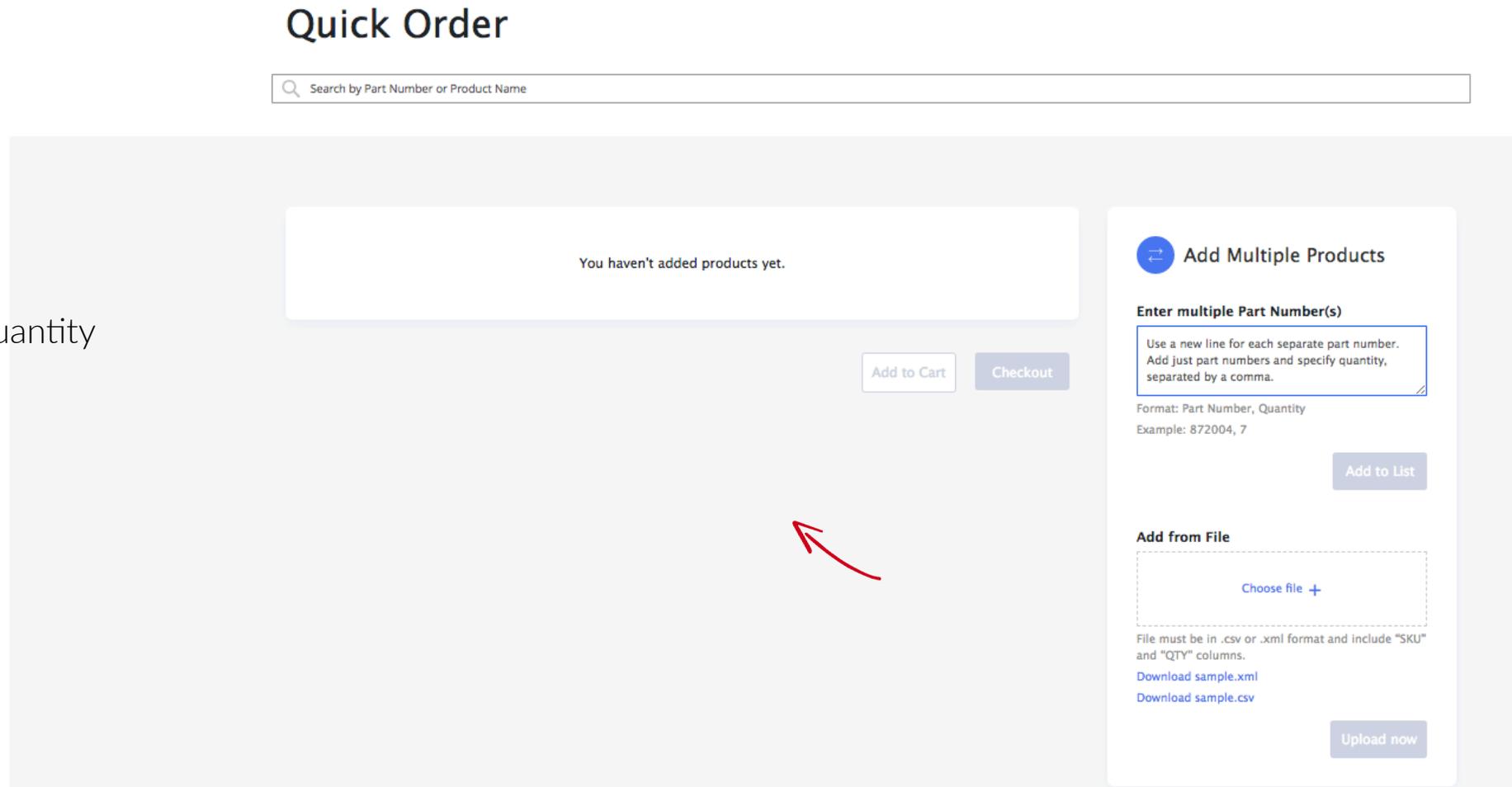
Search by product number or name

### OPTION 2:

Add multiple product numbers & quantity

### OPTION 3:

Upload spreadsheet

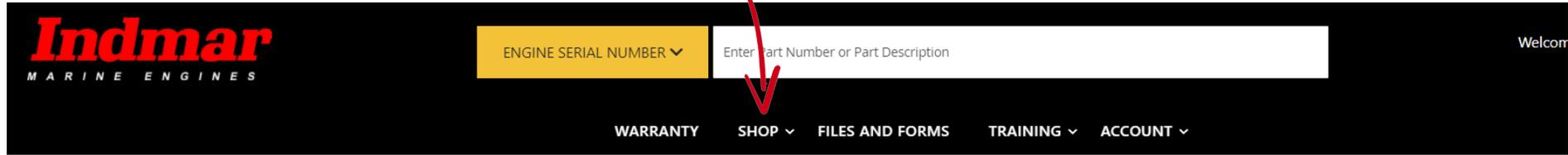


# ONLINE QUICK ORDER FEATURE

HOW TO CHECKOUT USING QUICK ORDER OPTION 1 | SEARCH BY PRODUCT NAME OR NUMBER

## STEP 1:

Go to SHOP and select Quick Order from the drop down menu.



## STEP 2:

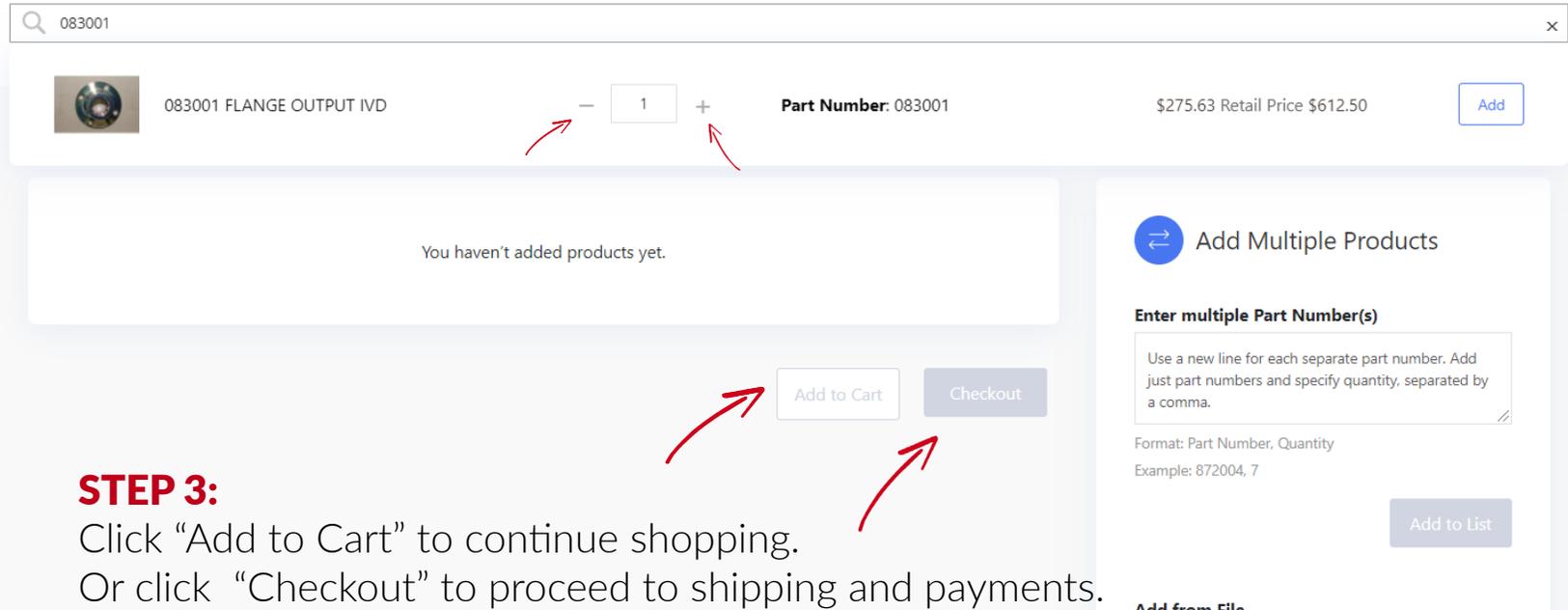
### SEARCH BAR OPTION:

In the search bar, search by Part # or Part name.

Set quantity using - / + button

Click Add.

Quick Order



## STEP 3:

Click "Add to Cart" to continue shopping.

Or click "Checkout" to proceed to shipping and payments.

Add Multiple Products

Enter multiple Part Number(s)

Use a new line for each separate part number. Add just part numbers and specify quantity, separated by a comma.

Format: Part Number, Quantity

Example: 872004, 7

Add to List

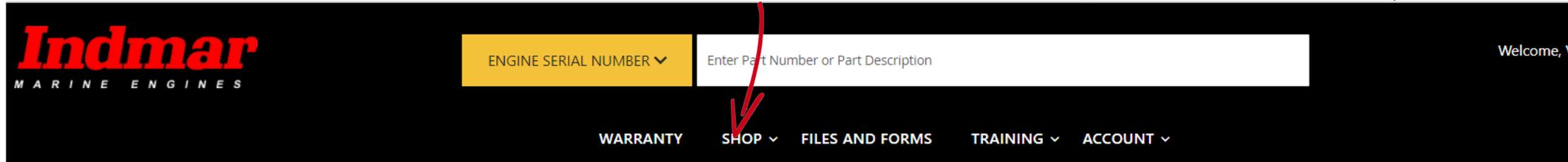
Add from File

# ONLINE QUICK ORDER FEATURE

HOW TO CHECKOUT USING QUICK ORDER OPTION 2 | ADD MULTIPLE PRODUCTS

## STEP 1:

Go to SHOP and select Quick Order from the drop down menu.



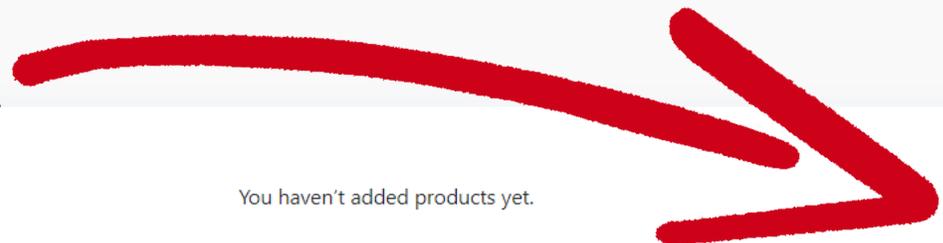
## Quick Order

## STEP 2

### ADD MULTIPLE PRODUCTS OPTION:

Enter multiple part numbers by using a new line for each separate item.

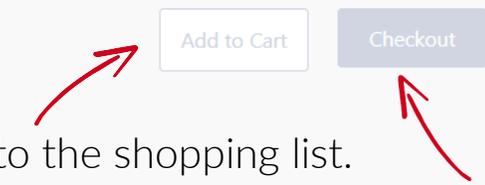
Format: Part Number, Quantity



You haven't added products yet.

## STEP 3:

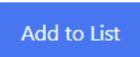
Click "Add to List" Items will be added to the shopping list.  
Click Add to Cart to continue shopping  
Or, click Checkout to proceed to shipping and payments.



 Add Multiple Products

**Enter multiple Part Number(s)**

Format: Part Number, Quantity  
Example: 872004, 7



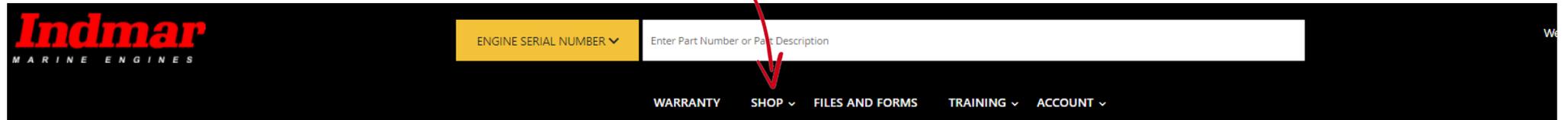


# ONLINE QUICK ORDER FEATURE

HOW TO CHECKOUT USING QUICK ORDER OPTION 3 | UPLOAD SPREADSHEET

## STEP 1:

Go to SHOP and select Quick Order from the drop down menu.



## Quick Order

Search by Part Number or Product Name

You haven't added products yet.

Add to Cart

Checkout

### Add Multiple Products

#### Enter multiple Part Number(s)

Use a new line for each separate part number. Add just part numbers and specify quantity, separated by a comma.

Format: Part Number, Quantity

Example: 872004, 7

Add to List

#### Add from File

Indmar Online Quick Ordering\_Sample CSV - Sheet1.csv

File must be in .csv or .xml format and include "SKU" and "QTY" columns.

[Download sample.xml](#)

[Download sample.csv](#)

Upload now

## STEP 2

### UPLOAD SPREADSHEET OPTION:

Upload a spreadsheet using only 2 columns: SKU and QTY.

File must be in .csv or .xml format.

Click Upload.

## STEP 3:

Items from the spreadsheet will be added to the shopping list. Click Add to Cart to continue shopping. Or, click Checkout to proceed to shipping and payments

# MANAGE ACCOUNT

BALANCE | INVOICES | ORDERS | | REGISTER ENGINES | WARRANTY CLAIMS |

# ACCOUNT INFORMATION

BALANCES | INVOICES | ORDERS | MANAGE ACCOUNT

Where to go to manage account, invoices, balance, order, register engines, etc.



- MANAGE ACCOUNT
- LOGOUT

## SERVICE TECHNICIAN ONLINE TRAINING

BASIC ORIENTATION | ADVANCED SERVICE | MAINTENANCE TRAINING



# ACCOUNT INFORMATION

BALANCES | INVOICES | ORDERS | MANAGE ACCOUNT

After click ACCOUNT on the main menu you will be directed to your Account Management page.

Then go to this Menu to manage your account



- My Account**
- My Orders
- My Wish List

---

- Address Book
- Account Information

---

- My Product Reviews
- Newsletter Subscriptions

---

- Credit Limit
- Company Information
- Company Users
- Roles and Permissions
- Warranty Claim
- Engine Warranty Transfer
- Engine Registration
- Stored Credit Cards

## My Account

### Account Information

---

#### Contact Information

Boats R' Us  
1234 Wake Life Ave.  
Andersonville, TN 37754  
United States  
[8658972351](#)  
[Address Book](#)

#### Newsletters

You aren't subscribed to our newsletter.  
[Edit](#)

#### Default Billing Address

You have not set a default billing address.

#### Default Shipping Address

Boats R' Us  
1234 Wake Life Ave.  
Andersonville, TN 37754  
United States  
[8658972351](#)

# REGISTER AN ENGINE

HOW TO REGISTER AN ENGINE WARRANTY

# REGISTER ENGINE WARRANTY

## HOW TO REGISTER AN ENGINE

From Main Menu go to ACCOUNT or click the person icon found on the top right of any page.



In MY ACCOUNT show to left go to Engine Registration.



- My Account
- My Orders
- My Wish List

---

- Address Book
- Account Information

---

- My Product Reviews
- Newsletter Subscriptions

---

- Credit Limit
- Company Information
- Company Users
- Roles and Permissions
- Warranty Claim
- Engine Warranty Transfer
- Engine Registration
- Stored Credit Cards

## New Engine

### Engine Registration

Engine \*

Item

Description

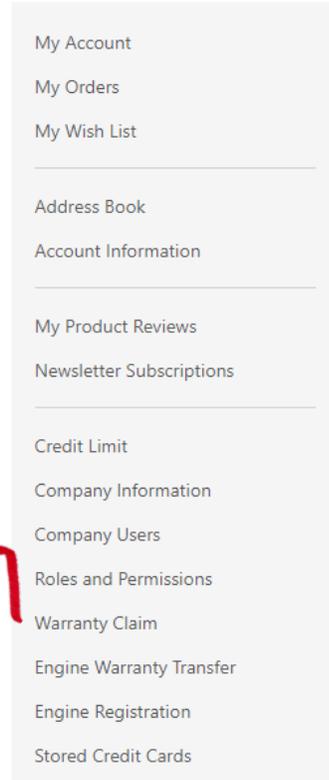
Cancel

# REGISTER ENGINE WARRANTY

## HOW TO REGISTER AN ENGINE

Input engine serial number and click Validate.

If the the engine is less than 1-Year old and has no existing registration, it can be registered.



### New Engine

#### Engine Registration

Engine *	<input type="text" value="161425"/>	<input type="button" value="VALIDATE"/>
Item	051038N	
Description	350 (MN) PAINTED	

The engine is already registered

Cancel

\*Message will receive when the engine is already registered.

\*\* If it can not validate the engine serial number, dealer will receive a message "The engine number doesn't exist."

# REGISTER ENGINE

WHAT HAPPENS IF ENGINE OLDER THAN 3-YEARS

## New Engine

### Engine Registration

Dealer will receive a message that they must call for registration.

Engine \*

217765

VALIDATE

Item

F102027M

Description

S/C 400 F?W 1.76 THRU SHAFT 2020

You must call for registration



# REGISTER ENGINE

ENTERING CUSTOMER INFORMATION

Contact Information

Customer information required to register an engine.



Notes will be synchronized to the Units from in Styeline

Name \*

Address[1]

Address[2]

Address[3]

Address[4]

City \*

Prov/St \*

Postal/ZIP \*

Country \*

Phone \*

Email \*

Hull ID \*

Engine Hours \*

Purchased Date \*

Notes

REGISTER

Cancel

# WARRANTY

HOW TO SUBMIT A WARRANTY CLAIM

# SUBMIT WARRANTY CLAIM

## HOW TO CREATE A NEW CLAIM

To file a new warranty claim, go to WARRANTY located on the main menu and click: CREATE NEW WARRANTY CLAIM

- My Account
- My Orders
- My Wish List

---

- Address Book

---

- My Product Reviews
- Newsletter Subscriptions

---

- Company Information
- Company Users
- Roles and Permissions
- Warranty Claim**
- Engine Registration Information
- Engine Warranty Transfer
- Engine Registration

## Warranty Claim

Serial Number

FILTER

Clear

CREATE NEW WARRANTY CLAIM

Warranty Claim	Description	Engine Serial #	SRO Detail	Date	Status	Actions
I001675708	S/C 575 F/W 1.46 THRU SHAFT ELECT 2019	212722	<a href="#">WA00216634</a>	2020-10-06 16:12:19	Credit Memo Issued	 
I001675140	PUMP FUEL ROTARY HVLP	501006	<a href="#">WA00216220</a>	2020-09-02 18:23:52	Credit Memo Issued	 
I001675109	MEFI4A ECM - DELPHI 12575479	556292	<a href="#">WA00216198</a>	2020-09-01 17:37:32	Credit Memo Issued	 
I001674953	S/C 575 F/W 1.46 THRU SHAFT ELECT 2019	215701	<a href="#">WA00216080</a>	2020-08-25 23:33:28	Credit Memo Issued	 
I001673012	MONSOON 350 (5.7) ELEC SKIV MEFI6 **//REM	2295224	<a href="#">WA00215108</a>	2020-06-21 07:45:07	Memo Info Only	 
I001673011	5.7L TBI 1:1 Y2K -MC PIT/N	124924	<a href="#">WA00215107</a>	2020-06-20 14:29:38	Memo Info Only	 
I001673010	MB SPORTS 400 F/W 1.76 SPEC MT ELEC 2020	218507	<a href="#">WA00215106</a>	2020-06-20 10:35:34	Memo Info Only	 

# SUBMIT WARRANTY CLAIM

HOW TO CREATE A NEW CLAIM

Enter serial number in the engine field to search.

Must select the engine resulting in the drop down.

- My Account
- My Orders
- My Wish List

---

- Address Book
- Account Information

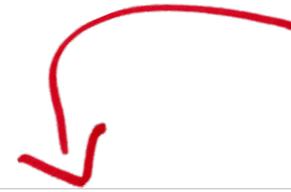
---

- My Product Reviews
- Newsletter Subscriptions

---

- Help Desk
- Warranty Claim
- Engine Warranty Transfer
- Engine Registration
- Credit Limit
- Company Information
- Company Users
- Roles and Permissions
- Stored Credit Cards

## New Warranty



### Warranty Information

Engine \*

Description \*

Item \*

Boat Owner Name

Dealer Claim/Reference #

Date of Failure \*

Date of Repair \*

Engine Hours \*

\* Invoice Number or Sales Order is required for Freight.

Invoice Number

Order Number

# SUBMIT WARRANTY CLAIM

HOW TO CREATE A NEW CLAIM

My Account

My Orders

My Wish List

Address Book

My Product Reviews

Newsletter Subscriptions

Company Information

Company Users

Roles and Permissions

Warranty Claim

Engine Registration Information

Engine Warranty Transfer

Engine Registration

## New Warranty Claim

### Warranty Information

Engine \* 221174 

Description \* S/C 450 F/W 1.7 THRU SHAFT ELEC 2021

Item \* F102157E

Boat Owner Name  

Dealer Claim/Reference #

Date of Failure \*  

Date of Repair \*  

Engine Hours \*

\* Invoice Number or Sales Order is required for Freight.

Invoice Number

Order Number



Enter the boat owners information

# SUBMIT WARRANTY CLAIM

## HOW TO CREATE A NEW CLAIM

\*Dealer can SAVE & CONTINUE or cancel completely.

When save will be taken to the SRO Detail page to order material, add labor, freight and import fee if applicable.



Dealer Contact Name *	<input type="text"/>
Dealership Phone Number *	<input type="text"/>
Claim Processors Email *	<input type="text"/>
Brief Description *	<input type="text"/>
Reason Note *	<input type="text"/>
Resolution Note *	<input type="text"/>

SAVE & CONTINUE

Cancel

All required fields will sync to Syteline Incident Form

# SUBMIT WARRANTY CLAIM

## HOW TO CREATE A NEW CLAIM

When SAVE & CONTINUE this is the next page, Click menu items to add material, labor, freight, etc.



My Account

My Orders

My Wish List

Address Book

Account Information

My Product Reviews

Newsletter Subscriptions

Help Desk

Warranty Claim

Engine Warranty Transfer

Engine Registration

Credit Limit

Company Information

Company Users

Roles and Permissions

Stored Credit Cards

## SRO Detail

Sro Detail : Edit sro(ID: 97)

### Material Items

ADD MATERIAL

Item	Description	UM	Qty	Note	Actions
No Records Found					

### Labor Items

ADD LABOR

Work Code	Description	Hours	Note	Actions
No Records Found				

### Misc Items

ADD FREIGHT

ADD IMPORT FEE

Misc Code	Description	Amount	Note	Actions
No Records Found				

### Documents

ADD DOCUMENT

Document	Action
No Records Found	

SAVE FOR LATER

SUBMIT CLAIM

# SUBMIT WARRANTY CLAIM

HOW TO ADD MATERIAL TO NEW CLAIM

Material

---

Service Order \*

Item

Description

UM

Price \$

Quantity

Note

---

SUBMIT

SUBMIT AND ADD ANOTHER

# SUBMIT WARRANTY CLAIM

## HOW TO ADD MATERIAL TO NEW CLAIM

Material

Service Order \*

System will populate results  
after "2" Characters are  
entered in Item



Item	45
Description	RESULT (227)
	<b>NPN</b> - Custom material
UM	
Quantity	<b>551055</b> - 551055 DIPSTICK 5.7L T-HANDLE USE 551455-B
Note	<b>805945</b> - 805945 ADAPTER 24 PIN TO 16 PIN 2017 6.2L FORD
	<b>811038</b> - 811038 USE 756001 454 plug wire set
	<b>811103</b> - 811103 USE 845004-130

SUBMIT

SUBMIT AND ADD ANOTHER

# SUBMIT WARRANTY CLAIM

## HOW TO ADD MATERIAL TO NEW CLAIM

Material

---

Service Order \*

Item

Description 083001 FLANGE OUTPUT IVD

UM EA

Price \$ 275.63

Quantity

Note

Note

Fill out remaining information, click submit or submit and add another to add more material



---

SUBMIT

SUBMIT AND ADD ANOTHER

# SUBMIT WARRANTY CLAIM

## HOW TO ADD LABOR TO NEW CLAIM

Labor

---

Service Order \*

Work Code

C4

Description

Impeller Raw Water Pump R&R (inline)(B)

Hours

0.20

Hourly Labor Rate

\$150.00

Note

---

SUBMIT

SUBMIT AND ADD ANOTHER

# SUBMIT WARRANTY CLAIM

## HOW TO ADD FREIGHT TO NEW CLAIM

### Freight

---

Service Order \*

Description

Freight

Amount

12

Notes

This is a test note.

If you are submitting a 2nd freight amount on this claim, please include the sales order number in the notes filed.

---

SUBMIT

SUBMIT AND ADD ANOTHER

# SUBMIT WARRANTY CLAIM

## HOW TO ADD IMPORT FEE TO NEW CLAIM

### Import Fee

---

Service Order \*

Description Import

Amount

22

Note

This is a test note. See below for receipt.

Please attach a receipt document to the Service Order after submission

---

SUBMIT

SUBMIT AND ADD ANOTHER

# SUBMIT WARRANTY CLAIM

## HOW TO ADD EDIT ITEMS IN A NEW CLAIM

TO EDIT AN ITEM, CLICK ON THE PENCIL ICON.

TO REMOVE AN ITEM, CLICK ON THE "X"

My Account
My Orders
My Wish List
Address Book
Account Information
My Product Reviews
Newsletter Subscriptions
Help Desk
Warranty Claim
Engine Warranty Transfer
Engine Registration
Credit Limit
Company Information
Company Users
Roles and Permissions
Stored Credit Cards

## SRO Detail

Sro Detail : Edit sro(ID: 97)

### Material Items

ADD MATERIAL

Item	Description	UM	Qty	Note	Actions
551055	551055 DIPSTICK 5.7L T-HANDLE USE 551455-B		12	This is a test note.	 

### Labor Items

ADD LABOR

Work Code	Description	Hours	Note	Actions
T11	Mechanical Oil pressure Gauge Test (B)	0.30	This is a test note.	 

### Misc Items

ADD FREIGHT

ADD IMPORT FEE

Misc Code	Description	Amount	Note	Actions
IMF	Import	22	This is a test note. See below for receipt.	 
FHT	Freight	12	This is a test note.	 

### Documents

ADD DOCUMENT

Document	Action
No Records Found	

SAVE FOR LATER

SUBMIT CLAIM

# SUBMIT WARRANTY CLAIM

UPLOAD DOCUMENT

TO ADD NEW DOCUMENT

## Documents

Document	Action
No Records Found	

ADD DOCUMENT

UPLOAD DOCUMENT SCREEN

Document upload

Name \*

File \*  No file chosen

REC,PDF,PNG,JPG,MP4 and MOV up to 20MB

ADD

# SUBMIT WARRANTY CLAIM

## UPLOAD DOCUMENT

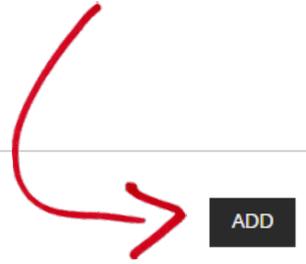
FILE SELECTED, CLICK  
AD TO UPLOAD

Document upload

Name \*

File \*  Indmar-Mari...es-Logo.png

PDF,PNG,JPG,MP4 and MOV up to 20MB



CONFIRMATION FILE  
UPLOADED IN SRO



## Documents

ADD DOCUMENT

Document	Action
Test Document Upload	<a href="#">Download</a>

# SUBMIT WARRANTY CLAIM

SUBMIT CLAIM

My Account

My Orders

My Wish List

Address Book

My Product Reviews

Newsletter Subscriptions

Company Information

Company Users

Roles and Permissions

Warranty Claim

Engine Registration Information

Engine Warranty Transfer

Engine Registration

Click SAVE FOR LATER to save the claim and complete at a later date.

Click SUBMIT CLAIM to finalize the claim.

\*Please note: You cannot edit a claim once it has been submitted.

## SRO Detail

Sro Detail : Edit sro(ID: 2354)

### Material Items

ADD MATERIAL

Item	Description	Qty	Price	Total	Note	Actions
083001	083001 FLANGE OUTPUT IVD	10	\$275.63	\$2,756.30		 

### Labor Items

WORK CODES

ADD LABOR

Work Code	Description	Hours	Labor Rate	Total	Note	Actions
T11	Mechanical Oil pressure Gauge Test (All)	0.30	\$150.00	\$45.00	This is a test note.	 

### Misc Items

ADD FREIGHT

ADD IMPORT FEE

Misc Code	Description	Amount	Note	Actions
IMP	Import	12		 

### Documents

ADD DOCUMENT

Document	Action
Dealer Portal User Guide_MCH notes.pdf	<a href="#">Download</a>

SAVE FOR LATER

SUBMIT CLAIM



# SUBMIT WARRANTY CLAIM

VIEW WARRANTY CLAIMS

Click Warranty on the main menu or click account management icon and go to Warranty Claim in account menu.

This will pull up summary of warranty claims.

Can view status and edit drafts from here.

My Account

My Orders

My Wish List

Address Book

My Product Reviews

Newsletter Subscriptions

Company Information

Company Users

Roles and Permissions

**Warranty Claim**

Engine Registration Information

Engine Warranty Transfer

Engine Registration

## Warranty Claim

Serial Number

FILTER

Clear

CREATE NEW WARRANTY CLAIM

Warranty Claim	Description	Engine Serial #	SRO Detail	Date	Status	Actions
1001675708	S/C 575 F/W 1.46 THRU SHAFT ELECT 2019	212722	<a href="#">WA00216634</a>	2020-10-06 16:12:19	Credit Memo Issued	<a href="#">Edit</a> <a href="#">Print</a>
1001675140	PUMP FUEL ROTARY HVLP	501006	<a href="#">WA00216220</a>	2020-09-02 18:23:52	Credit Memo Issued	<a href="#">Edit</a> <a href="#">Print</a>
1001675109	MEFI4A ECM - DELPHI 12575479	556292	<a href="#">WA00216198</a>	2020-09-01 17:37:32	Credit Memo Issued	<a href="#">Edit</a> <a href="#">Print</a>
1001674953	S/C 575 F/W 1.46 THRU SHAFT ELECT 2019	215701	<a href="#">WA00216080</a>	2020-08-25 23:33:28	Credit Memo Issued	<a href="#">Edit</a> <a href="#">Print</a>
1001673012	MONSOON 350 (5.7) ELEC SKIV MEFI6 W/REM	2295224	<a href="#">WA00215108</a>	2020-06-21 07:45:07	Memo Info Only	<a href="#">Edit</a> <a href="#">Print</a>
1001673011	5.7L TBI 1:1 Y2K -MC PIT/N	124924	<a href="#">WA00215107</a>	2020-06-20 14:29:38	Memo Info Only	<a href="#">Edit</a> <a href="#">Print</a>
1001673010	MB SPORTS 400 F/W 1.76 SPEC MT ELEC 2020	218507	<a href="#">WA00215106</a>	2020-06-20 10:35:34	Memo Info Only	<a href="#">Edit</a> <a href="#">Print</a>

# DOWNLOAD CLAIMS

HOW TO PRINT OR DOWNLOAD WARRANTY CLAIM REPORTS

# DOWNLOAD OR PRINT WARRANTY CLAIMS

## HOW TO PRINT OR DOWNLOAD WARRANTY CLAIMS

CREATE NEW WARRANTY CLAIM

### STEP 1:

From your account dashboard, go to Warranty.

All of your warranty claims will populate on this page.

### STEP 2:

Click on the print icon for the warranty claim that you would like to print or download a pdf

Warranty Claim	Description	Engine Serial #	SRO Detail	Date	Status	Actions
I001675708	S/C 575 F/W 1.46 THRU SHAFT ELECT 2019	212722	<a href="#">WA00216634</a>	2020-10-06 16:12:19	Credit Memo Issued	  
I001675140	PUMP FUEL ROTARY HVLP	501006	<a href="#">WA00216220</a>	2020-09-02 18:23:52	Credit Memo Issued	  
I001675109	MEFI4A ECM - DELPHI 12575479	556292	<a href="#">WA00216198</a>	2020-09-01 17:37:32	Credit Memo Issued	  
I001674953	S/C 575 F/W 1.46 THRU SHAFT ELECT 2019	215701	<a href="#">WA00216080</a>	2020-08-25 23:33:28	Credit Memo Issued	 
I001673012	MONSOON 350 (5.7) ELEC SKIV MEFI6 W/REM	2295224	<a href="#">WA00215108</a>	2020-06-21 07:45:07	Memo Info Only	 
I001673011	5.7L TBI 1:1 Y2K -MC PIT/N	124924	<a href="#">WA00215107</a>	2020-06-20 14:29:38	Memo Info Only	 
I001673010	MB SPORTS 400 F/W 1.76 SPEC MT ELEC 2020	218507	<a href="#">WA00215106</a>	2020-06-20 10:35:34	Memo Info Only	 
I001674315	INDMAR JET 2.3L BOBTAIL 2020	218521	<a href="#">Details</a>	2020-06-17 09:56:19	In Process	 

# DOWNLOAD OR PRINT WARRANTY CLAIMS

HOW TO PRINT OR DOWNLOAD WARRANTY CLAIMS

Download



Print



## STEP 3:

Select the down arrow to download a PDF or select print to print the warranty claim report.

1 / 2

**Indmar**  
MARINE ENGINES

## Warranty Claim Report

### Warranty Information

Warranty Claim	Description	Engine Serial #	Date	Status
100167602	450 F/W 1.7 THRU SHAFT ELECT 2021	221175	2021-01-02 21:06:15	Incomplete Claim

Item : F102157E

Boat Owner Name : Sam Surfsalot

Dealer Claim/Reference # 15Fr233

Date of Failure # : 2021-01-01

Date of Failure : 2021-01-01

Date of Repair : 2021-01-09

Engine Hours : 123

Invoice Number :

Order Number :

Dealer Contact Name :

Dealership Phone Number :

Claim Processors Email :

Brief Description :

Reason Note :

Resolution Note :

Download

Print

1 / 2

+

-

# WARRANTY TRANSFER

HOW TO SUBMIT A NEW WARRANTY TRANSFER

# NEW WARRANTY TRANSFER

## HOW TO SUBMIT A TRANSFER IN THE PORTAL

### STEP 1:

Login to your account dashboard and select the Engine Warranty Transfer tab.



- My Account
- My Orders
- My Wish List

---

- Address Book

---

- My Product Reviews
- Newsletter Subscriptions

---

- Company Information
- Company Users
- Roles and Permissions
- Warranty Claim
- Engine Registration Information
- Engine Warranty Transfer**
- Engine Registration

WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

## New Warranty Transfer

### General Information

Engine *	<input type="text" value="Engine Serial Number"/>
Engine Model *	<input type="text"/>
Engine Description *	<input type="text"/>
Current Consumer *	<input type="text"/>
Submitter Name *	Variux Variux
Submitter Email *	indmartest@variux.com
Engine Hours *	<input type="text" value="Minimum value is 1"/>
Trans S/N *	<input type="text"/>
Make of Boat *	<input type="text"/>
How's the boat used *	<input type="text"/>
Warranty Start Date *	<input type="text"/>
Warranty End Date *	<input type="text"/>
Date of Inspection *	<input type="text" value=""/>
Hull ID *	<input type="text"/>

# NEW WARRANTY TRANSFER

## HOW TO SUBMIT A TRANSFER IN THE PORTAL

### STEP 2:

Enter serial number in the engine field to search.

Must select the engine resulting in the drop down.

\*Engine model, engine description, current consumer, warranty start / end date will immediately populate.

WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

### New Warranty Transfer

General Information

Engine \* Engine Serial Number

Engine Model \*

Engine Description \*

Current Consumer \*

Submitter Name \* Variux Variux

Submitter Email \* indmartest@variux.com

Engine Hours \* Minimum value is 1

Trans S/N \*

Make of Boat \*

How's the boat used \*

Warranty Start Date \*

Warranty End Date \*

Date of Inspection \*

Hull ID \*

My Account  
My Orders  
My Wish List  
Address Book  
My Product Reviews  
Newsletter Subscriptions  
Company Information  
Company Users  
Roles and Permissions  
Warranty Claim  
Engine Registration Information  
**Engine Warranty Transfer**  
Engine Registration

# NEW WARRANTY TRANSFER

## HOW TO SUBMIT A TRANSFER IN THE PORTAL

### STEP 3:

Complete all required fields under Engine Compression & Owner Information



#### Engine compression

Engine Compression 1 *	<input type="text" value="12"/>
Engine Compression 2 *	<input type="text" value="12"/>
Engine Compression 3 *	<input type="text" value="12"/>
Engine Compression 4 *	<input type="text" value="12"/>
Engine Compression 5 *	<input type="text" value="12"/>
Engine Compression 6 *	<input type="text" value="12"/>
Engine Compression 7 *	<input type="text" value="12"/>
Engine Compression 8 *	<input type="text" value="12"/>



#### Owner information

Name *	<input type="text" value="Tom Sawyer"/>
Email *	<input type="text" value="tomsawyer@boatsrus.com"/>
Phone *	<input type="text" value="123-456-7890"/>
Phone Ext	<input type="text"/>
Fax	<input type="text"/>
Sale Date *	<input type="text" value="2021-01-01"/> 
Address 1 *	<input type="text" value="123 Main Street"/>
Address 2	<input type="text"/>
City *	<input type="text" value="Atlanta"/>
State *	<input type="text" value="GA"/>
Zip code *	<input type="text" value="30303"/>
Country *	<input type="text" value="US"/>

# NEW WARRANTY TRANSFER

## HOW TO UPLOAD DOCUMENTS

### STEP 4:

It is required to upload the Bill of Sale, 5 photos (1 side for each side of the engine and the top), and diacom recording.



### Document Upload

Choose Files No file chosen

Please upload the Bill of Sale, 5 photos (1 side for each side of engine and the top), and diacom recording

Files REC,PDF,PNG,JPG,MP4 and MOV up to 20MB, max 7 files

Indmar reserves the rights to request any further form information if needed for proof of boat condition

By clicking submit you are agreeing to the \$600 warranty transfer application fee if approved

**Transfer is not complete until bill of sale and payment is received. Failure to upload all of the required documents can result in a rejected or delayed approval.**

For any questions, email [warranty@indmar.com](mailto:warranty@indmar.com).

\*Allowed file types include:  
REC,PDF,PNG,JPG,MP4 and MOV

\*Transfer is not complete until bill of sale  
and payment is received.

SUBMIT

# MULTIPLE ACCOUNTS

HOW TO SET UP YOUR SUB-ACCOUNTS

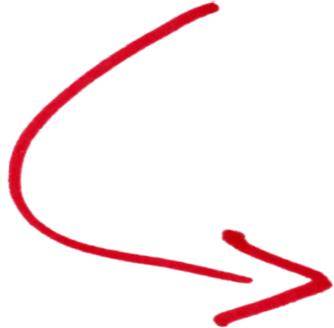
# SUB-ACCOUNT CREATION

## HOW TO ADD SUB ACCOUNTS | NEW USERS

Sub-accounts have the ability to order parts, submit warranty claims, transfer warranty and register engines.

### STEP 1:

Login to your account dashboard and select the Company Users tab. Select Add New User.



WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

- My Account
- My Orders
- My Wish List

---

- Address Book

---

- My Product Reviews
- Newsletter Subscriptions

---

- Company Information
- Company Users**
- Roles and Permissions
- Warranty Claim
- Engine Registration Information
- Engine Warranty Transfer
- Engine Registration

## Company Users

[ADD NEW USER](#)

ID	Name	Email	Phone Number	Role	Job Position	Status	Actions
1389	Variux Variux	indmartest@variux.com	1234567890	Administrator	Owner	Active	Edit
1669	Benito Moller Moller	benito@antimaria.com	2121212121	New User	Warranty Manager	Active	Edit   Deactivate
1670	Miguel Lopez Hernandez	mlopez@antimaria.com	9999999999	New User	Parts Manager	Active	Edit   Deactivate

3 Item(s) Show 10 ▾ per page

# SUB-ACCOUNT CREATION

HOW TO ADD SUB ACCOUNTS | NEW USERS

## STEP 2:

Create the sub-account by adding Job Position, User Role, First Name, Last Name, Email, and Phone Number. Click Save.

WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

My Account  
My Orders  
My Wish List  
Address Book  
My Product Reviews  
Newsletter Subscriptions  
Company Information  
**Company Users**  
Roles and Permissions  
Warranty Claim  
Engine Registration Information  
Engine Warranty Transfer  
Engine Registration

## New User

Job Position \*

User Role \*

First Name \*

Last Name \*

Email \*

Phone Number \*

SAVE

# SUB-ACCOUNT CREATION

HOW TO ASSIGN SUB ACCOUNT ROLES AND PERMISSIONS

## STEP 3:

In your account dashboard, select Roles and Permissions.

Select Add New Role.

The screenshot shows a user account dashboard with a navigation menu on the left and a main content area. The navigation menu includes items like 'My Account', 'My Orders', 'My Wish List', 'Address Book', 'My Product Reviews', 'Newsletter Subscriptions', 'Company Information', 'Company Users', 'Roles and Permissions' (highlighted with a red box), 'Warranty Claim', 'Engine Registration Information', 'Engine Warranty Transfer', and 'Engine Registration'. The main content area is titled 'Roles' and features a table with columns for 'ID', 'Name', 'Users', and 'Actions'. The table lists two roles: 'Administrator' (ID 15618, 1 user) and 'New User (default)' (ID 15619, 0 users). An 'ADD NEW ROLE' button is highlighted with a black box in the top right corner. Below the table, it shows '2 Item(s)' and a pagination control set to '10' per page.

WARRANTY SHOP ▾ FILES AND FORMS TRAINING ▾ ACCOUNT ▾

My Account  
My Orders  
My Wish List  
Address Book  
My Product Reviews  
Newsletter Subscriptions  
Company Information  
Company Users  
**Roles and Permissions**  
Warranty Claim  
Engine Registration Information  
Engine Warranty Transfer  
Engine Registration

## Roles

ADD NEW ROLE

ID	Name	Users	Actions
15618	Administrator	1	<a href="#">Edit</a>
15619	New User (default)	0	<a href="#">Edit</a>

2 Item(s) Show  per page

# SUB-ACCOUNT CREATION

## HOW TO ASSIGN ROLES AND PERMISSIONS

### STEP 3:

Create a new role name and determine the type



- My Account
- My Orders
- My Wish List

---

- Address Book

---

- My Product Reviews
- Newsletter Subscriptions

---

- Company Information
- Company Users
- Roles and Permissions**
- Warranty Claim
- Engine Registration Information
- Engine Warranty Transfer
- Engine Registration

## New Role

### General Information

Role Name \*

Set as Default

### Permissions to the Role

- All
  - Company Information
    - View
    - Edit
  - Company Users
    - View All
    - Add New
    - Edit
    - Change Status
  - Company Roles
    - View All
    - Add New
    - Edit
  - Orders
    - View All
  - Company Credit Limit
    - View, and Use on Checkout
    - View All Transactions

### STEP 3:

Assign Permissions and Roles. What the new user will have access to within the dealership account. Click Save.

### NOTES:

All sub-accounts have the ability to order parts, submit warranty claims, transfer warranty and register engines.

If you would like the sub-account to place online orders with the company credit terms, you must select the box Company Credit Limit

SAVE

# ADDITIONAL ASSISTANCE

VIDEOS OF PROCESS

If you need additional assistance, please view the videos below to walk-thru each step:

## **PRODUCT ORDERS**

[https://www.dropbox.com/s/y8q17kcllw92tfi/order\\_demo\\_first\\_run.mp4?dl=0](https://www.dropbox.com/s/y8q17kcllw92tfi/order_demo_first_run.mp4?dl=0)

## **ENGINE REGISTRATION**

[https://www.dropbox.com/s/ny2q9gkntymrtl2/engine\\_registration\\_demo.mp4?dl=0](https://www.dropbox.com/s/ny2q9gkntymrtl2/engine_registration_demo.mp4?dl=0)

## **SUBMIT WARRANTY CLAIM**

[https://www.dropbox.com/s/mlhufrosbn31kvf/warranty\\_claim\\_demo.mp4?dl=0](https://www.dropbox.com/s/mlhufrosbn31kvf/warranty_claim_demo.mp4?dl=0)

**MORE VIDEOS COMING SOON**