



Updating the Service Job: Under \$300.00

For Service Jobs with a total repair cost under \$300.00 (total labor + diagnostic fee + parts minus deductible) that can be completed within 2 business days with no non-covered costs, you can update the Service Job, create a Claim and request payment without calling CCHS.

To update the Service Job:

- Physically verify the model/serial number of the item and update in the 'Products' Section (Warranty Jobs only)
- Update the Service Type field to 'Repair' or 'Replacement' (located in the 'Service Instructions' section of the Job)
- In the 'Service Information' section:
 - Update the Sub-status to 'Job Complete'
 - In the 'Service Date' field, select the date the repairs were completed. If you are providing an update but repairs have not been completed, leave blank.
 - In the 'Service Explanation' field, enter the diagnostic details, specifics regarding the repairs including if any functional tests were completed, and confirm whether or not the deductible was collected.
 - In the 'Technician Name' field, select the name of the person who completed the repairs. If not available, include the tech's name as part of the Service Explanation
- If any parts were used, complete the following fields to add the part to the Service Job:
 - Select the model number in the 'Product Row Number' field
 - Input the part number in the 'Part Ordered' field
 - Enter the 'Quantity' of the part used
 - In the 'Part Description', enter the name of the part
 - Update the 'Part Status' to "Installed"
 - Select the repair date in the 'Status Date' field
 - In the 'Service Failure Code' field, select the reason the customer's product failed
 - In the 'Part Diagnostic Code' field, select the reason the part failed
 - In the 'Part Item Code' field, select the name of the part
 - In the 'Unit Price' field, enter the price of the part. This should reflect your cost plus any markup (not including tax). The amount entered here will automatically be added to the Claim as a requested amount to be paid to your company. Tax will be entered later on the Claim.
- Add a Comment to the Service Job and include pertinent information from the diagnosis and repairs as well as the labor costs.

Remember to click 'Save' at the bottom of the Service Job to update the information entered!