# Certified Contractor Online Support System
# Warranty User Manual

## Information Sheet

## Updated 7/11

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**GAF MATERIALS CORPORATION** ®

# Certified Contractor
# Online Support System
# GAFMC Warranty User Manual

Prepared exclusively for GAF Materials Corporation / March 2002

# Online Warranty Website

**Overview**     The GAFMC Certified Contractor Website allows GAFMC certified contractors to register warranties online.  As part of the features of the website, contractors will be able to receive Account Messages and GAFMC announcements regarding changes, updates, and special offers.  The following document will guide you through **step-by-step** instructions to access all of the features offered at the website.
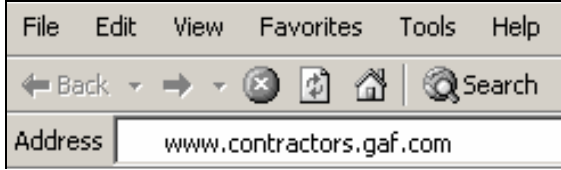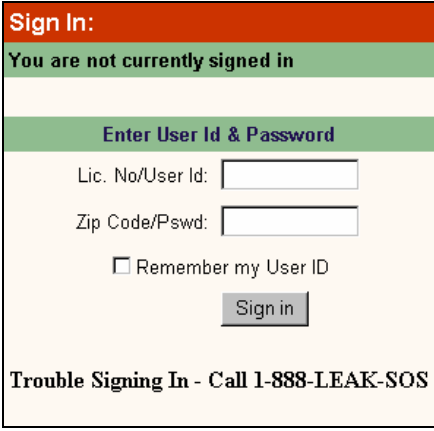
**Contents**

# Warranty Registration

**Overview**      An *"Online Warranty"* is a paperless warranty registration process that GAFMC offers to its certified contractors.  Contractors complete and process the warranty form entirely via the web, saving time in addition to providing the contractor with a database of warranties they have registered with GAFMC.
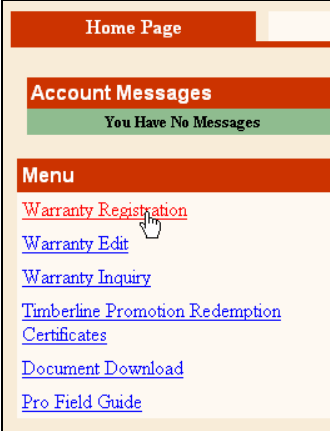
**Processing an Online Warranty**      Follow the step-by-step instructions below to complete an Online Warranty.

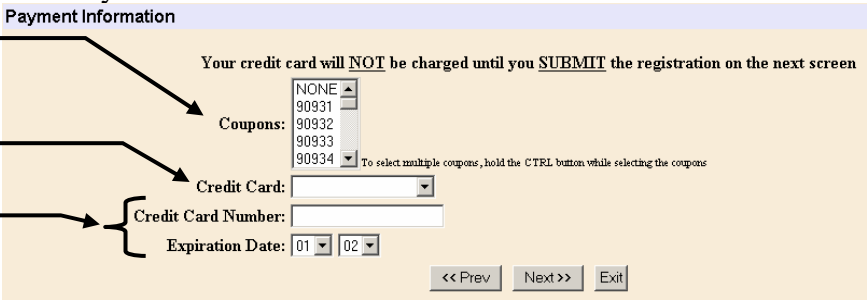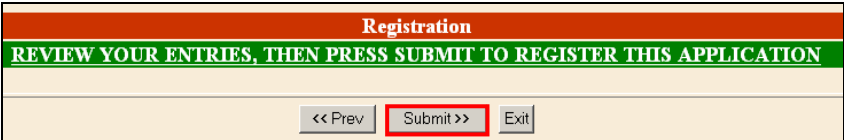| Step | Action |
|---|---|
| 1. | Connect to your Internet Service Provider. |
| 2. | Type 'www.contractors.gaf.com' in the address bar of your browser to access the Certified Contractor Website GAFMC has provided for you.  |
| 3. | Once you access the *Sign-In* screen, type in the User Id and password that GAFMC has provided you.  |

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# Warranty Registration, Continued

Processing an Online Warranty **(continued)**

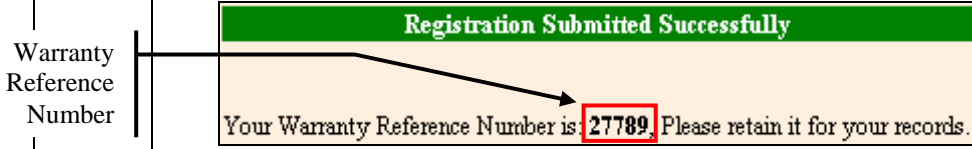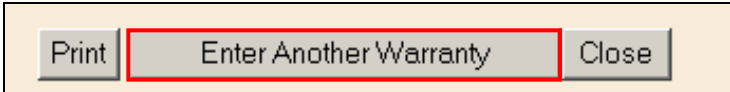| Step | Action |
|------|--------|
| 4. | Click **"Warranty Registration"** in the main menu.<br><br>![Home Page menu screenshot]<br>Home Page<br>**Account Messages**<br>You Have No Messages<br>**Menu**<br>Warranty Registration<br>Warranty Edit<br>Warranty Inquiry<br>Timberline Promotion Redemption Certificates<br>Document Download<br>Pro Field Guide |
| 5. | Using the Form Selection down arrow and select your warranty type.  Click *"Next"*.<br><br>![Registration Form Selection screenshot]<br>**Registration**<br>**Form Selection**<br>*** Select Warranty ***<br>Next >>   Exit<br><br>**Note:**  Your warranty form will be displayed.  You must complete all name, address, product, and installation information in order for the warranty to be processed. |
| 6. | Complete the form by typing in all information and recording all warranty details that are requested. |

# Warranty Registration, Continued

Processing an Online Warranty **(continued)**

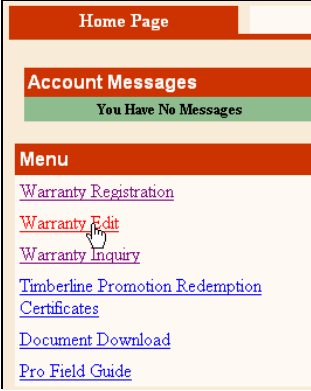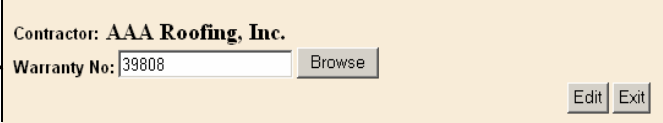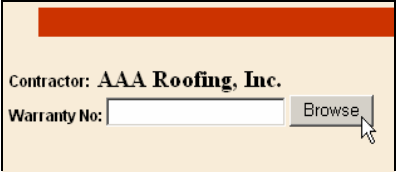| Step | Action |
|------|--------|
| 7. | You will also be required to enter the payment information for this warranty at the bottom of the screen as shown below:<br><br>*List of coupons available*<br>*Credit Card type*<br>*Credit Card No. and Expiration Date*<br><br>Payment Information<br>Your credit card will NOT be charged until you SUBMIT the registration on the next screen<br>Coupons: NONE / 90931 / 90932 / 90933 / 90934 — To select multiple coupons, hold the CTRL button while selecting the coupons<br>Credit Card:<br>Credit Card Number:<br>Expiration Date: 01 / 02<br>‹‹ Prev   Next ››   Exit |
| 8. | Select the coupons you wish to use from the list provided. Coupon numbers shown in blue are due to expire in 2 months or less.<br><br>**Note**: To select multiple coupons, hold down the **CTRL** button on your keyboard |
| 9. | Click the Credit Card down-arrow and select the type of credit card you will use for the payment of this warranty. |
| 10. | Type the Credit Card Number in the text box provided. |
| 11. | Enter the credit card Expiration Date. |
| 12. | Click *"Next"* once you are finished entering all the information on the form.<br><br>‹‹ Prev   Next ››   Exit<br><br>**Note:** If there is any missing or invalid information, an error message will be displayed. At this point, you will be returned to the Warranty Registration Entry screen to make the necessary corrections. |
| 13. | You are now in the Warranty Review screen. Review all information and confirm that it is correct then click "*Submit*".<br><br>Registration<br>REVIEW YOUR ENTRIES, THEN PRESS SUBMIT TO REGISTER THIS APPLICATION<br>‹‹ Prev   Submit ››   Exit<br><br>**Note:** If corrections need to be made, click the "*Prev*" button located at the top or bottom of your screen to return to the *Warranty Registration Entry* screen to make the necessary changes. When corrections are completed, click *"Next"*. |

# Warranty Registration, Continued

| Step | Action |
|------|--------|
| 14. | Once the warranty has been processed successfully, the system will assign a reference number that should be recorded for your records. <br><br> Warranty Reference Number  |
| 15. | To print a copy of the warranty with its assigned reference number, click *"Print"* at the bottom of your screen. |
| 16. | To register another warranty, click *"Enter Another Warranty"* at the bottom of your screen. <br><br>  |
| 17. | Click *"Close"* to exit. |

# Warranty Edit

**Overview**    The Warranty Edit menu item allows the user to edit certain data on the warranty.  However, if a *Warranty Registration Letter* has been sent to the homeowner no on-line changes can be made to the warranty.
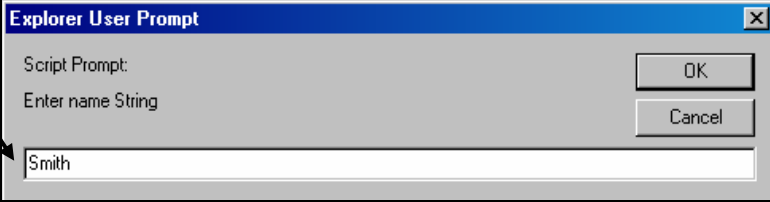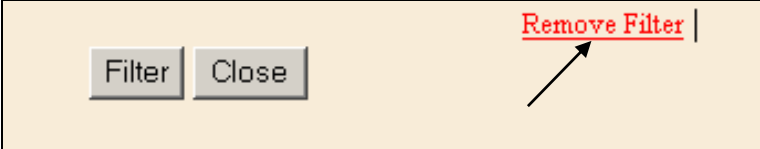
**Warranty Edit**    Below are step-by-step instructions for editing or deleting an existing warranty.

| Step | Action |
|---|---|
| 1. | Click "*Warranty Edit*" in the main menu. <br><br>  |
| 2. | Type the Warranty Reference Number in the box indicated on your screen and click *"Edit"*. <br><br> Type the Warranty Reference Number  <br><br> <u>Note</u>:  Proceed to step 3 if the Warranty Reference Number is unknown otherwise skip to step 6. |
| 3. | If the Warranty Reference Number is unknown, click "*Browse*" to locate the warranty. <br><br>  |

# Warranty Edit, Continued

Warranty Edit **(continued)**

| Step | Action |
|------|--------|
| 4. | The Warranty Selection screen will display a list of all warranty registrations that have previously been entered.  Click "***Next***" on the bottom right hand side of the screen to scroll through the list of warranties.<br><br> |
| 5. | To narrow your search, click ***"Filter"*** and type the *Job Name* **(This is the homeowner's last name)** in the box provided at the top left corner of the screen.  Click ***"OK".***<br><br><br><br>(To return to the complete warranty list, click ***"Remove Filter"***).<br><br> |

Type the homeowner's last name

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# Warranty Edit, Continued

Warranty Edit **(continued)**

| Step | Action |
|------|--------|
| 6. | When the warranty has been located, click *"Select"* to view, edit or delete the warranty. <br><br> |
| 7. | Once in editing mode, you will have the editing options as depicted below.  The fields that will be available for modifications will be open for updates to be made; you will be able to \<TAB\> and/or click to navigate between fields.  More details will follow in the steps below. |
| 8. | No changes can be made to the warranty on-line if GAFMC Contractor Services has already sent a Warranty Registration Letter to the homeowner. If the letter has already been sent, you will need to contact GAFMC Contractor Services at **1-888-532-5767** for assistance. |
| 9. | Changes can be made to the warranty registration by typing directly into the "Owner Information" and "Building Location" sections. <br><br> In the "Product Information" section(s) you must first "deselect" your original selections by clicking on that checkbox to remove the check, then you can make your new selection(s). |
| 10. | Click "*Delete*" to remove the warranty from the database. You will be prompted to verify your warranty deletion. <br><br> <u>**Caution**</u>:  The warranty will be permanently deleted.  Be sure this is the action you want to take before proceeding. <br><br> <u>**Note**</u>:   If GAFMC Contractor Services has posted the warranty into their system, it cannot be deleted on-line.  Contact GAFMC Contractor Services at **1-888-532-5767** for assistance. |

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# Warranty Edit, Continued

Warranty Edit **(continued)**

| Step | Action |
|---|---|
| 11. | Click "*Save*" to commit your changes.  You will be prompted to verify your changes. |
| 12. | Click *"Exit"* to close the Warranty Edit screen. |
|  | <u>Note</u>:  You may return to step 2 to edit another warranty. |

# Warranty Inquiry

**Overview**    The Warranty Inquiry function is utilized to view warranty details, to print a warranty and to validate a warranty in order to determine the reason for a warranty's partial status.
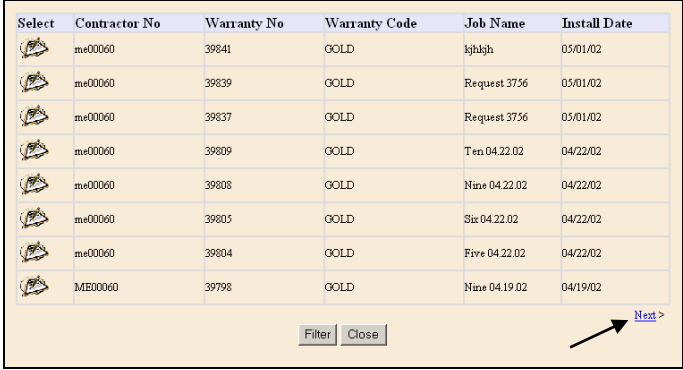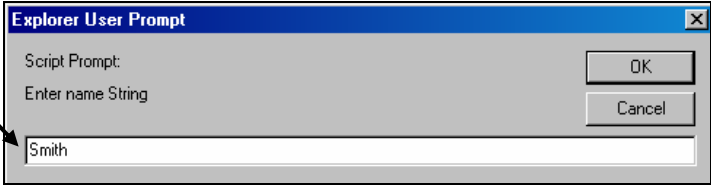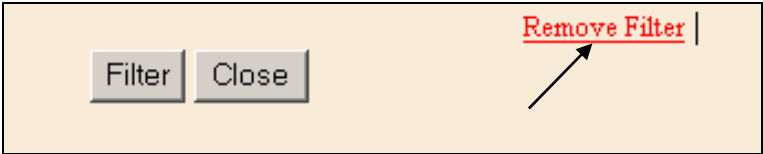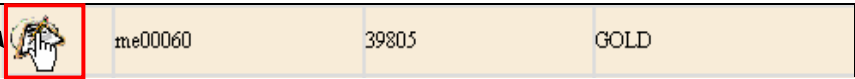
**Warranty Inquiry**    Below are **step-by-step** instructions on how to utilize the *Warranty Inquiry* menu item.

| Step | Action |
|------|--------|
| 1. | Click "*Warranty Inquiry*" in the main menu.  |
| 2. | Enter the warranty reference number in the box indicated on your screen and click *"View"*.  **Note**:  See step 3 if the Warranty Reference Number is unknown otherwise skip to step 7. |
| 3. | If the Warranty Reference Number is unknown, click "*Browse*" to locate the warranty.  |

Type the Warranty Reference Number

*Continued on next page*

# Warranty Inquiry, Continued

Warranty Inquiry **(continued)**

| Step | Action |
|------|--------|
| 4. | The *Warranty Selection screen* will display a list of all warranty registrations that have previously been entered.  Click "*Next*" on the bottom right hand side of the screen to scroll through the list of warranties.<br><br>

| Select | Contractor No | Warranty No | Warranty Code | Job Name | Install Date |
|--------|---------------|-------------|---------------|----------|--------------|
|  | me00060 | 39841 | GOLD | kjhkjh | 05/01/02 |
|  | me00060 | 39839 | GOLD | Request 3756 | 05/01/02 |
|  | me00060 | 39837 | GOLD | Request 3756 | 05/01/02 |
|  | me00060 | 39809 | GOLD | Ten 04.22.02 | 04/22/02 |
|  | me00060 | 39808 | GOLD | Nine 04.22.02 | 04/22/02 |
|  | me00060 | 39805 | GOLD | Six 04.22.02 | 04/22/02 |
|  | me00060 | 39804 | GOLD | Five 04.22.02 | 04/22/02 |
|  | ME00060 | 39798 | GOLD | Nine 04.19.02 | 04/19/02 |

Filter  Close  Next > |
| 5. | To narrow your search, click *"Filter"* and type the *Job Name* **(This is the homeowner's last name)** in the box provided at the top left corner of the screen.  Click *"OK"*.<br><br>Type the homeowner's last name<br><br>Explorer User Prompt<br>Script Prompt:  OK<br>Enter name String  Cancel<br>Smith<br><br>(To return to the complete warranty list, click *"Remove Filter"*).<br><br>Remove Filter<br>Filter  Close |
| 6. | When the warranty has been located, click "*Select*" to view the warranty as shown below.<br><br>Click here to view the warranty.<br><br>me00060  39805  GOLD |

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# Warranty Inquiry, Continued

Warranty Inquiry **(continued)**

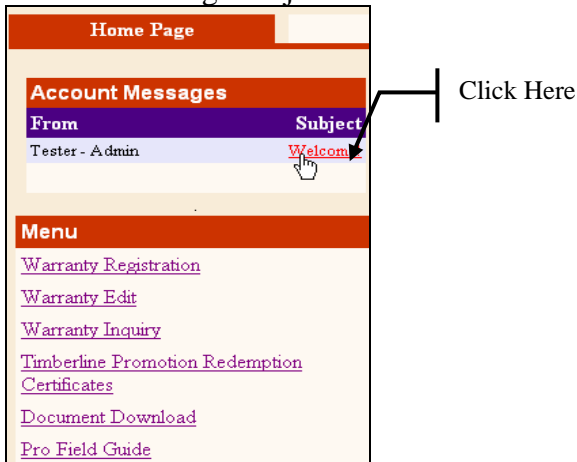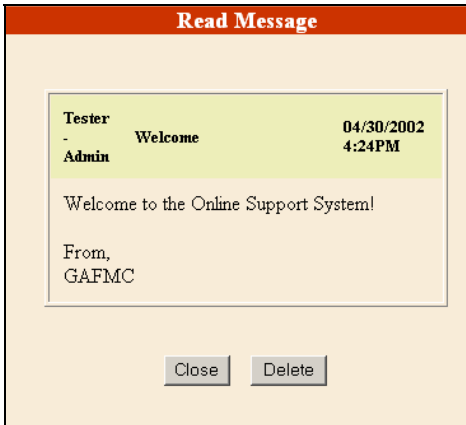| Step | Action |
|------|--------|
| 7. | You are now in the *Warranty Inquiry screen* where you can review the details of the selected warranty.<br><br>**Note:** Changes cannot be made to the warranty in this screen. |
| 8. | Click "*Validate*" to activate the validation function.<br><br>Contractor: AAA Roofing, Inc.<br>Warranty No: 39805   Browse   Six 04.22.02  *** POSTED ***<br>View  Validate  Print  Exit<br><br>**Purpose**:  The validate feature allows the user to view any errors or outstanding issues pending with the warranty which renders the warranty as a "partial" warranty. |
| 9. | • Click *"Print"* for a hard copy of the warranty   **<OR>**<br>• Click *"Exit"* to exit the *Inquiry screen*.<br><br>Inquiry<br>Contractor: A & B ROOFING<br>Warranty No: 39769   Browse   Crow<br>View  Validate  Print  Exit |

# Account Messages

**Overview**      **Account Messages** are announcements and update information that GAFMC representatives send to specific contractors. On the **Warranty Home Page**, you will have a heading called **Account Messages.** All messages sent to you by GAFMC representatives will be shown here.
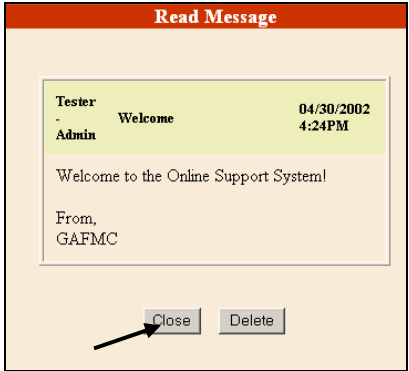
**Read and Save a message**      Below are step-by-step instructions to read and save a message in your account:

| Step | Action |
|:---:|:---|
| 1. | When new messages arrive they will be highlighted in blue, simply click on the message subject as shown below.  |
| 2. | You are now in the *Read Message* screen.  |

*Continued on next page*

# Account Messages, Continued

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**Read and Save a message (continued)**

| Step | Action |
|------|--------|
| 3. | Click **" *Close"*** to save the message and to return to the home page.  |

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**Deleting a Message**

Below are step-by-step instructions to delete a message from your account:

| Step | Action |
|------|--------|
| 1. | You must be in the *Read Message* screen. |
| 2. | Click *"Delete"* to discard the message.  |
| 3. | Click "*Close*" to return to the Home Page.  |

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