



## Online Warranty Management with NetSuite

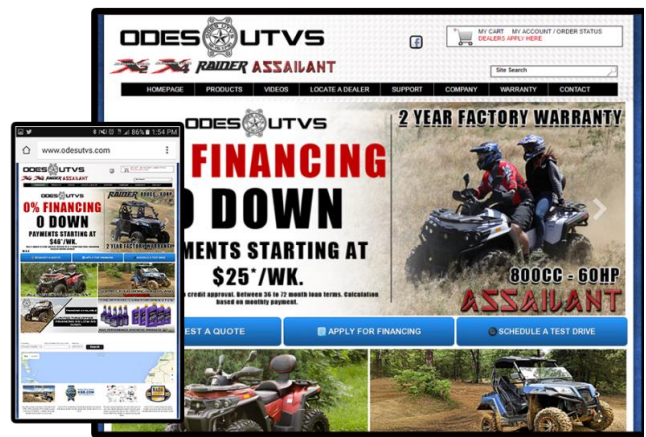
“Thanks to Explore Consulting and their NetSuite expertise and custom scripting work, we have a well thought out warranty structure that is very slick in NetSuite. Their knowledge and professionalism is top notch and we greatly appreciate the hard work they put in to have this solution ready for our go-live.”

– Charlotte Hodgson, Media Director, Odes UTVs

**Background:** ODES UTVS specializes in bringing high performance, high quality utility vehicles, side x sides and ATVs to the powersports market.

**Issue:** ODES UTVS selected NetSuite in part because of its native Customer Center functionality which provides a means to expose a subset of the system via a web interface to their network of dealers. The dealers provide sales and support to end users and they needed a way to check manufacturer's warranty status and file claims with ODES.

**Solution:** Explore Consulting was engaged to provide customizations to facilitate online



**STANDARD WARRANTY DETAILS**  
Industry leading, solid and reliable.

**Vehicle Owner's Responsibilities:**

- Owner must properly use, maintain, and care for their UTV as defined in the Owner's Manual INCLUDING following the break in period.
- Owner must service their UTV as defined in the Owner's Manual.
- Owner must maintain all service records of work performed to their UTV.
- Only an authorized ODES UTVS dealer or service center can perform warranty repairs.
- Periodic service and inspections are considered regular maintenance and are not reimbursable.
- All warranty repairs require authorization by ODES UTVS.
- All ODES UTVS Products require a dealer pre-delivery inspection and assembly to ensure proper operation, safety, and warranty validation.
- Owners Must break-in their vehicle before high performance use or the vehicle can be subject to warranty non-approval. The break in period is half throttle or 4000 rpm's for the first 3 hours of initial use or no more than 25mph on the 800cc motor.
- Warranty starts from date of purchase by the consumer from their ODES UTV dealer.
- Vehicle must be registered by the ODES UTV Dealer the UTV was purchased through within 5 days of purchase.
- ANY modifications aside from cosmetic alterations void the warranty. UNDER NO CIRCUMSTANCES will warranty parts or labor be issued for unauthorized alterations to the following, but not limited to: Intakes, Wheels/Tires, Brakes, Exhaust, Electrical, Motor, EFI. Altering these stock components can cause undue stress or cause damage to the unit that can cause the unit to fail or injury or even death to the user.

SELLING A UNIT IN THE CRATE OR WITHOUT INITIAL DEALER PRE-DELIVERY INSPECTION AND SET-UP VOIDS ALL WARRANTY COVERAGE!

**800cc UTV Warranty Details of Coverage**

THESE TERMS ARE EFFECTIVE FOR 2015 UNITS ONLY

Covered Parts	Description	Description
800cc Motor	Engine	24 Months (Unlimited Miles)
Transmission	Transmission	12 Months (Unlimited Miles)
Electrical	EFI, Fuel, Electrical Components	12 Months (Unlimited Miles)
Suspension	Shocks	12 Months (Unlimited Miles)
Brake	Caliper	12 Months (Unlimited Miles)
Exhaust	Header pipe, Muffler	12 Months (Unlimited Miles)
Frame	Frame	12 Months (Unlimited Miles)

warranty registration, entry, and lookup of VINs during creation of cases via the Customer Center and NetSuite UI. Using client and server side SuiteScript, Explore's customizations allow performing a VIN search against a list of warranty registration custom records. The search checks for parts and labor warranty end dates on various components and returns results to the user. Additionally, submittal of a warranty claim is not allowed for VINs that are not covered under the manufacturer's warranty.

**Results:** The customizations provided by Explore extend core NetSuite functionality in a way that allows a manufacturing business using a network of dealers to better support/service warranties for their products. Real time VIN validation, warranty status, and claim filing through an easy to use web interface enable ODES UTVS dealers to more effectively support their customers.

## About Explore Consulting

Based in Bellevue, Washington, Explore Consulting was founded in 2001 and is a professional services company dedicated to providing innovative and cost-effective solutions