

Managing Work Orders and Claims

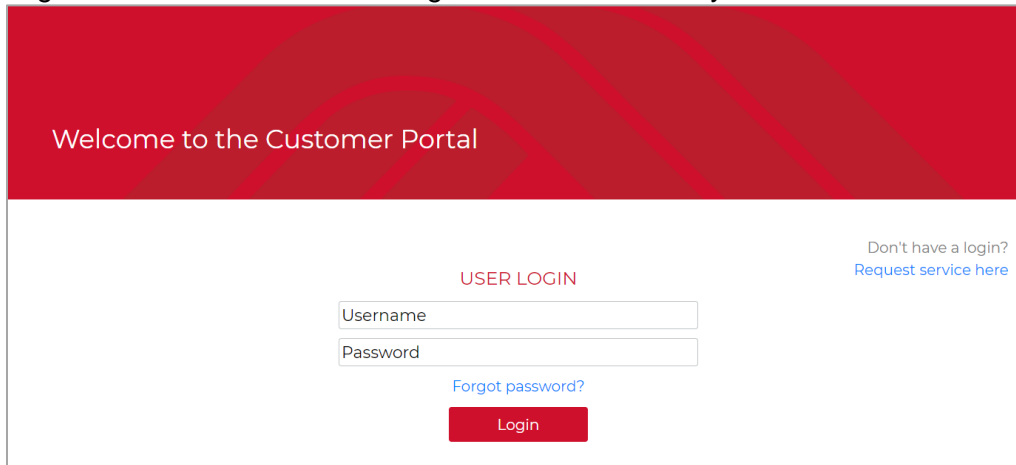
Work Orders: A Work Order is a service request that is made up of 1 or multiple dispatches. A Work Order must be issued to receive warranty labor reimbursement. Any warranty work performed prior to a Work Order being issued will not be reimbursed. It is required that Work Orders are closed within 24 hours of the scheduled service date.

Claims: It is required that claims for reimbursement must be submitted within 15 business days of the scheduled service date or may not be reimbursed.

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Review a Work Order

1. Log in to the Customer Portal to go into Online Remedy.



2. After you are logged in, there are menu options at the top of screen. Click Work Orders.



3. Work orders that consist of a unit being inoperable will be seen in a red shadow and Unit Down will be indicated. Please prioritize these work orders first when possible. Click on the Work Order link to open the work order.

Unit Down	Work Order #	Issue Date	Customer	Phone	Status	Class	Claim
	[CAS-1711413-Z8W0N6]	03/28/2024	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	(608) 469-1644	Received	Com	
	[CAS-1711412-R5P0G6]	03/27/2024	XYZ COMPANY JOE WILLIAMS 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	(608) 469-1644	Received	Com	

4. View the customer information at the top of the work order and the work to be performed in the **Model Information** section.

Work Order Detail

Return
Print
Ask a Question
Accept
Reject

Account #:	003402119	Dispatched By:	JHTNA
Case #:	CAS-1711413-Z8W0N6 <i>(Provide to Tech Support when calling)</i>		1600 Landmark Dr. Cottage Grove, WI 53704 United States
Brand:	MATRIX	Scheduled Service:	
Consumer:	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392 US Phone: (608) 469-1644	Dispatch Status:	Received
		Issue Date:	03/28/2024
		Product Line:	Treadmills

Model Information

Serial #:	TM7762103C00007	Purchase Date:	07/12/2021
Dispatch #:	DP10803955	Date Notified:	03/28/2024
Model #:	MX Endurance Treadmill OP/F	Technician Instructions:	

Problem Reported: The side handrails are loose and the bolts holding it on seem to be stripped.

Technician Instructions: New hardware has been sent for the repair.

If parts were sent for the work order, you will see a **Parts Order information** section above the Model Information. Detailed tracking information can be found by clicking on the blue tracking number.

Parts Order Information

Order Number: 0102108409	Shipping Address:
Serial Number: K5Z09EZ202C00158	
Shipped Date: 02/15/2023	
Click to Track: 394666462663	

Quantity	Product Number	Part Name
1	1000345160	Back Pad;;PU,Self-Skin,Vesicant;Black;;R

Along the top of the page, you will see red interactive buttons.

- **Return** – returns you to the previous page
- **Print** – prints work order
- **Ask a Question** – opens a text box where you can ask our Customer Technical Support team a question regarding the work order. Do not use the Add a Question feature to communicate status. You are required to update the work order status.
- **Accept** – you accept the work order and will proceed to schedule the repair. If not accepted within 48 hours, it will expire and be reissued to another provider.
- **Reject** – We ask that this is used sparingly. If parts were already shipped, please consider accepting the work order. If you are rejecting due to high volume, technician availability, please email spl@johnsonfit.com and ask for a temporary suspension of your service account so you can catch up.

****Click Accept or Reject to communicate how you are going to proceed.****

Work Order Detail

Return
Print
Ask a Question
Accept
Reject

Important:

- Do not use the Add a Question feature to communicate status. You are required to update the work order status.
 - If Rejected, a window will display. Provide details on why you are rejecting the work order.
5. If Rejected, no other steps are needed. If Accepted, choose the next step:
- a. No Parts Shipping – Go to [Schedule Service](#)
 - b. Parts Shipping – Go to [Track Part/s Order](#)

Track Part/s Sent with Work Order

1. Once part/s ship, you will see a tracking number in the **Parts Order Information** section. Click on the tracking number link to get an estimated time of arrival (ETA). If there is no delay in the part/s arrival or delay in shipping, go to [Schedule Service](#).

Parts Order Information

Order Number: 0102108409	Shipping Address:
Serial Number: RB209E2202C00158	
Shipped Date: 02/15/2023	
Click to Track: 394666462663	

Quantity	Product Number	Part Name
1	1000345160	Back Pad;;PU,Self-Skin,Vesicant;Black;;R

- a. If there is a delay in the part/s arrival or delay in shipping, update the Dispatch Status to “Accepted – Part Dly”. Review Work Orders in this status to get shipping updates. Go to [Schedule Service](#) when parts are close to arrival.

Dispatch Status:

Accepted - Part Dly ▾

Accepted

Accepted - Part Dly

Accepted - Cust Dly

Accepted - Tech Dly

Schedule Service

1. View the Work Order in the Work Order menu. It will be in an Accepted status. Click on the Work Order link to open.

Unit Down	Work Order #	Issue Date	Customer	Phone	Status	Class	Claim
	[CAS-1711413-Z8W0N6] 	03/28/2024	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	(608) 469-1644	Accepted	Com	

2. Contact the customer to schedule the repair.
 - a. If you are not able to confirm a service date with the customer, change the Dispatch Status to “Accepted – Cust Dly” then select Add Note and enter who you spoke to and the reason for the delay.

Work Order Detail

Return
Print
Ask a Question
Schedule Service Date
Reject

Account #:	0034021119	Dispatched By:	JHTNA
Case #:	CAS-1711413-Z8W0N6 <i>(Provide to Tech Support when calling)</i>		1600 Landmark Dr. Cottage Grove, WI 53704 United States
Brand:	MATRIX	Scheduled Service:	
Consumer:	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392 US Phone: (608) 469-1644	Dispatch Status:	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #c00; color: white; padding: 2px;">Accepted</div> <div style="background-color: #0070c0; color: white; padding: 2px;">Accepted</div> <div style="padding: 2px;">Accepted - Part Dly</div> <div style="padding: 2px;">Accepted - Cust Dly ←</div> <div style="padding: 2px;">Accepted - Tech Dly</div> </div>
		Issue Date:	
		Product Line:	

- b. Once you are able to confirm a service date, select Schedule Service Date, then enter the date you will be onsite.

Work Order Detail

Return
Print
Ask a Question
Schedule Service Date
Reject

Scheduled Service Date ×

Please select the date:

04/02/2024 ←

Save Date

3. Once you have scheduled the service date, you will be directed back to the Work Orders page listing all your Work Orders. Notice the status is now Scheduled.

Unit Down	Work Order #	Issue Date	Customer	Phone	Status	Class	Claim
	[CAS-1711413-Z8W0N6]	03/28/2024	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	(608) 469-1644	Scheduled	Com	Complete Dispatch

4. Go to the customer’s location and make the necessary repairs. Once you have been onsite, go to [Complete Dispatch](#).

Reschedule the service date - If you reschedule with the customer, update the Work Order by clicking on the Work Order # and select Re-Schedule Service Date. Enter the new date of service.

Unit Down	Work Order #	Issue Date	Customer	Phone	Status	Class	Claim
	[CAS-1711413-Z8W0N6]	03/28/2024	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	(608) 469-1644	Scheduled	Com	Complete Dispatch

Work Order Detail

Return
Print
Ask a Question
Re-Schedule Service Date
Reject
Complete Dispatch

Complete Work Order

IMPORTANT: Work Orders must be closed within 24 hours of the scheduled service date. Claims must be submitted within 15 business days of service for reimbursement.

- From the Work Order menu, find the Work Order that was completed and click Complete Dispatch.

Unit Down	Work Order #	Issue Date	Customer	Phone	Status	Class	Claim
	[CAS-1711413-Z8W0N6]	03/28/2024	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	(608) 469-1644	Scheduled	Com	 Complete Dispatch

- When the Work Order opens, click Complete Dispatch at the top of the screen.

Work Order Detail

Return
Print
Ask a Question
Re-Schedule Service Date
Reject
Complete Dispatch

- A pop-up window will appear. You will be asked if the repairs are resolved or unresolved and require follow-up.

Are the repairs you were dispatched to resolve during this service call complete? ×

Repairs specified in the dispatch are resolved

Repairs specified in the dispatch are unresolved and require follow-up

- If the repairs specified in the dispatch are resolved, go to [Repairs are Resolved - Complete the Work Order and Create Claim](#)
- If repairs specified in the dispatch are unresolved and require follow-up, go to [Repairs are NOT Resolved - Complete the Work Order and Create Claim](#).

Repairs are Resolved - Complete the Work Order and Create Claim

- Select "Repairs specified in the dispatch are resolved".

Repairs specified in the dispatch are resolved

- A pop-up will appear with the unit serial number. Enter what you did to repair then click Save. These notes will transfer to your claim.

What did you do? ×

Serial #: TM7762103C00007

Dispatch #: DP10803955

Problem Reported: The side handrails are loose and the bolts holding it on seem to be stripped.

What did you do? *

Installed new bolts and confirmed handrails were secure.

Save Notes

- Enter the actual date of service and time you were onsite.

Actual Date of Service ✕

Date: *

Time: *

Save Date

- A Claim will be created automatically, and you will be directed to the Claim screen.

Add the Technician Name and Technician Phone fields that was onsite. If you have an internal tracking ticketing system, you can enter that information in the Reference # field.

Work Order Claim

Return
Add Note
Save
Submit

Submissions cannot be completed with a total cost of \$0

<p>Case #: CAS-1711413-Z8W0N6 <i>(Provide to Tech Support when calling)</i></p> <p>Brand: MATRIX</p> <p>Warranty: Standard</p> <p>Product Line: Treadmills</p> <p>Technician Name:* <input style="border: 1px solid #ccc;" type="text" value="Brian Nelson"/> ←</p> <p>Technician Phone:* <input style="border: 1px solid #ccc;" type="text" value="608-469-1644"/> ←</p>	<p>Customer: XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392 US (608) 469-1644</p> <p>Claim #: LC0454141</p> <p>Reference #: <input type="text"/></p> <p>Account #: 0034021119</p> <p>Status: To Be Filed</p> <p>Created Date: 03/28/2024</p> <p>Amount Submitted: \$0.00 (USD)</p>
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- Input all required information designated with a red asterisk * including Time Spent Servicing Unit. If the unit/part has physical damage, a picture is required. Add that image using the Add File button.

Problem & Solution Information

Serial #: TM7762103C00007	Dispatch #: DP10803955	Model #: MX Endurance Treadmill OP/F
<p>Problem as reported by user: The side handrails are loose and the bolts holding it on seem to be stripped.</p> <p>Symptoms match complaint?* <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Describe Symptom:* <input type="text"/></p> <p>Work Performed:* <input type="text" value="Select..."/></p> <p>Details of work performed:* Installed new bolts and confirmed handrails were secure.</p> <p>Machine Accum Time:* <input type="text"/></p> <p>Accum Distance:* <input type="text"/></p> <p>Time Spent Servicing Unit: <input type="text" value="0"/> Hrs <input type="text" value="0"/> Min</p>	<p>Machine Version: <input type="text"/></p> <p>SW: <input type="text"/></p> <p>MCB: <input type="text"/></p> <p>Purchase Date: 07/12/2021</p> <p>Date Notified: 03/28/2024</p> <p>Upload Image (1 per dispatch): Add File ←</p> <p>Is Repair Complete?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Has CTS been contacted?* <input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>IO: <input type="text"/></p> <p>App: <input type="text"/></p>

- If no parts were ordered for the Work Order, go to Step 7.

If part/s were ordered for the Work Order, use the drop-down menu to associate each part with the serial number it was installed in. If you did not use the part, which should only happen if a return tag was issued, select Not Used.

Product Number:	Part Name:	Match with Serial Number
1000200981	Guide Rod;Weight Plate;;45#;Hard Cr;GM40	Not Used
1000202352	Cushion;Guide Rod;;NBR;;;GM40-KM;	Not Used
005377-00	Snap Ring;E-Shaped;E-15;;Chrome;	Not Used
005377-00	Snap Ring;E-Shaped;E-15;;Chrome;	G7GM111EV2109G009
1000102649	Pin;Spring;;;GM47-KM;f12X22L;	FAR11210835772
1000202352	Cushion;Guide Rod;;NBR;;;GM40-KM;	Not Used
005017-00	Washer;Spring Lock;F10.2xF18.4x2.5T;;Chr	Not Used
1000102915	Snap Ring;E-Shaped;E-15;;Chrome;	Not Used
1000102915	Snap Ring;E-Shaped;E-15;;Chrome;	Not Used

Note: If you did not get a return tag (in/on the box you received the parts in), contact Matrix via chat or text to chat. Supply the Case Number and part number/s you need the return tag for.

- Input all required information designated with a red asterisk * including Total round trip travel time and Total round-trip mileage.

Add any pre-approved expenses you would like to claim in one of the 2 expense fields. A receipt is required when adding expenses. Add receipt/s by clicking the Add Receipt button.

Additional Information

<p>Scheduled Date of Service:* <input type="text" value="04/02/2024"/></p> <p>Total round trip travel time: <input type="text" value="0"/> Hrs <input type="text" value="30"/> Min</p> <p>Incidental Expenses: <input type="text" value="0.00"/></p> <p>Misc Expenses: <input type="text" value="0.00"/></p> <p>Total round trip mi: <input type="text" value="28"/> <small>(Enter the exact amount. Do not subtract distance)</small></p>	<p>Actual Date of Service:* <input type="text" value="03/29/2024"/></p> <p>End Time:* <input type="text" value="03"/> <input type="text" value="00"/> <input type="text" value="PM"/></p> <p>Incidental Expenses Description: <small>(Tolls, VAT tax. Do not add tax)</small> <input type="text"/></p> <p>Misc Expenses Description: <small>(Expense Receipt Upload Required)</small> <input type="text"/></p> <p>Upload Receipts (max 3)</p> <p style="text-align: center;"> <input type="button" value="Add Receipt 1"/> <input type="button" value="Add Receipt 2"/> <input type="button" value="Add Receipt 3"/> </p>
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- Select Submit to send the Claim for reimbursement or select Save if you need to come back to add information.

Work Order Claim

****If you selected Submit, the claim has now been submitted and the process is complete.****

Repairs are NOT Resolved - Complete Work Order and Create Claim

1. Select Repairs specified in the dispatch are unresolved and require follow-up.

Repairs specified in the dispatch are unresolved and require follow-up

2. You will be directed to a Work Order screen.

Work Order Detail

Return
Submit to CTS

Account #:	0034021119	Dispatched By:	JHTNA
Case #:	CAS-1711412-R5POG6 <i>(Provide to Tech Support when calling)</i>		1600 Landmark Dr. Cottage Grove, WI 53704 United States
Brand:	MATRIX	Scheduled Service:	03/29/2024
Consumer:	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392 US Phone: (608) 469-1644	Dispatch Status:	Scheduled ▼
Site Contact:	JOE WILLIAMS	Issue Date:	03/27/2024
		Product Line:	Treadmills
		Status:	Unit Down

3. Scroll down to the **Model Information** section. If you have multiple units on a Work Order, you may have some that the repairs are complete and others that are NOT complete.

Is Repair Complete? Select Yes or No.

Model Information

Serial #:	FTM538D210601384	Purchase Date:	09/28/2021
Dispatch #:	DP10803953	Date Notified:	03/27/2024
Model #:	MX Performance Treadmill 110V		
Problem Reported:	Technician Instructions:		
Customer reports incline not working when pressing the handlebar toggles.	Please perform a keypad test on the toggles. Perform auto-calibration and ensure incline motor functions properly.		
Is Repair Complete?*	➔	<input type="radio"/> Yes <input type="radio"/> No	

4. If you choose Yes, fill in the What did you do field. If you choose No, go to Step 5.

Serial #:	TM7762103C00007	Purchase Date:	07/12/2021
Dispatch #:	DP10803954	Date Notified:	03/27/2024
Model #:	MX Endurance Treadmill OP/F		
Problem Reported:	Technician Instructions:		
When user runs, the treadmill makes a squeaking noise from the front under the motor cover.	Diagnose noise. Repair depending on findings.		
Is Repair Complete?*	<input checked="" type="radio"/> Yes <input type="radio"/> No		
What did you do?*	Found the elevation rack needed to be lubricated. Added grease and tested. Noise was gone.		

5. If you choose No, another question will populate asking if CTS (Customer Technical Support) has been contacted already for additional parts.
 - a. If you contacted CTS and they started a new case and ordered the parts you require, select Yes. As message will be displayed saying that you acknowledge that *CTS has been contacted, a follow-up Case, parts order, and a follow-up dispatch has been created already.*

Serial #:	FTM538D210601384	Purchase Date:	09/28/2021
Dispatch #:	DP10803953	Date Notified:	03/27/2024
Model #:	MX Performance Treadmill 110V		
Problem Reported:	Customer reports incline not working when pressing the handlebar toggles.		
Technician Instructions:	Please perform a keypad test on the toggles. Perform auto-calibration and ensure incline motor functions properly.		
Is Repair Complete?*	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Has CTS already been contacted for additional parts?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
<i>By selecting yes, you acknowledge that you have contacted CTS, and a follow-up case, parts order, and dispatch has already been created for you</i>			

- b. If you have NOT contacted CTS, select No. An acknowledgement message will display confirming after completing this Work Order, a request will be sent to CTS showing them what you need to complete the repair.

Serial #:	TM7762103C00007	Purchase Date:	07/12/2021
Dispatch #:	DP10803954	Date Notified:	03/27/2024
Model #:	MX Endurance Treadmill OP/F		
Problem Reported:	When user runs, the treadmill makes a squeaking noise from the front under the motor cover.		
Technician Instructions:	Diagnose noise. Repair depending on findings.		
Is Repair Complete?*	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Has CTS already been contacted for additional parts?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
<i>By selecting no, a request to CTS will be sent on your behalf to create a follow-up case, parts order and dispatch for you</i>			
Enter Description of Problem with Machine*			
Add Parts*			

Fill in the field labeled; Enter Description of Problem with Machine, then click Add Parts.

Is Repair Complete?*	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Has CTS already been contacted for additional parts?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
<i>By selecting no, a request to CTS will be sent on your behalf to create a follow-up case, parts order and dispatch for you</i>			
Enter Description of Problem with Machine*			
Performed auto-calibration and incline motor passed. Performed keypad test on incline toggle and it did not pass. Ordering new toggles and requesting new work order.			
Add Parts*			

Select Brand will display. Choose the product brand from the drop-down menu.

Is Repair Complete?*	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Has CTS already been contacted for additional parts?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
<i>By selecting no, a request to CTS will be sent on your behalf to create a follow-up case, parts order and dispatch for you</i>			
Enter Description of Problem with Machine*			
Performed auto-calibration and incline motor passed. Performed keypad test on incline toggles and requesting new work order.			
Add Parts*			
Select Brand			
<div style="border: 1px solid black; padding: 5px;"> select... AFG Fitness Gear Horizon Fitness Livestrong Matrix Fitness Matrix Retail Merit Tempo Triumph Vision Fitness select... </div>			

Select Brand Category will display. Choose the product category from the drop-down menu.

Is Repair Complete?* Yes No
 Has CTS already been contacted for additional parts? Yes No
By selecting no, a request to CTS will be sent on your behalf to create a follow-up case, parts order and dispatch for you
Enter Description of Problem with Machine*
 Performed auto-calibration and incline motor passed. Performed keypad test on incline toggle and it did not pass. Ordering new toggles and requesting new work order.

Add Parts*
Select Brand Matrix Fitness

Select Brand Category:

Select Product will display. Choose the product from the drop-down menu.

Select Brand Category: Treadmill -> Non-Folding

Select Product:

Select Parts List will display. Choose the parts list from the drop-down menu.

Add Parts*
Select Brand Matrix Fitness

Select Brand Category: Treadmill -> Non-Folding

Select Product: Performance Series Treadmill (T-PS-F) | TM538 | 2020

Select Parts List:

- Once in the parts list, use the Search field and exploded diagram to find the part/s you need. Select Add to Work Order for each part you want to order. To return to the work order, select Back to Work Order.

The screenshot shows a software interface with a top navigation bar containing a menu icon, the file name 'A9Rttoc90_78i5i1_4jk.tmp', and zoom controls. Below the navigation bar is a header area with 'APPROVE' and 'DATE' fields. The main area features an exploded diagram of a treadmill with various parts labeled with numbers. Below the diagram is a search bar with a red arrow pointing to it, and a 'Back to Workorder' button. At the bottom, there is a table with two rows of part information.

Ref #	Part #	Desc	Notes	Price(USD)
10	1000433957	Motor Cover Set;;up;;TM538;		Add to Workorder
12	0000089487			Add to Workorder

- After clicking Back to Work Order, review your part order. If you need to update the quantity of that part, update the quantity.

Add Parts*

Parts:
quantity part

1	←	1000437154 - Pulse Sensor Set;Quickly Key;left;;TM538	Remove Item
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- Once you are happy with the part order, click Submit to CTS.

Work Order Detail

Return
Submit to CTS

- A pop-up window will display. Fill in the information requested.

Actual Date of Service ×

Date: *

Time: *

Save Date

- Your parts request and follow-up Work Order have been submitted to CTS and your Claim has been created.

Add the Technician Name and Technician Phone fields that was onsite. If you have an internal tracking ticketing system, you can enter that information in the Reference # field.

Work Order Claim

Return
Add Note
Save
Submit

Submissions cannot be completed with a total cost of \$0

Case #:	CAS-1711413-Z8W0N6 <i>(Provide to Tech Support when calling)</i>	Customer:	XYZ COMPANY 608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392 US (608) 469-1644
Brand:	MATRIX	Claim #:	LC0454141
Warranty:	Standard	Reference #:	<input style="width: 100%;" type="text"/>
Product Line:	Treadmills	Account #:	0034021119
Technician Name:*	<input style="width: 150px;" type="text" value="Brian Nelson"/> ←	Status:	To Be Filed
Technician Phone:*	<input style="width: 150px;" type="text" value="608-469-1644"/> ←	Created Date:	03/28/2024
		Amount Submitted:	\$0.00 (USD)

11. Input all required information designated with a red asterisk * including Time Spent Servicing Unit. If the unit/part has physical damage, a picture is required. Add that image using the Add File button.

Serial #: TM7762103C00007	Dispatch #: DP10803954	Model #: MX Endurance Treadmill OP/F	
Problem as reported by user: When user runs, the treadmill makes a squeaking noise from the front under the motor cover.	Machine Version: SW: <input type="text"/>	IO: <input type="text"/>	
Symptoms match complaint?* <input type="radio"/> Yes <input checked="" type="radio"/> No	MCB: <input type="text"/>	App: <input type="text"/>	
Describe Symptom:* <input type="text"/>	Purchase Date: 07/12/2021	Date Notified: 03/27/2024	
Work Performed:* Select... <input type="text"/>	Upload Image (1 per dispatch):	Add File	
Details of work performed:* Lubricated elevation rack and noise was gone. <input type="text"/>	Is Repair Complete?* <input checked="" type="radio"/> Yes <input type="radio"/> No	Has CTS been contacted?* <input type="radio"/> Yes <input checked="" type="radio"/> No	
Machine Accum Time:* <input type="text"/>			
Accum Distance:* <input type="text"/>			
Time Spent Servicing Unit: 0 <input type="text"/> Hrs 0 <input type="text"/> Min			

12. Review the part/s you just ordered.

Requested Parts

Serial Number:	Part Number:	Description	Quantity
FTM538D210601384	1000437154	Pulse Sensor Set;Quickly Key:left;;TM538	1

13. Input all required information designated with a red asterisk * including Total round trip travel time and Total round-trip mileage.

Add any pre-approved expenses you would like to claim in one of the 2 expense fields. A receipt is required when adding expenses. Add receipt/s by clicking the Add Receipt button.

Additional Information

Scheduled Date of Service:*	<input type="text" value="04/02/2024"/>	Actual Date of Service:*	<input type="text" value="03/29/2024"/>
Total round trip travel time:	0 <input type="text"/> Hrs 30 <input type="text"/> Min	End Time:*	03 <input type="text"/> : 00 <input type="text"/> : PM <input type="text"/>
Incidental Expenses:	<input type="text" value="0.00"/>	Incidental Expenses Description: <i>(Tolls, VAT tax. Do not add tax)</i>	<input type="text"/>
Misc Expenses:	<input type="text" value="0.00"/>	Misc Expenses Description: <i>(Expense Receipt Upload Required)</i>	<input type="text"/>
Total round trip mi: <i>(Enter the exact amount. Do not subtract distance)</i>	<input type="text" value="28"/>	Upload Receipts (max 3)	
		<input type="button" value="Add Receipt 1"/> <input type="button" value="Add Receipt 2"/> <input type="button" value="Add Receipt 3"/>	

14. Select Submit to send the Claim for reimbursement or select Save if you need to come back to add information.

Work Order Claim

****If you selected Submit, the claim has now been submitted and the process is complete.****

Overview – Work Order Page

Click the Work Orders menu

Home Dashboard ▾ Work Orders Claims

A lot of the headers are self-explanatory, however let's look at Unit Down, Status, Class, and Claim.

Unit Down	Work Order #	Issue Date	Customer	Phone	Status	Class	Claim
Unit Down	[CAS-1865602-J7B5P6]	03/28/2024	PLANET FITNESS - GOLETA CA ERNIE CANO 7127 HOLLISTER AVE GOLETA, CA 93117	(805) 456-8666	Received	Com	
	[CAS-1858311-L1B6W4]	03/28/2024	DAVID CHINN 21100 CROCUS TER ASHBURN, VA 20147-5465	(703) 729-5861	Scheduled	Res	Complete Dispatch

Unit Down	Meaning
Blank	Unit can still be used. Typically, physical damage and/or noises have been reported.
Unit Down	1 or multiple units on the Work Order are not able to be used and require immediate attention. Prioritize these Work Orders.

Class	Meaning
Com	Commercial product
Res	Residential product

Claim	Meaning
View	No action necessary. View the submitted claim.
Edit	Action needed. Claim has yet to be submitted. Open to complete and submit the claim. Claims must be submitted within 15 business days from scheduled service date.

Status	Meaning
Received	A Work Order has been issued and requires action. If not Accepted within 48 hours, the Work Order will expire and be reissued to another provider.
Expired	A Work Order was not Accepted within 48 hours of issue date.
Accepted	You have accepted the Work Order, and it needs to be scheduled or updated to another Accepted status.
Accepted – Parts Dly	You have accepted the Work Order; however, there is a delay with receiving parts that were ordered.
Accepted – Tech Dly	You have accepted the Work Order; however, your technician has run into circumstances that require a Scheduled Work Order to be rescheduled.
Accepted – Cust Dly	You have accepted the Work Order, however when contacting the customer to schedule service they asked you to call back.
Scheduled	You have contacted the customer and scheduled a service date.

Important: Email spl@johnsonfit.com if a primary or secondary service account needs to be temporarily suspended for any reason including high volume resulting in long time to repair, technician turnover, vacations, illnesses, etc.



Overview - Claim Home Page

Click on the Claims menu.

Home	Dashboard ▾	Work Orders	<u>Claims</u>
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A lot of the headers are self-explanatory, however let's look at Status, Class, and Action.

Claim #	Create Date	Customer	Address	Work Order #	Status	Class	Action
LC0454143	03/28/2024	XYZ COMPANY	608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	[CAS-1711412-R5POG6]	Submitted	Com	[View]
LC0454141	03/28/2024	XYZ COMPANY	608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	[CAS-1711413-Z8W0N6]	To Be Filed	Com	[Edit]
LC0454102	02/16/2024	XYZ COMPANY	608 MEADOW VIEW RD MOUNT HOREB, WI 53572-3392	[CAS-1711323-D7T4C6]	To Be Filed	Com	[Edit]

Status	Meaning
To be Filed	The claim has not been submitted for reimbursement.
Submitted	The claim has been submitted for reimbursement.
Approved	The claim has been approved for reimbursement.
Paid	Reimbursement has been processed and sent.
Cancelled	The claim was not submitted for reimbursement. Auto cancels after 15 business days.
*Partially Approved	Not all products on the claim have been approved for reimbursement. Others may still be under review.
*Partially Paid	Not all products on the claim have been reimbursed. Others may still be under review.

**Multiple products on a work order*

Class	Meaning
Com	Commercial
Res	Residential

Action	Meaning
View	View submitted claim
Edit	Claim has yet to be submitted. Open to complete and submit the claim.



Work Order Notifications

Receive an email and/or text notification when a Work Order is assigned to you.

Login to your Online Remedy account.

Email Notifications

Click on the Account menu. Update your notification email address then click Update Notification Email.

Account

Update Notification Email

Current Notification Email Address: N/A

New Notification Email:

Confirm New Notification Email:

Update Notification Email

Text Notifications

Click on the Tools menu then click SMS Messaging Setup.

Set Up SMS Messaging

Current SMS messaging email address: 6084691644@vtext.com

Select your cell provider:

10 digit cell number without dashes:

Confirm 10 digit cell number without dashes:

[Click to test email](#)

[Remove SMS Messaging Email](#)

Save