

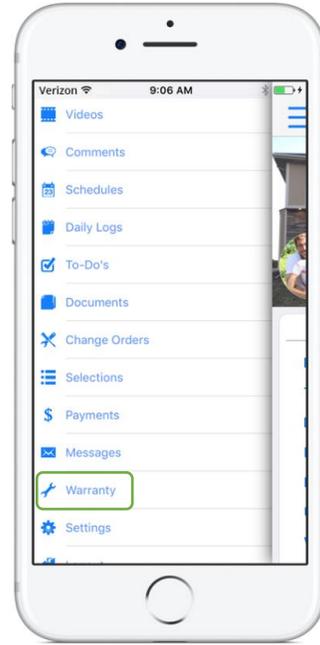
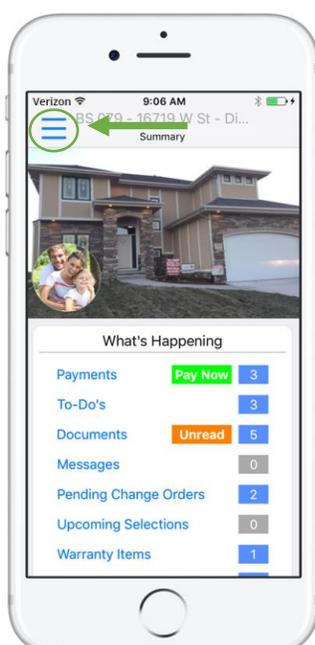
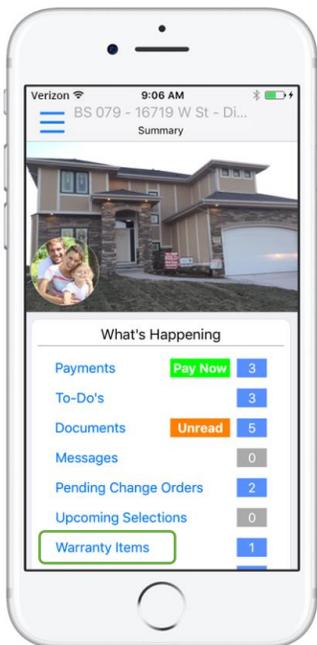


## How to Submit Warranty Claims

**Step 1:** Login to [www.buildertrend.net](http://www.buildertrend.net) or the Buildertrend mobile app on your phone or tablet and navigate to the warranty tab.

The screenshot shows the Buildertrend web interface. At the top, a navigation bar includes links for Summary, To-Do's, Calendar, Daily Logs, Documents, Videos, Photos, Messages, Comments, Change Orders, Selections, Warranty, Surveys, Payments, and a settings gear. A green circle highlights the 'Warranty' link, with an arrow pointing to it. Below the navigation bar, the user is identified as 'Brad Dinan - Project Manager' with a 'Contact Us' button showing the number '402-968-4465'. The main content area is divided into several sections: a greeting to 'Hi Dan Digilio & Family!', project address '16719 W St Omaha, NE 68135', a circular photo of the family, a list of financials (Contract Price: \$389,578.55, Change Orders: \$17,873.50, Selections Made: \$6,851.40, Project Running Total: \$414,103.45, Less Payments Received: \$22,320.00), and a 'Project Remaining Balance' of '\$391,783.45' with 'Make A Payment' and 'Learn How' buttons. A large photo of a house is shown, with a 'SOLD' sign in the foreground. Below the photo are video thumbnails. To the right, a 'WHAT'S HAPPENING' section lists various items with counts: To-Do's (3), Unread Documents (5), Messages (0), Pending Change Orders (2), Upcoming Selections (0), Warranty Items (1), Surveys (1), Payments (3), and Recent Daily Logs (1). Below this is a 'YOU HAVE PAYMENTS DUE' section with a 'Pay Online Here' button. A 'WEATHER' section for Omaha, NE 68135 shows current conditions as 'Sunny' with a temperature of '32° F | C', and a 7-day extended forecast. At the bottom, there is a 'Calendar' view for the month of November 2017, and a 'COMMENTS' section with entries like 'Upgrade to ikea cabinets' and 'Window Appointment'.

To access the warranty section on the mobile app you can either click on the “Warranty Items” section on the summary screen or click on the 3 bars in the top left-hand corner and click on the warranty option from the list.



**Step 2:** On the full site, once you are in the warranty tab you will see a “New Claim” button in the top left-hand corner. To create a new warranty claim, hit the “New Claim” button and begin to input your information. There are options to add photos to the claim if you’d like by clicking on the “Browse” button within the Upload Photos section.

The screenshot shows the Buildertrend web interface. At the top, there's a navigation bar with various tabs including 'Warranty'. Below that, the user's name 'Brad Dinan - Project Manager' and contact number '402-968-4465' are displayed. The main content area is divided into several sections: 'Project Price Summary' on the left, 'Warranty Requests' on the right, and a 'What's New' sidebar. In the 'Warranty Requests' section, a green box highlights the 'New Claim' button. Below this, there are tables for 'Current Service Requests' and 'Completed Requests'.

This is a screenshot of the 'Add a New Service Request' form. It features a 'Title' field, a 'Category' dropdown menu (set to 'Unassigned'), and a 'Priority' dropdown menu (set to 'Low'). Below these is a 'Description' text area. There is an 'Upload Photos' section with a 'Browse' button and a 'No file selected' message. At the bottom, there is a 'Messaging' section with a note '(Messaging available after save)' and a 'Custom Fields' section.

Within the mobile app, once you are in the warranty section you can add a new warranty claim by clicking on the + button in the top right-hand corner. You can add photos if you’d like by clicking on the camera icon within the photos section. Once you have all of the necessary information added you can add the warranty claim by hitting the save button in the top right-hand corner.

