

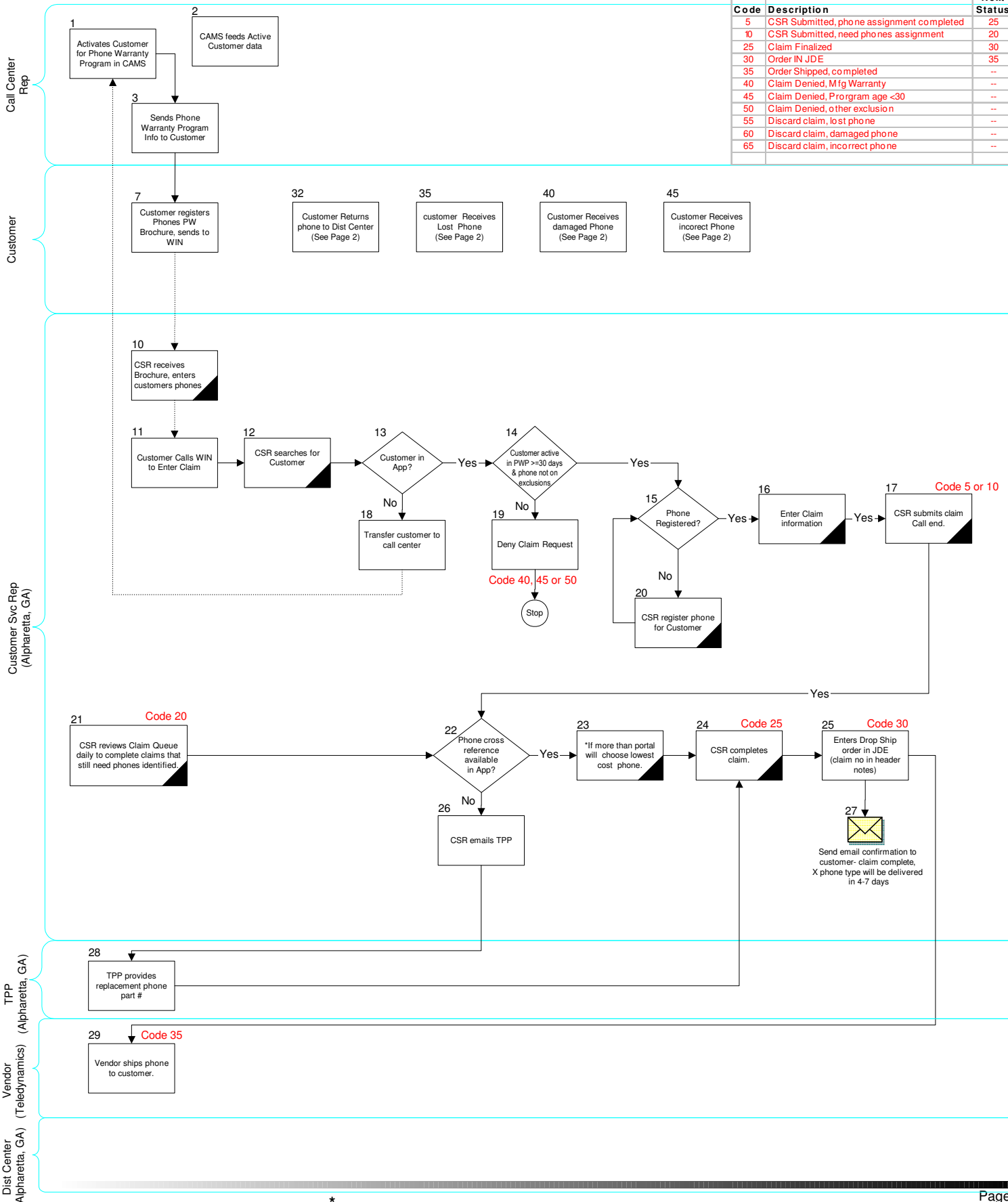
# Phone Warranty Program Portal & Process Flows

Scope is Internal only:

**WIN CSR portal (Add/Edit/Status Claims & Add/Edit Phone Registrations)**



Claims Statuses		
Code	Description	Next Status
5	CSR Submitted, phone assignment completed	25
10	CSR Submitted, need phones assignment	20
25	Claim Finalized	30
30	Order IN JDE	35
35	Order Shipped, completed	--
40	Claim Denied, Mfg Warranty	--
45	Claim Denied, Program age <30	--
50	Claim Denied, other exclusion	--
55	Discard claim, lost phone	--
60	Discard claim, damaged phone	--
65	Discard claim, incorrect phone	--



# Phone Warranty Program Portal & Process Flows

## Scope is Internal only: WIN CSR portal (Cont'd from page 1)



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