



Flat-Rate Warranty Reimbursement Frequently Asked Questions

1. **Q.** What is the Flat-Rate Warranty Program?
A. (Previously referred to as “**WARP**”) provides compensation for defective parts while reducing the dealer’s effort and expense to recover Warranty claim compensation.

2. **Q.** Does my dealership have to sign up for the Flat-Rate Warranty Program?
A. No, enrollment is not necessary for this program if you are a full-line dealer

3. **Q.** How is my Flat-Rate Warranty credit amount determined?
A. The credit is calculated using purchases of machines, accessories, and drums from the previous month’s activity multiplied by the ratio assigned to each product. The Flat-Rate Warranty ratios will differ depending on the product. Please note: that the higher ratio will be used to determine the credit for all accessories that can be used on multiple products. For example; the credit for an accessory that can be used on both a Black & White Color enabled Machine (iRC 5068) and a Color imageRUNNER machine (Color imageRUNNER 3480) will be calculated using the higher ratio for Business Color Enabled products.

4. **Q.** How can I acquire the On-Line Warranty Credit Inquiry screen to view my Flat-Rate Warranty credits?
A. Contact your ISG Central Dealer Administrator for screen access, but each user will have to be approved by their dealer principal before access is granted.

5. **Q.** Who is my ISG Central Dealer Administrator contact person?
A. Refer to the chart below.

Region	Regional Admin	Phone	Email
Eastern Jamesburg, NJ	Antonio Silva	732-521-7856	asilva@cusa.canon.com
Midwest Chicago, IL	Dawn Dettloff	630-250-6444	ddettloff@cusa.canon.com
Southeast Atlanta, GA	Nancy Crigler	770-849-7926	ncrigler@cusa.canon.com
Southwest Dallas, TX	Jamie Mickelson	972-409-7922	jmickelson@cusa.canon.com
Western Irvine, CA	Kathy Herrmann	949-753-4435	kherrmann@cusa.canon.com



Flat-Rate Warranty Reimbursement Frequently Asked Questions

6. **Q.** Did the Credit Description Categories Change?
A. Yes, the credit descriptions have changed. The Warranty Department has renamed the categories to be more current and we have added a new category to support Business Color Equipment. Please see below for details.

Previous Categories	New Categories	What Products Are Included	Ratios
imageRUNNER	Monochrome	B/W Machines & Accessories	0.1067
Drum	Monochrome Drums	B/W Drum Units	0.1067
Color Laser Copier	Graphic Color	Color Machines & Accessories	0.2425
Drum	Graphic Color Drums	Color Drum Units	0.2425
New	Business Color	Business Color Machines & Accessories	0.2503
New	Business Color Drums	Business Color Drum Units	0.2503

7. **Q.** Why does my Flat-Rate credit amount show blank or Zero dollars for the month?
A. Your dealership made no purchases of machines, accessories, or drums from the previous month.
8. **Q.** I'm unable to open the hyper-links listed under the Credit Memo and the e-Tag number columns?
A. To open the hyper-links hold down the "control" button and select the link at the same time. If you continue to have problems, please contact your Systems Administrator for assistance.
9. **Q.** How can I download my dealerships warranty credit information?
A. Click on the "download" icon, select print format and save the file to your desktop or the folder of your choice. (Microsoft Excel CSV format)
10. **Q.** How can I access and inquire credit information for another branch location?
A. You may not access and inquire another locations credit information. You are only profiled to preview your own credits.



Flat-Rate Warranty Reimbursement Frequently Asked Questions

11. **Q.** What is the time frame for my Flat-Rate Credit memo information to be uploaded to the Warranty credit feature?
A. The credits are processed by the 7th business day of the month. Your credit information will be uploaded within 24hrs of the processing time.

12. **Q.** Can I access past Flat-Rate credit information?
A. Yes. You can access your Flat-Rate history for the entire previous year and the current year-to-date.

13. **Q.** Who can I call if I have a question regarding a Flat-Rate credit memo?
A. Please call Nechelle Joachim at 516-328-5770 or email at njoachim@cusa.canon.com