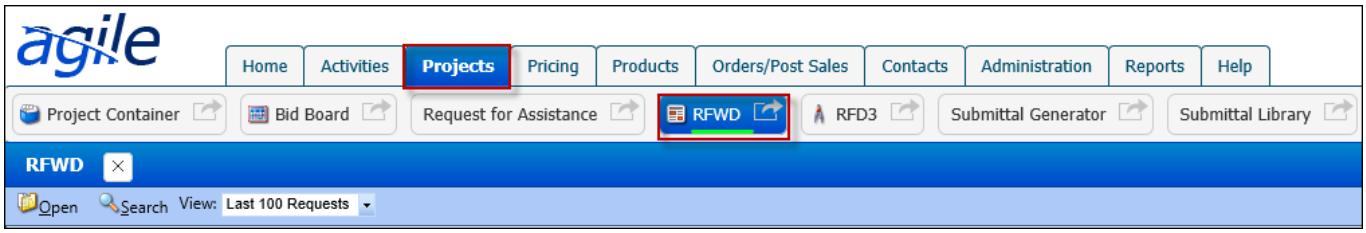
agile Request for Warranty Deviation (RFWD) Quick Reference Guide

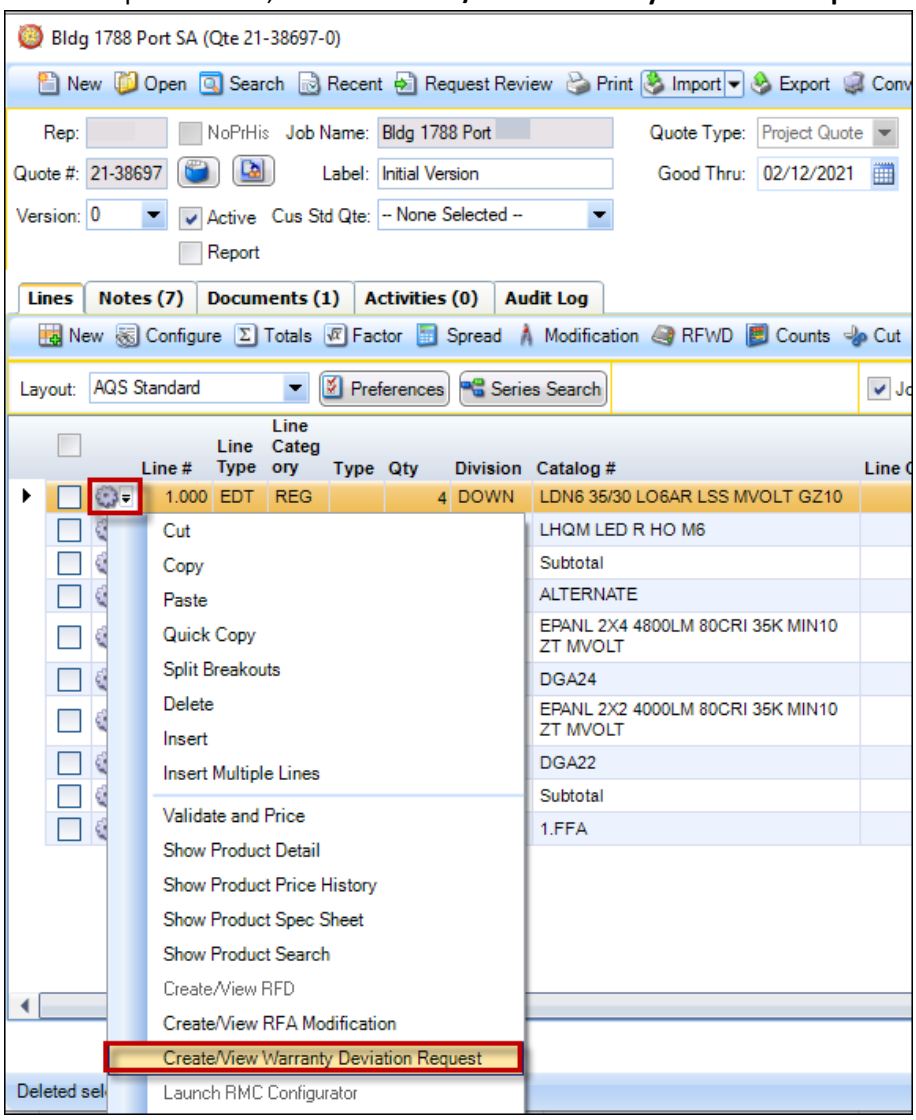
Dashboard

- Access the application from the **Quotes** tab and select **RFWD**
- On task bar, you can **Open** or **Search** for existing requests
- On the **View** drop down you can manage a view as the result of your search criteria



Create RFWD from Quote

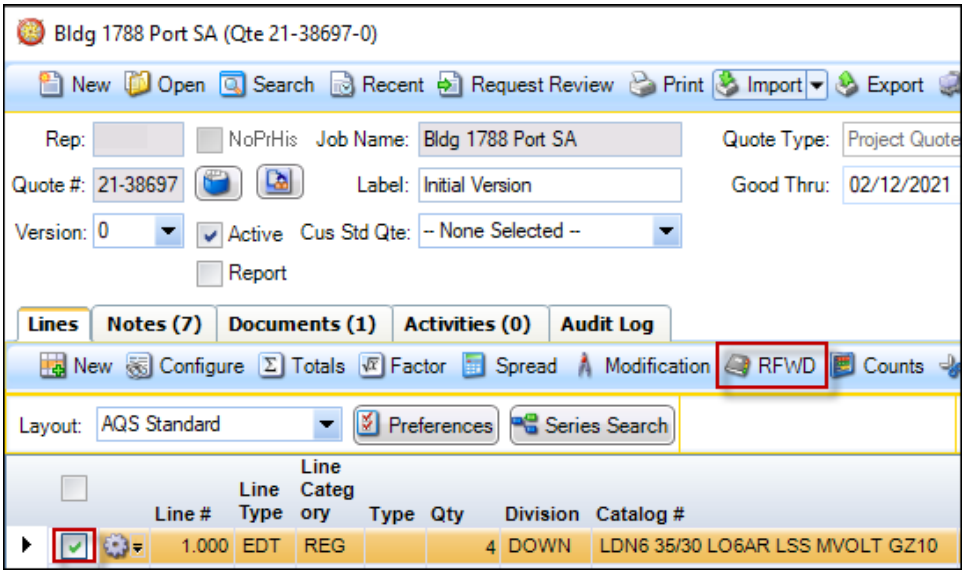
- Select dropdown , scroll to **Create/View Warranty Deviation Request**



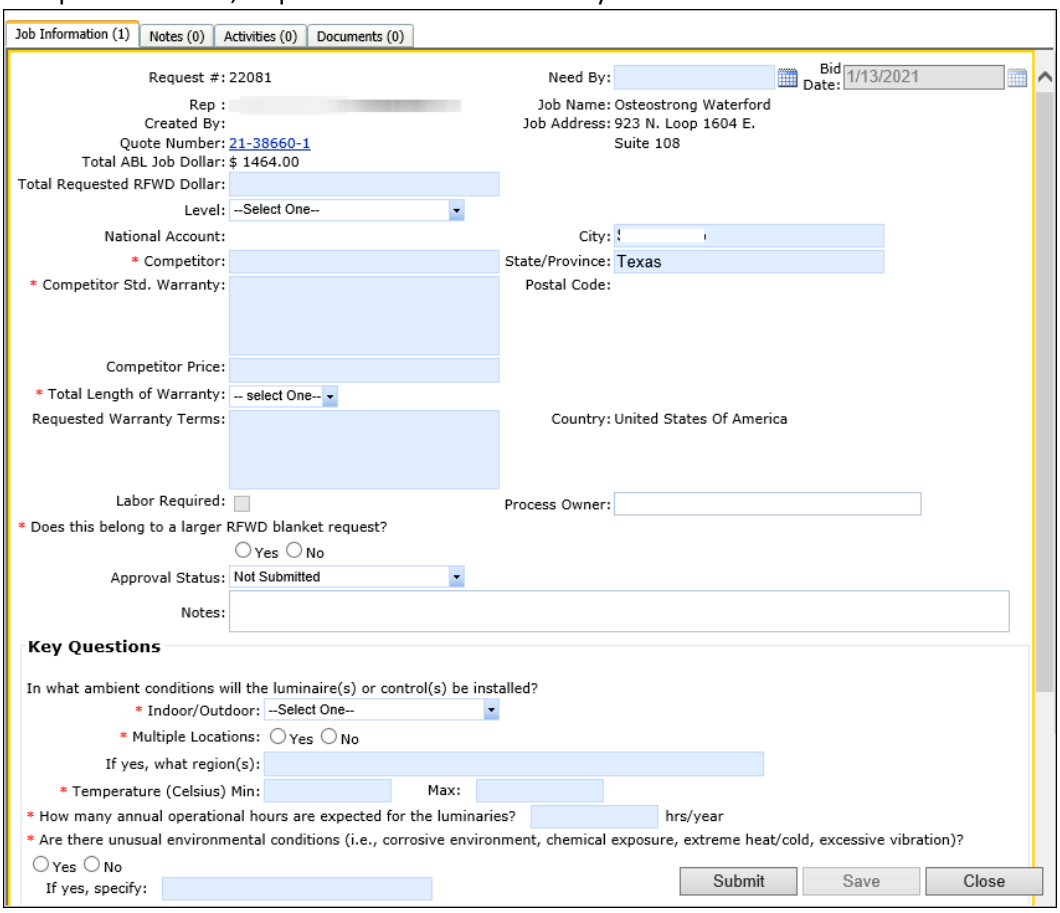
Revised: 1.28.21

agile Request for Warranty Deviation (RFWD) Quick Reference Guide

- Another option is to select one or multiple quote lines, then select **RFWD** on the taskbar



- Complete the form, required items are denoted by *

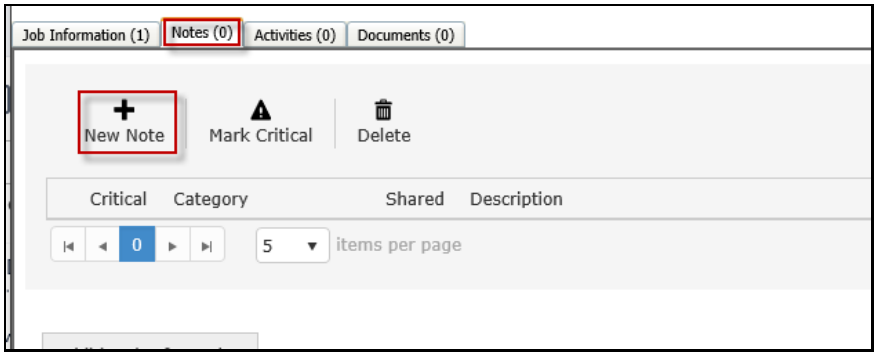


Revised: 1.28.21

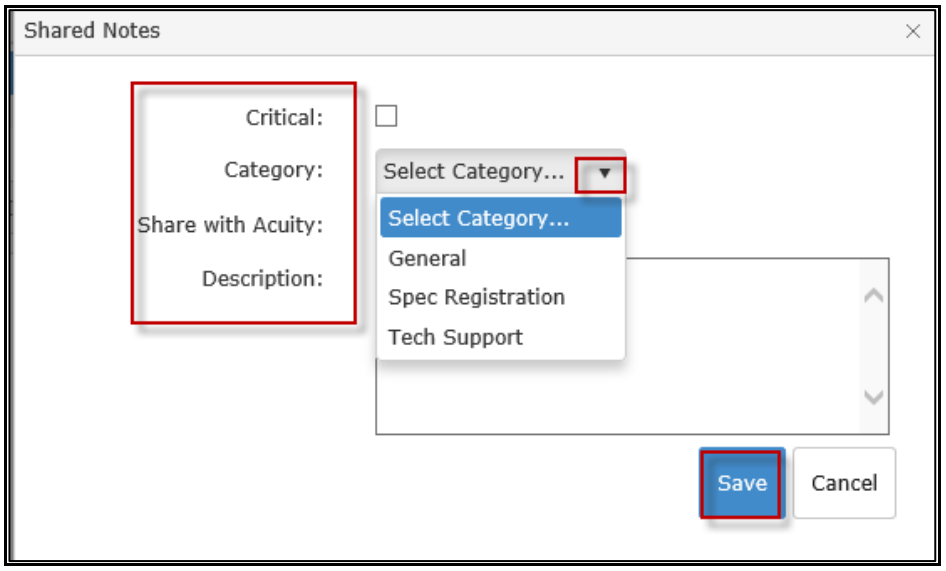
agile Request for Warranty Deviation (RFWD) Quick Reference Guide

Notes

- Create a Note on the **Notes Tab** by selecting **New Note**



- Select **Category** dropdown to assign category
- Complete the **Description**, then press **Save**

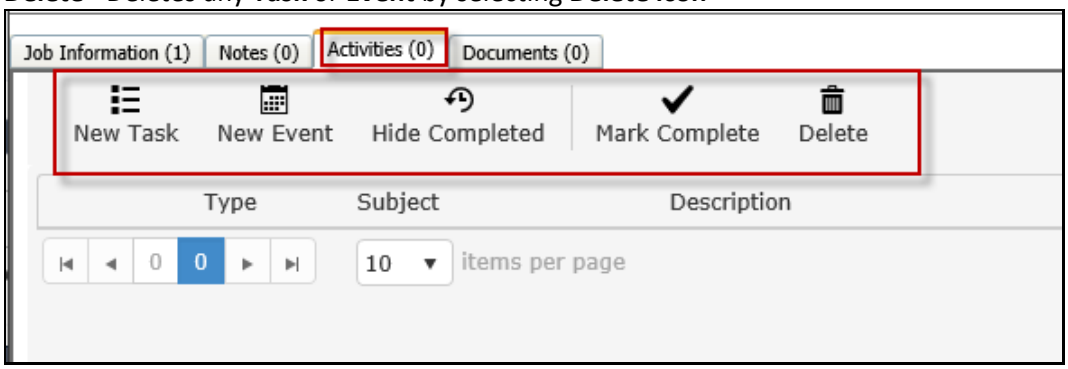


Revised: 1.28.21

agile Request for Warranty Deviation (RFWD) Quick Reference Guide

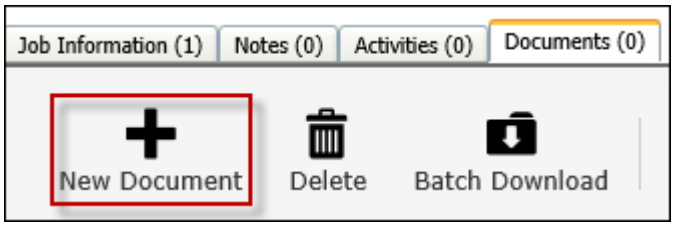
Activities

- **New Task** - Creates **New Task**
- **New Event -** Creates **New Event**
- **Hide Completed** - Hide Tasks or Events by selecting **Hide Completed icon**
- **Mark Complete** - Tasks or Events by selecting **Mark Complete icon**
- **Delete** - Deletes any **Task** or **Event** by selecting **Delete icon**

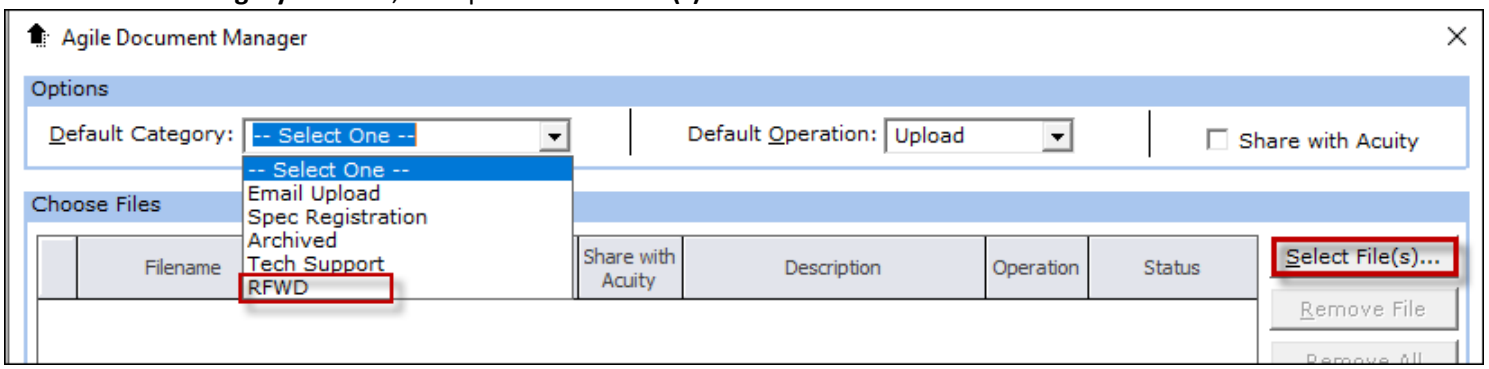


Documents

- Select **Documents Tab**
- Select **New Document**



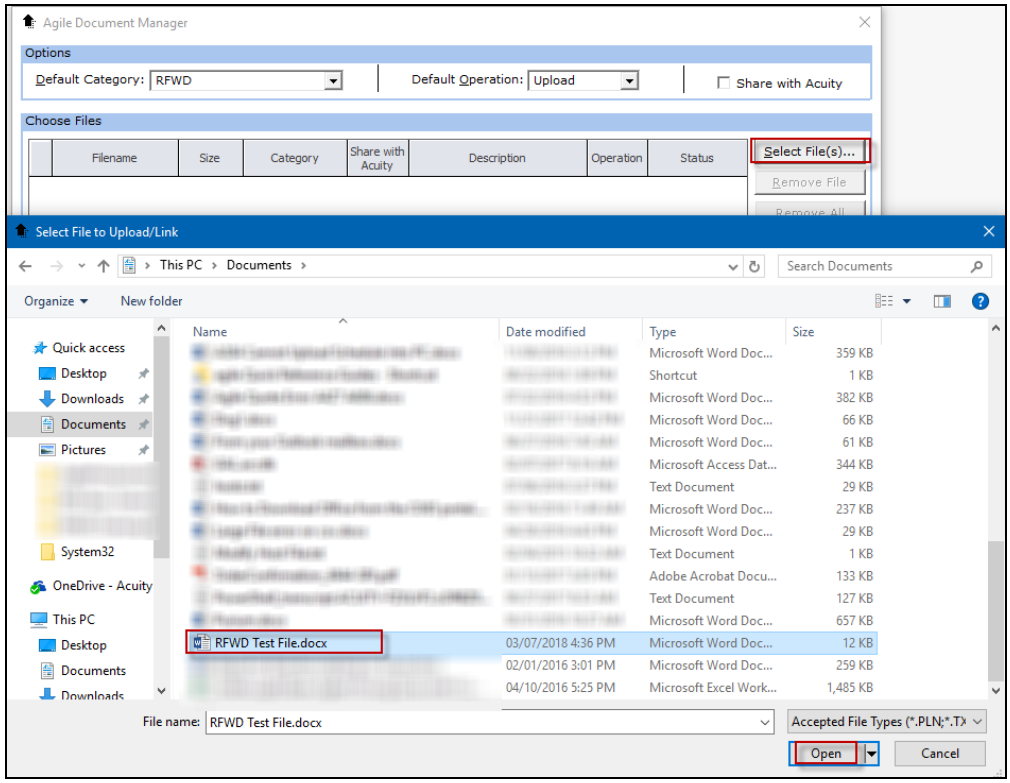
- Select **Default Category – RFWD**, then press **Select Files(s)**



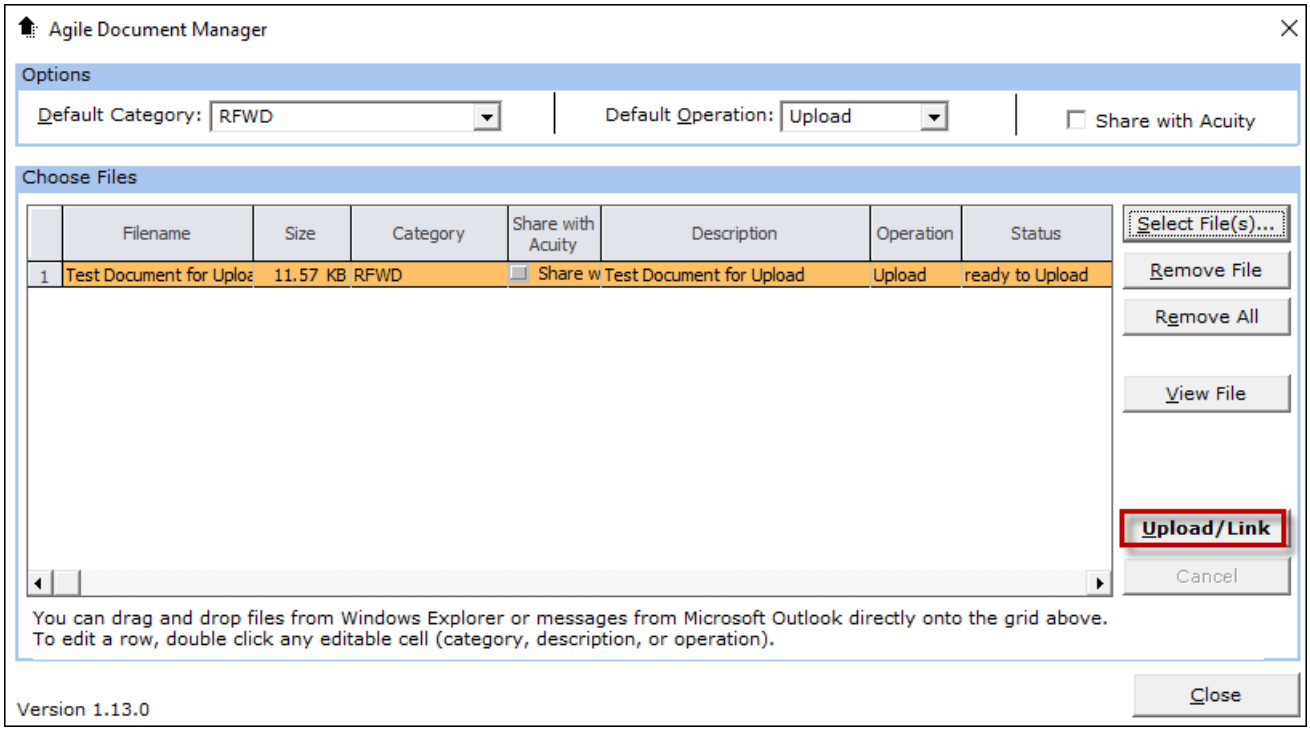
Revised: 1.28.21

agile Request for Warranty Deviation (RFWD) Quick Reference Guide

- Browse to and select the document, then click **Open**

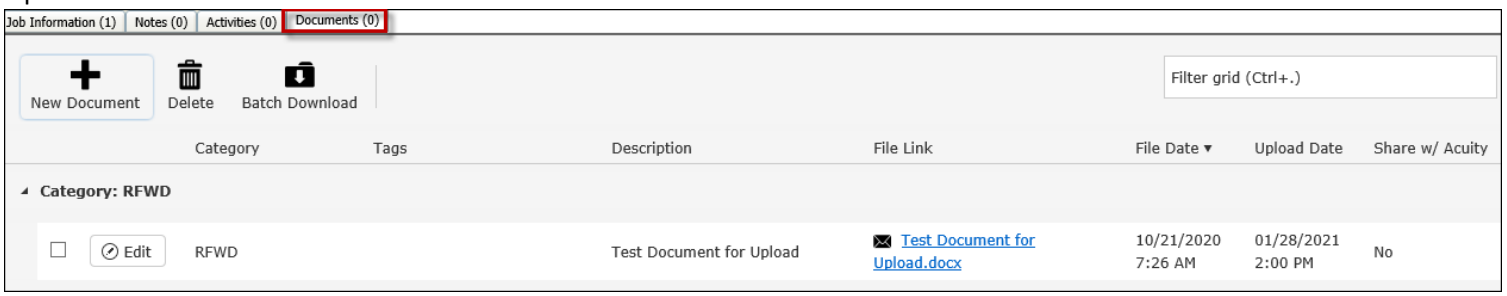


- Select **Upload/Link**



agile Request for Warranty Deviation (RFWD) Quick Reference Guide

- Uploaded documents are located on the **Documents** tab

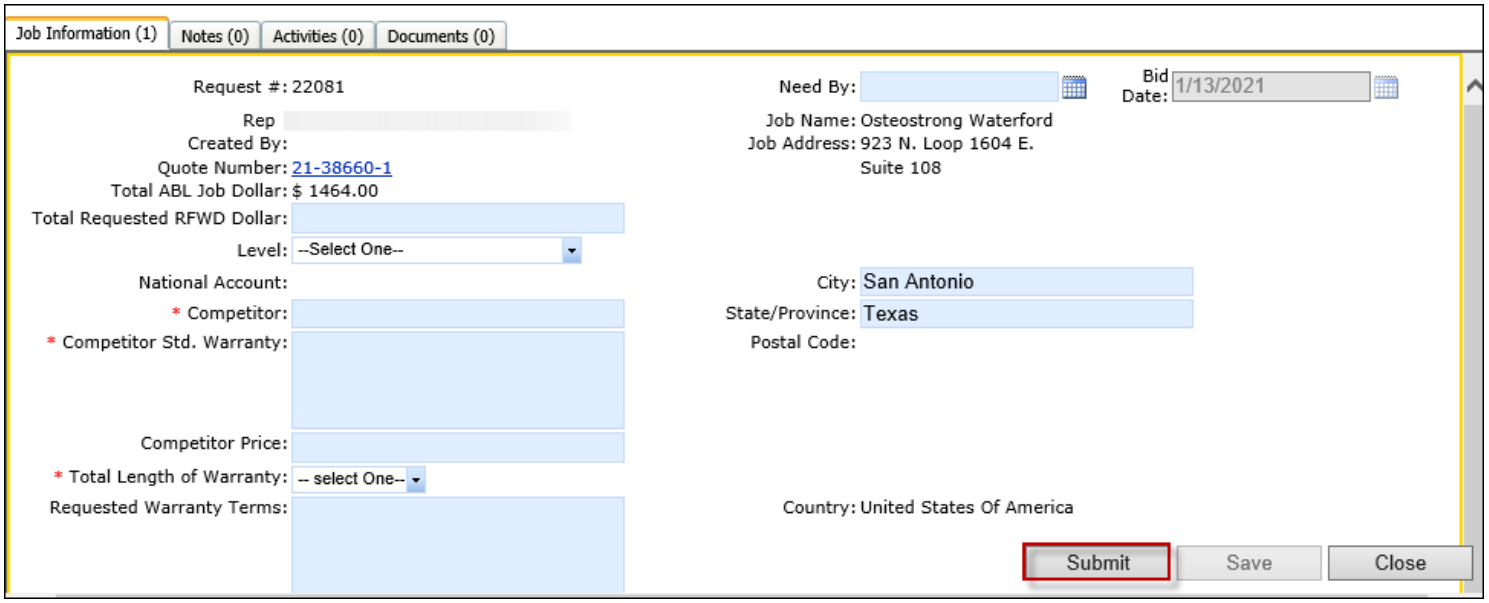


- Filter documents by entering **keyword**, **description** or **category type** in the fuzzy search
- Keyword search text will be highlighted in the results



Submit RFWD

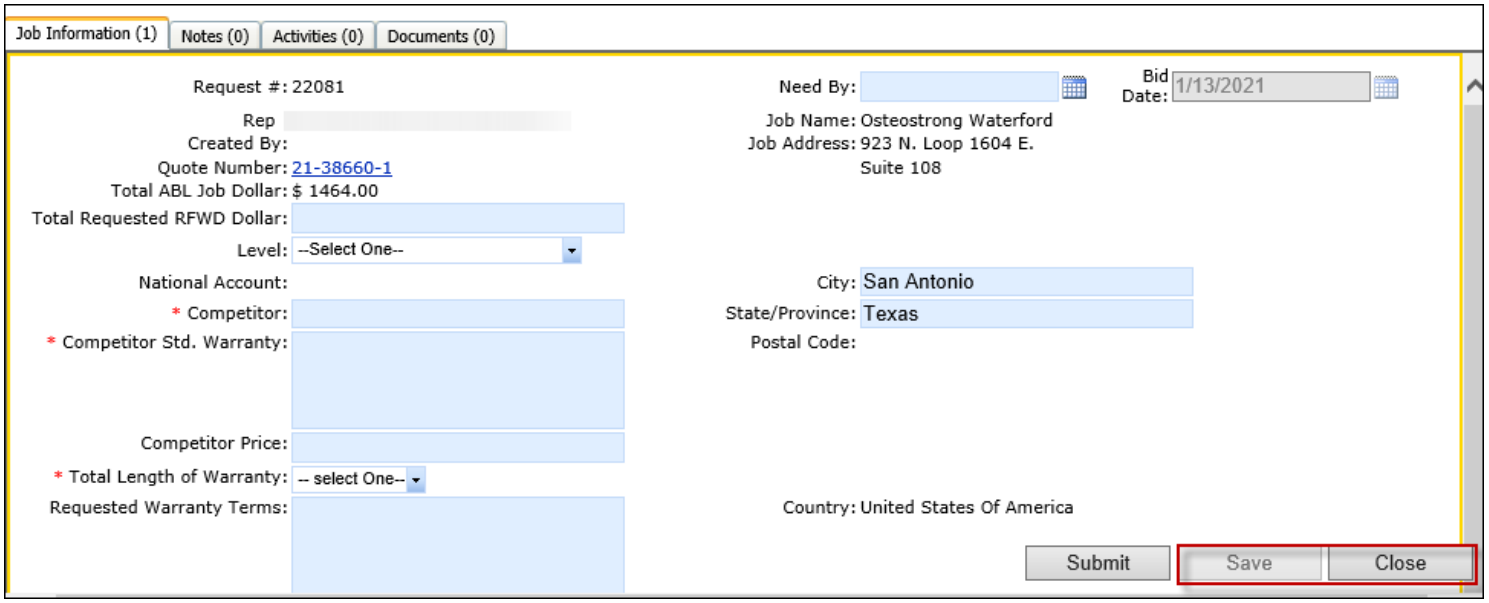
- Once you have completed the form: **Job Information Tab**, **Notes, Activities, Documents**
- Click **Submit**



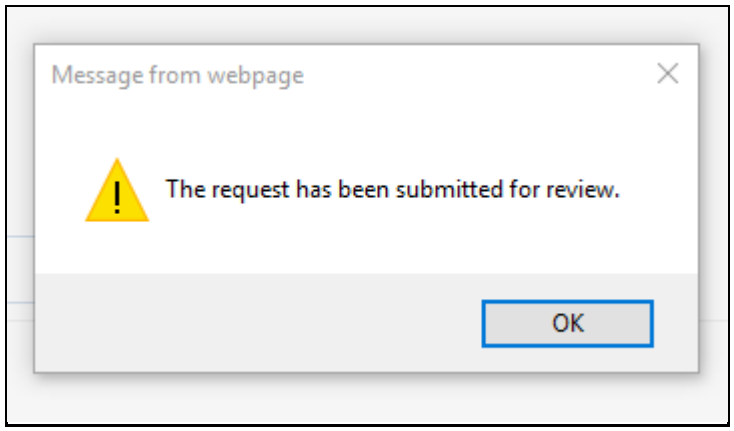
Revised: 1.28.21

agile Request for Warranty Deviation (RFWD) Quick Reference Guide

- Select **Save and Close** if you will be submitting on a future date



- You will receive a confirmation message

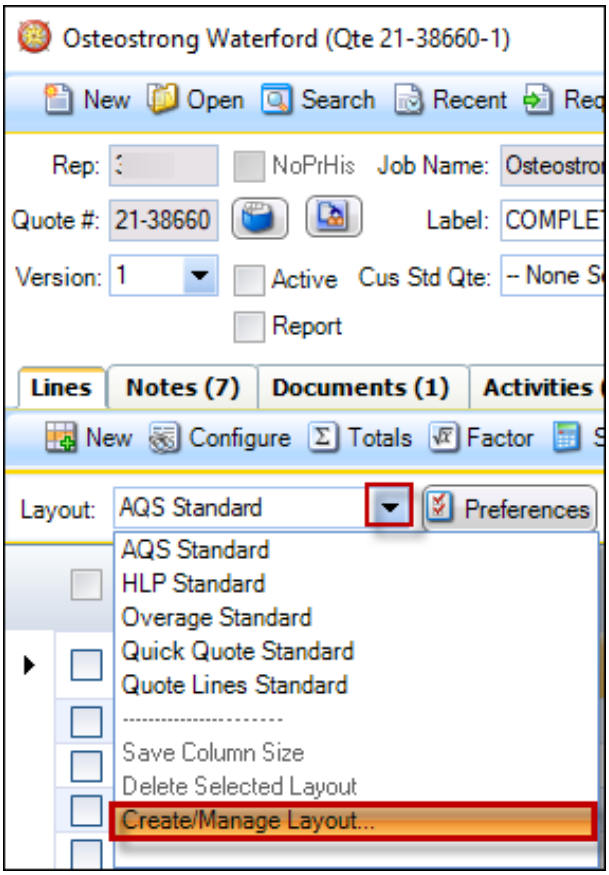


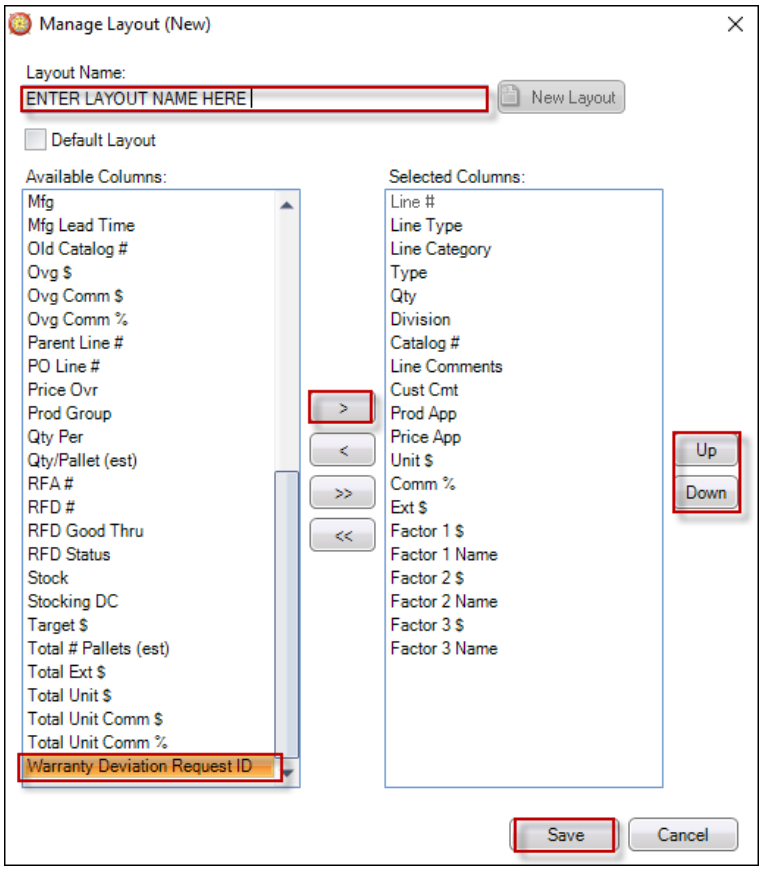
- Your Acuity Quotations Manager will be copied on all approved, conditionally approved, and partially approved email notifications. This will enable the AQD to proactively price the quote with the RFWD, thus improving overall RFWD cycle time

agile Request for Warranty Deviation (RFWD) Quick Reference Guide

Add/Manage Layouts

- On the quote, select **Layout,** then select **Create/Manage Layout, name the layout**
- From **Available Columns** scroll to and select **Warranty Deviation Request ID**
- Select the **>** to move to the selected columns
- Use **Up** or **Down** options to position placement of added category





agile Request for Warranty Deviation (RFWD) Quick Reference Guide

- Warranty Deviation request category and RFWD Id is displayed on the grid

