



# Acuity Brands

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## Acuity Warranty Services

*Presents*

***New Automated No Charge***

Effective :December 5, 2016



 **AcuityBrands.**

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# Enter a ship-to-address and We'll do the rest!!

If you have a warranty claim that results in a **NO Charge replacement**, Acuity will place the No Charge order for you !

*(with a little assistance required on Legacy Winona and Mark Lighting orders)*

## What do YOU need to do?

Only one additional step from your current process in AGILE RFC tool -> Enter Shipping Information for each Request for Claim

### Claim Request

Submit Claim Request

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#### Claim Information

Request Number: 228556      Rep: 261      Reason 1: Fit/Finish ( Mfg. Prc ▾  
Service Team: Post Sales Direct CA      Contact: rfcctest      Reason 2: Bowing / Warped ▾  
Application Type: Building Mounted      Email or phone: shawn.reagan@acuityb      Order Number: A261-24727-LLA      Order Search

Description of Issue: frame is bowed with lens - test

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#### Product Details

Qty Rej: 1.00      Qty Ord: 684.00      Ship Date: 5/16/2016      Reason 1: Fit/Finish ( Mfg. Process ) (5261103)      Reason 2: Bowing / Warped  
Line #: 1      CI: \*199J70      Prod. Group: VALUE LUMINAIRES (GRP-2000)      Prod Desc: F32T8 LPGM835EXL NATJ J36

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#### Comments/Attachments

Date	Time	User	Narrative	File Name
11/23/2016	4:42 PM	User, RFC_Test	Test rfc	

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#### Shipping Information


Please select the correct ship to address or enter an alternate address if necessary. This information is required as it will be used should this claim result in a no charge order.

Ship To: --Select One--

#### Shipping Instructions

Standard Shipping     NDA\*  
\* Must be approved by Acuity.

For Will Call requests (subject to DC Availability) please Contact Customer Care after No Charge Order confirmation.





Order Processed



# Here is how it works...

## All C&I claims entered in RFC Tool

### Agent:

- Enter Request for Claim in Agile
- Complete New Shipping Information Section of the tool as required
- *If your claim results in a No Charge Replacement:*



### Warranty Team

will review claim to determine , if **No Charge Order is needed**



### Warranty Team

Acuity will process a NO Charge Replacement order



### Agent will receive:

- Email notification that order is placed
- Narrative note in RFC dashboard
- Visibility of order in AGILE Order MGT

## All Legacy Winona and Mark Lighting claims entered in RFC Tool

### Agent:

- Enter Request for Claim in Agile
- Complete New Shipping Information Section of the tool as required
- *If your claim results in a No Charge Replacement:*



### Warranty Team

will review claim to determine , if **No Charge Order is needed**



### Warranty Team

If Legacy Winona or Mark, Team will Create a "Hold" order requiring the Agent to complete order process in Order Management - Action Required



### Agent will receive:

- Email notification that "HOLD" order is entered with instructions
- "Action Required" Narrative note in RFC dashboard of Hold order needing completion
- Visibility of "HOLD" order in AGILE Order MGT

**END**



# Email Notifications you will receive

## Order Placed!

SAMPLE EMAIL for Replacement Order instructions:

**From:** Do Not Reply  
[<mailto:NoReplyWarrantyServiceNotifications@AcuityBrands.com>]  
**Sent:** Tuesday, November 22, 2016 4:38 PM  
**To:** Reagan, Shawn E <[Shawn.Reagan@AcuityBrands.com](mailto:Shawn.Reagan@AcuityBrands.com)>  
**Subject:** Order # A261-23855-LLA - Request # 228527 - Claim # 480214-284665896 - Owner: (No Charge Update)

Your request for no charge order has been authorized and created by (FCWTEST)

Replacement Order Number #: (A261-28493-LLA)

Original order is (A261-23855-LLA)

Replacement Items:  
Line #: 1  
CI:  
Item Description: 059-41-72844 - DRIVER GRAFTECH PAD  
8.25 X 7.163  
Quantity: 1

## Complete the Hold Order and Place! (Legacy Mark and Winona Only)

SAMPLE EMAIL for Hold Order instructions:

**From:** Do Not Reply  
[<mailto:NoReplyWarrantyServiceNotifications@AcuityBrands.com>]  
**Sent:** Tuesday, November 22, 2016 4:29 PM  
**To:** Reagan, Shawn E <[Shawn.Reagan@AcuityBrands.com](mailto:Shawn.Reagan@AcuityBrands.com)>  
**Subject:** Order # A261-78746-LLA - Request # 228535 - Claim # 480214-284665901 - Owner: (No Charge Update)

Your request for no charge order has resulted in the creation of a Hold Order.  
Please open this Hold Order in AGILE Order Management and complete the Header section

for Bill To, Sold To and Ship To. We have included the line(s) and shipping instructions already.

Once the header has been completed you can place the order.

Action Required by Agent: : Hold Order Number #: (3543669)

Original order is (A261-78746-LLA)

Replacement Items:  
Line #: 1  
CI: MARK  
Item Description: 10-1306-B  
Quantity: 1

# What To Expect in the New Process?

**More time to handle  
your other tasks!**



Once the order has been released and placed, you can request updates by contacting Customer Care for:

- Ship Address edits (these changes cannot be made via the AGILE RFC tool)
- Will Call Requests
- General order maintenance







# Questions?



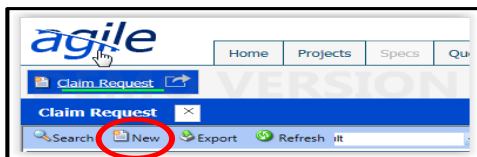
# Standard Work Instructions

# Standard Work Instructions Acuity Auto No Charge Order Placement (Agency)



**Purpose:** This standard work will provide instructions for AGILE RFC entry to enable the processing of No charge orders for defective solutions by the Warranty Services team.

1. Complete the RFC form in AGILE to submit a warranty claim request



**Claim Information**

Request Number: 228543      Rep: 261      Reason 1: Fit/Finish ( Mfg. Prd)

Service Team: Post Sales Direct CA      Contact: rfctest      Reason 2: Finish Coverage /Sc

Application Type: Manufacturing      Email or phone: shawn.reagan@acuityb      Order Number: [ ]

Description of Issue: Paint is scratched on right side of fixture - test

➤ Select Order

Search Parameters

Shipped  Ordered

Agent Number: 261      Customer PO: PO19827

Order Number: 24727      Job Name: Elementary School

Order Type: LLA      Customer Contains: CRAWFORD ELECTRIC

Change page: --> | Displaying page 1 of 1 items 1 to 1 of 1

Agent	Number	Type	Order Type	National Account Code	Store Number	Customer PO Number	(Ship-To) Customer Name
Select	A261	LLA	LLA	AT7		42960	EMC-TJX-TAX

Line Number	Part Number	Quantity	Part Description	Product Group	Shipment Number	Shipment Date	Manufa
1	*199370	684.00	FG F32T8 VALUE LUMINAIRES (GRP-2000) NAT3.136	VALUE LUMINAIRES (GRP-2000)	1	5/16/2016 12:00:00 AM	GENERA ELECTR

➤ Enter all applicable information including quantity rejected, photos, attachments and comments.

**Product Details**

Qty Rej: 1.00      Qty Ord: 684.00      Ship Date: 5/16/2016      Reason 1: Fit/Finish ( Mfg. Process) (

Line #: 1      CI: \*199J70      Prod. Group: VALUE LUMINAIRES (GRP-2000)      Prod D

➤ **Shipping Instructions Section:** This **NEW** section **must** be completed per instruction for **ALL** RFC's. Legacy Winona and Mark orders will provide instruction message.

**Shipping Information**

Please select the correct ship to address or enter an alternate address if necessary. This information is required as it will be used should this claim result in a no charge order.

Ship To: --Select One--

**Shipping Instructions**

Standard Shipping     NDA\*

\* Must be approved by Acuity.

For Will Call requests (subject to DC Availability) please Contact Customer Care after No Charge Order confirmation.





You have 3 options :

1. Select the Original Order Ship to address from the drop down selection

**Shipping Information**  
Please select the correct ship to address or enter an alternate address if necessary. This information is required as it will be used should this claim be denied.  
Ship To: --Select One--  
Ship To: CUS 437401 EMC-TJX-TAX 16305 36TH AVENUE NORTH PLYMOUTH MN

2. If the replacement will need to ship to an alternate location, site or to contractor directly, enter a manual Ship to address. Click the icon box next to drop down

**Shipping Information**  
Please select the correct ship to address or enter an alternate address if necessary. This information is required as it will be used should this claim be denied.  
Ship To: --Select One--  
**Shipping Instructions**

**Manual Ship To Address Entry**  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: --Select One-- Search Postal Zones  
Zip Code: \_\_\_\_\_  
Country: United States Of America  
OK Cancel Clear

3. If the order is a **Legacy Winona or Mark Lighting order**, you will see the following message and will later need to complete and release from the “Hold” order that Warranty Services submits.

**Shipping Information**  
There is no Shipping Information available for this order. If this Request results in a No Charge, you will be required to provide Bill To, Sold To and Ship to Information on the 'HOLD' order and complete Order Placement. Please select Shipping method and submit request.  
**Shipping Instructions**  
 Standard Shipping  NDA\*

➤ Next Select Shipping Instructions

**Shipping Instructions**  
 Standard Shipping  NDA\*  
\* Must be approved by Acuity.  
Will Call is subject to DC availability. Contact Customer Care after you receive the No Charge order confirmation if you'd prefer Will Call.

- Standard
  - NDA – Next Day Air
  - Contact Customer Care for Will Call requests after the order has been placed.
- \*\* Acuity reserves the right to review and authorize ship methods.

➤ Submit request

No changes can be made to the address in the RFC or in the NC order process. All changes must be made after order is placed with the Customer Care team.

**Claim Request**  
Submit Claim Request



**If the Ship to Section is not complete, the RFC will not process**

**Claim Request**

[Submit Claim Request](#)

You must enter a value in the following fields:

- Ship To

The order will first appear as a HOLD order in your view as it is processed by Warranty Services will then process and release the order. (except Legacy and Winona Legacy – It will HOLD and YOU must process)

**How will Warranty Services provide you with the order number?**

1. You will receive email notification
2. Updated narrative in your Request for Claim; select and open RFC from your dashboard

**For Legacy Mark and Winona orders:**

1. Action Required Notice on your dashboard
2. Action Required email notification – advising you to complete Ship to, sold to and bill too and to release hold order and place.

Request #	Claim #	AB Owner	Contact	Order #	Update Date	Request Status	Claim Status	Description of Issue
228535	284665901	Post Sales Direct CA	RFC_Test User	A261-78746-LLA	11/22/2016 4:28:57 PM	Accepted (Action Required)	Open	Auditoriums / Theatrical - This is a tes

**Narrative message in the request:**

Comments/Attachments			
Date	Time	User	Narrative
11/22/2016	4:29 PM	Reagan, Shawn	<p>Your request for no charge order has resulted in the creation of a Hold Order. Please open this Hold Order in AGILE Order Management and complete the Header section for Bill To, Sold To and Ship To. We have included the line(s) and shipping instructions already. Once the header has been completed you can place the order.</p> <p>Action Required by Agent : Hold Order Number #: (3543669)</p> <p>Original order is (A261-78746-LLA)</p> <p>Replacement Items: Line #: 1 CI: MARK Item Description: 10-1306-B Quantity: 1</p>
11/22/2016	1:15 PM	Reagan, Shawn	<p>Your request for no charge order has been authorized and created by ()</p> <p>Action Required by Agent : Replacement Order Number #: ()</p> <p>Original order is (A261-78746-LLA)</p> <p>Replacement Items: Line #: 1 Item Number: MARK Item Description: 10-1306-B Quantity: 1</p>

**Please contact Customer Care for processing order maintenance requests:**

- Will Call
- Address Changes after order has been entered (these changes cannot be made in the RFC after submission)
- General order maintenance