



TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Title Page

Forest River Dealer Connect

User Privileges



TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 2 of 14

Table of Contents

About Privileges	3
What is a Privilege?	3
Privilege Levels.....	3
Privilege Breakdowns.....	4
Accounts Receivable Statement	4
Claim Form	4
Claims Grid	5
Dealer Units Grid.....	5
Flat Rate Main Search	6
Flat Rate Notes Form	6
Message Board.....	7
Part Catalog Details.....	7
Part Catalog Search.....	8
Part Order Form	8
Part Order Invoices	9
Part Orders Grid.....	9
Retail Registration Form	10
Service Advisories Grid.....	10
Setup Dealer Address Grid.....	11
Setup Profile Form	11
SPIFF Grid	12
Spiff Grid Override Dealer Sales Person Search.....	12
Spiff Pay Dealer.....	12
Spiff Pay Dealer Sales Person.....	13
SPIFF Register Form	13
Unit Invoices	14
Users Management.....	14



TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 3 of 14

About Privileges

What is a Privilege?

On the Forest River Dealer Connect Web Portal, we allow for each dealer user’s access to various functions on the website to be customized by their Dealer Admin. The way we establish these security preferences is through Privilege Levels on a wide variety of privileges. These can either be set up by applying Privilege Level templates, or can be individually selected by the Dealer Admin.

User		Save	Close
First Name	Forest River	Last Name	Administrator
Email	fradmin@forestriverinc.com		
Primary Role	Manufacturer Admin		
Add Template		Apply Template	
Privileges	Privilege	Privilege Level	
	Accounts Receivable Statement	None	Read Update
	Claim form	None	Read Update
	Claims grid	None	Read Update

Privilege Levels

Each Privilege has the Privilege Access Levels of **NONE**, **READ**, and **UPDATE**. Generally speaking, the Privilege Access Levels impact user access in the following ways:

- If the Privilege Level is selected as **NONE**, the user will not be able to access the Privilege.
- If the Privilege Level is selected as **READ**, the user will be able to read (view) the Privilege but cannot make changes within the Privilege.
- If the Privilege Level is selected as **UPDATE**, the user has full read and write capabilities on the Privilege and is able to update and create within the Privilege.

Read each Privilege Breakdown below for a detailed explanation on what functionality each Privilege Level grants or restricts.



TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 4 of 14

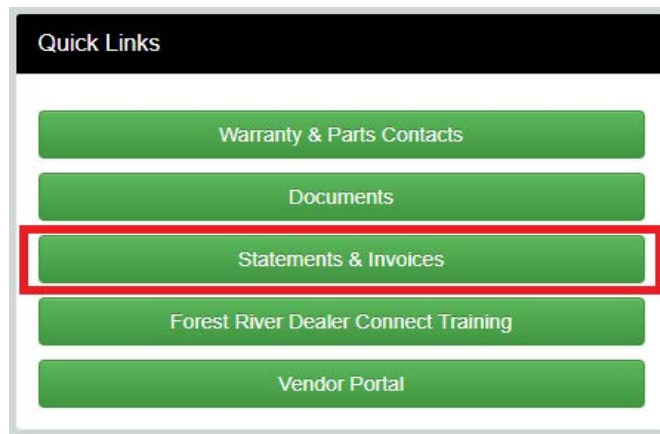
Privilege Breakdowns

Accounts Receivable Statement

This Privilege insures that a user can be granted or denied the ability to view Accounts Receivable Statements from the Statements & Invoices page located in the Quick Links on the Home page.

UPDATE / READ - This Privilege Level will allow a user to view Accounts Receivable Statements.

NONE - This Privilege Level will not allow a user from accessing Accounts Receivable Statements.

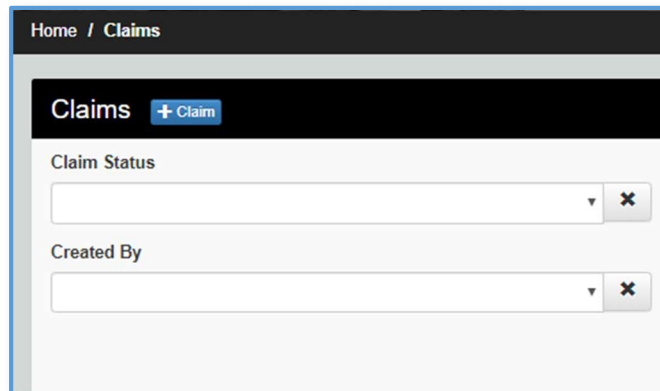


Claim Form

This Privilege insures that a user can be granted or denied the ability to create a claim.

UPDATE - This Privilege Level will allow the user to create and update claims through the Claims Form. This means the user will have the **+ Claim** button while on the Claims page.

NONE / READ - This Privilege Level will restrict the user's ability to create claims through the Claims Form. This means the user will not have the **+ Claim** button while on the Claims page.





TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 5 of 14

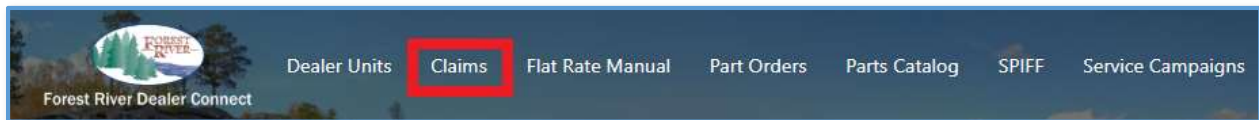
Claims Grid

This Privilege insures that a user can be granted or denied the ability to search for and view claims on the Claims page.

UPDATE - This Privilege Level will allow the user to see the Claims link on the user’s Home page and view, create, and edit claims on the Claims page for their dealership.

READ - This Privilege Level will allow the user to see the Claims link on the user’s Home page to view all claims for their dealership, but will not allow them to edit or create a claim.

NONE - This Privilege Level will completely remove the link to the Claims page from the user’s Home page and the user will be unable to view, create, or edit claims.

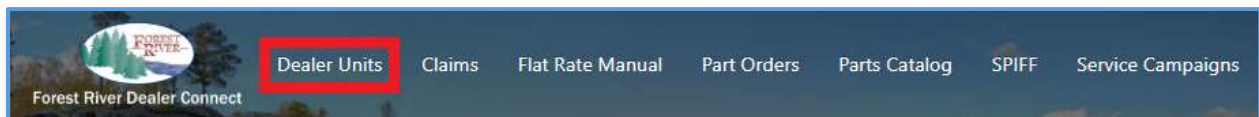


Dealer Units Grid

This Privilege insures that a user can be granted or denied the ability to search for and view invoiced units on the Dealer Units page.

UPDATE / READ - This Privilege Level will allow the user to see the Dealer Units link on the user’s Home page and view a list of units sold by the Dealership.

NONE - This Privilege Level will completely remove the link to the Dealer Units page from the user’s Home page and the user will be unable to view the list of units sold by the Dealership.





TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 6 of 14

Flat Rate Main Search

This Privilege insures that a user can be granted or denied the ability to search for and view flat rate codes on the Flat Rate Manual page.

UPDATE / READ - This Privilege Level will allow the user to see the Flat Rate Manual link on the user's Home page and search for and view the flat rate codes.

NONE - This Privilege Level will completely remove the link to the Flat Rate Manual page on the user's Home page and the user will be unable to search for and view the flat rate codes.



Flat Rate Notes Form

This Privilege insures that a user can be granted or denied the ability to see the Notes screen for all items on the Flat Rate Manual page that have detailed notes.

UPDATE / READ - This Privilege Level will allow the user to see the Notes field for all items on the Flat Rate Manual page that have detailed notes.

NONE - This Privilege Level will not allow the user to see the Notes field for all items on the Flat Rate Manual page that have detailed notes.

Operation Description	
Ramp Door (pictures)	Notes
Ramp Door (pictures)	Notes
Ramp Door Frame (pictures)	Notes
Compression Latch - Ramp Door (pictures)	Notes
Spring Only for Ramp Door (picture Canada only)	Notes
Assist Step	



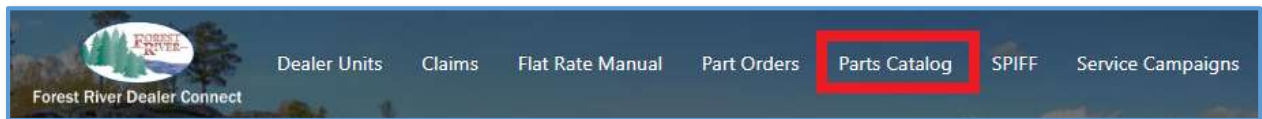
TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 7 of 14

Parts Catalog Search

This Privilege insures that a user can be granted or denied the ability to search for and view parts on the Parts Catalog page.

UPDATE / READ - This Privilege Level will allow the user to see the Parts Catalog link on the user’s Home page and search for and view parts on the Parts Catalog page.

NONE - This Privilege Level will completely remove the link to the Parts Catalog page on the user’s Home page and the user will be unable to search for and view parts on the Parts catalog page.



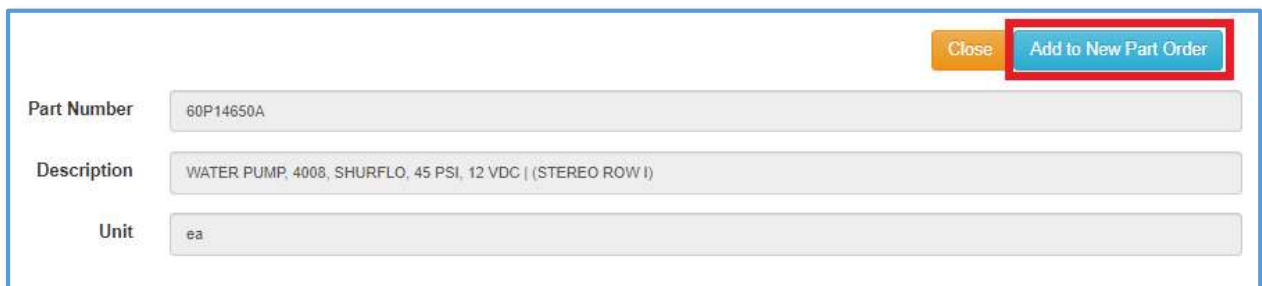
Parts Catalog Details

This Privilege insures that a user can be granted or denied the ability to see the Details screen for all items on the Part Catalog page that have detailed notes.

UPDATE - This Privilege Level will allow the user to view the Details screen for all items on the Parts Catalog page, and will also allow them to create a new Part Order from the Details screen.

READ - This Privilege Level will allow the user to view the Details screen for all items on the Parts Catalog page, but will not allow them to create a new Parts Order from the Details screen.

NONE - This Privilege Level will not allow the user to view the Details screen and will also now all a user to create a new Parts Order from the Details screen.







TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 8 of 14


Part Order Form

This Privilege insures that a user can be granted or denied the ability to create a part order.

UPDATE - This Privilege Level will allow the user to create and manage Part Orders, as well as view the Part Order History, for a particular unit and create a new part order from the Unit Detail page. This means the user will have the  button while on the Claims page.

READ - This Privilege Level will allow a user to view existing Part Orders and Part Order History from the Part Orders form and the Unit Details page. The user will not be able to create any new part orders or edit an existing one. This means the user will have the  button while on the Claims page.

NONE - This Privilege Level will completely remove the link to the Part Orders page from the user's Home page and the user will be unable to view, create, or update part orders.



The screenshot shows a web interface for 'Part Orders'. At the top left is the text 'Part Orders' and a blue button with a plus sign and the text '+ Part Order'. Below this is a section titled 'Order Status' with a dropdown menu and a close button (X). Underneath is a section titled 'VIN' with an empty text input field. At the bottom is a section titled 'Show My Orders' with two buttons: 'Yes' and 'All'.



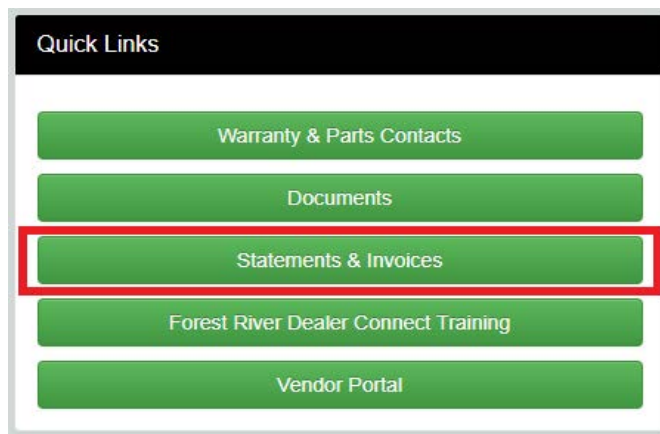
TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 9 of 14

Part Order Invoices

This Privilege insures that a user can be granted or denied the ability to search for and view Part Order Invoices from the Statements & Invoices page located in the Quick Links on the Home page.

UPDATE - This Privilege Level will allow a user to search for and view Part Order Invoices from the Inquiries page or directly from the Parts Order Detail page and the Unit Detail form.

READ / NONE - This Privilege Level will prevent a user from accessing Parts Order Invoices.



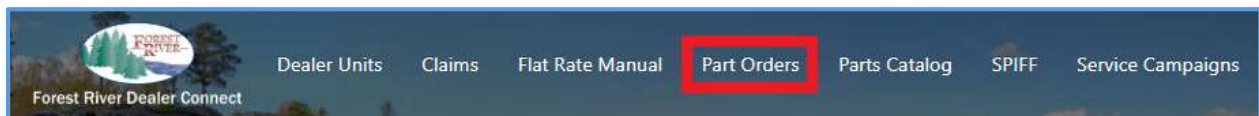
Part Orders Grid

This Privilege insures that a user can be granted or denied the ability to view, create, and update part orders on the Part Orders page.

UPDATE - This Privilege Level will allow the user to see the Parts Order link on the Home page and view, create, and edit part orders on the Part Orders page for their dealership.

READ - This Privilege Level will allow the user to see the Part Orders link on the user's Home page to view all part orders for their dealership, but will not allow them to edit or create a part order.

NONE - This Privilege Level will completely remove the link to the Part Orders page from the user's Home page and the user will be unable to view, create, or edit part orders.





TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 10 of 14

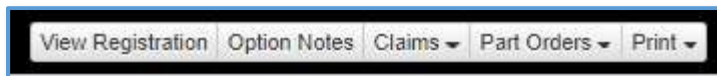
Retail Registration Form

This Privilege insures that a user can be granted or denied the ability view existing Retail Registrations for units as well as Retail Register new units.

UPDATE - This Privilege Level will allow the user to view existing Retail Registrations for units, as well as Retail Register new units for the dealership.

READ - This Privilege Level will allow the user to view existing Retail Registrations for units, but not Retail Register new units.

NONE - This Privilege Level will prevent a user from viewing or creating Retail Registrations for units.

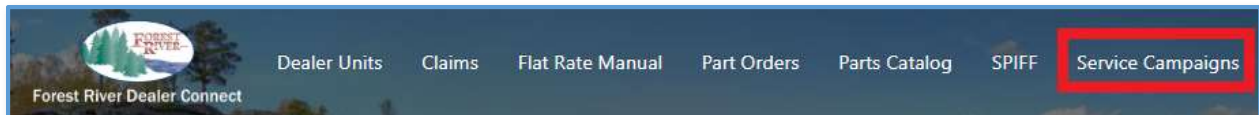


Service Advisories Grid

This Privilege insures that a user can be granted or denied the ability view existing recalls or technical service bulletins on VINs on the Service Campaigns page and the All Service Campaigns search on the Home page.

UPDATE / READ - This Privilege Level will allow the user to see the Service Campaigns link and the All Service Campaigns search box on the Home page.


NONE - This Privilege Level will not allow the user to see the Service Campaigns link and the All Service Campaigns search box on the Home page.





TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 11 of 14

Setup Dealer Address Grid


This Privilege insures that a user can be granted or denied the ability to view the Dealer Address link on the Admin page, which can be accessed by clicking on the  icon, which allows a user to be able to view addresses associated with the dealership.

UPDATE / READ - This Privilege Level will allow the user to see the Dealer Address link on the Admin page. However, these addresses are not able to be changed through the Dealer Portal. You must contact Accounts Payable / Order Entry at Forest River to update this information.

NONE - This Privilege Level will remove the link from the Admin form.

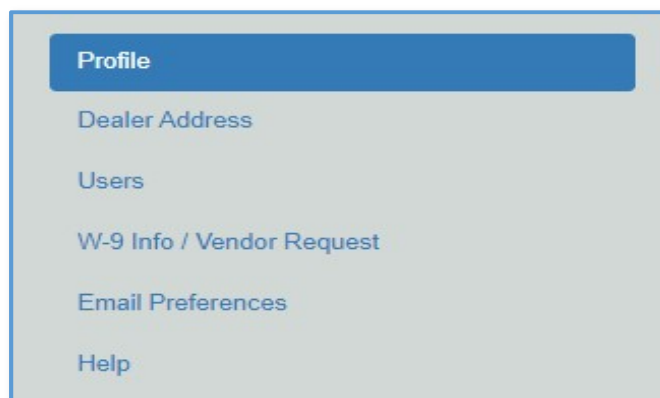
Dealer Address <small>For address changes or updates, please contact your Forest River AR representative at (574) 389-4600</small>		
Name	Address	Address Type / Purpose
FOREST RIVER	55470 CR 1 ELKHART, IN 46515 USA	Delivery, Business
FOREST RIVER	55470 CR 1 ELKHART, IN 46515 USA	Invoice, Delivery, Business, Remit to, Statement

Setup Profile Form

This Privilege insures that a user can be granted or denied the ability to see the Profile and W-9 Info / Vendor Request links on the Admin page, which can be accessed by clicking on the  icon.

UPDATE / READ - This Privilege Level will allow the user to see the Profile and W-9 Info / Vendor Request link on the Admin page, which allows users to view details associated with their own account.

NONE - This Privilege Level will remove the Profile and W-9 Info / Vendor Request link from the Admin page for the user.





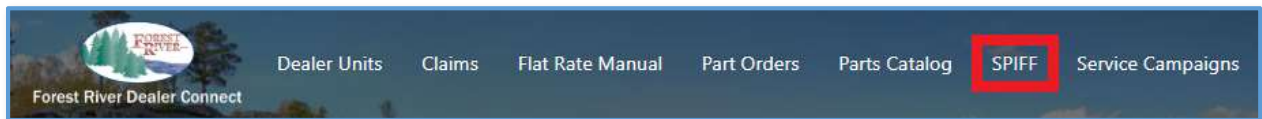
TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 12 of 14

SPIFF Grid

This Privilege insures that a user can be granted or denied the ability to see the SPIFF link on the Home page and access the SPIFF page.

UPDATE / READ - This Privilege Level will allow the user to see the SPIFF link on the Home page and access the SPIFF page.

NONE - This Privilege Level will remove the SPIFF link from the Home Page and will not all allow the user to access the SPIFF page.



SPIFF Grid Current User

This Privilege insures that a user can be granted or denied the ability to search for any SPIFF from the SPIFF page, regardless of who entered it, for their dealership. Also gives the option of selecting all Salespeople when submitting a SPIFF rather than it defaulting to the current user.

UPDATE - This Privilege Level will allow the user to search for any SPIFFs belonging to their dealership or search for SPIFFs for a specific sales person in their dealership.

READ / NONE - This Privilege Level will prevent a user from search for SPIFFs for any sales person other than themselves.

Spiff Pay Dealer

This Privilege insures that a user can be granted or denied the ability to submit SPIFFs that are paid directly to the dealership on the SPIFF form.

UPDATE - This Privilege Level will allow the user to set a Dealer as a valid Pay To on the SPIFF form.

READ / NONE - This Privilege Level will not allow the user to set a Dealer as a valid Pay To on the SPIFF form.

VIN

Chassis Number

Allowance Type

Vendor Name and Number

Sales Order

Brand

Delivery Date



TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 13 of 14

Spiff Pay Dealer Sales Person

This Privilege insures that a user can be granted or denied the ability to submit SPIFFs that are paid directly to the sales person on the SPIFF form.

UPDATE -This Privilege Level will allow the user to set a Dealer Sales Person as a valid Pay To on the SPIFF form.

READ / NONE - This Privilege Level will not allow the user to set a Dealer Sales Person as a valid Pay To on the SPIFF form.

The screenshot shows a form with the following fields: VIN (with a search icon), Chassis Number, Allowance Type (dropdown), Vendor Name and Number (with a dropdown menu showing 'Dealer Sales Person' highlighted in red and 'Dealer' below it), Sales Order, Brand, and Delivery Date.

SPIFF Register Form

This Privilege insures that a user can be granted or denied the ability to create a new SPIFF request from the SPIFF page.

UPDATE / READ - This Privilege Level will allow the user to create a SPIFF (if they have a valid W-9 filled out as well). This means that they will have the **+ SPIFF** button on the SPIFF page.

NONE - This Privilege Level will not allow the user to create a SPIFF. This means they will not have the **+ SPIFF** button on the SPIFF page.

The screenshot shows the top of the SPIFF Register Form. It has a black header with 'SPIFF' and a blue '+ SPIFF' button. Below the header are two input fields: 'VIN' (empty) and 'Vendor Name and Number' (containing '1018938').



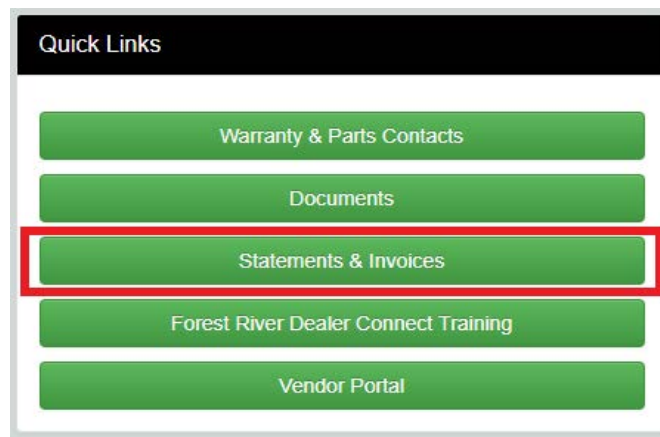
TITLE: FRDC – Claims	Training Doc No.	Page
	FRDC.USERPRIV.01	Page 14 of 14

Unit Invoices

This Privilege insures that a user can be granted or denied the ability to search for and view Unit Invoices from the Statements & Invoices page located in the Quick Links on the Home page.

UPDATE - This Privilege Level will allow a user to search for and view Unit Invoices from the Inquiries page or directly from the Unit Detail form.

READ / NONE - This Privilege Level will prevent a user from accessing Unit Invoices.



Users Management

This Privilege insures that a user can be granted or denied the ability to add, edit, and remove users from the dealership's account.

UPDATE / READ - This Privilege Level will allow the user to see the Users link on the Admin page, which allows the user to add, edit, and remove users for the dealership. Both **UPDATE** and **READ** access have full control over updating users on the Users form.

NONE - This Privilege Level will remove the Users link to on the Admin page and will not allow the user to add, edit, and remove users for the dealership.

