



## Frequently Asked Questions

1. Q: How do I submit sales tax in my claim?

A: Record you sales tax as an “other” charge in the Charges Section of the claim form on Step 3 of the wizard. Click “add” under the “Other” heading, and select type “Sales Tax”.

Other Charges:

SIL#	Other Type	Description	Refrigerant	UOM <span>?</span>	Requested Qty	Requested Rate/Charge	Total Requested	Action
1	SALES TAX	5% Sales Tax		EA			\$ 0.00	Delete

[Add](#)

2. Q: How do I reset my password?

A: Click the “Forgot password” link on the sign-in page.

The image shows the login page for the Welbilt community. It features the Welbilt logo at the top, followed by the text "Login to Community". Below this are two input fields: "Username" and "Password". At the bottom of the form is a red "SIGN IN" button and a red link labeled "Forgot password".

3. Q: What is my username?

A: Your username is your email address.

4. Q: How do I access the Claims Processing System, i.e. “what is the link”?

A: Click the link here,

<https://manitowocportal.force.com/manitowocportal/CustomCommunitiesLogin>

5. Q: How do I update my email address for receiving claim notifications?

A: Send your request to [kc-fsg-administration@welbilt.com](mailto:kc-fsg-administration@welbilt.com).

6. Q: How do I request new user access?

A: Send an email to [kc-fsg-administration@welbilt.com](mailto:kc-fsg-administration@welbilt.com). Please, note the name of your company and your role in the business.

7. Q: What is a causal (not casual) part?

A: The causal part is the primary component on the equipment that failed prompting the service call. Other parts may have been replaced as a result of the failure. Those parts should be recorded in the parts charges section. There may be more than one unrelated failure at the time of service. In this case, a second Service Incident Line must be created with a different causal part.



8. Q: What if I don't have a causal part?  
A: Typically, this question refers to occasions when a component such as wiring or tubing fail that do not have a service part number. On such occasions, select "No Causal Part – Wiring", "No Causal Part – Tubing", etc.
  
9. Q: How do I add a comment to my claim?  
A: Add your comments to the comments section located on Step 4 of the claim form. When you are done typing, you must click **Add Comment** button to save the comment to the claim.
  
10. Q: Where do I find comments added by a Welbilt claims processor?  
A: All comments can be viewed by scrolling to the very bottom of the claim form on the read-only view or Review and Submit page.
  
11. Q: From Manitowoc submitters: Do I need to include my RM Tag number?  
A: Yes. Record the RM Tag number in the "RMA Tag #" field on the part charge line.
  
12. Q: What if I don't have a serial number?  
A: If you do not have the serial number for the unit, you must retrieve it from the service location. In the case that the unit is not serialized, select the "Non-serialized" check box located next to the "Serial Number" field in the Equipment Information section.
  
13. Q: Can I submit more than one serial number on a claim?  
A: No. Each serial number must be submitted on a separate claim.
  
14. Q: Why is it necessary to enter owner information and equipment location?  
A: There are times when the owner's address and contact information may be different than that of the business. For example, a franchisee has a primary address, but may own multiple locations that all have different addresses.
  
15. Q: Can I submit my claim in any currency I choose?  
A: No. You must submit claims in the currency in which your account was set up.
  
16. Q: What is the difference between Standard Warranty and Replacement Part Warranty?  
A: Standard warranty covers repairs made on the equipment while in the warranty period. Replacement Part Warranty covers failed replacement parts outside of the equipment warranty period but are within the replacement part warranty.



17. Q: How do I re-open a 'Denied' claim?

A: You cannot "re-open" a claim that has been denied. Generally, claims are pended for information prior to denial to give the user an opportunity to provide requested information or make changes to the claim. If a claim has been denied, a user has the ability to copy the claim, make the needed changes, and submit the newly created claim. Please, email the processor who denied the claim the new KC number, so they can process the denied claim.