

## Suggested Roles & Permissions

Warranty Service Management				
Permissions	Punchout Coordinator	Warranty Service Manager	Warranty Service Rep	View Only
<b>General</b>				
1. BService Access	✓	✓	✓	✓
2. View Manager Dashboard		✓		✓
3. Add/Edit Trade Partners		✓	✓	
4. Assignable CS Manager		✓		
<b>Requests</b>				
5. Assignable CS Rep	✓	✓	✓	
6. Apply Reactivation Date to On-Hold Requests		✓		
7. View All Requests		✓		
8. Close Requests		✓	✓	
9. Assign Requests		✓	✓	
10. Delete Requests		✓		
11. Place Requests On Hold		✓		
12. Re Open Requests		✓		
13. Edit Request Summary		✓		
14. Create Requests		✓		
15. Edit Request Dates		✓		
<b>Items</b>				
16. Close Items	✓	✓	✓	
17. Delete Items		✓	✓	
18. Reopen Items	✓	✓	✓	
19. Edit Item Summary		✓	✓	
20. Create Items	✓	✓	✓	
21. Edit Item Dates		✓	✓	
<b>Owners</b>				
22. Edit Owners		✓	✓	
23. Edit Settlement Date		✓		
24. Edit Warranty Expiration Dates				
25. Lockout Owner		✓		
26. Edit Address		✓		
<b>Service Orders</b>				
27. Create Service Order		✓	✓	
28. Edit Service Orders		✓	✓	
29. Reassign Service Orders		✓	✓	
30. Approve Service Order		✓	✓	
31. Reopen Service Order		✓	✓	
32. Void Service Order		✓	✓	
33. Edit Service Order Date		✓	✓	