

# ACDelco Labour Reimbursement

Nationwide Labour Reimbursement Program



## Online Claim Submission Guide

This is a guide for using our online claim portal. Claims should be submitted at the time of working through the warranty repair in the online portal or by phone (855-646-1427). If you have any questions on the use of the claim portal that are not answered below, please call the phone number and a Claims Administrator will assist you with your claim

Link: <https://my.abswarranty.net/start/acdelco-ca>

Once in the Labour Reimbursement site, please follow the steps below to complete your claim.

Start a New Claim →

1. Click “Start a claim” on the home page
2. Select “I’m not a robot” then continue.
3. From here please complete your contact information.

4. The shop information is pulled from Google Maps. Start typing the name of your shop and you will see different shops start to load.

5. Once you select your shop, the information will load the required fields.

6. Select your payment preference. This is how your claim will be paid once approved.

7. Select if you are the correct individual the team should contact when making the payment.
  - a. If yes, you already added your contact info in step 3.

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- b. If no, complete the contact's name and phone number.
8. Add in the information specific to the vehicle being repaired.
  - a. Owner's name
  - b. Owner's phone number
  - c. Year of vehicle
  - d. Make of vehicle
  - e. Model of vehicle
9. Select "Yes" or "No" if the vehicle is used for commercial purposes.
  - a. Vehicles owned under a company name that are not used for commercial purposes can click "No".
10. Complete the required fields using information from the original invoice and the invoice for repairs covered under warranty.
  - a. Original
    - i. Invoice Number
    - ii. Invoice Date
    - iii. Odometer
  - b. Subsequent
    - i. Invoice Number
    - ii. Invoice Date
    - iii. Odometer
11. Complete the required fields for the repair and cost information

Repair Information	Cost Information
<b>Failed Part Number(s) *</b> <small>Please list each failed part you are claiming. The total number of parts numbers should match the total number of parts being claimed.</small>	<b>Labour Rate per Hour *</b> <small>Your current billing rate for hourly mechanical labour.</small>
<b>Repair Category *</b> Please Select...	<b>Original Labour Hours *</b> <small>The time in hours billed on the original repair for replacement of the claimed part(s).</small>
<b>Part Failure Description *</b> <small>What symptoms helped determine the failure? What Tests were performed/failed?</small>	<b>Original Labour Charge *</b> <small>Total dollar amount charged for labour on the original repair.</small>
<b>Comments</b> <small>(Optional) Please provide additional details or comments regarding your claim.</small>	<b>Requested Warranty Repair Labour Hours *</b> <small>Labour time in hours you are requesting for the warranty replacement of the part(s).</small>
	<b>Combined Tax Rate (%) *</b> <small>Total percentage(s) of your GST/HST or other provincial/territorial tax rates billed with labour.</small>

12. Adding supporting information
  - a. Use your mobile device to scan the QR code to take photos of the required supporting documents or if on your computer, drag or upload files that are required.
    - i. Original Invoice
    - ii. Original Parts Purchase Receipt
    - iii. Subsequent Invoice
    - iv. Subsequent Parts Purchase Receipt

Submit for Review →

13. Once complete, click "submit for review"
14. If everything was entered correctly, you will see a message "Claim Submitted"



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### Claim Submitted

✔ Your claim has been submitted.

Thank you for submitting a warranty claim.

Our team will review your claim and supporting documentation as soon as possible. We will contact you by phone or email if we have questions regarding your claim. Upon approval of your claim, payment will be rendered by credit card via phone or check via mail according to your payment preference.

If you have questions regarding your claim, please call (855) 646-1427.