Fleet Maintaince


1. Warranty RO created in FASTER and assigned RO#

   2. Repair in-house?
      - Yes → 4. RO assigned to technician → 5. Vehicle brought to shop
      - No → 3. Outside vendor

3. Outside vendor

   6. Warranty part removed from vehicle

   7. Mechanic given replacement part

   8. Part charged to RO

   9. Part replaced on vehicle

   10. Parts clerk at depots begin warranty form and tag part

   11. Part and forms sent to parts supervisor at SG

   12. Is part under warranty?
      - Yes → 13. Supervisor completes warranty form
      - No → End

   13. Supervisor completes warranty form

   14. Make copies of RO and warranty sheet

   15. Create Excel spreadsheet with MCPS claim #

   16. Send spreadsheet to vendor

   17. Is claim approved?
      - Yes → 18. Send check to SG with copy of claim, parts and labor paid
      - No → 19. Resubmit claim/call vendor

   19. Send check to SG with copy of claim, parts and labor paid

   20. Parts supervisor credits RO in Faster

   21. Add claim credit to spreadsheet

   22. Check given to Fiscal Assistant

   23. Check reviewed by Fleet Maintenance manager and assigned acct.#

   24. Fiscal assistant forwards check and paperwork to Dept. of Acct.

End