

How to Export Warranty Claims for Hino

Hino's document on how to export warranty claims

Step-by-step guide



INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Quick Actions: Check-In Request Approval Asset Ready Asset In Service

LOCATION: [dropdown]
COMPLAINT DESCRIPTION: TEST CASE [edit]
CAUSE DESCRIPTION: [edit]
CORRECTION DESCRIPTION: [edit]

TAG #1: none... [edit]
WARRANTY CLAIM ID: none... [edit]

OPERATION *	LABOR	PARTS	CORE	TOTAL
PUMP ASSY, P3 [ALL PARTS INSTALLED]	\$200.00	\$469.99	\$0.00	\$0.00

Delete Items Toggle Cold Status None Warranty Policy Schedule Nons Set Status Find Operation Custom Operation

Print/PDF Actions:
• Print Estimate
• Print Estimate w/o labor hours
• Print Notes
• Print Parts Card
• Print Parts Card w/prices
• Print Labor Card
• Print Case

Case-Level Actions:
• Shop Supplies & Freight
• Remove Core Charges
• Edit Core Charges
• Remove Haz. Waste
• Remove Tax

PARTS:
LABOR: \$0.00
SUPPLIES: [edit] \$0.00
HAZ. WASTE: [remove] [edit] \$0.00
FREIGHT: [edit] \$0.00
TAXES: [remove] [edit] \$0.00
CORE: [edit] \$0.00
TOTAL: \$0.00

INSIGHT: Real labor time was used
MOTOR: labor time was used
Operation is marked as not approved

VMRS: ratings are set
VMRS: ratings are empty
Click item to see notes

In this guide we will highlight exporting warranty claims from Insight Case Management into DCS.

NOTE

Some steps may vary slightly based on integration with Dealer Management Systems, but all the requirements must be met to successfully export a warranty claim.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Here are the requirements to export a warranty claim from Insight Case Management to DCS. The first requirement is a Dealer Code. This requirement is met by creating a case in Insight Case Management.

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
 - Warranty
 - Policy

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Here are the requirements to export a warranty claim from Insight Case Management to DCS. The first requirement is a Dealer Code. This requirement is met by creating a case in Insight Case Management.

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
 - Warranty
 - Policy

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



INSIGHT/Pro
Welcome: dkosmowski @ Hino Dealer Test Location (82303)

Editing Case (9616275)

Quick Actions: Check-In Request Approval Asset Ready Asset In Service

Customer Links:
Hino Dealer Demo Fleet
Fleet Member
Customer
Contacts
Assets
C8888

Asset Info:
In-Progress Cases
Make: Hino
Model: 338
Year: 2017
Serial #: H4550423

CUSTOMER INFO		STATUS	
COMPANY:	Hino Dealer Demo Fleet - Cust#	CREATED:	4/23/2018 at 03:42 pm EDT
ADDRESS:	1234 Somewhere St. Orlando, FL 32808	CLOSED:	
PHONE:	(555) 378-5478	ASSET ARRIVED:	none... [edit]
		ASSET CHECKED IN:	none... [edit]

The next requirement is a VIN, this requirement is also met simply by creating a case in Insight Case Management.

ASSET INFO	
ASSET:	2017 Hino 338
VIN:	5PvNV8JJ2H4S50423
MILEAGE:	7,657 Miles Save
ENGINE:	251 Hours Save

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
- Warranty
- Policy

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



BREAKDOWN INFO		ADDITIONAL INFO	
LOCATION:		REPAIR ORDER NUMBER:	C4793374 [edit] [external]
COMPLAINT DESCRIPTION:	[edit]	PURCHASE ORDER NUMBER:	none... [edit]
CAUSE DESCRIPTION:	[edit]	INVOICE TOTAL:	none... [edit]
CORRECTION DESCRIPTION:	[edit]	INVOICE NUMBER:	none... [edit]
		INVOICE DATE:	none... [edit]
		AUTH NUMBER:	none... [edit]
		TAG #:	none... [edit]
		WARRANTY CLAIM ID:	none... [edit]

SORT	INFO	STATUS	OPERATION	LABOR	PARTS	CORE	TOTAL
			PUMP ASSY, COOLANT [ALL PARTS INSTALLED - * INCLUDED: COOLANT REFILLING]	\$480.00	\$25.98	\$0.00	\$0.00

The next requirement is a RO number. Click on edit, enter the RO number, then click on save.

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
- Warranty
- Policy

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Quick Actions:	Check-In	Request Approval	Asset Ready	Asset In Service
LOCATION: *				
COMPLAINT DESCRIPTION: [edit]				
CAUSE DESCRIPTION: [edit]				
CORRECTION DESCRIPTION: [edit]				
PURCHASE ORDER NUMBER: none [edit]				
INVOICE TOTAL: none [edit]				
INVOICE NUMBER: none [edit]				
INVOICE DATE: none [edit]				
AUTH NUMBER: none [edit]				
TAC #: none [edit]				
WARRANTY CLAIM ID: none [edit]				

OPERATION *	LABOR	PARTS	CORE	TOTAL
No operations				

Print/PDF Actions: <ul style="list-style-type: none"> Print Estimate Print Estimate w/o labor hours Print Notes Print Parts Card Print Parts Card w/prices Print Labor Card Print Case 	Case-Level Actions: <ul style="list-style-type: none"> Shop Supplies & Freight Remove Core Charges Edit Core Charges Export Warranty Claim 	<table border="1"> <tr><td>PARTS:</td><td>\$0.00</td></tr> <tr><td>LABOR:</td><td>\$0.00</td></tr> <tr><td>SHOP SUPPLIES: [edit]</td><td>\$0.00</td></tr> <tr><td>HAZ. WASTE: [edit]</td><td>\$0.00</td></tr> <tr><td>FREIGHT:</td><td>\$0.00</td></tr> <tr><td>TAXES: [edit]</td><td>\$0.00</td></tr> <tr><td>CORE: [edit]</td><td>\$0.00</td></tr> <tr><td>TOTAL:</td><td>\$0.00</td></tr> </table>	PARTS:	\$0.00	LABOR:	\$0.00	SHOP SUPPLIES: [edit]	\$0.00	HAZ. WASTE: [edit]	\$0.00	FREIGHT:	\$0.00	TAXES: [edit]	\$0.00	CORE: [edit]	\$0.00	TOTAL:	\$0.00
PARTS:	\$0.00																	
LABOR:	\$0.00																	
SHOP SUPPLIES: [edit]	\$0.00																	
HAZ. WASTE: [edit]	\$0.00																	
FREIGHT:	\$0.00																	
TAXES: [edit]	\$0.00																	
CORE: [edit]	\$0.00																	
TOTAL:	\$0.00																	

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
- Warranty
- Policy

The next requirement is an operation line. To add an operation line click on find operation or custom operation.

NOTE

Each operation line will be exported as a separate warranty claim in DCS.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



INSIGHT/Pro
Welcome: dkosnowski @ Hino Dealer Test Location (82363)

English Portal Search Cases Service Requests (2) Inspections Calendar Admin

Add Operation

Search

INSIGHT/Pro Operations (from new Builder) MOTOR Operations Custom Operation

INSIGHT/Pro Operations

- All available operations, by system
 - ACCESSORIS & TOOLS
 - AUTO TRANSMISSION
 - AXLE AND SUSPENSION
 - CAB & BODY
 - CAB ELECTRICAL
 - CHASSIS CONTROL ELECTRICAL
 - CHASSIS ELECTRICAL
 - Clutch
 - CLUTCH CONTROL
 - Cooling System
 - Dealer Specific Operations
 - DIFFERENTIAL
 - ENGINE ACCESSORIES
 - ENGINE CONTROL
 - ENGINE CONTROL ELECTRICAL(ECU)

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
- Warranty
- Policy

You can search for a labor operation or use the drop down arrows to browse operations.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



INSIGHT/Pro
 Welcome: classroom @ Hino Dealer Test Location (12/26/17)

Add Operation Return to Case

Search

INSIGHT/Pro Operations (from new Builder) MOTOR Operations Custom Operation

INSIGHT/Pro Operations

- All available operations, by system
- ▶ ACCESSORIES & TOOLS
- ▶ AUTO TRANSMISSION
- ▶ AXLE AND SUSPENSION
- ▶ CAB & BODY
- ▶ CAB ELECTRICAL
- ▶ CHASSIS CONTROL ELECTRICAL
- ▶ CHASSIS ELECTRICAL
- ▶ Clutch
- ▶ CLUTCH CONTROL
- ▼ Cooling System

▶ WATER MANIFOLD

▼ Water Pump

- ▶ OTHERS: FUEL WATER PUMP AND RELATED PARTS
- ▶ PULLEY: COOLANT PUMP
- ▼ PUMP ASSY: COOLANT

APPLICABILITY	VARIATION
Add Now	Add to List

06SE: Dci60l 2012-2017 155 Hino for PUMP ASSY, COOLANT ALL PARTS INSTALLED - * INCLUDED: COOLANT REFILLING

When you find a labor operation that you would like to add, click on add now. This will take you to the operation information screen.

REQUIREMENTS

- Dealer code
- VIN

- RO #

- Operation line

- Op line flagged:

- Warranty
- Policy

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



ENGINE: 1653 RO# [Save]

BREAKDOWN INFO		ADDITIONAL INFO	
LOCATION:	[edit]	REPAIR ORDER NUMBER:	04793374 [edit] [external]
COMPLAINT DESCRIPTION:	[edit]	PURCHASE ORDER NUMBER:	none [edit]
CAUSE DESCRIPTION:	[edit]	INVOICE TOTAL:	none [edit]
CORRECTION DESCRIPTION:	[edit]	INVOICE NUMBER:	none [edit]
		INVOICE DATE:	none [edit]
		JOBN NUMBER:	none [edit]
		TAG #:	none [edit]
		WARRANTY CLAIM ID:	none [edit]

SHORT	INFO	STATUS	OPERATION	LABOR	PARTS	CORE	TOTAL
			PUMP ASSY, COOLANT [ALL PARTS INSTALLED - * INCLUDED: COOLANT REFILLING]	\$430.00	\$25.99	\$0.00	\$0.00

Print PDF Actions: Print Estimate, Print Estimate w/o labor hours, Print Notes, Print Parts Card, Print Parts Card w/prices, Print Labor Card, Print Case

Case-Level Actions: Shop Supplies & Freight, Remove Core Charges, Edit Core Charges, Remove Haz. Waste, Remove Tax, Export Warranty Claim

STATUS: None | Warranty | Policy | Schedule | None | Set Status

Find Operation Custom Operation

PARTS: \$0.00
 LABOR: \$0.00
 SHOP SUPPLIES: [edit] \$0.00
 HAZ. WASTE: [remove] [edit] \$0.00
 FREIGHT: [edit] \$0.00
 TAXES: [remove] [edit] \$0.00
 CORE: [edit] \$0.00
 TOTAL: \$0.00

INSIGHT/Pro labor time was used. MOTOR labor time was used. Operation is marked as not auto-approved. Operation is under warranty. Operation is covered by policy. No part data available. Please add. No price available for some parts. Fixed price operation. VMRS bindings exist. VMRS bindings are empty. Click item to see notes. Added as related operation.

Another way to go to the operation information screen is to click on the operation line on the editing case screen.

REQUIREMENTS

- Dealer code
- VIN

- RO #

- Operation line

- Op line flagged:

- Warranty
- Policy

On the operation information screen you can adjust labor, add the complaint, cause, and correction text for this operation line, and you can add parts.

When adding parts you must include the part number, quantity, and unit price.



OPERATION INFO		VMS CODING	
NAME: PUMP ASSY, COOLANT	COMPONENT CODE:	SYSTEM GROUP:	SYSTEM (select a system group)
LINKS:	POSITION:	ASSEMBLY (select a system)	COMPONENT (select an assembly)
OPCODE: HINO_SRT H11H7 0003	COMPLAINT (OPERATOR REPORT):	Coolant leak	
ALL LEVEL: A Engine/Door	COMPLAINT DESCRIPTION:	(severity 12 of 6030 characters) --- Select a Saved Response --- [Insert] [New] [Delete] Copy from Case	
VAZTION: ALL PARTS INSTALLED - * INCLUDE	CAUSE (TECHNICIAN FAILURE):	Leaking coolant from water pump	
SUPPLEMENTAL LABOR: #18	CAUSE DESCRIPTION:	(severity 31 of 6030 characters) --- Select a Saved Response --- [Insert] [New] [Delete]	
PRICE INFO		CORRECTION (WORK ACCOMPLISHED):	
LABOR TIME: 4.80	CORRECTION DESCRIPTION:		
LABOR PRICE: 450.00	(severity 18 of 6030 characters) --- Select a Saved Response --- [Insert] [New] [Delete]		
PARTS PRICE: 325.90	Save & Return to Case Save Change		
CORE PRICE: 0.00			
FIXED PRICE:			
PRICE CODE:			
WARRANTY INFO			
WARRANTY CLAIM ID: W050903			

PART NO	QTY	PART NAME	UNIT PRICE	CORE PRICE	EXT. PRICE	ACTIONS
5241061800	1.00	BASKET	20.99	0.00	\$20.99	[Update] [Delete]
4422	1.00	HOSE CLAMP	4.99	0.00	\$4.99	[Update] [Delete]
	1.00					[Add Row]

REQUIREMENTS

- Dealer code
- VIN

- RO #

- Operation line

All Hino part numbers will be brought over into DCS. Any non-Hino part numbers will be brought over into sublet.

After updating labor, parts, and case text click on save and return to case to return to the editing case screen.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



The last requirement to export a case from Insight Case Management into DCS is to have the operation line or lines that you wish to export flagged either warranty or policy.

COMPLAINT DESCRIPTION: [edit]	INVOICE TOTAL: none [edit]
CAUSE DESCRIPTION: [edit]	INVOICE NUMBER: none [edit]
CORRECTION DESCRIPTION: [edit]	INVOICE DATE: none [edit]
	AUTH NUMBER: none [edit]
	TAG #: none [edit]
	WARRANTY CLAIM ID: none [edit]

STATUS	INFO	OPERATION *	LABOR	PARTS	CORE	TOTAL
<input type="checkbox"/>		PUMP ASSY, COOLANT [ALL PARTS INSTALLED - * INCLUDE: COOLANT REFILLING]	\$450.00	\$25.90	\$0.00	\$0.00

PARTS:	LABOR:	SHOP SUPPLIES:	HAZ. WASTE:	FREIGHT:	TAXES:	CORE:	TOTAL:
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00

Print PDF Actions:	Case-Level Actions:
<ul style="list-style-type: none"> Print Estimate Print Estimate w/o labor hours Print Notes Print Parts Card Print Parts Card w/prices Print Labor Card Print Case 	<ul style="list-style-type: none"> Shop Supplies & Freight Remove Core Charges Edit Core Charges Remove Haz. Waste Remove Tax Export Warranty Claim <input checked="" type="checkbox"/>

Operation is under warranty.
 Operation is covered by policy.

REQUIREMENTS

- Dealer code
- VIN

- RO #

- Operation line

- Op line flagged:

- Warranty
- Policy

To flag an operation line either warranty or policy click in the check box on the left side of the operation line, then click on either the warranty or policy button. The applicable shield will appear in the info box on the operation line.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Operations
Warranty
Campaigns, &
Services

Quick Actions: Check-In Request Approval Asset Ready Asset In Service

LOCATION: * TAG #: none... [edit]
WARRANTY CLAIM ID: none... [edit]

COMPLAINT DESCRIPTION: * TEST CASE [edit]
CAUSE DESCRIPTION: * [edit]
CORRECTION DESCRIPTION: * [edit]

SORT	INFO	STATUS	OPERATION *	LABOR	PARTS	CORE	TOTAL
			PUMP ASSY, PB (ALL PARTS INSTALLED)	\$200.00	\$455.99	\$0.00	\$0.00

Delete Items Toggle Solid Status None Warranty Policy Schedule None Det Status Find Operation Custom Operation

Print/PDF Actions:
 • Print Estimate
 • Print Estimate w/ labor hours
 • Print Notes
 • Print Parts Card
 • Print Parts Card w/prices
 • Print Labor Card
 • Print Case

Case-Level Actions:
 • Shop Supplies & Freight
 • Remove Core Charges
 • Edit Core Charges
 • Remove Haz. Waste
 • Remove Seals

Export Warranty Claim ✓

PARTS: \$0.00
 LABOR: \$0.00
 SHOP SUPPLIES: [edit] \$0.00
 HAZ. WASTE: [remove] [edit] \$0.00
 FREIGHT: [edit] \$0.00
 TAXES: [remove] [edit] \$0.00
 CORE: [edit] \$0.00
 TOTAL: \$0.00

INSIGHT/labor time was used
 MOTOR labor time was used
 Operation is marked as not sociaproved
 Operation is under warranty
 Operation is covered by policy
 No part data available. Please add parts manually.
 No price available for some parts.

VMSR codings exist
 VMSR codings are empty.
 Click item to see notes.
 Added as related operation.
 Op has interactive inspection(s)
 Added as related operation (from inspection)
 This is a system defined operation.

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
 - Warranty
 - Policy

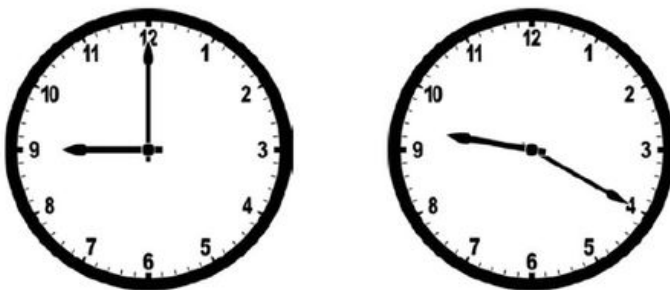
After you have marked the operation line or lines that you wish to export into DCS click on export warranty claim.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



EXPORT PROCESS TIME

After selecting "Export Warranty Claim" it can take up to 20 minutes to be loaded into DCS.



Warranty claims can take 20 minutes to export from Insight to DCS due to the claim being processed through multiple servers and the software jobs running at different times on each server.

REQUIREMENTS

- Dealer code
- VIN
- RO #
- Operation line
- Op line flagged:
 - Warranty
 - Policy

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



State	Prefix	Sys Claim#	DLR	DLR Claim	Chass	INSIGHT Case#	Revised Cr. Claim	Status	Loaded Date	Approval	Apport
1	W	0683797	83303	CR1995674	001351	9674285		Open	5/9/2018		1
1	W	0603790	83303	CR1995674	001251	9674285		Open	5/9/2018		2

Once the claim has been exported from Insight into DCS it can be viewed in DC602. Click on the claim you want to view.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Warranty Header Details

Dealer Name: 82303 Repair Order: CR1995674 Internal Claim: W 682798

VIN: JHM1DLIM4K001351 Claim Type: WC Warr Decision: O

Model: 159-15 Warranty Start: 1/2/2013 mm/dd/yy

Engine: 2012 HINO 155 GVWR 14,900LBS Date Submitted: 3/9/2018 mm/dd/yy

Trans: 001197 Repair Date: 5/7/2018 mm/dd/yy

Color: Default OnTrac Auth.#: Seq.#:

Claiming: DLR HINO MOTORS SALES U.S.A., Miles: 4901

41180 BRIDGE ST

Warranty Code:

Why Plan:

HCH Plan:

Selling: DLR

Sold To: DLR 1/1/2012

Sold To Owner: 1/3/2012

Owner Seq#: 1

TCode:

Authority #:

Analysis Code: H999G

Campaign#: Ins

Next Option: INSIGHT Case#: 9674285

On the header screen the claim type is defaulted to warranty claim. If the claim falls under another category such as emissions you will have to change the claim type. The failed part will be brought over from Insight. You will have to manually enter the campaign number if the claim is for a campaign.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



WAPR401 Warranty Entry

Header | Labor | Sublet | Text | Finalization

Warranty Materials Entry

Dealer Name: 82303 Claim No: CR1955674 Seq.#: 0002 Warranty Claim# W: 062799

Line	Item Number	Description	Credit	Auth%	Status	Qty & Rts	Claimed Price	Guide Price
1	1749180060	GASKET - EXHAUST PIPE	57.19			1.00	24.9000	57.2900

Line: 1 Item Number: Qty: Claimed Price: Guide Price

Credit: 0.00 Status: Parts to be returned:

OK Exit Selection Screen Final Labor Sublet Record Errors Text

Use Override Header Dealer Errors Standard Job S/W Maint Dispositions

On the material tab you will see the Hino part numbers that were listed in Insight.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



WAPR000 Warranty Entry

Header | Material | Sublet | Text | Finalization

Warranty Labor Entry

Dealer Name: 82303 Claim No: CR1955674 Seq.#: 2 Warranty Claim No: W: 062799

Short Model Code: 3HD

Line	Operation Code	Operation Code Description	Credit Total	Auth%	Status
------	----------------	----------------------------	--------------	-------	--------

Line: 1 Operation Code: Claimed Hours: Labor Rate: Credit Total: Status: Override Hours:

Operation Description:

No Records To Display

OK Exit Selection Screen Final Materials Sublet Record Errors Text

Use Override Header Dealer Errors Technicians Standard Job Dispositions Next Option

You will see at this time no labor is brought over from Insight. You will have to manually enter the labor.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Line	Sublet Value	Auth%	Status	Invoice #	Sublet Ty	Sublet Description	Not Used	Sublet Text
1	3.93		4.0	99	OTHERS			4233

Any part numbers that are not Hino part numbers will be brought over into the sublet screen. The price will be brought over into sublet value and the part number entered in Insight will come over into the sublet text.

NOTE
Non-Hino part number names do not transfer into sublet.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



COMPLAINT
Exhaust leak

CAUSE
Exhaust loose and exhaust gasket damaged

CORRECTION
Replace exhaust gasket and fasteners.

INTERNAL

The text that was entered into the complaint, cause, and correction on the operation line information screen will be brought over into the text screen.

INSIGHT CASE MANAGEMENT WARRANTY INTEGRATION



Warranty Finalization Prompt

Claim No.	CR1995674	Seq. #	2	Warranty Claims No.	W	683758
Dealer Name	HINO MOTORS SALES U.S.A. INC.			Warranty Decision	O	
Purpose Code		Period	Code	Supplier	H37650	
UPRC, etc.	01 D1 153 13 18 D 000			Unit Supplier	H37650	
Warranty Claim Completed	<input checked="" type="checkbox"/>			Supplier	H37650	
Produce a Credit Note for This Warranty Claim	[NO]			Warranty Period Man		
				Distributor		

Once you have entered the necessary information in the warranty claim you can complete it by clicking on update on the finalization screen.

Subnet	3.92
Sub-Total	61.15
Tax	
Total	61.15

Buttons: OK, Exit, Set Screen, Update, Material, Labour, Subnet, Text, Add-on, Own Supplier, Header, Ds. invs, Htl sup. clm, Add. Auth., Prg by VTB, Discontinue, Serial#

CONTACT US

QUESTIONS ON INSIGHT WARRANTY INTEGRATION

insight@hino.com

QUESTIONS ON WARRANTY CLAIM IN DCS

warranty@hino.com



For questions related to exporting warranty claims in Insight Case Management please send an email to insight@hino.com.

For questions on the warranty claim once it is in DCS please contact the Hino Warranty Department.

You can also download the document at this link

[Exporting a Warranty Claim from Insight Case Management.pdf](#)

Related articles

- [How to Export Warranty Claims for Hino](#)
- [How to Train a Hino \(INSIGHT\) Dealer - Rules of Engagement \(ROE\)](#)