

# **Special Allowance Procedure Instructions**

Effective March 1, 2021

For a Special Allowance to be considered the following must be met:

1. Page 2 of this document must be filled out completely and sent to the Coe Service and Support Team.
2. Dealer Work order with costs pertaining to the special allowance.
3. All Coe Service and Support communication documentation related to the Special Allowance.
4. No expired PIPs on this machine or any dealer responsible machines.
5. If it is a parts issue, a copy of the original parts invoice or work order is required.

Coe asks that one person at each dealership be in charge of the Special Allowance requests. Please have the request sheet completely filled out before presenting a Special Allowance request.

You can send the form and supporting documentation to: [warranty@coeshakers.com](mailto:warranty@coeshakers.com)

## **Submittal – Approval**

Once your Special Allowance request is reviewed, we will send an e-mail back to you with an approval code. The Special Allowance may then be processed through the Coe Warranty System for payment (please include the Special Allowance approval code in the claim).

## **Required Documentation**

Documentation for all Special Allowances must be complete and thorough enough that an auditor could review a Special Allowance and the supporting documentation and understand the need for the request without having to make further contact with dealer personnel. Supporting work orders, parts invoices, purchase orders, dealer communication with Coe Service and Support, etc. all build a self-explanatory case for Special Allowance Consideration.

## COE Special Allowance Request Form

Dealership Name,  
Location:

--

Date:

	Work Order#:	
--	--------------	--

Customer/Business Name:

--

Serial#:

--

Are there any outstanding PIPS on the Serial#? :

	Yes		No
--	-----	--	----

Are there any outstanding PIPS in the Dealership? :

	Yes		No
--	-----	--	----

Warranty start date:

--

Warranty end date:

--

Hours:

--

Previous Owners:

--

Has this machine/customer had a Special Allowance before?

	Yes		No
--	-----	--	----

Are you the responsible dealer for the machine/customer?

	Yes		No
--	-----	--	----

Have you talked with the customer?

	Yes		No
--	-----	--	----

Comments:

Suggested participation:

Customer:

--

Dealership:

--

COE:

--