

Bulletin Number: M25-006

Date: March 19, 2024

Distribution: External

New JM Guarantee Recall Option

The following is an overview with user guidelines for the guarantee application recall option for portal users prior to the issuance of the guarantee.

What is the recall option for guarantee applications?

There is a "Recall Guarantee" button located under a job in the JM Connexus portal. The Recall Guarantee button opens back up the application for edits and changes to be made.

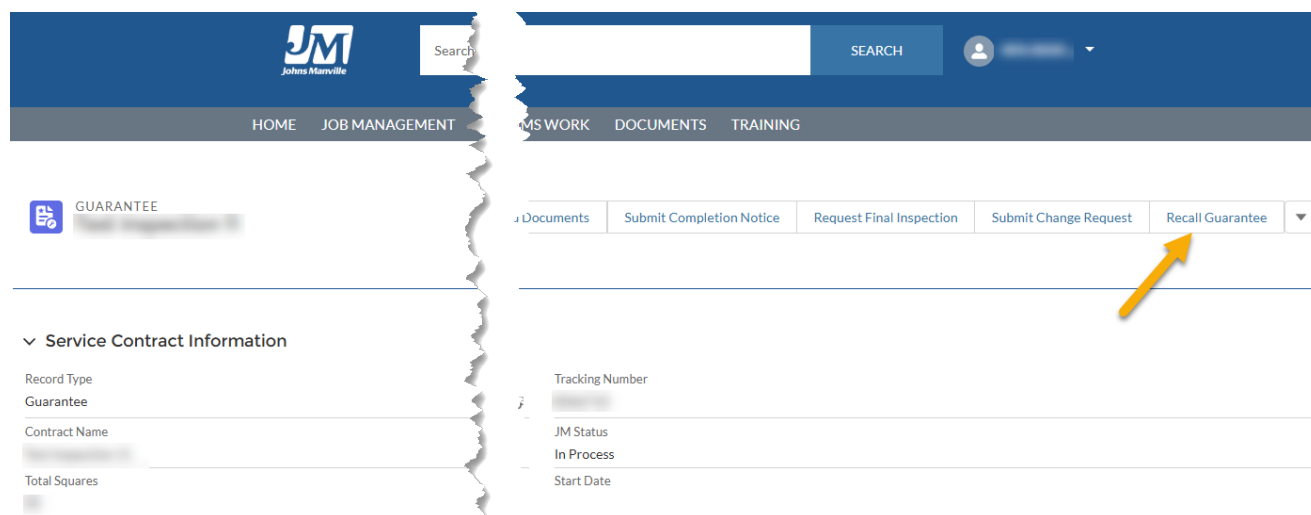
When should I use Recall Guarantee?

Users can only use the Recall Guarantee button prior to the guarantee being issued. Issued or Active guarantees cannot be recalled for changes and edits through the portal.

The Recall Guarantee button should be used when changes to the assembly are needed.

Where is the Recall Guarantee button located?

Users will navigate to the job they desire to recall under the Job Management tab in the JM Connexus portal. In the upper right-hand corner will be the Recall Guarantee button.



What happens after I click Recall Guarantee?

The job will move back to the Incomplete Applications section. Here the user will have access to both the Edit button to update job details, and the Configure Roof button to update the assembly. After changes are made, the user must use the Submit for Approval button to have all changes reviewed and approved.



MARKETING BULLETIN

Roofing Systems

717 17th St. Denver, CO 80202 (800) 922-5922

What is the difference between Submit Change Request and Recall Guarantee?

The Recall Guarantee allows the user to move the guarantee back for edits on their own without having to go through Johns Manville (JM) to move it back for edits for them. Submit Change Request is still an option for users and can be used for things such as updating a square count or changing the owner address.

Who can I contact for help with the recall guarantee option?

The portal user can contact their Sales Operations Specialist for any additional questions or guidelines while using the Recall Guarantee option.

Thank you for your continued support,

Cody Rangel
Director of Commercial Services
Roofing Systems