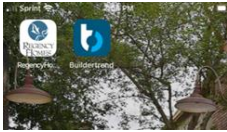


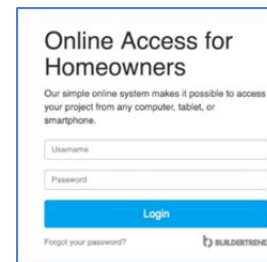
Regency Homes Warranty Claim Submission : Step-by-Step

1. Login to Buildertrend from our website <https://regencyhomesomaha.com/customer-service/>
(Click Customer Service in the top menu bar from any page of the Regency Homes Omaha website.)

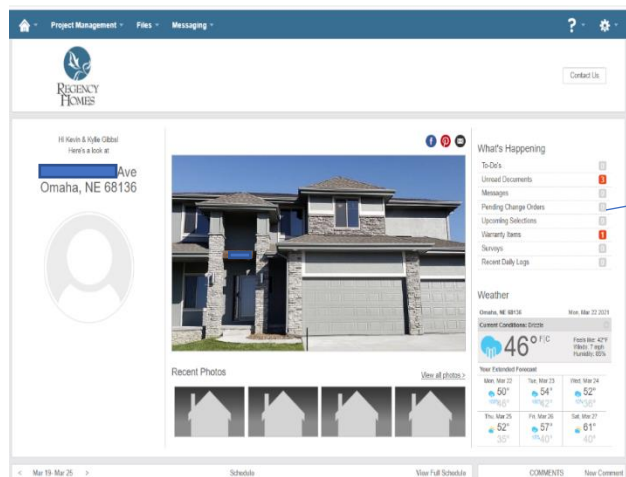


Or Using the app on your mobile device.

You will receive an email invite to the portal from Regency Homes via Buildertrend.



2. You will land at your homeowner's portal page.

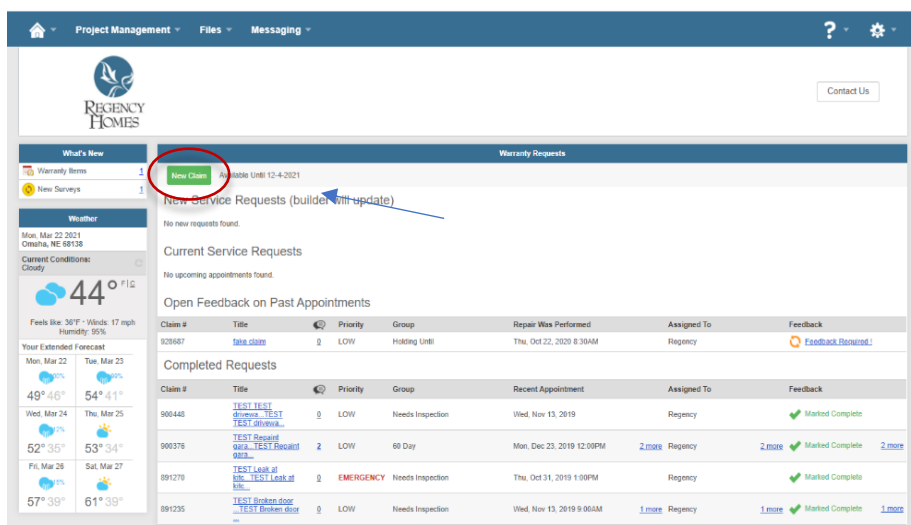
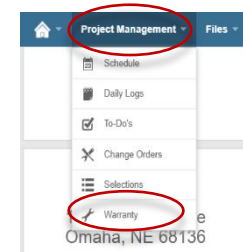


What's Happening

Numbers next to these listed items mean you have items to view.

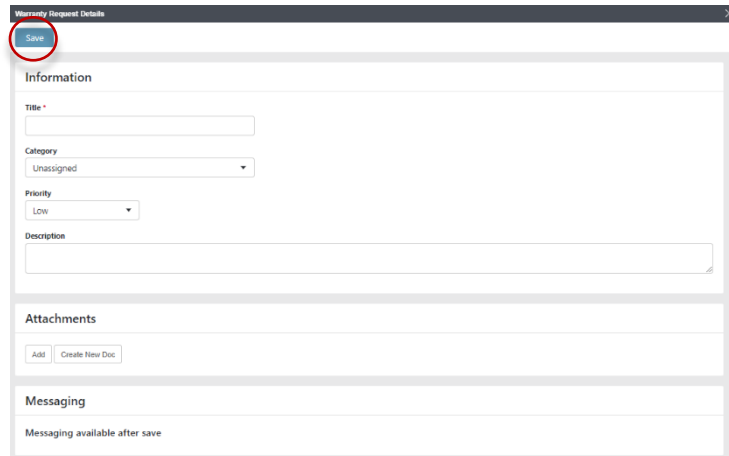
Clicking the number will take you to their location.

3. Click Project Management in the top blue menu bar to access the drop-down menu. Choose Warranty to take you to the warranty page. This will take you to the warranty page shown below.



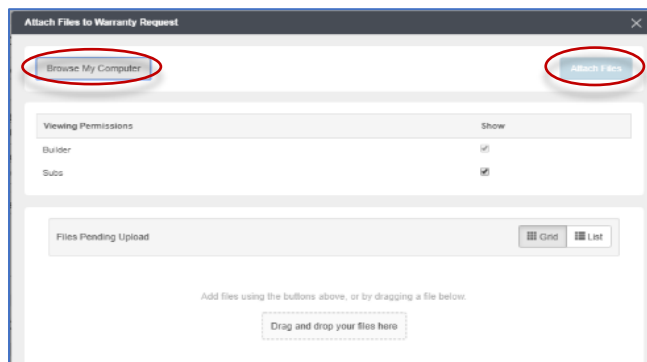
4. Click New Claim button to enter a claim under the 1-year workmanship warranty. Please note that the date next to it shows the expiration of your warranty.

5. Enter the information as in the example shown. Please be thorough in the description. **Please enter 1 item of concern at a time.** Click Save at the top of the box when done with the item. Repeat #4 and #5 to enter additional items.




The screenshot shows a 'Warranty Request Details' window. At the top left, a 'Save' button is circled in red. Below it is the 'Information' section with fields for 'Title', 'Category' (set to 'Unassigned'), 'Priority' (set to 'Low'), and a 'Description' text area. The 'Attachments' section has 'Add' and 'Create New Doc' buttons. The 'Messaging' section at the bottom indicates 'Messaging available after save'.

6. You can add photos by clicking Add under the Attachments section and simply attach a file of a picture from your computer by clicking on Browse My Computer. Click Attach Files once you have chosen your picture. In the App on your mobile device you can choose to take photos while in the attach files area. **This must be done BEFORE clicking save in your claim.** Once submitted, you are unable to add a photo and must send it to us via the messaging page instead.



The screenshot shows an 'Attach Files to Warranty Request' dialog. At the top, 'Browse My Computer' and 'Attach Files' buttons are circled in red. Below is a 'Viewing Permissions' table with columns for 'Builder' and 'Subs', and a 'Show' column with checkboxes. A 'Files Pending Upload' section has 'Grid' and 'List' buttons. At the bottom, there is a 'Drag and drop your files here' area with instructions: 'Add files using the buttons above, or by dragging a file below.'

7. Your request will appear as a New Service Request Item. Once you enter claim, it will show in new but you will not be able to access it again until it turns to a blue link. This occurs after we have acknowledged the claim. The blue link will then let you go back into the claim to message with us regarding the claim but you will be unable to add a picture to the claim once submitted.



The screenshot shows a 'Warranty Requests' page. At the top, there is a 'New Claim' button and 'Available Until 12-4-2021'. Below is a section for 'New Service Requests (builder will update)'. A table lists the requests:

Claim #	Title	Priority	Status	Date Added
926666	New 1st-floor squeak	LOW	New Owner Request	3-22-2021

Below the table is a section for 'Current Service Requests'.

8. Your claim entry is complete.

9. Here's what to watch for next.

- a. If you have questions for us after saving a request, please post a comment from within the warranty claim by clicking on the title of the claim that is now a blue link to the claim under Current Service Requests.

The screenshot shows the Regency Homes Warranty Requests interface. At the top, there are navigation tabs for 'Project Management', 'Files', and 'Messaging'. The main content area is divided into several sections:

- What's New:** Includes 'Warranty Items' and 'New Surveys'.
- Weather:** Shows current conditions for Omaha, NE (46°F, Rain) and an extended forecast for March 22-25.
- Warranty Requests:** The main section, containing:
 - New Service Requests:** A message stating 'No new requests found.'
 - Current Service Requests:** A table with columns: Claim #, Title, Priority, Group, Next Appointment, Assigned To, Appointment Status. The first row has Claim # 928688, Title 'New test floor s...' (circled in red), Priority LOW, and Group Other. A blue arrow points to the title.
 - Open Feedback on Past Appointments:** A table with columns: Claim #, Title, Priority, Group, Repair Was Performed, Assigned To, Feedback. The first row has Claim # 928687, Title 'fake claim', Priority LOW, and Group Holding Until.
 - Completed Requests:** A table with columns: Claim #, Title, Priority, Group, Recent Appointment, Assigned To, Feedback. The first row has Claim # 900448, Title 'TEST TEST', Priority LOW, and Group Needs Inspection.

The screenshot shows the 'Warranty Request Details' window. It has a 'Print' button at the top left. The 'Information' section includes fields for Title, Category, Priority, and Description. The 'Messaging' section is visible, and the 'Comments' field is circled in red. There is also a 'Send' button at the bottom.

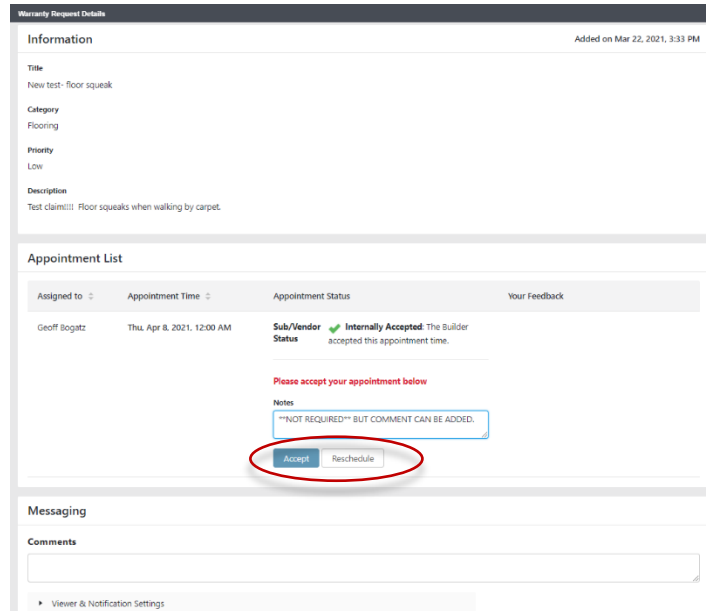
- b. Add Comment under the Messaging section. Click Send.

- c. When an appointment is set to look at or repair the issue detailed in a claim. The claim will show an Appointment status of:

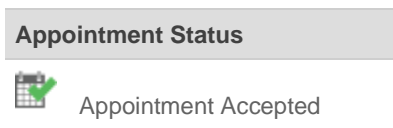
The screenshot shows an 'Appointment Status' window. It contains a green checkmark icon and the text 'Accept Appointment' in blue, which is a clickable link.

Click Here to Open Accept Window.

- d. When you click Accept Appointment, the following window will appear. Type a note if applicable and accept or Re-Schedule with the buttons. Click Accept. Comment can be added but not required unless you are suggesting a reschedule date. Please try to keep scheduled appointments!!



- e. The Status will then show:



10. Other areas include Open Feedback for claims requiring attention: Please respond to Feedback requests on completed items. If we don't hear back from you within a couple of days, we do rely on the subcontractors notes detailing completion.

Claim #	Title	Priority	Group	Repair Was Performed	Assigned To	Feedback
928687	fake claim	LOW	Holding Until	Thu, Oct 22, 2020 8:30AM	Regency	Feedback Required!

11. Completed Requests for claims completed show at the bottom.

Completed Requests							
Claim #	Title	Priority	Group	Recent Appointment	Assigned To	Feedback	
900448	TEST TEST driveva... TEST TEST driveva...	LOW	Needs Inspection	Wed, Nov 13, 2019	Regency	Marked Complete	

Call our office with any additional questions at 402-895-9200 and speak to Alexa or Kylie. Buildertrend offers assistance with problems experienced on the website or phone app --- Start at the ? in the menu bar.