

Re: FW: FW: Claim 2449741 - Line 1 - Return of window

1 message

Stephanie Kendziorski <stephanie@dealer-advisors.com>
To: Dana Doerr <ddoerr@forestriverinc.com>

Fri, Apr 10, 2026 at 12:09 PM

Hi Dana,

We aren't able to create a prepaid label because the package is too big. Any suggestions on where to go from here? Can lippert send us a label?

Stephanie Kendziorski
Administrative Director
989.415.3834
iClaims Services
www.iclaimsservices.com

On Mon, Apr 6, 2026, 1:48 PM Dana Doerr <ddoerr@forestriverinc.com> wrote:

Below is the response I received from my IT guy

They will need to make sure that when they enter in the measurements, that the largest measurement is entered into the first box, the second largest is in the 2nd box and the smallest measurement is in the 3rd box. That should then create the UPS label for them. If they still have issues with it. Have them email PortalHelpDesk@forestriverinc.com we can help them with it as well.

From: Dana Doerr
Sent: Monday, April 6, 2026 10:03 AM
To: 'Stephanie Kendziorski' <stephanie@dealer-advisors.com>
Subject: RE: FW: Claim 2449741 - Line 1 - Return of window

I have reached out to our IT department.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Monday, April 6, 2026 9:52 AM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window

Ok, who would I contact for help with that? This is the error it gives. See screenshot.

On Mon, Apr 6, 2026 at 9:50 AM Dana Doerr <ddoerr@forestriverinc.com> wrote:

I don't think it does. Not sure why you are not able to create a label. You might have to get with someone to see why you are getting error messages. No one else that I know of has been having issues with this.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Monday, April 6, 2026 9:22 AM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window

Ok, thank you. We tried to create a label a couple of times and the system keeps giving us an error.

Does the claim need to be submitted for payment before creating the label? I haven't submitted it yet, because I wanted to make sure we could create the label, I know once we submit it, it's then on a time frame.

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On Mon, Apr 6, 2026 at 9:05 AM Dana Doerr <ddoerr@forestriverinc.com> wrote:

Bristol, IN is local so we can have them pick it up.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Monday, April 6, 2026 8:54 AM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window

Won't creating the prepaid label in the FR portal ship the part to FR? Lippert wanted the part sent to them.

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On Fri, Apr 3, 2026 at 10:47 AM Dana Doerr <ddoerr@forestriverinc.com> wrote:

When you go to resubmit the claim since the last one expired, if you use the "Create UPS Label" button it will create a pre-paid return label. Forest River will pay for return and get reimbursement from vendor. Once created, Forest River will see the tracking number so it is not necessary to provide it. Dealers have 14 days from the date the claim was submitted for payment to return the part. If it's not received within that time period, we will deny the labor and parts lines according to The Forest River Way guidelines.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Friday, April 3, 2026 9:16 AM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window

Hi Dana,

The shipping to send this back is almost \$800. Is it really necessary for Lippert to have this part back? The shipping is more than the claim. If it's still necessary to send it back, can Lippert just send us a prepaid label?

Stephanie Kendziorski
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On Fri, Apr 3, 2026, 9:00 AM Dana Doerr <ddoerr@forestriverinc.com> wrote:

Good morning,

Sorry I have not responded until today. It's been a hectic week.

What questions do you have in regards to this?

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Tuesday, March 31, 2026 12:52 PM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window

Hi Dana,

When you get some time today, can you give me a call to discuss this one? My phone number is 989-415-3834.

Thank you!

On Thu, Mar 26, 2026 at 9:02 AM Dana Doerr <ddoerr@forestriverinc.com> wrote:


Good morning,

I'm sorry but you will have to resubmit again.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Thursday, March 26, 2026 9:00 AM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window

Dana,

Thank you for the reply. While we were waiting for a response to find out if there was a specific carrier that needed to be used, the claim expired. Is there anything you can do on your end or will I have to enter an entirely new claim?

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On Mon, Mar 23, 2026 at 7:50 AM Dana Doerr <ddoerr@forestriverinc.com> wrote:

Good morning,

Sorry I was on vacation last week. There is no specific carrier.

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Tuesday, March 17, 2026 1:40 PM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Fwd: FW: Claim 2449741 - Line 1 - Return of window

Hi Dana,

I was just wondering if you have been able to get in touch with the vendor to see if they would like us to use a specific carrier? As mentioned below, the shipping rates vary significantly.

Thank you,

Stephanie Kendziorski

----- Forwarded message -----

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Date: Fri, Mar 13, 2026 at 5:12 PM
Subject: Re: FW: Claim 2449741 - Line 1 - Return of window
To: Dana Doerr <ddoerr@forestriverinc.com>

Hi Dana,

Is there a specific carrier that the vendor would like us to use? The shipping rates vary significantly, all the way from \$140 to \$400.

On Fri, Mar 6, 2026 at 2:31 PM Dana Doerr <ddoerr@forestriverinc.com> wrote:

The vendor will pay for the freight. I will reset the claim so you can add a line for freight only once you have the amount.

From: Dana Doerr <ddoerr@forestriverinc.com>
Sent: Friday, March 6, 2026 1:09 PM
To: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Subject: RE: Claim 2449741 - Line 1 - Return of window

Good afternoon,

I am asking the manager to verify. Once I find out, I will email you back.

Thanks!!!

From: Stephanie Kendziorski <stephanie@dealer-advisors.com>
Sent: Friday, March 6, 2026 12:05 PM
To: Dana Doerr <ddoerr@forestriverinc.com>
Subject: Claim 2449741 - Line 1 - Return of window

Good afternoon,

Are you able to provide any information on who is responsible for the return of the window? I know we need to send it back, but who is going to pay for it? It's quite a large window and will be quite an expense to return it. Is Lippert going to send us a label? If we pay to return it, is it something we can claim on the line? I haven't gotten a response in the portal regarding it, so I just wanted to email and check.

Thanks for your help,

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Stephanie Kendziorski
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