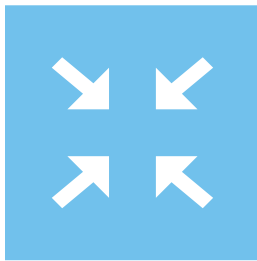




RMB Product Brief —

Warranty Claims App



**Reduce
Warranty Claims
by as much
as 75%**
via proactive
service strategies



**Facilitate
Vendor Claims**
by identifying
supplier-warrantied
items



**Enable Dealer/
Distributor
Networks**
through the dealer
portal



Manage Risk
with greater visibility
to warranty exposure

“ Service Management has enabled us to reduce warranty claims by 75%. The proactivity of our people out in the field and the ability to monitor and stay on top of things has driven our warranty claims down. ”

Ted Martin

Warranty/Service Manager, Landoll Corporation

Leading manufacturers today know that Field Service Organizations (FSOs) play a vital role in revenue and brand management — repair and support technicians often get more face time with your customer than your sales or marketing people do. “The link between happy customers and future revenue opportunities is clear,” says Aly Pinder Jr. in *Service Revenue: Unearth an Untapped Stream of Dollars*.ⁱ

Many manufacturers use third-parties such as dealers, distributors or service contractors to make their FSOs more cost-effective. Any gaps in an FSO’s service offering can be successfully filled by these service providers, whether for extra capacity, skills or distant/remote areas.

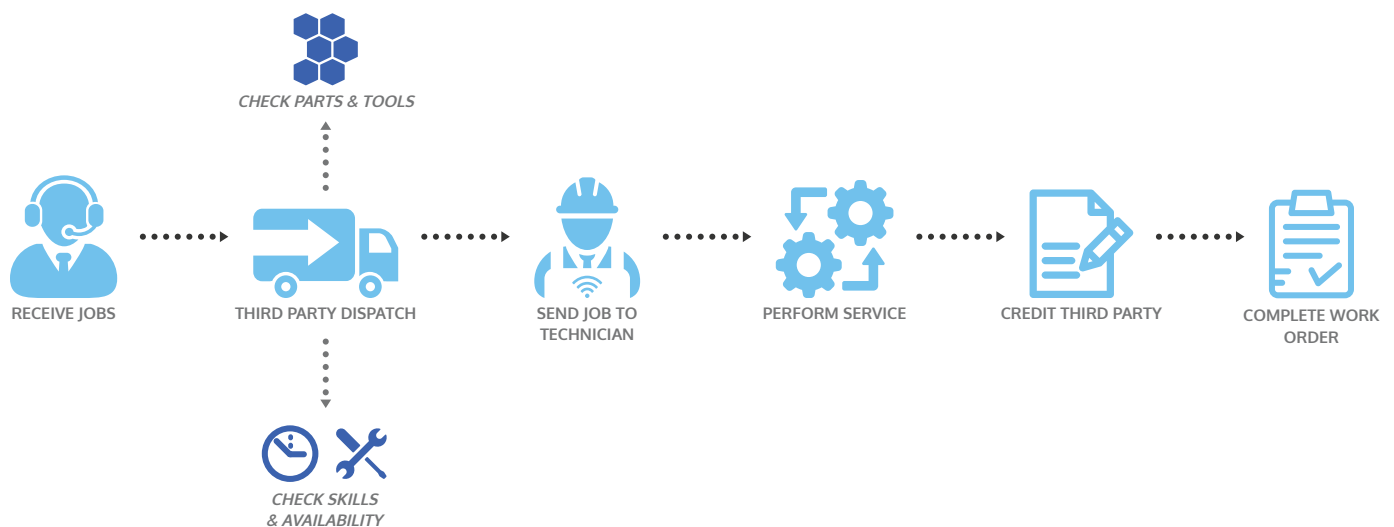
The big challenge is to communicate effectively with these providers, so costs stay low and the extra support is a help, not a hindrance.

Warranty Claim Management

RMB’s Warranty Claim App provides workflow management and claims processing tools to make communicating with your third parties more efficient and accurate. The manufacturer maintains visibility and control over processes, even while they work with independent service providers as a mobile workforce.

The system enables manufacturers to provide rapid and high-quality service, even at peak times, or in hard-to-reach locations across the Americas, Great Britain, Europe and Asia.

Warranty Claim Workflow



ⁱ Aly Pinder Jr. “Service Revenue: Unearth an Untapped Stream of Dollars.” Aberdeen Group. May 2015.

Benefits for manufacturers:

- Accurate reporting on FSO revenues, costs, warranty cost
- Reduced paperwork/faster processing
- Significantly reduced calls from dealers
- Better tracking of product/part quality issues
- Work with trusted/credentialed dealers only
- Integrate with existing business management systems

Benefits for service providers:

- Online portal for submitting claims and checking claim status
- Easy-to-use, efficient workflows designed specifically for the typical technician
- Streamlined scheduling/dispatching with view on all jobs and statuses
- Web-based solution, mobile-friendly
- Faster claim processing and payment

Features

Cloud-based

- RMB Solutions Warranty Claim App is an online solution, available 24/7, from any device or computer

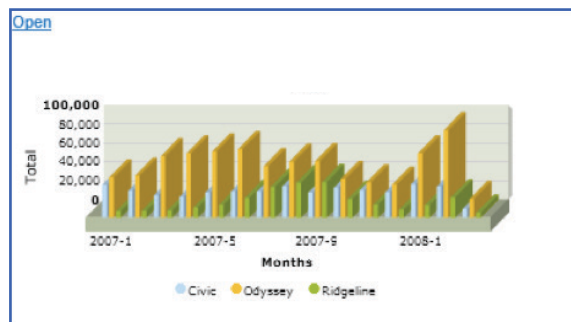
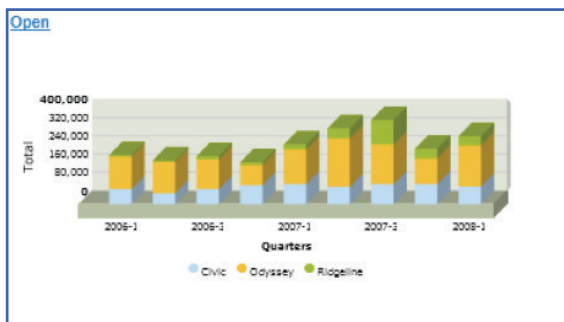
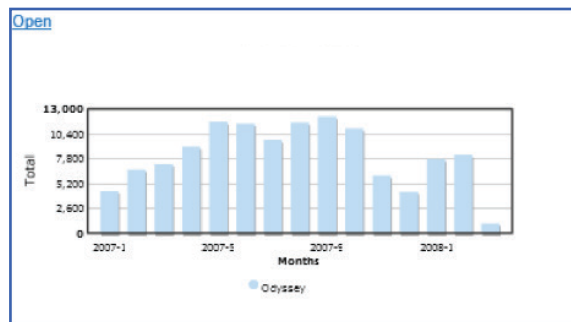
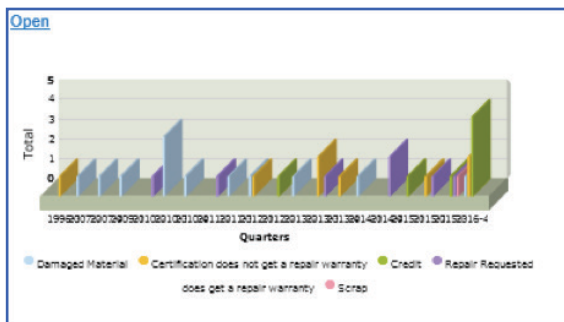
Integrated to ERP

- **Integrated customer master file:** Eliminating customer name and address inconsistencies
- **Integrated product and parts:** Only valid serial and part numbers can be used

- **Integrated claims processing and payments:** Transfer data from work order to credit memo for faster/more accurate claims processing and automatically update Accounts Receivable
- **Integrated RMA for parts returns:** Technicians know immediately when defective parts are required for return
- **Integrated vendor claims:** Transfer data from RMA for faster, more accurate claims processing and vendor warranty cost recovery

Real-time views/reporting

- Both planners/managers and technicians see the most up-to-date information (while connected to the internet)
- See an end-to-end snapshot of jobs and claims to understand how the network is functioning and measure performance
- Integrated data warehouse, for quick creation of custom reports using tools such as Microsoft Excel, Microsoft Power BI or Qlik
- Service Management also comes with a complete set of reports for understanding total warranty costs



360-degree view of job status

Customer Service Agents can see a complete history of the claim with important details immediately available.

General	Entities	Documents	Status History	Process Logs	Budget	Budget Summary	Summary
Ticket							
Document No.	Document Type	Date Changed	Old Status	New Status	User Id		
20838	Customer Claim	11/12/2017 10:31 pm	70. APPROVED FOR CREDIT	70. COMPLETE & CREDIT MEMO SUBMITTED	MICKEY		
20838	Customer Claim	11/12/2017 10:31 pm	80. MORE INFO REQUIRED	70. APPROVED FOR CREDIT	MICKEY		
20838	Customer Claim	11/12/2017 10:31 pm	80. WAIT FOR PARTS RETURN	80. MORE INFO REQUIRED	MICKEY		
20838	Customer Claim	11/12/2017 10:30 pm	WAITING FOR APPROVAL	80. WAIT FOR PARTS RETURN	MICKEY		
20838	Customer Claim	11/12/2017 10:30 pm	50. ASA SUBMITTED	WAITING FOR APPROVAL	MICKEY		
20838	Customer Claim	11/12/2017 10:29 pm	15. DISPATCHED TO AGENCY	50. ASA SUBMITTED	MICKEY		
20838	Customer Claim	5/07/2018 8:27 am		15. DISPATCHED TO AGENCY	MICKEY		

Online product registration

Technicians can quickly register any unregistered products while in the field for improved marketing and communications, such as recall notification.

Easy-to-use workflows

Technicians need only use one page on the web form (no need to change tabs.) The workflow enables capture of symptom, problem and resolution. As part of the resolutions, it also enables the capture of parts replaced, labor used and expenses associated with the resolution. To further support the claim, the technician can attach photos or other supporting documents and can log as many supporting notes as required to tell the story.

“The beauty of this is that we’re not paying for warranties that are the vendors’ responsibility. Now they have the onus of proving there was customer abuse, or a warranty term broken before they can get their funds.”

Ted Martin

Warranty/Service Manager, Landoll Corporation

Service workflow

The workflow form was designed specifically for mobile devices.

Service Product - Symptom, Problem, Resolution

Product Id	Serial #	Internal Serial No.	Entity Status	G9UUCA	Meter	Warranty Coverage
55UMCRRRCGL1			Select Entity Status	Select G9UUCA	0	

Symptom

The unit will not power up

Problem Code

Bad Power Supply

The power supply is bad.

Problem

The power supply is bad.

Resolution Code

Replace Power Supply

Replaced the power supply

Resolution

Replaced the power supply

Parts used listed

Easily view the parts required for a service call with part validation for clean and accurate data. Parts can be prescribed to the FSO during dispatch or the FSO can enter parts during the service call, or both. User configurable instructional messages can be added to guide your users through the process.

Parts

Part Id *

Part Id

Find Part

Quantity *

Qty

Comments

Comments

Request Date *

Location *

Location

Add Part

		Part Id	Name	Qty	Claim Unit Price	Claim Amount	Approved Amount	Part Failure Code	Comments	Request Date	Location	Action
		1	CONTROL HAND MAXI MOVE HICKORY NC ED NA PAULA DANNY	1	\$0.00	\$0.00	\$0.00		test	12/11/2017		

Remove Selected

Set Selected to Awaiting

Decline Selected

Partially Approve Selected

Approve Selected

If an RMA is required for this part, it will be automatically generated and the RMA number will appear above the list of parts. Remember to download and print the RMA form and return the form in the box with the parts.

Labor

Easily view the labor expended to complete the service call. Pre-approved labor can be prescribed to the FSO during dispatch or the FSO can enter actual labor during the service call, or both. User configurable instructional messages can be added to guide your users through the process.

Labor

Name *

Completion Date

Job Code *

Skill ID

Labor Rate Type 1 *

Labor Rate Type 2 *

Labor Rate Type 3 *

Labor Rate Type 4 *

Labor Rate Type 5 *

Number of Trips *

Comments

Number of days since labor completion: -1422

	Name	Completion Date	Job Code	Skill ID	Labor Rate Type 1	Labor Rate Type 2	Labor Rate Type 3	Labor Rate Type 4	Labor Rate Type 5	Claim Amount	Approved Amount	Number of Trips	Comments	Action
<input type="checkbox"/>	John Smith	01/02/2018	ATE TESTED	PLUM	2	1	1	1	.56	\$0.00	\$0.00	2		<input type="button" value="Edit"/>

Note: Maximum Travel hours is 6 hours. You will not get paid for more than 6 hours of travel time.

Online claims portal

- Dealers can see the status of their claims by logging into the online portal
- Claims requiring action on their part are shown immediately for more effective scheduling and dispatching
- The portal dramatically reduces the number of calls made to your service centers

Claims Requiring Attention

[View all open claims](#)

Claim No.	Serial #	Job Type	Claim Status	Customer Name	Technician	Last Updated	Claim Amount	Invoice	Actions
<input type="text"/>	<input type="text"/>	<input type="text" value="Select Job Type"/>	<input type="text" value="Select Status"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Print"/> <input type="button" value="Edit"/>
19523	--	NEW INSTALLATION	WAITING ON ASA ASSESSMENT	Timberline and associates	--	12/12/2017	\$0.00	--	<input type="button" value="Print"/> <input type="button" value="Edit"/>
19523	90876	NEW INSTALLATION	WAITING ON ASA ASSESSMENT	Timberline and associates	--	12/12/2017	\$0.00	--	<input type="button" value="Print"/> <input type="button" value="Edit"/>

Closed Claims

Claim No.	Job Type	Customer Name	Completion Date	Invoice	Claimed Amount	Approved Amount	Credit Memo #	Action
<input type="text"/>	<input type="text" value="Select Job Type"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Print"/> <input type="button" value="Edit"/>

No Claims

Summary

The RMB Solutions Warranty Claim App is a robust, high speed, high volume tool that manufacturers can provide to their third-party service organizations to expedite the processing of service requests. The app enables the third-party service provider to expedite all aspects of the service engagement from your customers' initial request to warranty validation to approval and reimbursement of a claim (if appropriate.) The customer experience is maintained at the highest level of satisfaction and every step of the process is captured, enabling the identification of trends and supporting a proactive quality assurance/quality improvement program.

"With RMB Service Management, Call Center agents can look up warranty and inventory information in real-time. They are now responding to customer requests for quotes within hours."

Cesar A. Badillo
IT Project Leader, Hussmann Corporation

For more information

To get a personalized demonstration of how Service Management can help you improve profitability in your service department, contact RMB Solutions at sales@rmbolutions.net or at 770-643-9284.

RMB Solutions

Our sole focus is the development and delivery of industry-leading Service Management solutions. For more information, visit www.rmbolutions.net.

