



Individual Claim Entry
User Guide

Individual Claim Entry

User Guide



WARRANTECH
Protecting Your Future

Individual Claim Entry

User Guide

This material and the information contained herein are the sole physical and intellectual property of Warrantech Corporation and its subsidiaries. All rights are reserved. No part of this information or material may be used for any purpose, or reproduced, duplicated, or in any other way distributed, without the prior written consent of Warrantech Corporation.



WARRANTECH
Protecting Your Future

Individual Claim Entry

Table of Contents

Introduction	4
Important Information	5
Logging Into WCPSONline	6
Launching Individual Claim Entry.....	8
Claim Submission	9
Claim Entry Form	10
REPAIR Claim Entry Form – Area One	11
REPAIR Claim Entry Form – Area Two	12
REPAIR Claim Entry Form -- Area Three	13
REPLACEMENT Claim Entry Form -- Area One	14
REPLACEMENT Claim Entry Form -- Area Two	15
REPLACEMENT Claim Entry Form -- Area Three	16
Claim Submission – Accepted	17
WCPSONline Quick Reference Guide	18



Individual Claim Entry

Introduction

Welcome to Warrantech Consumer Product Services **Individual Claim Entry** Application!

Individual Claim Entry is an application designated by Warrantech to allow servicers the ability to enter individual (one or more) claims directly into the Warrantech Claims System.

The purpose of this guide is to provide the **Individual Claim Entry** user with valuable information about how to use this application to ensure satisfactory results and promote a positive user experience.

In this guide you will find step by step instructions for performing tasks within the application, along with explanations and information designed to help you successfully navigate the system.

We look forward to working with you and hope your **Individual Claim Entry** experience is a pleasant one!



Individual Claim Entry User Guide

Important Information

“Repair Comments” (discussed in this manual) are an extremely important part of claims submission.

For Repair Claims:

- Always list the Serial Number of the repaired unit FIRST in the Repair Comments. Claims will be denied if a S/N is not verified and listed.
- Second, list a description of the repair performed.
- List the status of the unit
- Multiples of the same part number cannot be entered in the “Failed Parts” section. To accommodate the use of multiples of the same part, , use Repair Comments to indicate multiples were used in the repair. Then, in the “Failed Parts” entry section for the part description field, indicate the quantity after the description – example: Spark module Q2, and then the TOTAL for all of that part number used. (\$60 if two were used at \$30 each.)
- List any other relevant information to this repair/claim. Explain any key points. For example:
 - Extra mileage
 - Location on unit of replaced parts
 - Explanation for lengthy repairs
 - Explanations of parts NLA
 - Explanation of defective parts or delays
 - Explanation of late filings
 - Anything about the service that is relevant to the claim payment process

For Replacement Claims:

- Always list the manufacturer and model number information for the REPLACEMENT Unit first in the Repair Comments section of the Claims Entry Form.
- Provide the manufacturer parts and labor warranty lengths for the REPLACEMENT unit in the Repair Comments.
- The Serial Number of the NEW unit is helpful, if you are certain it is correct, but is not required.

Taking the time to provide this information during your initial claim submission will help in avoiding delays in payment and can assist in avoiding claim denials.

Logging Into WCPSONline

Access to **Individual Claim Entry** is achieved by logging into the **WCPSONline** Website from your Internet browser application. The website address is:

<http://wcpsonline.com>

When accessed, you will be presented with the **WCPSONline** Home Page.



To continue the log-in process to access **Individual Claim Entry**, click the **Client Login** link.
(A)

WCPSONline provides access to a variety of applications. Logging in once is sufficient to have all of the assigned applications available through a single click.

The **WCPSONline** Home Page also provides you with access to other valuable information or links to other areas, such as:

- Links to overviews of the various features of **WCPSONline**; located in the center of the page.
- Links to the **XchangeCard** and **RepairMaster** registration sites on the bottom left side of the page.



Individual Claim Entry User Guide

Logging Into WCPSONline - Continued

Once the user has logged into **WCPSONline**, and clicked the **Client Login** link, they will be presented with the following screen:

To access **WCPSONline**:


1. Enter the Sign On ID and Password (**A**).
The Sign On ID and Password fields are not case sensitive.
2. Click the “**Continue**” button (**B**).




Individual Claim Entry User Guide

Launching Individual Claim Entry

One method for entering claims into the Warrantech system is **Individual Claim Entry**. **Individual Claim Entry** is an application that allows the user to enter individual claims one at a time on a manual basis. It is accessed by choosing the **Individual Claim Entry (A)** link.

 **NOTE:** Application access is based on the permissions assigned to the specific user.



The screenshot shows the Warrantech Companies website interface. At the top is the Warrantech logo and the text "WARRANTECH COMPANIES™ Automotive | Consumer Products Services | Home | Direct | International ■ PROTECTING YOUR FUTURE". Below this is a grey banner that reads "Warrantech CPS welcomes SAMPLE DEALER to WCPSONline". The main content area is titled "User Menu" and contains several categories of links:

- Self-Servicing Dealers:** Express Service
- Contract Submission:** Individual
- Service Processing:** External Servicer Interface (ESI), ESI Requests Management
- Reprint Registration Confirmation:** Reprint Final Submission List
- Express Claims:** Individual (circled in red with a red 'A' and arrow), Batch Upload 03/07, Batch Reconciliation
- Warrantech University:** Warrantech University
- Reports:** Claims Processed 03/2007



Individual Claim Entry User Guide


Claims Submission

Once the user has logged into Individual Claim Entry, they will be asked to provide a **Repair Order (RO)** number, a **2-digit suffix**, and a **3-digit Product Class Code (A)** for the invoice to be entered.

These 3 pieces of information are provided to the servicer when the RO number is issued and are required to validate an invoice entry.

- The Repair Order must pass certain criteria, *some* of which are listed here:
 - The servicer logged on for invoice entry must be the servicer assigned to the RO, or have permission to enter invoices for the servicer.
 - The RO #, suffix and product class must be valid
 - Repair Order must be in an Open status (not “Paid” and not “In Process”)
 - Repair Order must be less than 90 days since last maintained
- Once the Repair Order number has been entered in completion (no partial searches), the click the **“Submit”** button (B).
- Upon successful validation, the user will be presented with the Invoice Entry screen.

Claim Entry Form



WARRANTECH COMPANIES™
Automotive | Consumer Products Services | Home | Direct | International | PROTECTING YOUR FUTURE

CLAIMS SUBMISSION: INDIVIDUAL ENTRY

REPAIR ORDER: 8000270-00-TVP

Customer Information	Product Information
Name: EDMUND ADAMS	Class: CRT TV - UP TO 20"
Address(1): 8760 HORIZON RD	Manufacturer: SONY CORP, OF AMERICA
Address(2):	Model: KV20FS120
City, State, Zip: VENICE, FL 34293	Serial Number:
Telephone: 648-464-4484	Prod Purch Date: 06/27/2005
	Prod Purch Price: 249.88
	Invoice: 20651277

* = Required Information

*Verify Cust/Prod Info	<input checked="" type="checkbox"/> (Verified)
*Invoice Number	test1
*Service Start Date	040107 (mmddyy)
*Service Completion Date	040507 (mmddyy)
*Invoice Date	040607 (mmddyy)
*Service Site	<input checked="" type="checkbox"/> Carry In <input type="checkbox"/> In Home

Problem Description or Customer Complaint	Repair Comments
NO PICTURE	(If unit is REPAIRED, enter serial number)
*Loss Code: NO PICTURE AUDIO OK	S/N 1234fgh56
*Repair Code: PART REPLACED ELECTRICAL	
Repair Code: Select a Repair Code	

Failed Parts		
Part Numbers and Descriptions Should Contain Only Letters and Digits		
Part Number	Part Description	Amount
(1) 123045	Test Part	5.00
(2)		
(3)		
(4)		
(5)		
(6)		
(7)		
(8)		
(9)		
(10)		

Summary of Charges:	
Parts	5.00
Labor	50.00
Trip	
Tax	4.82
Other (1) <input type="text" value="Other Charge Description"/>	
Other (2) <input type="text" value="Other Charge Description"/>	
Other (3) <input type="text" value="Other Charge Description"/>	
*Total Charges	59.82

Area 1

Area 2

Area 3

We will break down the discussion of the Claim Entry form into three sections – Area One, Area Two, and Area Three.



Individual Claim Entry User Guide

REPAIR Claim Entry Form – Area One

Area 1

CLAIMS SUBMISSION: INDIVIDUAL ENTRY

REPAIR ORDER: 8000270-00-TVP

Customer Information		Product Information	
Name:	EDHUND ADAHS	Class:	CRT TV - UP TO 20"
Address(1):	8760 HORIZON RD	Manufacturer:	SONY CORP. OF AMERICA
Address(2):		Model:	KV20FS120
City, State, Zip:	VENICE, FL 34293	Serial Number:	
Telephone:	648-464-4484	Prod Purch Date:	06/27/2005
		Prod Purch Price:	249.88
		Invoice:	20651277

* = Required Information

*Verify Cust/Prod Info (Verified)

*Invoice Number

*Service Start Date (mmddyy)

*Service Completion Date (mmddyy)

*Invoice Date (mmddyy)

*Service Site Carry In
 In Home

Area 1:

All fields in this area are required.

The “**Verify Customer/Product Information**” checkbox confirms the servicer has verified the customer and product information in accordance with the servicer agreement.

Invoice Number is the number of your internal invoice.

Service Start Date is the date you began service – frequently the Date Of Loss on the RO.

Service Completion Date is the date you finished service.

Invoice Date is the date on your invoice

Service Site is In Home (customer’s location) or Carry In (your location).



Individual Claim Entry User Guide

REPAIR Claim Entry Form – Area Two

Area 2

Failed Parts		
Part Numbers and Descriptions Should Contain Only Letters and Digits		
Part Number	Part Description	Amount
(1) 123045	Test Part	5.00
(2)		
(3)		
(4)		
(5)		
(6)		
(7)		
(8)		
(9)		
(10)		

Area 2:

Required fields in this section are Loss Code, Repair code (at least one) and Total Charges.

Loss Code – select the loss code from the drop down list that BEST FITS the problem Description.

Repair Codes - Select the Repair Code from the Drop Down list. Up to 2 Repair Codes can be selected.

Repair Comments – Enter the serial number (required) of the unit that was repaired. Also indicate any RMA information, additional charges for mileage, or other pertinent notes.

Failed Parts - Enter in the information for the parts used on this repair that YOU SUPPLIED. **DO NOT report parts here that were ordered through the Warrantech Online Parts Ordering mechanism** (Vance Baldwin or Marcone)

Duplicate parts entries will not be allowed. If using multiples of the same part number, enter the Part Number, then the Parts Description adding an “X2” to indicate that you used TWO of the part number (other other applicable number). Then enter the extended part cost in the Amount Field. Enter an additional line in Repair Comments section indicating that you “Used two of part number “XYZ” at \$xx.xx each”.



Individual Claim Entry User Guide

REPAIR Claim Entry Form – Area Three

Area 3

Summary of Charges:	
Parts	5.00
Labor	50.00
Trip	
Tax	4.82
Other (1)	Other Charge Description
Other (2)	Other Charge Description
Other (3)	Other Charge Description
* Total Charges	59.82

Submit

Area 3:

Enter your Subtotals for all applicable areas in the Summary of Charges section.

The total amount of **Failed Parts** entered must equal the amount entered in **Summary of Charges Parts** field.

Duplicate entries of “**Other**” charges are not allowed.

The total charges amount must be equal to Parts, Labor, Trip, Tax and other charges combined. Enter this value in the “Total Charges” field.

Submit the Claim



Individual Claim Entry User Guide

REPLACEMENT Claim Entry Form – Area One

CLAIMS SUBMISSION: INDIVIDUAL ENTRY

REPAIR ORDER: 8000270-00-TVP

Customer Information	Product Information
Name: EDHUND ADAHS	Class: CRT TV - UP TO 20"
Address(1): 8760 HORIZON RD	Manufacturer: SONY CORP. OF AMERICA
Address(2):	Model: KV20FS120
City, State, Zip: VENICE, FL 34293	Serial Number:
Telephone: 648-464-4484	Prod Purch Date: 06/27/2005
	Prod Purch Price: 249.88
	Invoice: 20651277

* = Required Information

*Verify Cust/Prod Info (Verified)

*Invoice Number

*Service Start Date (mmddyy)

*Service Completion Date (mmddyy)

*Invoice Date (mmddyy)

*Service Site Carry In
 In Home

Area 1:

All fields in this area are required.

The “**Verify Customer/Product Information**” checkbox confirms the servicer has verified the customer and product information in accordance with the servicer agreement.

Invoice Number is the number of your internal invoice.

Service Start Date is the date you began service – frequently the Date Of Loss on the RO.

Service Completion Date is the date you fulfilled the Replacement.

Invoice Date is the date on your invoice

Service Site is typically Carry In (your location) for Replacement Claims.



Individual Claim Entry User Guide

REPLACEMENT Claim Entry Form – Area Two

Area 2

<p>Problem Description or Customer Complaint OVEN NOT HEATING</p> <p>*Loss Code: REPLACE WITH APPROVAL</p> <p>*Repair Code: NOT ECONOMICAL REPAIR</p> <p>Repair Code: Select a Repair Code</p>	<p>Repair Comments <small>(If unit is REPAIRED, enter serial number)</small> <small>(If unit is REPLACED, enter replacement manufacturer / model information)</small></p> <p>Replacement GE JBP45CDCC</p>
--	--

Failed Parts		
Part Numbers and Descriptions Should Contain Only Letters and Digits		
Part Number	Part Description	Amount
(1)		
(2)		
(3)		
(4)		
(5)		
(6)		
(7)		
(8)		
(9)		
(10)		

Area 2:

Required fields in this section are Loss Code, Repair code (at least one) and Total Charges.

Loss Code – select “REPLACE WITH APPROVAL” from the drop down list.

Repair Codes - Select “NOT ECONOMICAL REPAIR” from the Drop Down list.

Repair Comments – Enter the Manufacturer and Model Number information for the REPLACEMENT UNIT. Enter the Manufacturer warranty lengths if known. Enter the Serial Number if known.

Failed Parts - You will not report Failed Parts for a Replacement Claim.



Individual Claim Entry User Guide

REPLACEMENT Claim Entry Form – Area Three

Area 3

Summary of Charges:		
Parts		<input type="text"/>
Labor		<input type="text"/>
Trip		<input type="text"/>
Tax		<input type="text"/>
Other (1)	REPLACE UNIT <input type="button" value="v"/>	420.00
Other (2)	Other Charge Description <input type="button" value="v"/>	<input type="text"/>
Other (3)	Other Charge Description <input type="button" value="v"/>	<input type="text"/>
*Total Charges		<input type="text"/>

Area 3:

Select “REPLACE UNIT” from the first “Other” Drop Down list.

Enter the replacement cost in the appropriate field.

Enter the Claim Total in the “Total Charges” field.

Submit the claim.



Individual Claim Entry User Guide

Claims Submission - Accepted

The successful entry of a Servicer's invoice will result in the following screen:



The message (A) will indicate that the invoice submission was successful and that the claim will be processed.

The user may begin the entry of another claim at this point.



Individual Claim Entry User Guide

WCPSOnline Quick Reference Guide

FOR HELP WITH THIS APPLICATION:

*If user has a problem logging into **WCPSOnline** please follow these instructions:*

Send an E-mail to: servicenetwork@warrantech.com with “**Unable to Login**” in the Subject line. **List the following information:** User name, Servicer name, Phone number, & Login ID

If the user has a problem utilizing the application please follow these instructions:

- **Send an E-mail to:** wcpsonlinesupport@warrantech.com with “**Individual Claim Entry**” in the Subject line.

- **Clearly state the problem:**

Example: Unable to access the web site

Example: Unable to access a screen

Example: Page cannot be displayed

- **List the following information:** User name, Servicer name, Phone number, & Login ID

If the user has a question about claims payment status:

- **Send an E-mail to:** claimsinfo@warrantech.com with the **Claim/RO number** in the Subject Line.

- **Clearly state the question/issue.**

- **List the following information:** User name, Servicer name, Phone number, & Login ID

*You will receive a response within 24 hours, Monday – Friday, excluding holidays.
All information will be kept strictly confidential.*



Final Note: We hope this information will assist you in using the Individual Claim Entry system. We will work towards keeping you updated on any new changes and improvements in this valuable system.

Thank You