

# CONTRACTOR REIMBURSEMENT

## Streamlined reimbursement and claims processing for a contracted workforce.

While using contractors to service your customers helps deliver the service you demand, processing their claims is time-consuming and expensive. But failing to reimburse them quickly and efficiently puts their ongoing commitment to your business and your profitability at risk.

Real-time, automatic payment adjudication with built-in validation, auditing, invoicing, and rapid reimbursement builds loyalty with your field contractor network. The configurable audit platform meets unique warranty requirements while drastically reducing fraud and duplicate processing by ensuring only valid invoices are eligible for payment.

### 80%

increase in automation  
resulting in faster  
payment approvals

### Results

### 25%

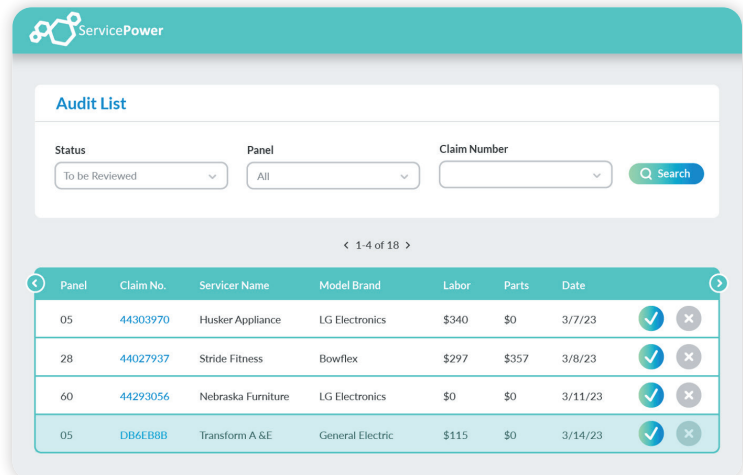
reduction in overall  
payment cycle time

### 50%

increase in payment  
processing efficiency

### Benefits

- ✓ Improves and speeds claims processing and efficiency
- ✓ Reduces time and cost to process payments
- ✓ Reduces fraud and duplicate claim processing
- ✓ Reduces claims costs
- ✓ Improves servicer experience
- ✓ Improves visibility into claims processes
- ✓ Improves contractor alignment with warranty requirements
- ✓ Improves contractor relationships



The screenshot shows the ServicePower Audit List interface. It features a search bar with filters for Status (set to 'To be Reviewed'), Panel (set to 'All'), and Claim Number. Below the search bar, there is a table with columns for Panel, Claim No., Servicer Name, Model Brand, Labor, Parts, Date, and a status column with checkmarks and close icons. The table shows four rows of data.

Panel	Claim No.	Servicer Name	Model Brand	Labor	Parts	Date	Status
05	44303970	Husker Appliance	LG Electronics	\$340	\$0	3/7/23	✓
28	44027937	Stride Fitness	Bowflex	\$297	\$357	3/8/23	✓
60	44293056	Nebraska Furniture	LG Electronics	\$0	\$0	3/11/23	✓
05	DB6EB8B	Transform A &E	General Electric	\$115	\$0	3/14/23	✓

## Features

Automated, configurable warranty adjudication and auditing to ensure only valid claims are eligible for payment, with validation of:

- ✓ service rates
- ✓ job
- ✓ manufacturer
- ✓ parts
- ✓ distributor
- ✓ contract

Automatic assignment to the most appropriate servicer considering any warranty requirements

Instant, web-based claims filing and processing

Instant claims analysis against entitlement

Automated auditing for fraud prevention

Automatic, real-time claim consideration against custom manufacturer rules

Automated close-loop claims process

Electronic claim payments and integrated parts ordering

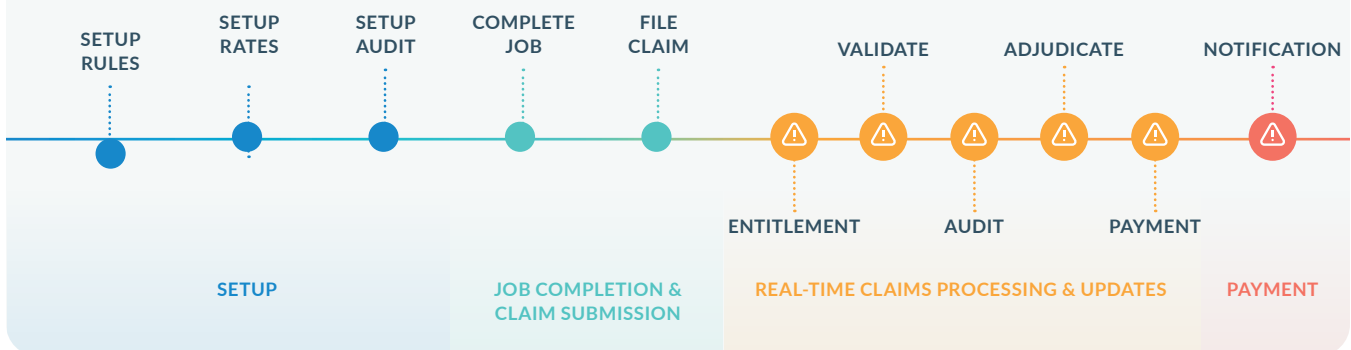
Real-time feedback to actuaries, operations, and contractors

Warranty data analytics for KPI evaluation

Integrated parts distributor, BOM, registration, and contract data

APIs for seamless integration to existing ERP, CRM, and FSM systems

## Claim Reimbursement Lifecycle



**“ServicePower’s self-service portal and warranty claims management shorten interaction times for customers.”**

- Gartner® Field Service Management Magic Quadrant™

Trusted by global leaders:



GE APPLIANCES



Electrolux



SATURN