

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.

Results

80%

increase in automation
resulting in faster
payment approvals

25%

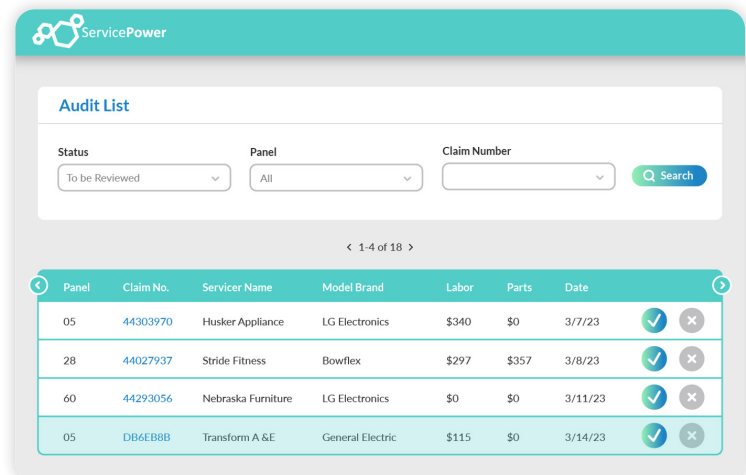
reduction in overall
payment cycle time

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. At the top, there's a header with the ServicePower logo. Below it, the title "Audit List" is displayed. There are three dropdown menus for "Status" (set to "To be Reviewed"), "Panel" (set to "All"), and "Claim Number". A "Search" button is to the right. Below the filters, a pagination bar shows "< 1-4 of 18 >". The main table has columns: Panel, Claim No., Servicer Name, Model Brand, Labor, Parts, Date, and two action buttons (checkmark and X). The table contains four rows of data.

Panel	Claim No.	Servicer Name	Model Brand	Labor	Parts	Date		
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

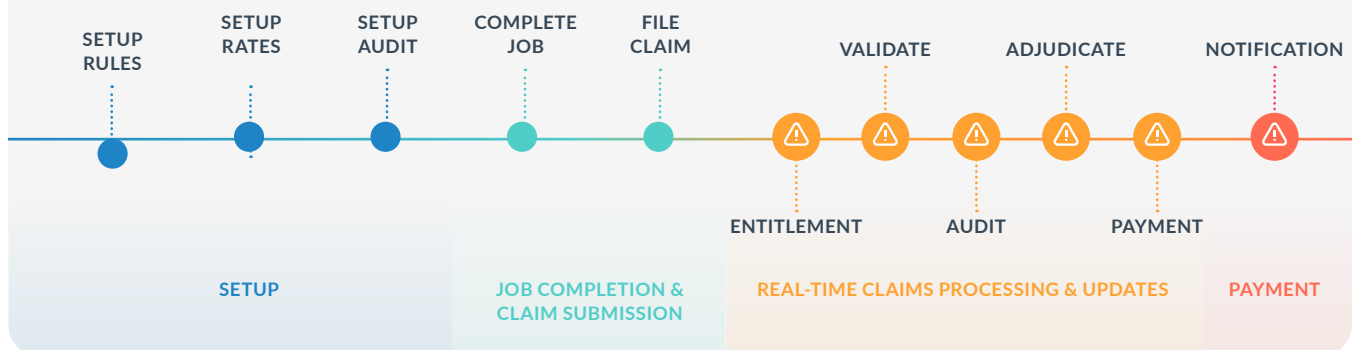
Real-time feedback to actuaries, operations, and contractors

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



servicepower.com

