
FUNCTIONAL SPECIFICATION DOCUMENT FOR CLAIM PAYMENT

***TAVANT WARRANTY MANAGEMENT SYSTEM FOR HVAC SBUS (CS,
RS, PARTS)***

VER 1.0

MARCH 21, 2016



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Abhijit Hebsur	DEC 22, 2015	Reviewed	0.2
Lavin Hawes	Jan 22 , 2016	Reviewed with CS	0.3
Lavin Hawes	Jan 31 , 2016	Updated document based on accounting deep dive	0.4
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1 INTRODUCTION

Tavant is working with HVAC to customize Tavant Warranty Management Solution as per Trane's requirements. This document provides business requirements for managing Part Returns in new Trane Warranty System.

This document describes the CLAIM PAYMENT work flow.

1.1 PURPOSE

The purpose of this functional specification document is to clearly list down the scope for each change, the behavior of the system before and after implementing the change and any perceived effects/ risks involved on other functionalities due to the change. Specifications and functionalities of the change are captured through Use cases. This document will act as a guide for technical design, development and quality testing to ensure that the changes are implemented and integrated into the current TWMS Single Corporate Instance successfully

1.2 SCOPE

This document covers following information for each business requirement related to Part Return setup:

- AS-IS Functionality – Current process explanation.
- To-Be Process for Trane.
- Requirements – Itemized and Verifiable High Level Business Requirements.

1.3 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

Abbreviation	Description
TWMS	Tavant Warranty Management System
PR	Part Return
DISTRIBUTOR	Who files Claim, Trane Parts Store, IWD, American Standard Dist.
PRC	Part Return Configuration
NA	North America
EMEIA	Europe, Middle East, India and Africa
WRC	Warranty Return Centre
3 rd Party	Residential Dealer (Installing Contractor)
Processor	Tavant term for the employee with an LOA to pay claims (Trane calls these Claim
Warranty Administrator	Tavant term for person who can do the system configuration or set up

1.4 REFERENCES

Business Requirement Document:

2 SYSTEM FEATURES

Functional Requirements for the following system features are described in detail

2.1 REQUIREMENT-1 - PAYMENT SUMMARY [HVAC-#]

2.1.1 Requirements

ID	Description	Type	BU Impact	Use Case #	Phase
CLM-PM-03	All the policies covering the Machine as on the date of failure. Multiple policies cover various cost elements on the claim.	New	Yes	UC04	Phase 1
CLM-PM-04	All the policies covering the Part as on the date of failure. Multiple policies cover various cost elements on the claim.	New	Yes	UC04	Phase 1
CLM-PM-05	The amount paid on a Non-CP Machine/Parts claim must be split across 3 categories – Standard, Extended and Goodwill. Each cost element on the claim will be classified into one of these categories based on the type of policy covering that cost.	New	Yes	UC04	Phase 1
CLM-PM-07	All the policies on which the claim is paid must be listed on the claim and stored to be integrated with financial system and data warehouse.	New	Yes	UC04	Phase 1
CLM-PM-08	When any cost element claimed is not covered by any of the applicable policies, the system should not allow the Claim Submission. An appropriate error message to be displayed. (User can remove the item(s) not covered and re-enter those on a separate claim as CP if qualified under business policy for CP.	Partially Exists	No	UC08	Phase 1
CLM-PM-09	Credit submission to be based on the Distributor account number and product (instead of source warehouse). There are many detail elements from claim which are expected to be needed for financial system / integration to properly determine GL accounting. Pass both unit price and cost to financial system and data warehouse. Note:- Accounting to be done in Oracle. GL string to be built in oracle. Tavant will provide all relevant fields to Oracle to create the GL string in oracle.	New	Yes	UC05	Phase 1

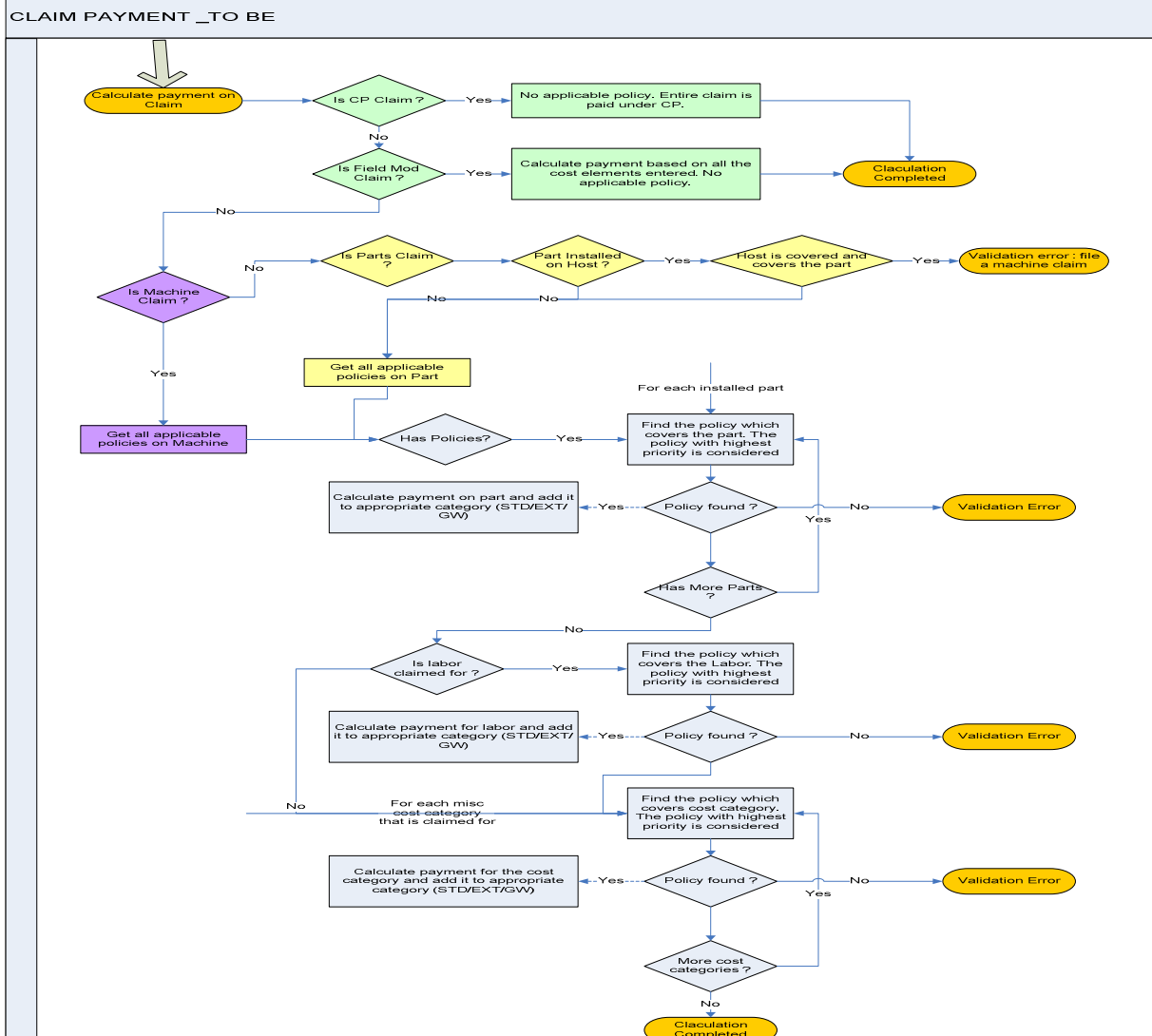
CLM-PM-17	On Claim submit (when the payment is calculated), the GL String rules need to be executed to identify and assign the GL String for claims payment. In the event that the system is unable to complete the payment request due to the validity of the GL String, select users should have the ability to update the appropriate GL String account codes / follow up for GL String activation with Finance and resend the claim for requesting payment.	New	Yes	UC05	Phase 1
CLM-PM-18	Ability to allow the processor to specify Split Chart of accounts (GL String), identify account codes and also the amounts for each account code.	New	Yes	UC05	Phase 1
CLM-PM-19	Credit at price paid by Distributor, credit rebate, freight (based on modifier. Based Distributor Type/Group) a. Reverse cost of goods sold - back to Global parts b. Reverse the sale - back to Global parts c. Reverse freight (fixed percentage) d. Only book the standard cost (warranty expense) - back to SBU	New	Yes	UC02	Phase 1
CLM-PM-20	Modifiers can be setup for each cost category defined on the payment definition (Modifiers will be used to apply rebate and freight as appropriate. Modifiers will be used to apply price change. A modifier can be defined on a cost category for a given Distributor, Distributor group, claim type, warranty type, product and period. Modifier value can be specified as a % or flat value. It can be a positive or negative value. For a modifier to be applied on a claim, repair date on the claim must be within the modifier period. Freight and Rebate should be a new cost category. This will be achieved by creating modifier in Tavant. However in backend there will be logic to treat this as a New cost category. This will be sent as different cost category on Credit Submission. This will be a calculation based on Part Price calculated in backend without user to enter the value. Need to set percentage or Flat price for Rebate and Freight based on Part Price. Note: Rebate and Freight should be treated as any other cost category normally in all the places applicable.	New	Yes	UC02 and UC03	Phase 1

CLM-PM-21	Payment definition for CP Claims: A payment definition to be set up for CP claims which covers all the cost categories allowed on a CP claim. Accounting needs to be assigned within Tavant.	New	Yes	UC05	Phase 1
CLM-PM-23	<p>Commercial Modifier</p> <ul style="list-style-type: none"> a. Freight will be paid on RO (but no rebate) b. For stock, rebate is paid - <u>IT CAN BE HANDLED USING MODIFIERS</u> (enhance modifiers to capture type of dealer (or reuse customer type) and capture part number/groups) <ul style="list-style-type: none"> i. It varies based on part number (flat, percentage with an upper cap) <ul style="list-style-type: none"> 1. 22% (max 200) - except compressors 2. Compressors: <ul style="list-style-type: none"> a. 25, 50, 150... Depending on compressor size 3. Different percentage (41% based on standard cost) and flat rate (compressors) for company owned stores c. For ERO, no freight or rebate 	New	Yes	UC03	Phase 1
CLM-PM-25 NEW 602	To calculate the portion of the commission amount and send correct details in the credit submission integration to Oracle. The Commission Splits and % must be captured on the claim and sent to the data warehouse including Commission Accounting to send to Oracle	New	Yes	UC07	Phase 2
CLM-PM-26	The Distributor needs to be able to add commission codes as well as the % of commission associated with each code. The % total for all commission codes must = 100%. This info must also be sent to the data warehouse (CLM-PM-26)	New	Yes	UC07	Phase 2
CLM-PM-06	Processor should be able to adjust the accepted amount either by setting the percentage acceptance or by updating the \$amount on the claim. Processor must be able to switch between these 2 options	New	Yes	UC04	Phase 2
PLC-WC-54	Provision to define the claim processing fee (Rebate in Falcon) associated with each Warranty claim.	New	Yes	UC03	Phase 2
	Enhance Travel section to capture Travel days per Per diem.	New	Yes	UC06	Phase 2

Functional Design – Use Cases**2.1.2 Use Case 1: Enhancements to the Policy Definition Page**

Description	This use case describes the enhancements on the policy definition page which is required for payment computation
Business Values	This new section will trigger the look up logic for policy to be applied for each of the installed part filed on a Claim. For the ones not covered, the system will help in flagging them using the rule framework
Actors	Warranty Administrator
Current Process/ Functionality in TWMS	NA

Proposed Flow



1. User logs in
2. User navigates to the Policy Definition Page by clicking on the "Policy Definition" link under common actions.
3. User clicks on "Create Policy Definition" or selects an existing policy definition from the listing page.
4. A new section Part / Part Groups Covered will be added.

5. RS -> The Labor Portion will be applicable only for Campaign Claims.

The System has the flexibility to configure a Payment Definition based on Claim Type (Machine/Retrofit) and the CP flag

The new section labeled Part / Part Groups Covered will be validated against each of the installed parts entered on the claim for determining the policy at each line item

Transferable:

☒ Yes
 ☐ No




Transfer Fee:

USD

Coverage transfer window period from delivery date(in months)

Maximum number of transfers to end customers

Part / Part Groups Covered

Specify Part / Part Groups		Add Row
Compressor		
Coil		
Condensor		

Products Covered

Specify Products/Models/Item Groups		Add Row
-------------------------------------	--	---------

Figure I - New section Part / Part Groups Covered.

Impact on existing BUs	No, The section will be available to all BU's, business can choose to use the same by adding part/part groups to this section
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None

2.1.3 Use Case 2: Enhancements to the Modifier Page

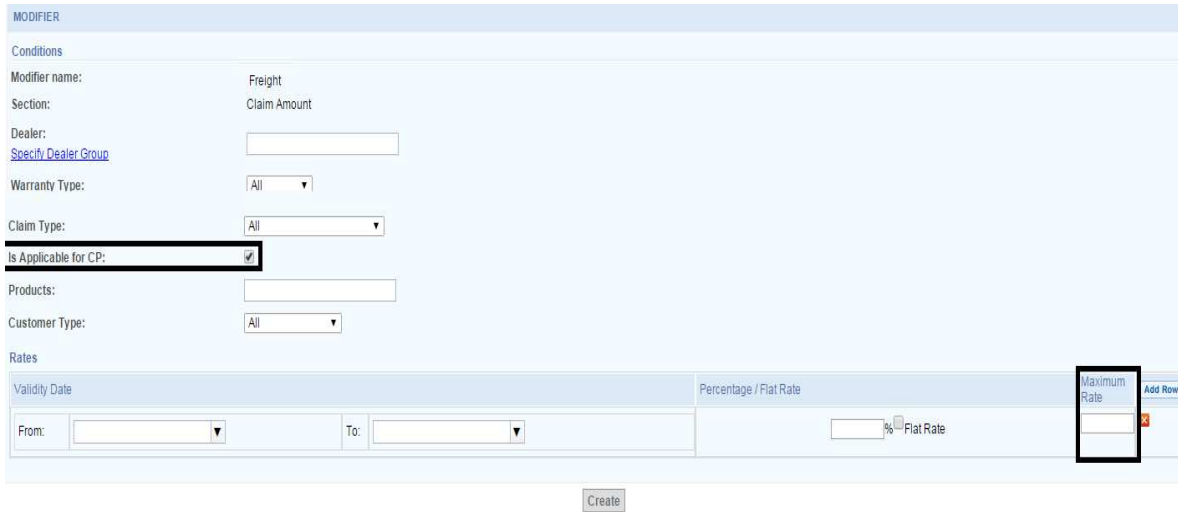
Description	This use case describes the enhancements on the modifier page
Business Values	The business can use shipment priority as an extra criteria to apply Modifiers on the Claim Amounts. The business can also configure modifiers using an upper cap which will be entered in the Maximum rate field
Actors	Warranty Administrator
Current Process/ Functionality in TWMS	<ol style="list-style-type: none"> 1. User logs in. 2. User navigates to the Create Modifier Value Page

Proposed Flow

1. A new field labeled “Maximum Rate “will be added. The new field will be used to set up modifiers with an upper cap.

If the Maximum Rate is left blank the system will not consider an upper cap on payment computation.

2. A new field "Is applicable for CP" will be introduced, this will be an additional criteria on modifier setup.



Screen Shot to include CP as part of the criteria for modifier setup

Impact on existing BUs	<p>Shipment priority will be removed from the Modifier Page</p> <p>The upper cap feature will be present for all BU's which will be a value add , if BU does not want a upper cap the field can be left blank</p>
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None
2.1.4 Use Case 3: Adding new Cost Categories Freight and Rebate	
Description	This use case describes the functionality of the newly added cost categories Freight and Rebate
Business Values	The new cost categories are special ones which will be computed from the backend and will be applied on top of the Total Parts Amounts
Actors	Warranty Administrator
Current Process/ Functionality in TWMS	<ol style="list-style-type: none"> 1. User logs in. 2. User navigates to the "Cost Category Configuration" page by clicking on the "Cost Category Configuration" link under Warranty Admin on the accordion pane. <p>Two New Cost Categories "Rebate" and "Freight" will be added which the admin can configure based on an applicable product</p>
Proposed Flow	

1. The new cost categories “Rebate” and “Freight” will not be an input line item on the claim page unlike the other cost categories.
2. System will enable the admin user to configure modifiers for the new cost categories “Rebate” and “Freight” from the Create modifier Page

2.3. Cost Categories are configurable based on BU and can be unchecked if N/A.

- 3.4. System will apply the below logic to compute payment for the new cost categories.

If(Cost Category is Rebate/Freight and Modifier configured for Rebate/Freight on Claim Amount){

CS:

Total Rebate Per Part = Part Amount (Each Line Item) X Configured Modifier Percentage for Rebate

Total Freight Per Part = Part Amount (Each Line Item) X Configured Modifier Value for Freight

}

RS:

Total Rebate = Configured Modifier Value (Currently \$8.00/claim)

Total Freight **Per Part = Part Amount (Each Line Item) X Configured Modifier Value for Freight**

<input checked="" type="checkbox"/>	Others	145-950 266A-917 AER-951 AFX IND 6IN CHIP CHK PACKAGE AFX IND PNEU 12IN CHOP CHK PACKAGE-940	▲ ▲ ▲ ▼ ▼
<input checked="" type="checkbox"/>	Parking	145-950 266A-917 AER-951 AFX IND 6IN CHIP CHK PACKAGE AFX IND PNEU 12IN CHOP CHK PACKAGE-940	▲ ▲ ▲ ▼ ▼
<input checked="" type="checkbox"/>	Per Diem	145-950 266A-917 AER-951 AFX IND 6IN CHIP CHK PACKAGE AFX IND PNEU 12IN CHOP CHK PACKAGE-940	▲ ▲ ▲ ▼ ▼
<input checked="" type="checkbox"/>	Rebate	145-950 266A-917 AER-951 AFX IND 6IN CHIP CHK PACKAGE AFX IND PNEU 12IN CHOP CHK PACKAGE-940	▲ ▲ ▲ ▼ ▼
<input checked="" type="checkbox"/>	Freight	145-950 266A-917 AER-951 AFX IND 6IN CHIP CHK PACKAGE AFX IND PNEU 12IN CHOP CHK PACKAGE-940	▲ ▲ ▲ ▼ ▼

Figure I – New Cost Categories Rebate and Freight.

Current Falcon window:

Travel		Rate	Requested \$
Round Trip Miles:	<input type="text" value="0"/>		
Number of Trips:	<input type="text" value="0"/>		
Total Travel Hours:	<input type="text" value="0.00"/>	\$150.45	\$0.00
Number of Days Per Diem:	<input type="text" value="1"/>	\$154.91	\$154.91
Other Travel Expense:	<input type="text" value=""/>	\$132.00	\$132.00
Total Travel:			\$286.91

User enters the Number of Days, the per diem rate is set yearly by distributor – **CS Only**

Impact on existing BUs	No, the existing BU's will not choose these from the Applicable Cost categories
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None

2.1.5 Use Case 4: Payment Computation for Non CP Claims (Machine and Parts).

Description	This use case describes the changes on the claim payment screen and the changes on computing payment
Business Values	The business will have an applicable policy for each line item on the claim. The system will also expose these attributes in the rule framework which the business can use
Actors	System
Current Process/ Functionality in TWMS	NA

Proposed Flow

- Payment computation will have a payment definition tied to each line item on the claim, this will be driven based on a new BU configuration labeled "Is Applicable Policy at each Line Item Applicable".
- For HVAC the BU configuration will be turned on and the rest of the BU's the configuration will be turned off.
- Policy coverage will be based on the Date of Failure on the claim
- If multiple policies are tied to a single line item, the system will use the priority to determine the applicable policy for the respective line item.
- The amounts on the claim will be split based on the warranty type such as Standard/ Extended and Goodwill based on the applicable policy tied to each line item.
- The processor will have the ability to accept the claim by editing the percentage acceptance or flat amount based on a BU configuration "Is claim acceptance on Dollar amount applicable?" on the payment section of the claim.
- For Multi Claim the system will process each line item with the applicable policies tied to the first serial number / Part Number on the claim.

Validate Page Payment Screen Shot

Validate

☐

4L370

1

BELT; 37.0 OD X 36.0 PITCH

\$ 14.80

EACH

\$ 14.80

Category:	Part Number/Serial Number:	Quantity:	Price:	Applicable Policy:	Warranty Type:	Current Amount	Amount:
HVAC TCP Parts	4L370	1	\$ 14.80	POL_GW_F8	GOODWILL	\$ 14.80	
	Freight		\$ 1.48			\$ 1.48	\$ 17.76
	Rebate		\$ 1.48			\$ 1.48	
Non HVAC TCP Parts				POL_GW_F8	GOODWILL	\$ 5.00	\$ 5.00
Labor			@\$ 15.00	POL_GW_F8	GOODWILL	\$ 0.00	\$ 0.00
Item Freight And Duty				POL_GW_F8	GOODWILL	\$ 0.00	\$ 0.00
Travel by Hours			@\$ 20.00	POL_GW_F8	GOODWILL	\$ 0.00	\$ 0.00
Miscellaneous Parts				POL_GW_F8	GOODWILL	\$ 0.00	\$ 0.00
Rebate						\$ 0.00	\$ 0.00
Travel By Per Diem			@\$ 20.00	POL_GW_F8	GOODWILL	\$ 0.00	\$ 0.00
Claim Amount						\$ 22.76	\$ 22.76

Edit Claim

Submit Claim

Validate

Category:	Part Number/Serial Number:	Quantity:	Price:	Applicable Policy:	Warranty Type:	Current Amount	Amount:
HVAC TCP Parts						\$ 0.00	\$ 0.00
Non HVAC TCP Parts				test_pol_gw_nomax_f8	GOODWILL	\$ 0.00	\$ 0.00
Miscellaneous Parts				test_pol_gw_nomax_f8	GOODWILL	\$ 0.00	\$ 0.00
Labor			@\$ 15.00	test_pol_gw_nomax_f8	GOODWILL	\$ 30.00	\$ 30.00
Travel by Hours			@\$ 20.00	test_pol_gw_nomax_f8	GOODWILL	\$ 0.00	\$ 0.00
Item Freight And Duty				test_pol_gw_nomax_f8	GOODWILL	\$ 0.00	\$ 0.00
Claim Amount						\$ 30.00	\$ 30.00

Edit Claim

Submit Claim

Impact on existing BUs	Yes , this will be a new BU configuration Is Applicable Policy at each Line Item Applicable and will be turned off for existing BU's.
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None

2.1.6 Use Case 5: Administering GL Code

Description	This use case describes the functionality of administering GL Code in Tavant
Business Values	The system will give the business the flexibility of configuring GL codes based on various criteria such as Claim Type, Warranty Type etc. This GL code will be used by the Accounting Folks
Actors	Warranty Administrator
Current Process/ Functionality in TWMS	<ol style="list-style-type: none"> 1. User logs in. 2. User clicks on the "Manage GL Code link" in the accordion pane under the Warranty Admin <p>User will be able to set up the Entity Number, Location Number, Account Number and Product Number by clicking on the "GL Code Association" link under the 'Manage GL Code' link</p>

Proposed Flow

- GL code will be in the below format

Entity Number-Location Number-Account Number-Product Number

Example (5612.412201.511701)
- The below new links will be added under the "Manage GL code" section.
 1. Distributor Code
 2. SIOP / Original Source Id and Distributor Group
 3. Source Id
 4. GL Code Association
- The GL code Association Page will be used to build the GL Code. The user will have the option to create the GL code based on the Warranty type, Claim Type, Concession and Reversal Type Refer Fig 1.
- The Entity Number , Account Number , Location Number and Product Number will be a Suggestion Text Box with the below Options
 1. Distributor Group
 2. SIOP , Original Source Id and Distributor Group
 3. Source Id
 4. Campaign (System will look up the code set up on the Campaign Page)
 5. Location Site Number (System will look up the code tied to the Site Number of the Distributor)

6. Free Text (The admin will enter the code , Example : 511701 for Account number)

GL Code Mapping	
Field Name	Description
Distributor Group	Will associate the Number associated to the distributor group from the Distributor Group Link under Manage GL Code (Refer Fig 2)
SIOP / Original Source Id and Distributor Group	Will associate the Number associated to the combination of SIOP / Original Source Id and Distributor Group from the "SIOP / Original Source Id and Distributor Group" Link under Manage GL Code (Refer Fig 3)
Source Id	Will associate the Number associated to the Source Id from the " Source Id " Link under Manage GL Code (Refer Fig 4)
Campaign	This will populate the number tied to the campaign code , Refer Fig 5
Location Site Number	This will populate the number tied to the location Site Number
Free Text	User will enter this in the Mapping Screen

- The Distributor link will be used to map the Code with the Dealer Group Refer Fig 2

Distributor Group Mapping		
Field Name	Field Type	Description
Distributor Group	Autocomplete	This will be an autocomplete which will populate all the Distributor Group Names Created under the Dealer Groups Link
Number	Text field	Free text to capture the Entity Number for the associated Distributor Group

- The SIOP/ Original Source Id and Distributor Group link will be used to map the Location Number and the Product Number Ref Fig 3

The SIOP/ Original Source Id and Distributor Group Mapping		
Field Name	Field Type	Description
SIOP	Autocomplete	Autocomplete to capture the SIOP, this will be validated against the SIOP sent from IB Sync.
Original Source Id	List Box	List box to Capture the Original Source Id. Possible values will be GP and CS
Distributor Group	Autocomplete	This will be an autocomplete which will populate all the Distributor Group Names Created under the Dealer Groups Link
Account Number	Autocomplete	Free text to capture the Account Number
Location Number	Text field	Free text to capture the Location Number

- The Source Id link will be used to link the source Id with the Product number. Refer Fig 4

Source Id Mapping		
Field Name	Field Type	Description
Original Source Id	List Box	List box to Capture the Original Source Id. Possible values will be GP and CS
Product Number	Text field	Free text to capture the Product Number

- On Claim Processing the system will look up the admin setup to tie each line item with the respective Account Number based on the input parameters on the Claim.

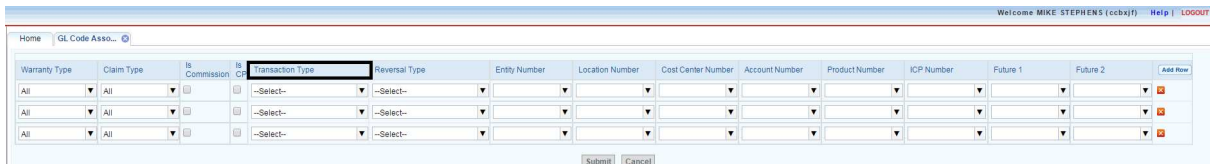


Fig 1: GL Association Screen based on Warranty Type / Claim Type / Concession and Reversal Type

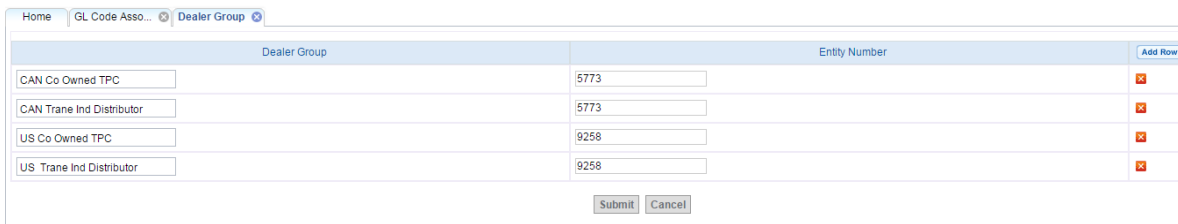


Fig 2: Dealer Group Screen for GL Code

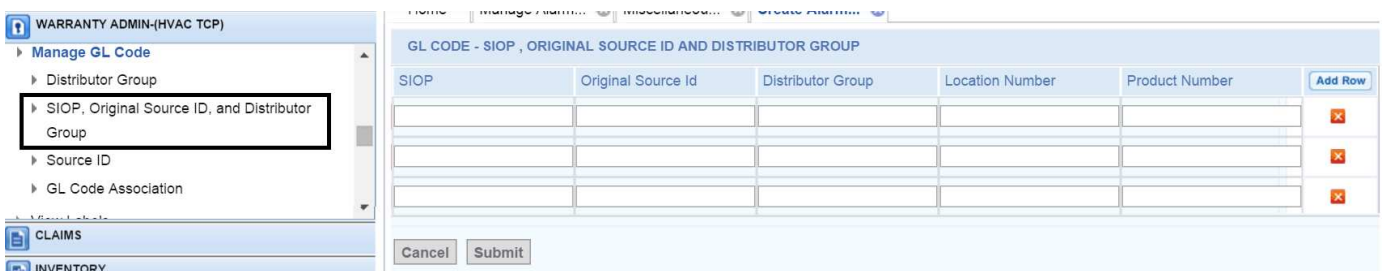
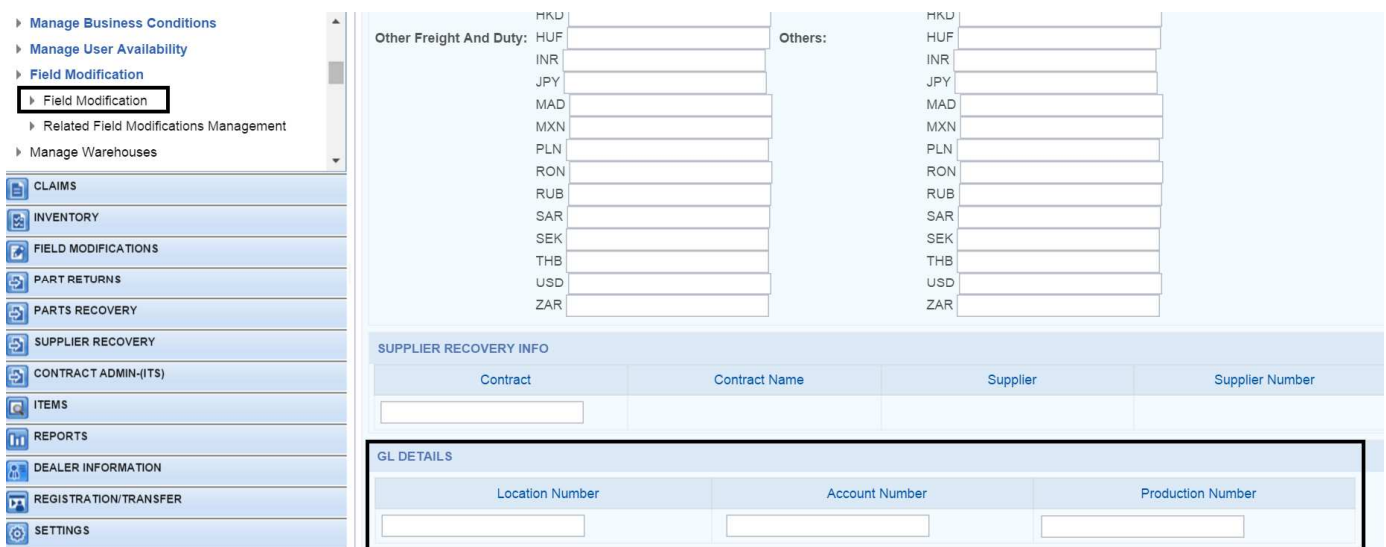


Fig 3: SIOP, Original Source and Distributor Group combination for GL code.



Fig4: Original Source Id Association Screen



Fog 5: GL details on the campaign Page

Impact on existing BUs	The other BU's will not configure this, they will use the existing GL logic which is already part of the single instance. The look up logic for GL will be tied to a new BU configuration.
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None

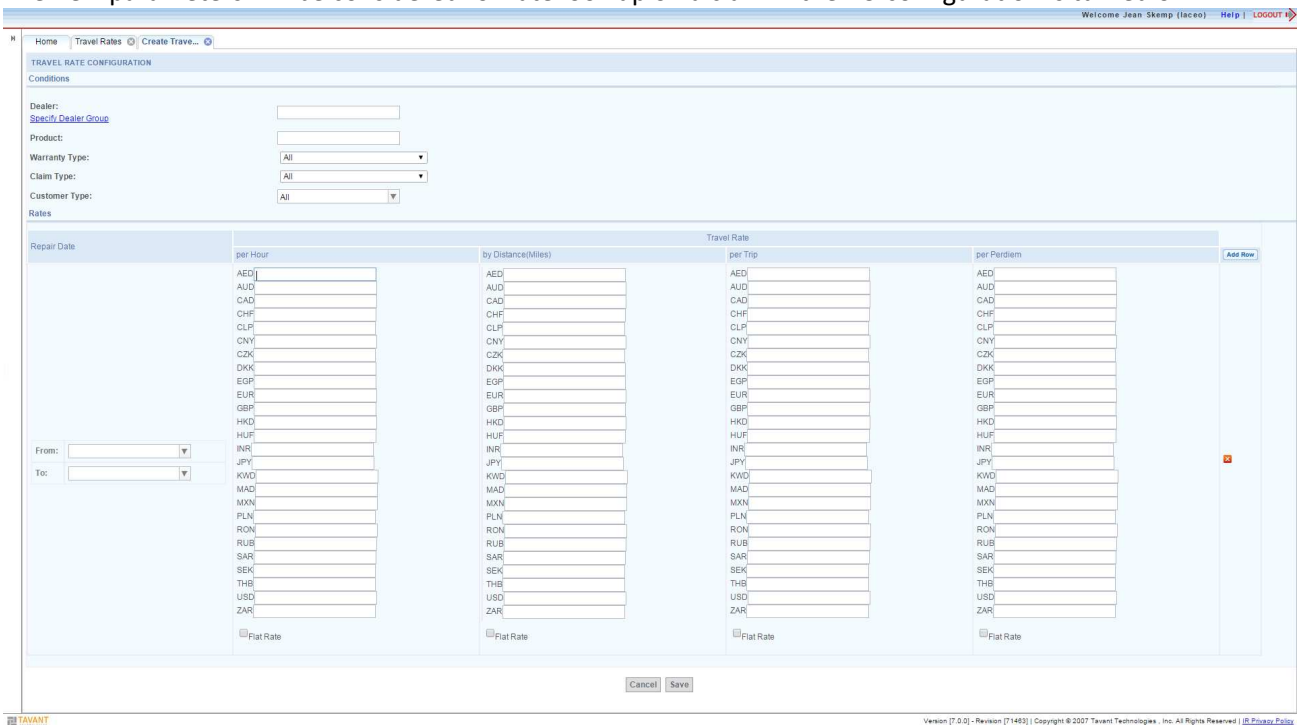
2.1.7 Use Case 6: Enhancements Travel Rate Page – CS Only

Description	This use case describes the enhancements on the Travel Rate page which is required to pick up the distributor's rates for payment computation
Business Values	This use case will help in configuring travel rates based on the additional parameter travel days per Perdiem
Actors	Warranty Administrator
Current Process/ Functionality in TWMS	NA

Proposed Flow

1. User logs in
2. User navigates to the Travel Rate Page by clicking on the respective links under Common Actions.
3. System will display the additional Field if the BU configuration labeled "Consider Travel days per perdiem for Rates configuration." Is turned on.

The new parameters will be considered for rate look up on a claim if the BU configuration is turned on



Impact on existing BUs	This will be tied to a new BU configuration labeled Consider Travel perdiem for Rates configuration. , this will be turned off for existing BU's
Assumptions and Dependencies	None
Business Priority	High

References/Expectations	None																																																																																				
Notes	None																																																																																				
2.1.8 Use Case 7: Commission Split Logic on Claim – CS Only																																																																																					
Description	This use case describes how the commission codes are captured along with their respective percentage, and the accounting information on the claim payment section																																																																																				
Business Values	Used by business for CP and good will claims, Used to segregate the commission expense from the goodwill expense																																																																																				
Actors	Distributors / FSM / Third Party / Claim Processor																																																																																				
Current Process/ Functionality in TWMS	NA																																																																																				
Proposed Flow																																																																																					
<div>1. User navigates to claim page 1 by opening an existing claim from the Draft Inbox or by clicking on the Create Claim Page.</div> <div>2. The commission codes and their relevant % will appear on the page if the below 2 conditions are true.<ul style="list-style-type: none">BU configuration labeled “Is Commission codes applicable for Claim?” Is turned OnIs Claim marked CP or has a Goodwill policy tied to any of the claimed Inventory Item.</div> <div>3. The commission split % should be validated such that the total % sums up to 100%—(% (all individual code percentages must equal 100%)</div> <div>4. The commission \$ amount also should be computed stored in Tavant.</div> <div>5. This information (Commission codes , % and \$ amount) should be sent to the data warehouse</div>																																																																																					
<table><tr><th colspan="6">Example 1</th></tr><tr><td>Goodwill Amount</td><td>\$100.00</td><td></td><td></td><td></td><td></td></tr><tr><td>Total Claim Amount</td><td>\$100.00</td><td></td><td></td><td></td><td></td></tr><tr><td>Commission Percentage</td><td>50%</td><td></td><td></td><td></td><td></td></tr><tr><th colspan="6">GL String</th></tr><tr><td></td><td></td><th>Entity</th><th>Location</th><th>Account</th><th>Product</th></tr><tr><td>Goodwill Policy Expense</td><td>\$50.00</td><td>9258</td><td>TBD</td><td>511707</td><td>41204</td></tr><tr><td>Commission Expense</td><td>\$50.00</td><td>9258</td><td>TBD</td><td>TBD</td><td></td></tr><tr><th colspan="6">Example 2</th></tr><tr><td>Goodwill Amount</td><td>\$50.00</td><td></td><td></td><td></td><td></td></tr><tr><td>Standard Warranty</td><td>\$50.00</td><td></td><td></td><td></td><td></td></tr><tr><td>Total Claim Amount</td><td>\$100.00</td><td></td><td></td><td></td><td></td></tr><tr><td>Commission Percentage</td><td>50%</td><td></td><td></td><td></td><td></td></tr><tr><th colspan="6">GL String</th></tr></table>		Example 1						Goodwill Amount	\$100.00					Total Claim Amount	\$100.00					Commission Percentage	50%					GL String								Entity	Location	Account	Product	Goodwill Policy Expense	\$50.00	9258	TBD	511707	41204	Commission Expense	\$50.00	9258	TBD	TBD		Example 2						Goodwill Amount	\$50.00					Standard Warranty	\$50.00					Total Claim Amount	\$100.00					Commission Percentage	50%					GL String					
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		Entity	Location	Account	Product
Standard Warranty	\$50.00	9258	113602	511701	41203
Goodwill Policy Expense	\$25.00	9258	TBD	511707	41204
Commission Expense	\$25.00	9258	TBD	TBD	

Home Draft Claim Work Order #...

Page 1 of 2

Business Unit: Thermo King TSA
Dealer Name: BAY HEATING SERVICE
Claim Type: Machine

Serial Number: 6001102442
Hours in Service/Energy Units: 12
Work Order Number: 12
Date of Failure: 10/21/2015
Request SMI: ☐

Note: Commission Split % should be a drop down option that allows for the following options: 25, 33, 50, 75, 100

Commercial Policy: ☒ Commission % 50
Date of Repair: 10/21/2015

Equipment Exchange? ☐ Note: Need to be able to add multiple commission codes/splits

Commission Code	Commission Split
K4 B41	25%
K4 B42	25%
K4 B88	50%
Total	100%

Continue >>

Commission Accounting will be a constant for US Distributor and Canadian Distributor (Entity Value will change)

Example of Claim Payment Calculation with Commission Split

Total Claim Amount \$100. Good will Amount \$100.00

Commission Split 50%

	Entity	Location	Account	Product
Goodwill Policy Expense	\$50.00	9258	TBD	511707
Commission Expense	\$50.00	9258	TBD	41204

PeopleSc CSD.428000.GL00

Total Claim Amount \$100. CP Amount \$50. Standard Warranty \$50

Commission Split 50%

	Entity	Location	Account	Product
Standard Warranty	\$50.00	9258	113602	511701
Commercial Policy Expense	\$25.00	9258	TBD	511707
Commission Expense	\$25.00	9258	119007	144201

41901 PeopleSc CSD.428000.GL00 9258.119007.00000.144201.41901.0000

The Commission \$'s also need to be stored and sent to the data warehouse

Commission Code	\$'s
K4 B41	12.5
K4 B42	12.5
K4 B88	25

Impact on existing BUs

Yes, this will be tied to a new BU configuration labeled "Is Commission codes applicable for Claim?" Will be turned on only for CS, N/A for all other business units

Assumptions and Dependencies

Applicable only for CP and Goodwill Claims

Business Priority

High

References/Expectations

None

Notes

None

2.1.9 Use Case 8: Business Rules based on payment

Description	This use case describes the additional attributes which will be added to the rule framework pertaining to the Payment module
Business Values	Rule parameters on applicable policy at each line item, will give the business the flexibility of control the workflow of the claim based on this parameter
Actors	Warranty Administrator
Current Process/ Functionality in TWMS	NA
Proposed Flow	
<p>1. User logs in</p> <p>2. User navigates to the Warranty Business Conditions Page by clicking the link under the Manage Business Conditions on the accordion page.</p> <p><u>3.</u> A new attribute "Applicable Policy "will be introduced at each line item. I.e. OEM Parts, Labor, Local Parts and Travel.</p> <p><u>3-4.</u> Travel is N/A for RS but can be configured in Future. Labor will be applicable for Campaign Claim for RS , will not be configured for the rest . (These are made configurable in Tavant based on Claim Type)</p> <p>The warranty admin will be able to create business conditions with this new attribute and tie it to an Entry Validation / Processing / Processor Routing Rule</p>	
Impact on existing BUs	No, Business can create rules based on available parameters based on Business need.
Assumptions and Dependencies	None
Business Priority	High
References/Expectations	None
Notes	None

3 EXISTING REQUIREMENTS

Below are the list of requirements which are currently existing in TWMS. Tavant will be preparing a separate document explain all such requirements with relevant screenshots.

ID	Functional Area	Description	Type	Applicability
CLM-PM-01	Payment for CP Claim	Setup a payment definition for CP which defines all the cost categories covered. A CP claim will be	Exists	All

ID	Functional Area	Description	Type	Applicability
		paid based on this payment definition and there are no applicable policies.		
CLM-PM-02	Payment for FMC	Setup a payment definition for FM which defines all the cost categories covered for each FM number. A FMC will be paid based on this payment definition and there are no applicable policies.	Exists	All
CLM-PM-10	Credit Submission	When a Distributor files a claim on behalf of a third party, the payment is done to the Distributor.	Exists	All
CML-PM-11	Credit Submission	Currency conversion is used in Price Fetch & Credit Submission - with the ERP. Use ERP currency (USD/EUR) for price fetch and then convert the price to distributor's currency in Tavant.	Exists	All
CLM-PM-24	Claim Payment	In case of equipment exchange due to parts being unavailable, ability to attribute the cost to the plant from where the unit is sourced.	Exists	Residential
CLM-PM-12	Claim Payment	Trane will setup Labor rates once a year and the bulk upload of these rates will be taken up as a support activity	Exists	Both
CLM-PM-13	Claim Payment	When any of the cost elements is not covered by Std/Ext but is covered by goodwill, system must display a warning message to the CSO. The claim must be allowed to be submitted and should go for manual approval. An entry validation rule and claim processing rule.	Exists	Both
CLM-PM-15	Claim Payment	Ability to configure labor rates, Travel rates at a distributor level	Exists	Both

4 NON-FUNCTIONAL REQUIREMENTS

None