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# **FUNCTIONAL SPECIFICATION DOCUMENT (FS)**

**FOR**

## **CLAIM SUBMISSION AND PROCESSING**

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

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VER 1.0  
MARCH 14, 2016



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**Tavant Technologies India Pvt. Ltd.  
#12, CSRIE-II, Guava Garden,  
5th Block, Koramangala,  
Bangalore 560 095  
India**

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**Approvals: This document requires the following signed**

<b>Name</b>	<b>Title</b>	<b>SBU</b>	<b>Approved On</b>	<b>Signature</b>
Jean Skemp	Global Warranty Process Leader	Commercial	3/15/16	
Robyn Ward	Warranty Director, Finance	Residential	3/14/16	
Holly Blanchard (Tim Nelson)		Global Parts	3/14/16	
Kirk Spencer	Project Manager	PMO	3/15/16	

**For more information**

<b>Contact Name</b>	<b>Contact Details</b>	
Devarapalli Moshe	<a href="mailto:devarapalli.moshe@tavant.com">devarapalli.moshe@tavant.com</a>	Tavant
Abhijit Hebsur	<a href="mailto:abhijit.hebsur@tavant.com">abhijit.hebsur@tavant.com</a>	Tavant
Kirk Spencer	<a href="mailto:kirk.spencer@irco.com">kirk.spencer@irco.com</a>	Ingersoll Rand

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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 Claim Submission and Processing in new Trane Warranty System.

This document describes the Claim Submission and Processing workflow.

### 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 Claim submission and processing:

- 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 <sup>rd</sup> Party	Residential Dealer (Installing Contractor)
Processor	Tavant term for the employee with an LOA to pay claims (Trane
Warranty	Tavant term for person who can do the system configuration or set
BOM	Bill of Material
SPL	Significant Parts List (BOM)

#### REFERENCES

Business Requirement Document:



## 2 SYSTEM FEATURES

Functional Requirements for the following system features are described in detail

### 2.1 CLAIM INITIATION AND DRAFT

#### 2.1.1 Requirements

CLM-CS-32	1	Call Center will be a new role in Tavant. Users of this role will be tied to only specific set of Distributors. Call Center will be Entering and Submitting claims on behalf of 3rd Party. Call center will be selecting the Distributor from the drop down list. Payment will be done to the selected Distributor.
CLM-CS-199	1	When Claim filer is filing a claim, they should not be asked for Business Unit. BU should be decided based on logic (section 5.2). Accordingly, the claim should be routed to the appropriate Distributors Draft Claim queue.
CLM-CS-24	2	Redirecting comfort site to Tavant claim page to create draft claim in Tavant. The draft claim will be assigned to the TPC/ASD/IWD. Distributor validates and submits the claim
NEW 613	2	Self Service Requirement: Need to allow a servicer (third party) to create a draft claim through .com or comfortsite. Form should include check box for LCU Extended Warranty Program.
CLM-CS-02	3	User should be able to file Claims on Non Serialized machine/parts based on Sales Order Number and Model no. (CS only) <ul style="list-style-type: none"> <li>Find the sales order having this part - based on the shipped date.</li> <li>Use the ship date on that sales order to identify the warranty coverage</li> <li>Rule: part is not purchased within 'x' months of date of failure – send for manual review</li> </ul>
CLM-CS-03	3	The hours in service/energy units captured on claim submission is not required for Trane (Related changes required on the policy definition as well).
CLM-CS-189	3	Ability to have specific messages tied to a product serial number which will be popped up for users (based on visibility rules) files a claim for that product serial number. ( Ex: Stolen Product for IR employees /Mandatory Repair for all)
CLM-CS-09	3	Users should be able to file claims for associated distributor location. (Site). Users should be able to select the site.
CLM-CS-105	3	Ability for FSR to file parts concession against a specific concession sub type.
CLM-CS-15	3	On parts claims installed on non-serialized host, update the label (claim page1) from 'Base Model Name' to 'Model'
CLM-CS-20	3	When an item is serialized (from item master through item sync) the system must ensure that the serial number is entered for removed/installed parts.

CLM-CS-41	3	Ability to maintain a list of components/model that need pre-authorization. If there is a failure on such components, then the dealer needs to get a pre-authorization from factory before performing a repair. Pre-authorization process is recorded outside of Tavant System. In Tavant this is a free text on claim. This text must be checked before claim submission based upon Item/Part Combination. Ex. If ItemX and ModelX, then check if Authorization number is entered or not. If combination of item number and defective part number are both on the claim, then if pre-authorization null do not allow submission. No validation on authorization number itself.
CLM-CS-46	3	Ability to capture product information (Ex: Serial Number, Model, Equipment Location, Sales Order #, Ship Date etc.) on the claim. If the details exist for the Product, this should be auto-populated.

### 2.1.2 Functional Design - Use Cases

#### Use Case #1 - Entities that can request for Claim

<b>Description</b>	(CLM-CS-199, CLM-CS-32) There can be various entities who would file claim. Not everyone would have access to Tavant system. Like 3 <sup>rd</sup> Party will still continue using the ComfortSite for filing claim. Distributors and Internal users can login to Tavant directly and file claim.
<b>Business Values</b>	Ability for installing engineers to file claims.
<b>Actors</b>	IWD/TPC/ASD/Call Center/Internal Users
<b>Current Process/Functionality in TWMS</b>	Only Distributors (Dealer) can file a claim

#### Proposed Flow

##### 1. P21 Fields Mappings



P21\_Mapping.xlsx

##### 2. Who can create a draft and submit a claim?

- Trane Call Center
- Internal User
- FSR
- DSO
- US Co Owned TPC
- US Co Owned Serv
- US Co Owned Equip and Cont
- US Trane Ind Distributor (includes IWDs, American Standard and Independents)
- CAN Co Owned TPC

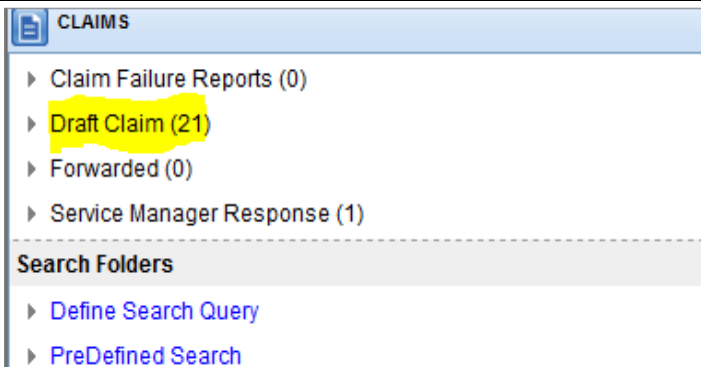
- CAN Trane Ind Distributor (includes IWDs, American Standard and Independents)
- CAN Co Owned Serv
- CAN Co Owned Equip and Cont
- Latin America Disributors
- APR-Guam
- APR-Hong Kong
- APR-Indonesia
- APR-Japan
- APR-Korea
- APR-Malaysia Dist
- APR-Philippines
- APR-Singapore
- APR-Taiwan
- APR-Thailand
- APR-Vietnam
- CHN-Service
- CHN-Teling
- EUR-Epinal
- MAIR
- MAIR-Distr
- MAIR-Egypt
- MAIR-India
- MAIR-Kuwait
- MAIR-Sharjah

3<sup>rd</sup> Party are the Installing Dealers who do not have direct access to Tavant system. They will have to enter applicable claim details and can only Validate and Save it as a Draft claim and cannot submit in Tavant.

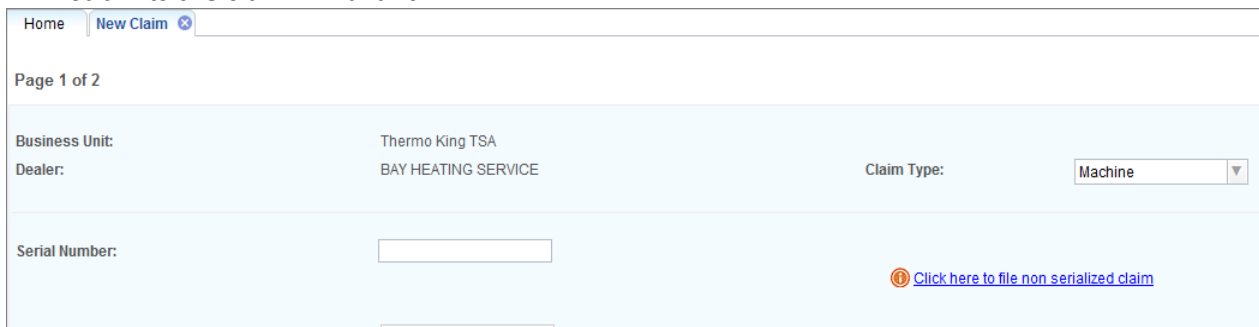
3. Draft Claim can be entered into Tavant by following ways:

- i. 3rd Party enters draft claims through ComfortSite Connection. This will be integrated with Tavant OR P21 (based on distributor grouping). Claim will get saved in Draft inbox of corresponding Distributor of the 3rd Party in Tavant.

<https://www.comfortsite.com/ebiz/default.aspx>



- ii. 3rd Part notifies Distributors of an issue. This will be done out of Tavant. Distributor in-turn Creates Draft claim in Tavant or in P21 which will create draft claim in Tavant (based on distributor grouping of Company Owned TPC). In case of Part return, Distributor gets the part back and then Distributor submits the claim in Tavant.
- iii. 3rd party notifies Call Center of an issue. This will be done out of Tavant. Call center in-turn Creates Draft claim in Tavant. In case of Part return, Part Center gets the part back and then Part Center submits the claim in Tavant.

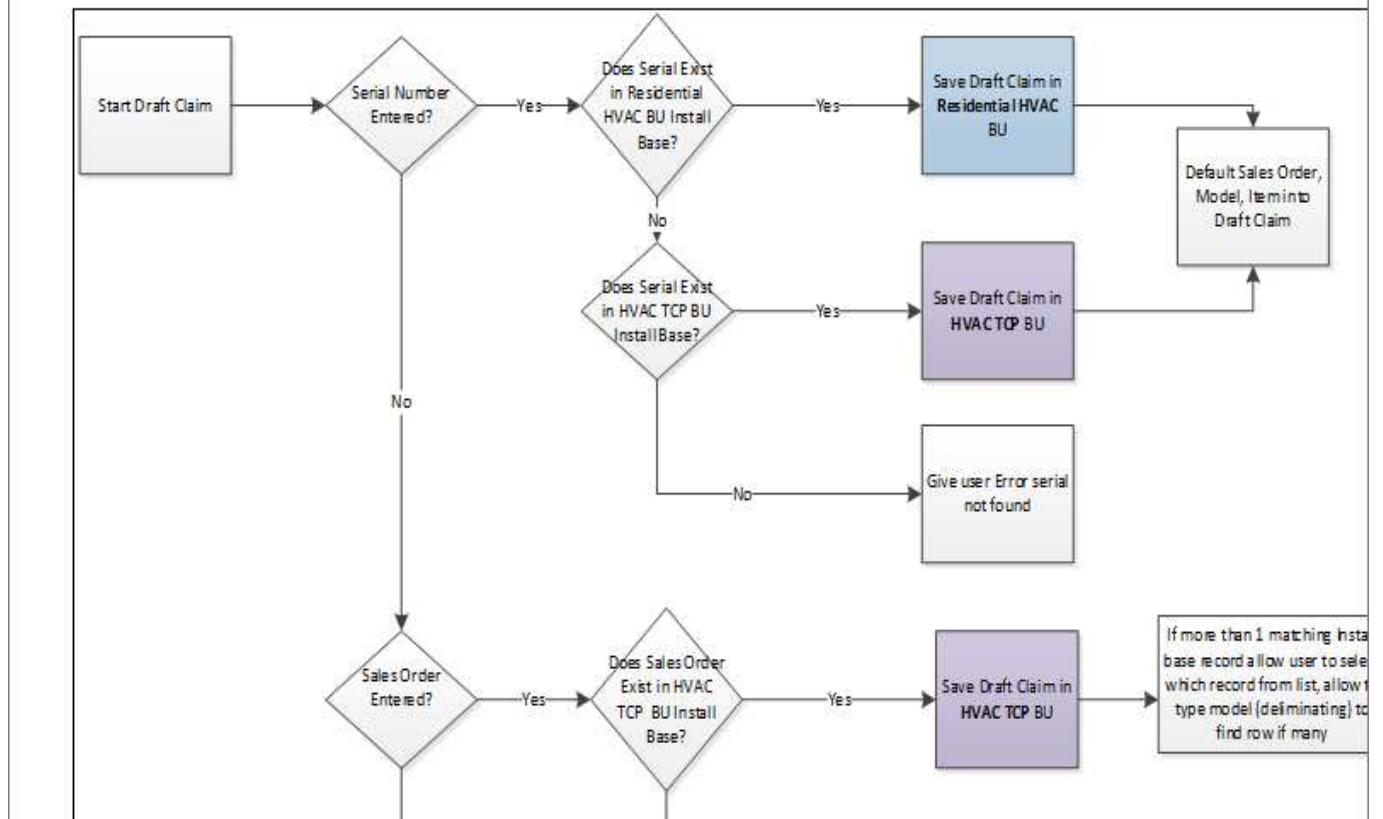


CLAIM TYPE	TAVANT CLAIM TYPE	FILED BY	PURPOSE	APPLICABLE TO
Material	Machine, Parts, and CP (machine/part)	(IWD/TPC/ASD) / St Louis Call Center / Internal User	Parts on Std/Ext/Concession warranty for Equip/Parts	Com, Res and GP
Retrofit Material	Field Modification	(IWD/TPC/ASD) / St Louis Call Center / Internal User	Parts on Field Modification	Com, Res and GP

4. There will be a new Role in Tavant called as **CLAIM FILER (Non Distributor)**. This role will be assigned to Trane Call Center personals. Users of this role will be tied to only specific set of Distributors. Call Center will be Entering and Submitting claims on behalf of 3rd Party. Call center will be selecting the Distributor from the drop down list. Payment will be done to the selected Distributor. CLM-CS-32
  5. When 3rd Party is filing a claim, they should not be asked for Business Unit. BU should be decided based on logic (section 5.2). Accordingly, the claim should be routed to the appropriate Distributors Draft Claim queue. CLM-CS-199
- The same logic will be applicable for Distributors, Call Centers and Internal Users filing claim on Tavant.

The serial number entered will be checked if it exists in RS BU, if yes then the BU selected will be RS. Else it will be checked if it exists in CS BU. This detailed logic is given in the below flow chart.

## 5.2 Map - Routing of Draft Claims to TWMS Business Unit:



### Assumptions and Dependencies

None

### Impact on existing BUs

This will be applicable only for HVAC BUs.

### Business Priority

High

### References/Expectation

None

### Notes

None

## Use Case #2 - URLs and Websites

### Description

URLs and Websites

### Business Values

Users can file claim in different ways.

### Actors

3<sup>rd</sup> Party, Distributors, Processors

**Current Process/Functionality in TWMS**

User can file claim only through Tavant website.

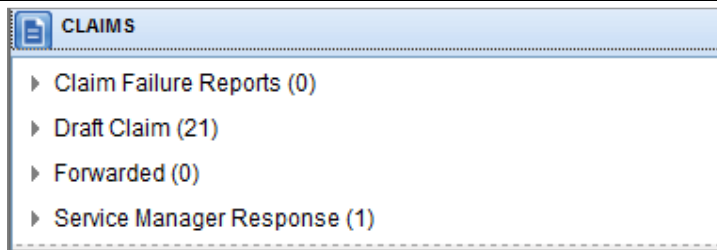
**Proposed Flow**

1. Draft claim creation – Provision for 3<sup>rd</sup> party dealers creating claims in Draft status and assigning them to a distributor. The distributor receiving such draft claims will perform initial validations and submit the claim.
2. Redirecting comfort site to Tavant claim page to create draft claim in Tavant or P21 (based on Distributor Grouping). The draft claim will be assigned to the TPC/ASD/IWD. Distributor validates and submits the claim. CLM-CS-24
3. Claims Entered in Comfort Site are routed to IWDs/TPCs/ASD call center in Tavant System based on 3<sup>rd</sup> Party relationship setup in Comfort site.



For third Party Claim entry starts with ComfortSite - <https://www.comfortsite.com/ebiz/default.aspx>

4. SSO: Single SignOn Logic: will be established between ComfortSite and TWMS. 3<sup>rd</sup> Party will Login to ComfortSite using their existing Credentials. 3<sup>rd</sup> Part Login details (3<sup>rd</sup> Party User ID, Name and Distributor details will be passed on to TWMS which will be automatically populated on the claim). INT-DI-01  
Then in the background they will be redirected to Claim page1 of Tavant. Here the data entered will be validated for basic information. There will not be any other integration between Comfort site and Tavant. All the validations and displaying of error messages will be on Tavant page itself.  
If information is correct then the claims are allowed to enter and it will be saved as Draft in Tavant.  
Validations:
  - i. Validate data (source (CS/RS/GP), serial number, parts, Distributor number, TPC information, fault code, fault found etc.)
  - ii. Entry Validation Business Rules will be executed and will communicate back error messages if any.
  - iii. Part return required or not (LEG1, No need to display location to 3rd Party, Return is always to Distributor, 3rd party will contact Distributor offline to know shipment location)
  - iv. Should not send any part pricing information
  - v. If Claim belongs to RS BU and 1<sup>st</sup> segment of SIOP is RS HVAC SIOP (based on SIOP assigned to item): HSM First Seg of SIOP (refer to Installbase for HSM logic). If CS/Parts BU and 6<sup>th</sup> Segment of SIOP is one that is included in HSM lookup (refer to Install Base for HSM logic)
    - a. HSM data validation (Integration with Black Box Solution of HVAC interface)  
Refer to Installbase Functional Specs for complete HSM details.
      1. Compare the data from HSM vs what is in system and use it to show errors



5. Self Service Requirement: Need to allow a servicer (third party) to create a draft claim through .com or comfortsite. Form should include check box for LCU Extended Warranty Program. When this box is checked the serial number will still need to be validated that it is associated with CS/Parts BU. If not then provide an error message. Once validated that serial was sold through CS/Parts Draft claim will be routed to a “dummy distributor queue (LCU Extended Warranty)”. This claim will always have a third party customer account number to credit. NEW 613
6. Alias Logic:

Distributor Number	Distributor Name	Alias	R12 Account Number	R12 Site Number	User
27767-255141	E9258 TRANE US INC	APPLETON CLAIMS	27767	255141	Jean
27767-254880	E9258 TRANE US INC	CONNECTICUT CLAIMS	27767	254880	Jean
27767-255023	E9258 TRANE US INC	SAN DIEGO CLAIMS	27767	255023	Jean
27767-254984	E9258 TRANE US INC	MIAMI-SOUTH FLORIDA CLAIMS	27767	254984	Naomi
27767-254983	E9258 TRANE US INC	MILWAUKEE CLAIMS	27767	254983	Kelly
27767-255022	E9258 TRANE US INC	ORLANDO CLAIMS	27767	255022	Kelly

- Alias will be associated in Tavant, will not be part of Customer Sync (Need a new field on the Dealer Summary Page labeled Alias. Internal User will have the option of Editing the Value.)
- New Customers will not have an Alias , will be set up in Tavant
- Page 2 Servicing Location should be populated with the Alias Name instead of the address.

Screenshots:

Jean Login:

Select Location: **SAN DIEGO CLAIMS** | Welcome Jean Skemp | Help | LOGOUT

Home | New Claim | New Claim

1 of 2

Business Unit: HVAC CS  
 Dealer: E9258 TRANE US INC  
 Claim Type: Machine

Serial Number:

Hours in Service/Energy Units:

Work Order Number:

Date of Failure:

Request SMR:

Date of Repair:

[Click here to file non serialized claim](#)

Naomi Login:

Naomi Gow | Help | LOGOUT

Home | New Claim

Page 1 of 2

Business Unit: HVAC CS  
 Dealer: E9258 TRANE US INC  
 Claim Type: Machine

Serial Number:

Hours in Service/Energy Units:

Work Order Number:

Date of Failure:

Request SMR:

Date of Repair:

[Click here to file non serialized claim](#)

Kelly Login:

Select Location: **MILWAUKEE CLAIMS** | Kelly Lakowski | Help | LOGOUT

Home | New Claim

Page 1 of 2

Business Unit: HVAC CS  
 Dealer: E9258 TRANE US INC  
 Claim Type: Machine

Serial Number:

Hours in Service/Energy Units:

Work Order Number:

Date of Failure:

Request SMR:

Date of Repair:

[Click here to file non serialized claim](#)

- When a distributor files a draft claim in Tavant, the payment must be routed to the submitting distributor/3<sup>rd</sup> Party based on the account to credit on the claim.



8. Serialized machine or parts claim can be filed by entering the serial number of the machine or part. For all the SBUs, Serialized claims will be filed only using a serial number. The user should not be allowed to use the Sales order and Model combination. (RS Only)

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	This will be applicable only for HVAC. For all the SBUs, Serialized claims will be filed only using a serial number.
<b>Business Priority</b>	High
<b>Exception</b>	None
<b>Notes</b>	None

### Use Case #3 - Claim Page and initial Validations

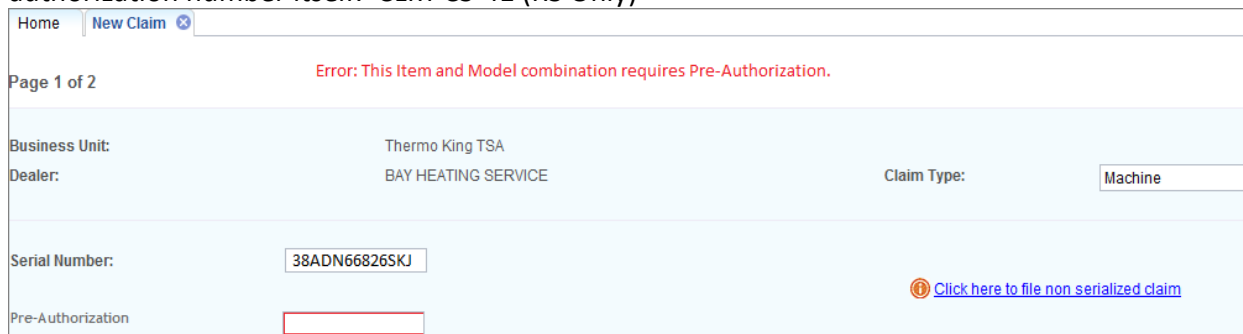
<b>Description</b>	Claim Page and initial Validations
<b>Business Values</b>	Early detection of invalid claims and save time for HVAC Warranty team.
<b>Actors</b>	3 <sup>rd</sup> Party, Distributors, Processors
<b>Current Process/Functionality in TWMS</b>	There are three types: Machine Parts Field Modification

### Proposed Flow

1. There will be 2 types of Claims a user can file: Machine Claim and Retrofit Claim.
2. There will be initial validations on Claim Page1 while moving to Page2. Validations to verify Serial number, Sales Order number, Failure Date, etc. If these initial set of data is valid, then the user will be able to move to Claim Page2.
3. Admin will maintain a list of serial numbers and user configured error message for those serial numbers. Like "This Product is Stolen" or "Mandatory Repair" etc. These messages should be displayed as per the roles specified in the Configuration. We can have a BU flag and this feature can be made BU configurable. If other business units are interested, then can be used or keep it turned off. There can be multiple set of Serial numbers and error messages.  
Once the Serial Number is entered on the claim page, there should be a check against the Admin maintained list and if it is the same serial number, then the message should be displayed. Or when a Processor opens a Claim from Processor Review inbox, the message should be displayed if the serial number is configured.  
Ex: Stolen Product for IR employees /Mandatory Repair for all. CLM-CS-189
4. Hours in Service/Energy units field is not need. This field should be removed from Claim Page1, page2 and related changes required in Policy Definition and all other places throughout the application.

This change is only specific to HVAC. There will not be any changes for other business units. CLM-CS-03

5. Admin will maintain a list of components/model that need pre-authorization. If there is a failure on such component, then the dealer will have to get a pre-authorization from factory before performing a repair. Pre-authorization process is recorded outside of Tavant System. In Tavant this is a free text on claim. This text must be checked before claim submission based upon Item/Part Combination. Ex. If ItemX and ModelX, then check if Authorization number is entered or not. If combination of item number and defective part number are both on the claim, then if pre-authorization number field is null, do not allow submission. No validation on authorization number itself. CLM-CS-41 (RS Only)



6. Ability for FSR to file parts concession against a specific concession sub type. CLM-CS-105 (RS Only-Role will not be used in HVAC TCP)  
FSR will be a new Role in Tavant which would be different from SMR. Users with this role have ability to File claim as well as Approve claims under their configured Limit of Authority (LOA). An FSR has a configurable LOA and should be able to approve CP claims for labor up to the his LOA, but should not be able to approve a CP claim for parts (parts CP claims require manual review).
7. Users should be able to file claims for associated distributor location. (site)Users should be able to select the site. CLM-CS-09
8. On parts claims installed on non-serialized host, update the label (claim page1) from 'Base Model Name' to 'Model'. CLM-CS-15 (**This requirement is no more applicable and is detailed out on section 4**)
9. Non Serialized claims must be filed by entering the Sales order number. Once the sales order number is entered the list of model number, shipment number (Mfg, Sequence) combo associated with that sales order number must popup and allow the user to select a model, Mfg, Sequence & Sales Order combination. Model, Sales Order, Mfg, Sequence, and sequence will be displayed on the claim. (For Res would want to file with Model will not be done based on Sales Order number.) Sales Order Number can be shown as read only. CLM-CS-46, CLM-CS-02 (HVAC TCP only)
- Find the latest sales order having this part - based on the shipped date.
  - Use the ship date on that sales order to identify the warranty coverage
  - Rule: part is not purchased within 'x' months of date of failure – send for manual review

#### 10. Multi-Unit Claims:

##### Multi-Claim Applicability Table

Claim Types	Sub Type	Applicable Cost Category	Multi Claim Applicability		Single Claim Applicability	
			TCP	RS	TCP	RS
Serialized Machine	Parts	OEM Parts , Non-OEM Parts (Local Purchase) and Travel	N	N	Y	Y

	Labor	Labor, Non-OEM Parts (Local Purchase) and Travel	Y (Based on Sales Order #)	N	Y	N
	Parts and Labor	OEM Parts , Non-OEM Parts (Local Purchase) and Labor	N/A	N	N/A	N
Non Serialized Machine	Parts	OEM Parts , Local Purchase Parts and Travel	N	N	Y	Y
	Labor	Labor, Non-OEM Parts (Local Purchase) and Travel	Y (Based on Sales Order #)	N	Y	N
	Parts and Labor	OEM Parts , Non-OEM Parts (Local Purchase) and Labor	N/A	N	N/A	N
Serialized Part	Parts	OEM Parts , Local Purchase Parts and Travel	N	N	Y	Y
	Labor	Labor, Non-OEM Parts (Local Purchase) and Travel	Y (Based on Sales Order #)	N	Y	N
	Parts and Labor	OEM Parts , Non-OEM Parts (Local Purchase) and Labor	N/A	N	N/A	N
Non Serialized Part	Parts	OEM Parts , Local Purchase Parts and Travel	Y (Based on Sales Order #)	N	Y	Y
	Labor	Labor, Non-OEM Parts (Local Purchase) and Travel	N	N	Y	N
	Parts and Labor	OEM Parts , Non-OEM Parts (Local Purchase) and Labor	N/A	N	N/A	N
Retrofit	Parts	OEM Parts , Local Purchase Parts and Travel	N	Y	Y	Y
	Labor	Labor, Non-OEM Parts (Local Purchase) and Travel	Y (Based on Sales Order #)	Y	Y	Y
	Parts and Labor	OEM Parts , Non-OEM Parts (Local Purchase) and Labor	N/A	Y	N/A	Y

**Note:** Tavant will handle these as Machine Claims. To Proposed approach is detailed in section 4.



Claim\_Fields\_CS.xlsx



Claim\_Fields\_RS.xlsx

Assumptions and Dependencies	None
Impact on existing BUs	Applicable only for HVAC BUs
Business Priority	High
Exception	None
Notes	Part concessions will be handled via Commercial Policy check box on Claim Page1.

## 2.2 ADMIN CONFIGURATIONS

### 2.2.1 Requirements

CLM-CS-198	1	A new ROLE should be built in Tavant which only does user security setups. This is not the warranty admin it must be a separate role to maintain SOD. This person is completely disconnected from the warranty team. Must have a history of changes for audit trail. Role to be called <b>Internal User Admin</b> .
CLM-CS-54	3,4,5,6,7	Ability to maintain a mapping between models and replacement part numbers (RS Only)
NEW 603	8	Must be able to claim refrigerant. Need to explore options on how to do this. One thought is to pull the price and cost from Oracle along with pounds used. Tavant needs to be able to calculate the used amount price. Discuss with parts

### 2.2.2 Functional Design - Use Cases

#### Use Case #3 - Upload SPL BOM at model/Product Family level (RS Only)

<b>Description</b>	Warranty Admin should be able to load the SPL BOM in Tavant at the Model/Product Family level. This will be done through an excel upload template provided by Tavant
<b>Business Values</b>	Part to Model validation
<b>Actors</b>	Warranty Admin
<b>Current Process/Functionality in TWMS</b>	<p>Current Process:</p> <ol style="list-style-type: none"> <li>1. Only serialized major components are loaded through Install Base sync for Thermo King TSA</li> <li>2. BOM is maintained at inventory level only for Thermo King TSA.</li> <li>3. Club Car's SPL BOM is based on a list of significant parts only.</li> <li>4. SPL BOM to be maintained at Model/Product Family level for a build date range [RS will maintain it at Product Family Level].</li> </ol> <p>SPL BOM to be setup by Warranty Admin through an excel upload and maintained in UI</p>

#### Proposed Flow

Behavior after implementation:

1. Warranty Admin will be shown a link 'Bill of Material' in Upload Management to download an excel template and upload SPL BOM.

2. The upload template will have the following columns.

Field	Validations
Build Date From	<ul style="list-style-type: none"> <li>Optional. When From Date is specified To Date is also required</li> <li>Date format – YYYYMMDD</li> <li>When both From and To are not specified it will be defaulted to 01-Jan-1960</li> </ul>
Build Date To	<ul style="list-style-type: none"> <li>Optional. When To Date is specified From Date is also required</li> <li>Date format – YYYYMMDD</li> <li>When both From and To are not specified it will be defaulted to 31-Dec-2100</li> </ul>
Model	<ul style="list-style-type: none"> <li>Mandatory when Product Family is not specified</li> <li>Should be a valid Model Name when specified</li> <li>When a valid model is specified SPL BOM is setup at Model level (even when Model Group is specified).</li> </ul>
Product Family	<ul style="list-style-type: none"> <li>Mandatory when Model is not specified</li> <li>Should be a valid Product Family Name when specified</li> <li>When model is also specified, the Product Family should contain the model.</li> <li>When Model is not specified, SPL BOM is setup at Product Family level.</li> </ul>
Part Number	<ul style="list-style-type: none"> <li>Mandatory</li> <li>Must be a valid part number – already synced to Tavant.</li> <li>'Is Part Of SPL' flag for the part will be set to true on the item master. (Backend for the developers only)</li> <li>When trying to add the part number and if the part already exists on the Model/Product Family SPL BOM, a validation error will be thrown.</li> </ul>

**Part Quantity**

- Optional
- When not specified will be treated as 1 by default
- When specified the value must be greater than 0.

**3. Additional validations required**

- The Date Range (Build Date From - Build Date To) for a given Model/Product Family must not overlap with an existing date range for the same Model/Product Family
- When a SPL BOM is uploaded at Model Level, make sure that there is no SPL BOM set up at the Product Family level for that model. Admin will have to remove the Model from the Product Family and reload the SPL BOM for that Model
- When a SPL BOM is uploaded at Product Family Level, make sure that there is no SPL BOM set up for any Model associated with the Product Family. Admin will have to remove the all the Models with SPL BOM from the Product Family and reload the SPL BOM for that Product Family

- A new Boolean flag called 'Is Part of SPL' is added to parts in the Tavant item master. This flag will be set to false for all the parts by default. The flag will be set to 'true' for all those parts on the SPL BOM upload, if upload is successful. This is to identify the Global SPL.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	There will be a BU Flag for SPL BOM. Will be marked as NO for other business units.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

**Use Case #4 - Update the SN level SPL BOM when a claim is filed**

<b>Description</b>	SN SPL BOM to be updated when the dealer removes / installs a part that is on the significant part list
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<b>Business Values</b>	Part to Model mapping/validation
<b>Actors</b>	Distributor
<b>Current Process/Functionality in TWMS</b>	<p>Current Process:</p> <ol style="list-style-type: none"> <li>1. Only serialized major components are supported</li> </ol> <p>To be Process:</p> <ol style="list-style-type: none"> <li>1. When the Distributor removes a part which is on the Global SPL, then the system must make sure that the part is on the SN level SPL BOM.</li> <li>2. When the removed part is not on the Global SPL, SN level SPL BOM validation is not required.</li> </ol> <p>When a significant part is claimed as removed/installed on a claim, SN SPL BOM must be updated.</p>

#### Proposed Flow

1. **Fetch SN BOM:** SN SPL BOM on a claim is derived as
  - a. If SPL BOM is setup at model level, then fetch the model SPL BOM that is applicable for the Component build date. If not found then there is no SPL BOM for the SN.
  - b. If SPL BOM is not setup at Model level, fetch the SPL BOM on the Component product family that is applicable for the Component's build date. If not found then there is no SPL BOM for the SN.
  - c. If SPL BOM is found (from step 'a' or step 'b'), find the part replacement history on the Component and derive the overall SPL BOM of the Component.
  - d. When SPL BOM is not found (from step 'a' or step 'b'), then SPL BOM validation and update will not be done for the Component (system will allow all valid part numbers against any valid serial number unless there is business rule preventing that).
2. **SPL BOM Validation on Claim Submission:** When the Distributor validates a claim the system does the following check on the removed parts
  - a. Removed Part is not in the global significant parts list ('Is Part of SPL' flag on item master is 'false')– then no validations (refer to 1.d)
  - b. Removed Part is on the global significant parts list – then it must be on the SN SPL BOM. Otherwise an error message is displayed and the Distributor will not be allowed to submit the claim
  - c. The sheet below demonstrates how the SPL BOM setup looks like at Model/Product Family Level and the concept of global significant parts.

BOM setup at Product Family / Model Level			
Product Family Level	Product Family -1	01-Jan-2010 to 31-Dec-2015	Part-1 Part-2 Part-3
	-- Model - 1		
	-- Model - 2		
Product Family Level	Product Family -2	01-Jan-2010 to 31-Dec-2012	Part-3 Part-4 Part-5
	-- Model - 3		
	-- Model - 4	01-Jan-2013 to 31-Dec-2015	Part-3 Part-41 Part-5
Model Level (Without Model Year)	Model-5	01-Jan-1960 to 31-Dec-2100	Part-1 Part-5 Part-6
Model Level	Model-6	01-Jan-2010 to 31-Dec-2012	Part-7 Part-8 Part-9
		01-Jan-2013 to 31-Dec-2015	Part-7 Part-81 Part-91

Global Significant Parts List

- d. The below chart shows the checks done in all possible cases to evaluate if the removed/installed part on a serial number is valid or not.

Check1	Check2	Check3	Check4	Check5	Check6	Check7	Result
On Global Significant List?	Has Model BOM ?	Has Model BOM for Build Date?	Is Part on Model BOM for Build Date?	Has Product Family BOM?	Has Product Family BOM for Build Date?	Is Part on Product Family BOM for Build Date?	Valid?
NO							YES
YES	YES	YES	YES				YES
YES	YES	YES	NO				NO
YES	YES	NO					YES
YES	NO			YES	YES	YES	YES
YES	NO			YES	YES	NO	NO
YES	NO			YES	NO		YES

Checks required and performed  
 Checks not required and skipped

### 3. SPL BOM Update on Claim submission:

- Once the claim is submitted by the Distributor the removed and installed parts history will be updated against the Component.
- Which in turn means that the SN SPL BOM is updated when a claim is submitted by the Distributor (removed and installed parts history is used to derive the Component SPL BOM as explained in 1(c) above).



#### 4. SPL BOM Update on Claim denial:

- a. When a claim is denied removed/installed part history added to the Component on claim submission will be reverted only when the rejection reason on the claim is in a specific set of values.
- b. The set of rejection reasons where the SPL BOM must not be updated can be configured by Warranty Admin (BU Configuration – ‘Rejection Reasons with no SPL BOM update’)

**5. SPL BOM Update on Claim processing:** When the processor modifies the removed/installed parts on a claim removed/installed part history added to the Component on claim submission will be modified accordingly.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	There will be a BU Flag for SPL BOM. Will be marked as NO for other business units.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #5 - Admin can view/modify the SPL BOM at the model

<b>Description</b>	After the initial upload of SPL BOM on a Model/Product Family by the Admin through excel upload, admin must be able to view and modify the SPL BOM at Model
<b>Business Values</b>	Part to Model mapping/validation
<b>Actors</b>	Warranty Admin
<b>Current Process/Functionality in TWMS</b>	Current Process: <ul style="list-style-type: none"> <li>Only serialized components can be viewed or modified from the equipment history page of the machine.</li> </ul> To be Process: <ul style="list-style-type: none"> <li>Admin must be allowed to view and modify the SPL BOM at Model/Product Family level from the application UI.</li> </ul>

#### Proposed Flow

1. Warranty Admin will be provided with a new link labelled ‘Bill of Material’ under the ‘WARRANTY ADMIN’ tab on the left navigation menu.
2. Clicking on this link will open up a page where admin can select a Model or a Product Family. Both Model and

Product Family fields are auto completers.

Bill Of Material	
Model	<input type="text"/>
Product Family	<input type="text"/>

- Upon selecting a Model/Product Family, system will list all the build date ranges for which SPL BOM has been setup for that Model/Product Family.

Bill Of Material	
Model	<input type="text" value="LIMO MANUAL GAS"/>
Product Family	<input type="text"/>
<a href="#">01/01/2000 to 31/12/2004</a> <a href="#">01/01/2005 to 31/12/2007</a> <a href="#">01/01/2008 to 31/06/2008</a> <a href="#">01/07/2008 to 31/12/2010</a>	

- When clicked on any of the date ranges listed SPL BOM setup for that Date range will be listed.

**Bill Of Material**

**Model**

LIMO MANUAL GAS

**Product Family**

01/01/2000 to 31/12/2004
[Back](#)

Part Number	Quantity	Description	Add Row
Part - 111	1	Part - 111 - Descr	
Part - 222	3	Part - 222 - Descr	
Part - 333	2	Part - 333 - Descr	
Part - 444	1	Part - 444 - Descr	
<div></div>	<div></div>		

When clicked on Add Row

Save

- New parts can be added by clicking on 'Add Row' button
- Existing parts can be deleted on SPL BOM but clicking on the delete icon
- Quantity on existing parts can be updated.

5. When the SPL BOM is modified at the Product Family/Model level, it is automatically reflected on all the serial numbers (including the existing serial numbers) associated with that Product Family/Model.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	There will be a BU Flag for SPL BOM. Will be marked as NO for other business units.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #6 - View the SPL BOM at Serial Number level

<b>Description</b>	A Distributor or a warranty admin must be able to view the Unit SPL BOM from the Equipment History Page of the Unit.
<b>Business Values</b>	Part to Model mapping/validation
<b>Actors</b>	Distributors / Internal Users

**Current Process/Functionality in TWMS**

Current Process:

- 'SERIALIZED COMPONENTS' section is displayed on the equipment history page to list all the serialized components on the machine

To be Process:

- A link on the equipment history page to view the Unit SPL BOM.

**Proposed Flow**

1. A link labelled 'Bill of Material' will be displayed next to the serial number on the Equipment History Page.

EQUIPMENT INFO		
Serial Number:	0001001975	<a href="#">( Bill of Material )</a>
Product Type:	MACHINE	Business Unit Name:
Product:	DIRECT DRIVE	Manufacturing Site:
Model Number:	B085	Build Date:
Item Number:	10205537	Shipment Date:
Item Description:	B085 12V R134A (C-204Y)	Date of Delivery:
		Warranty Start Date:

2. When clicked on this link a screen with the overall Component BOM will be displayed

**Bill of Material**

Serial Number: 0010011001975

Part Number	Quantity
Part 1	2
Part 2	1
Part 3	3
Part 4	1

Close

**Assumptions and Dependencies**

None

**Impact on existing BUs**

There will be a BU Flag for SPL BOM.  
Will be marked as NO for other business units.

**Business Priority**

High

**References/Expectation**

None

**Notes**

None

## Use Case #7 - Claim refrigerant, pull the price and cost from Oracle

<b>Description</b>	Must be able to claim refrigerant. Need to explore options on how to do this. One thought is to pull the price and cost from Oracle along with pounds used. Tavant needs to be able to calculate the used amount price.
<b>Business Values</b>	Part to Model mapping/validation
<b>Actors</b>	TWM System
<b>Current Process/Functionality in TWMS</b>	Same as Price Fetch

### Proposed Flow

1. Tavant will capture an extra field Pounds Used if the Part is a refrigerant. The Extra field can be a select box with a List of Values
2. Tavant will configure the parts which are refrigerants as part of a support ticket from the backend.
3. Based on this flag the extra field will show up on the detail page.
- ~~4. Tavant will send the Pounds Used as Part of the Price Fetch Request as one more attribute.~~
5. Tavant will need to calculate a price per pound X pounds used to configure price and cost

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.3 HOME SALE MANAGEMENT

### 2.3.1 Requirements

CLM-CS-29	1	HSM Ownership Verification Sync (only for claim items with an RS SIOP): Fetch the house owner based on the HOUSE-ID of the end customer address from the HSM Database (Public Records). Real time integration.
CLM-CS-30	1	HSM address validation (only for claim items with an RS SIOP) – At the time of claim submission or enquiry a real time address check is performed against HSM to determine home owner breakage. If no change in home owner – continue with claim processing. When home owner changes - and the claim failure date is after the home sale date, system will allow the claim to be submitted and the claim will be auto denied with a specific rejection reason. Processor can search for these rejected claims using the rejection reason.

### 2.3.2 Functional Design - Use Cases

#### Use Case #1 -

<b>Description</b>	HSM Verification Sync
<b>Business Values</b>	Home Sale Management
<b>Actors</b>	TWM System
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

1. The logic to look at the SIOP should be used before moving from Claim Page1 to Claim Page2.
2. Check if HSM check is required or not
  - i. Find the 1<sup>st</sup> & 6<sup>th</sup> segments of SIOP from the item master for the given serial number/model
  - ii. If BU=Residential HVAC and 1<sup>st</sup> Segment is 'RS HVAC', HSM is required
  - iii. If BU=HVAC TCP and 6<sup>th</sup> segment is in the HSM Lookup table, HSM is required
3. If HSM check is required
  - i. Capture equipment address – address line1, address line 2, city, state, country and zip code
  - ii. Proceed to Warranty Lookup and follow the same logic mentioned in Install Base FS section 2.7.2
4. Multi-Unit Claim: Multi unit claims can be filed on Tavant. There will be HSM check on these claims as well. There can be only one single address per claim, then perform HSM check (refer to installbase FS for HSM details).
5. HSM address validation refer to HSM logic in Install Base FS

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Applicable for HVAC BU
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

### 2.4 CLAIM PAGE1

#### 2.4.1 Requirements

CLM-CS-01	1	Serialized claims to be captured on Sales Order Number. Once the sales order number is entered a list of all serial numbers should popup from which a serial number can be selected (HVAC TCP Only)
CLM-CS-04	2	If the dealer files a claim, and ticks on the commercial policy checkbox, system should

		have a provision to enable dealers to specify reasons. Fault Location is not mandatory on such claims
NEW 604	2	While filing a CP claim (CP check box on page 1) capture the reason for CP instead of fault location. Reason for CP is a drop down with a list of values. This will be used for Fulfillment errors. (Goodwill will be used for quality concessions)
CLM-CS-183	3	Ability to display specific content (message/link to any knowledge article) for the serial # when the claim is being entered (RS Only)
CLM-CS-19	3	Should not be allowed to file a parts claim on a serialized part which is associated with a serialized machine. Parts claim to be allowed on serialized/non-serialized parts which have been synced as part of install base sync.

#### 2.4.2 Functional Design - Use Cases

##### Use Case #1 – Filing claim through Sales order number (HVAC TCP Only)

<b>Description</b>	New option to file claim using the Sales Order number.
<b>Business Values</b>	This feature will help claim filer to file claim either by Serial number or with the help of Sales order number.
<b>Actors</b>	3 <sup>rd</sup> Party, Call Centers, Distributors, Processors
<b>Current Process/Functionality in TWMS</b>	Currently user cannot file claim using Sales order number. Has to use the serial number. If Serial number is not known then has to file a Non Serialized claim.

##### Proposed Flow

On the Claim Page1 there should be an option to enter the Sales Order Number for a Serialized claims. This will be an Auto Completer. Once the sales order number is entered, list of all the Serial Numbers belonging to that Sales Order should be popup from which serial numbers can be selected.

<b>Assumptions and Dependencies</b>	None.
<b>Impact on existing BUs</b>	This feature will be BU configurable. This will be set Yes only to Commercial and Off for Residence and all other BUs.
<b>Business Priority</b>	High
<b>Reference/Expectations</b>	None
<b>Notes</b>	None

##### Use Case #2 – Commercial Policy

<b>Description</b>	Commercial Policy would need a reason.
<b>Business Values</b>	Claim filers will be able to specify the reason for the Commercial Policy Claim. This will help analyses the incoming CP claims.

<b>Actors</b>	3 <sup>rd</sup> Party, Call Centers, Distributors, Processors,FSR
<b>Current Process/Functionality in TWMS</b>	Currently there is no option for user to enter a reason for CP claims. Also Fault Location is mandatory for CP claims as well.

### Proposed Flow

While filing a CP claim, User will have to check the CP check box on Claim Page1.

Once the box is checked a drop down will be available with Reasons.

RS

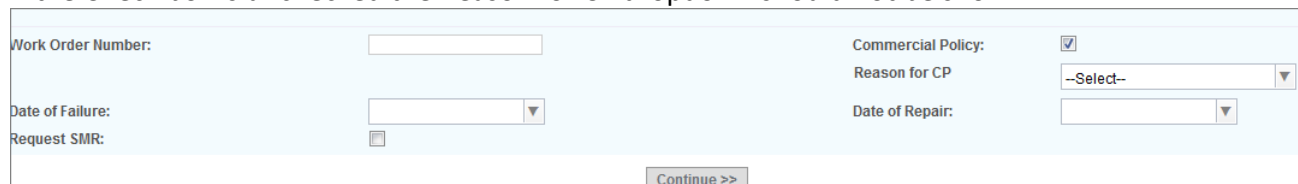
Only FSR and Internal Users (Warranty Processor / Warranty admin should be able to mark a claim as cp)

CS

No Restrictions , anyone should be able to mark a claim as a CP claim.

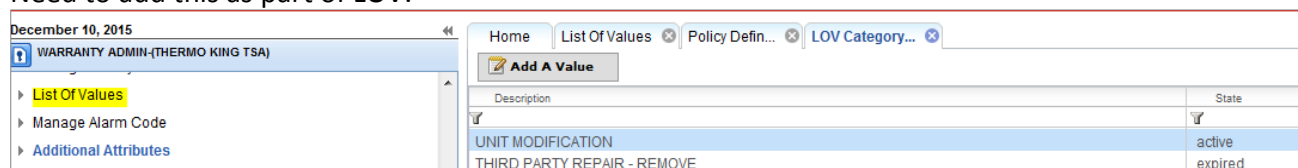
User will have to select any one of the reason to proceed further.

If the Check box is unchecked the Reason for CP dropdown should not be shown.



Reason for CP drop down will be a new Catogory in List of Values and it will be configured by Warranty Admin.

Need to add this as part of LOV.



For such CP claims, the Fault Location on the Claim Page2 should not be mandatory. User can proceed with claim even without entering the Fault Location.

<b>Assumptions and Dependencies</b>	Fault Found drop down will also be option al filed. Causal Part will be mandatory (no change) (Will set up “Unknown” as a part)
<b>Impact on existing BUs</b>	There will be a new BU flag introduced “Failure details mandatory for CP Claim”. This flag will be set as Yes for Commercial. This flag will be set as Yes for other Business units.
<b>Business Priority</b>	High
<b>References/Expectations</b>	None
<b>Notes</b>	None

### Use Case #3 – Link to knowledge article (RS Only)

<b>Description</b>	Display of link to specific content or knowledge article (attachment) on the claim page.
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<b>Business Values</b>	This will help the claim filer with specific information regarding the serial number.
<b>Actors</b>	3 <sup>rd</sup> Party, Call Centers, Distributors
<b>Current Process/Functionality in TWMS</b>	Currently in TWMS there is only Additional Attributes link which comes up for a serial number. However there is no ability to display content for claim filer.

### Proposed Flow

One claim page2 under the Equipment Information section the link will be displayed. Upon clicking on the link the user will be able to download/open a document configured by admin.

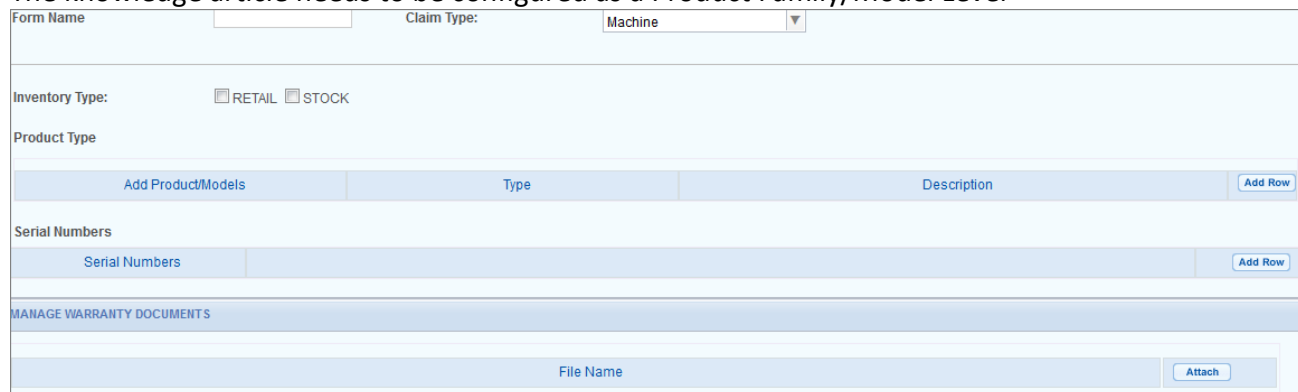
Admin will have an option to configure the required Serial numbers and the required attachment for them.

User will see the same attachment upon clicking on the link.

If there is no configuration done by admin then the link will not be displayed on the claim page.

This will be applicable for all types of claims.

The knowledge article needs to be configured as a Product Family/Model Level



Note: Tavant will have to internally check if this link can be shown in the comfort site page , because 3<sup>rd</sup> parties will not have access to claim Page 2

<b>Assumptions and Dependencies</b>	This will be applicable for all types of claims.
<b>Impact on existing BUs</b>	This will be applicable for all the BUs.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.5 CLAIM PAGE2

### 2.5.1 Requirements

CLM-CS-05	1	Date on which the Draft claim is entered in the System is required along with the date on which the Draft claim is submitted.
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CLM-CS-06	2	A link to machine diagram based on the model is required to help the distributor identify the fault location. (RS Only)
CLM-CS-07	3	Standard labor hours should not be shown to the distributor. Capture the actual labor hours and the reason for labor from the distributor. Reason for labor is not mandatory and the distributor can provide a reason in case there is some additional labor done. Standard labor is shown to the processor to compare it with the actual hours claimed. Do not show the additional hours field, ok to show comment field. Will need to be able to configure a rule to compare actual vs standard hours.
CLM-CS-129	4	Ability to process claim where parts are shipped to dealer from plant location and no payment is applicable. For other claims, it cannot be approved with amount of 0 dollars. Any one of the claim elements of Parts, Labor, Other Charges must be present on the claim. (RS Only)
CLM-CS-16	5	When a parts claim is filed with a host machine (serialized/non-serialized) and the coverage on the host machine covers the part as well – then the system should not allow the submission of parts claim. Indicate the user to file a machine claim. <b>Refer Section 4 for approach change</b>
CLM-CS-182	6	Claim submitters with draft claims not submitted for payment within 60 days will receive a reminder to address the claim every 14 (X) days until the claim has been in draft status for 120 (X) days.
CLM-IT-01	7	When a claim is filed by distributor group US Co Owned Serv or CANADA Co Owned Serv, (a Wennsoft Doc ID is mandatory. The Doc ID entered is validated through integration with Wennsoft. (HVAC TCP Only)
NEW 605	8	While filing a claim CSO (distributor) attaches various documents supporting the claim. These documents need to be categorized (can be drop down). The content or type of document need not be validated but based on certain criteria the system has to validate that there is a document (any document) attached on the claim. NEW 605 a. Work Ticket attached for Trane labor – mandatory b. Invoice for local purchase (Non OEM Parts) – mandatory c. Concession approval form to confirm the LOA Approval before a claim is filed for concession. This applies to Goodwill Policies or CP check box - mandatory(HVAC TCP Only)
NEW 611	9	Need a check box called “Request for Check” on page 2 of the claim. This field will need to be sent to the data warehouse for reporting, but will not be used for any Tavant functionality. The A/R team pulls this report to determine if a customer has requested a check. They verify that Trane is not owed any money prior to requesting the check. NEW 611 (HVAC TCP Only)
CLM-CS-177		Ability to capture in lieu of warranty claim where a part could be given at a discounted amount and the customer buys a new unit with a full limited warranty. Such claims

		would have its own service bulletin that needs to be referenced in the claim. The payment of such a claim would be tracked against limited warranty (RS Only)
CLM-CS-55		Ability to add the parts information to a claim with details on replaced parts and their quantity. The list of available parts for selection would be based on the model of the unit serial number (RS Only)

## 2.5.2 Functional Design - Use Cases

### Use Case #1 - To capture 'Date Of Draft' for all the claims

<b>Description</b>	To capture 'Date Of Draft' for all the claims
<b>Business Values</b>	'Date Of Draft' will be captured for all the claims, which will help to identify the Draft claim created and submitted date.
<b>Actors</b>	TWM System
<b>Current Process/Functionality in TWMS</b>	At present Tavant system is capturing the date on which the Draft claim was submitted successfully only. Date Of Draft Not Available.

#### Proposed Flow

1. Tavant will capture 'Date of Draft' on the claim. This will be the date the claim was first saved in Tavant.
2. There will not be any Audit History for modifications to the claim in Draft state.
3. Once the claim is submitted, Audit will be captured for all the changes.

Dealer:	<a href="#">AC SUPPLY INC - 31122-266575</a>		
Third Party Name:	Third Party Name (12345)		
Date of Claim:	03/07/2016	Work Order Number:	108
Date of Failure:	03/01/2015	Date of Draft:	03/07/2016
Equipment Serial Number:	11041LTU4F		
Authorization Number:	1234		
Commercial Policy:	No		

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	This will be additional feature which will be used for other Business units as well.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

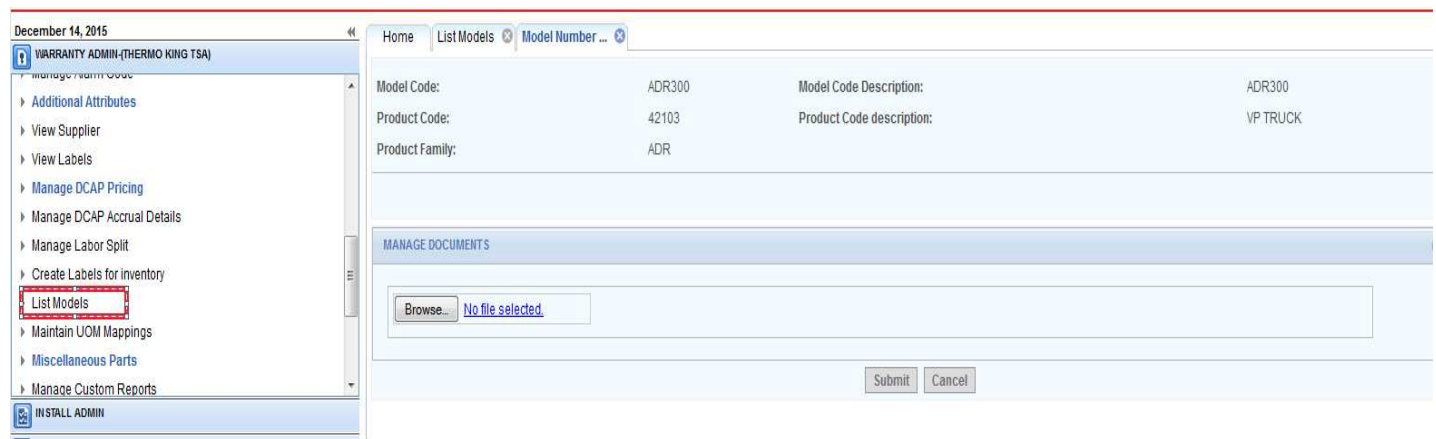
### Use Case #2 - To capture Machine diagrams on model (RS Only)

<b>Description</b>	To capture Machine diagrams on model
--------------------	--------------------------------------

<b>Business Values</b>	This feature will help the distributors to identify the fault location from the machine diagram based on the model.
<b>Actors</b>	Warranty Admin and distributor users
<b>Current Process/Functionality in TWMS</b>	Not Available

### Proposed Flow

1. Login in as Warranty Admin and open 'List Model' in the Warranty Admin tab on the left navigation menu
2. Warranty Admin can add attachments on the specific Model from the 'List Models' details page .



3. Same details can be viewed by distributor users in the Equipment History Page of the Unit which belongs to that Model by clicking on the hyperlink 'View Machine Diagrams'

[Home](#)
[PreDefined R...](#)
[Serial Numbe...](#)

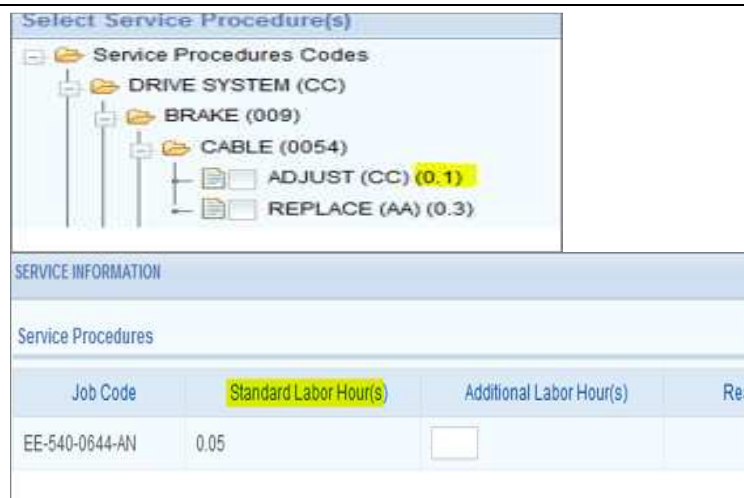
[Equipment Transfer](#)
[Retail Machine Transfer](#)
[Extended Warranty Purchase](#)
[Mark as Scrapped](#)
[Create Claim](#)
[Add/Edit Policies](#)
[Retract Registration](#)

### EQUIPMENT INFO

Serial Number:	12037P5690	Business Unit Name:	Thermo King TSA
Product Type:	MACHINE	Manufacturing Site:	Hastings
Product:	VP TRUCK	Build Date:	12/08/2000
Model Number:	ADR300	Shipment Date:	12/22/2000
<a href="#">View Machine Diagram</a>			
Item Number:	918360	Date of Delivery:	05/20/2001
Item Description:	SYSTEM ADR300 GREEN	Warranty Start Date:	05/20/2001
Hours in Service / Energy Units:	0	Warranty End Date:	05/19/2003
Item Condition:	New	Sales Order Number :	000047254
Ownership:	First Owner	Invoice:	000047254*SO*
Factory Order Number:			

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	As this is Warranty Admin configuration set up, For other BU's if Warranty admin didn't add any attachments on the Models then system won't display 'View Machine Diagrams' click in the EHP.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

Use Case #3 - Actual labor hours spent	
<b>Description</b>	Actual labor hours spent
<b>Business Values</b>	This enhancement will help the distributor to enter Actual labor hours spent on the claim.
<b>Actors</b>	Warranty Admin and distributor users
<b>Current Process/Functionality in TWMS</b>	In the current system, Dealer can view Standard labor Hour(s) for the each job code. And she/he can enter additional labor hours.



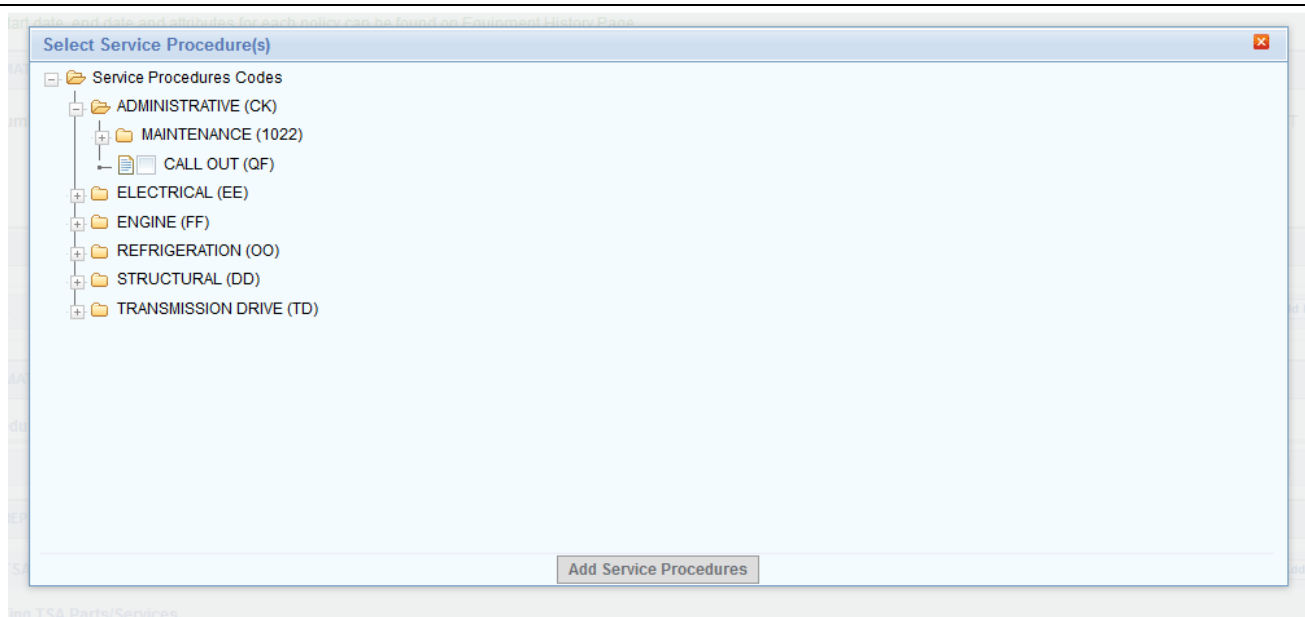
Job Code	Standard Labor Hour(s)	Additional Labor Hour(s)	Real
EE-540-0644-AN	0.05		

### Proposed Flow

- Machine Claim - A BU configuration will be there to decide if Standard labor hours needs to be shown to the distributors or not.
  - Name:** Enable Standard Labor Hours(Machine)
  - Section:** Claim Input Parameters in Claim section
  - Description (tool tip):** YES - Standard Labor Hours defined by Warranty Admin for Job Code will be displayed on the Claim for Dealers for Machine Claim.  
NO - Standard Labor Hours defined by Warranty Admin for Job Code will not be displayed on the Claim for Dealers for Machine Claim.

**Note:** This will be set as Yes for CS (Display), No for RS (Do not Display).
- Retrofit Claims - A BU configuration will be there to decide if Standard labor hours needs to be shown to the distributors or not.
  - Name:** Enable Standard Labor Hours(Campaign)
  - Section:** Claim Input Parameters in Claim section
  - Description (tool tip):** YES - Standard Labor Hours defined by Warranty Admin for Job Code will be displayed on the Claim for Dealers for Campaign Claim.  
NO - Standard Labor Hours defined by Warranty Admin for Job Code will not be displayed on the Claim for Dealers for Campaign Claim.

**Note:** This will be set as No for CS (Display), No for RS (Do not Display).
- Based on 'Enable Standard Labor Hours' BU configuration set up, System will display the Service Procedure (Job code) tree without showing the standard hours. And these details will not be displayed on the Claim page2 as well for a Distributors.

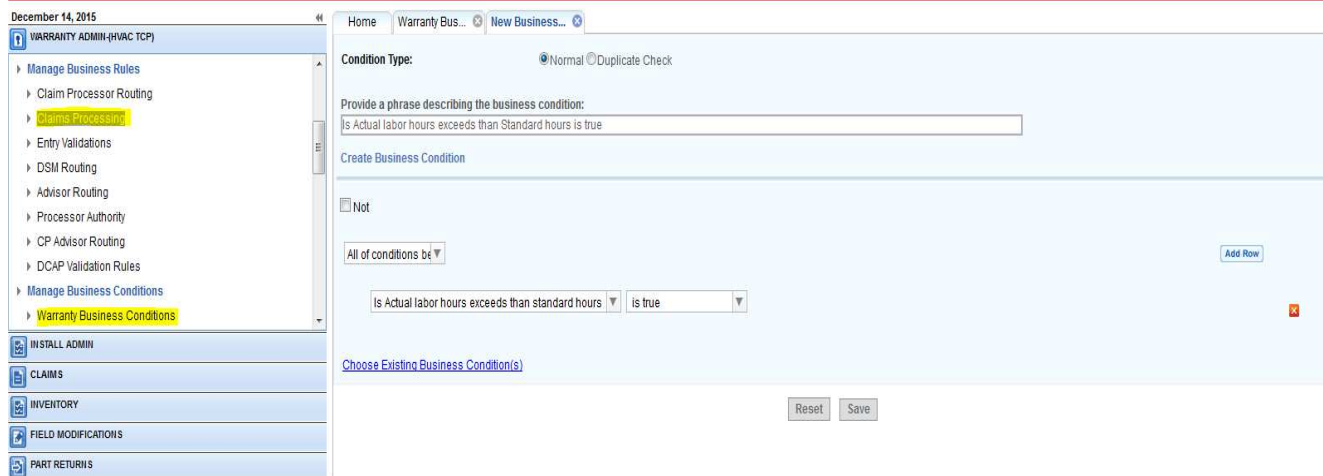


4. System will allow to capture the Actual labor hours and Reason (comments) that the Distributor would like to provide in regards to the time it took for the repair. Reason is not mandatory.

SERVICE INFORMATION			
Service Procedures			
Job Code	Labor Hours	Reason for Labor Hour(s)	
CK-QF	<input type="text"/>	<input type="text"/>	<input type="button" value="Add Row"/> <input type="button" value="X"/>

COMPONENTS REPLACED
---------------------

5. When this Flag is set to Yes – Standard Labor hours will be picked. Also Additional Labor Hour(s) and Reason for Labor fields will be displayed.  
When this Flag is set to No – Actual Labor hours and Reason for Labor fields will be displayed. And Additional Labor Hour(s) field will not be displayed.
6. For Processors or Internal Users, Standard as well as Actual Labor hours will be displayed for comparison.
7. Mobilization time and Diagnosis time will be set up as job codes.
8. New warranty business condition “Is Actual labor hours exceeds than Standard hours” will be added to create Claim Processing rules to route those claims to warranty processor where Actual labor hours exceeds than standard hours.



- Standard labor hours will be shown to the processor to compare it with the Actual hours claimed, where Processors will be able to compare the standard hours and edit the value on the Actual hours and process these claims.

Will need to be able to configure a rule to compare actual vs standard hours.



- RS does not want labor to display on any claim with the exception of Retrofit Labor Claims (field modification labor. This will be setup as BU configuration and it will be turned-off for RS.
- Can set up Labor Hours on Campaign
- This will override the Standard Labor Hours of the Job Code.
- If hours entered on claim is more than this setup of Campaign, then system will flag an Error or Send it for Manual review.

User type	Labor Field	Std true Addl true	Hours = Hours =	Std true Addl false	Hours = Hours =	Std Hours = Addl Hours = true	Std Hours = false Addl Hours = false
Distributor	Standard Hours	Read Only		Read Only		NA	NA
Distributor	Labor Hours	NA		NA		Editable	Editable



Distributor	Additional Hours	Editable	NA	NA	NA
Distributor	Reason for Labor	Mandatory only if Addl Hours Provided	NA	Optional	Optional
Processor	Standard Hours	Read Only	Read Only	Read Only	Read Only
Processor	Labor Hours	NA	NA	Editable	Editable
Processor	Additional Hours	Editable	NA	NA	NA
Processor	Reason for Labor	Mandatory only if Addl Hours Provided	NA	Optional	Optional

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	As these changes are configured at Business configuration/Warranty Admin set up no impact on other BU's
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #4 - Claim with zero amount (RS Only)

<b>Description</b>	Claim with zero amount
<b>Business Values</b>	This feature will help the distributors to process the claims which are filed on the parts which are shipped from plant location with zero amount.
<b>Actors</b>	Warranty admin and Distributor user
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

1. TWMS system will be tracking if parts are shipped to dealer from plant location through Item sync.
2. System will allow to process these claims which are filed on these parts without any claim amount. This can be done by setting up Business conditions.
3. New Warranty Business condition "Parts shipped to dealer from plant location" will be added. Based on this condition warranty admin has to create Entry Validation rules to allow claims which are filed on these parts without any claim amount.
4. Is this part needs to be mention in the removed or installed or filed on the part directly?
5. For other claims, it cannot be approved with amount of 0 dollars.

Home
Warranty Bus...
New Business...

Condition Type:
☒ Normal
☐ Duplicate Check

Provide a phrase describing the business condition:
partsshipped to dealer from plant location is true

Create Business Condition

☐ Not

All of conditions be
Add Row

☐
parts shipped to dealer from plant location
is true

Choose Existing Business Condition(s)

Reset
Save

## Assumptions and Dependencies

None

## Impact on existing BUs

As this feature is Warranty Business Condition set up so no impact on other BU's

## Business Priority

High

## References/Expectation

None

## Notes

None

## Use Case #5 - Coverage on the host machine covers the part as well

## Description

Coverage on the host machine covers the part as well

## Business Values

This feature will help the distributors to process only Machine claims when the coverage on the host machine covers the part as well

## Actors

Warranty admin and Distributor user

## Current Process/Functionality in TWMS

Not Available

## Proposed Flow

1. System will prevent to file parts claim when the coverage on the host machine covers the part as well, allow to file machine claim. (Refer Section 4 for approach change)
2. New Warranty Business condition “Coverage on Host Machine exists covering Part” will be added. This can be achieved by setting up Business conditions and Entry validation rules.

Condition Type:
☒ Normal
☐ Duplicate Check

Provide a phrase describing the business condition:

Coverage on Host Machine exists covering Part

Create Business Condition

☐ Not

All of conditions be

Coverage on Host Machine exists covering Part
is true

Assumptions and Dependencies	None
Impact on existing BUs	As this feature is Warranty Business Condition set up so no impact on other BU's.
Business Priority	High
References/Expectation	None
Notes	None

#### Use Case #6 - Escalation/reminder emails for Draft claims (RS Only)

Description	Escalation/reminder emails for Draft claims without a response before auto deleted
Business Values	This enhancement will help the dealer to take action within the prescribed limit by providing system generated emails prior to system execution of a applicable Draft claim deletion.
Actors	Distributors
Current Process/Functionality in TWMS	Not Available

#### Proposed Flow

1. A new BU configuration will be added

Days before mail has to send for Auto Deletion for Draft claims

- **Name:** Days before mail has to send for Auto Deletion for Draft claims
  - **Section:** Home Page
  - **Description** (tool tip): Number of days prior to the auto deletion of Draft claims when an email notification has to send to the dealer who filed the claim
  - For other BU the number of days will be set to 0 by default in which case these email notifications will not be sent. Warranty admin specify a value greater than 0 to enable the email notifications for a given BU.
2. Email notification will be sent to the dealer user who has filed the claim, 60 days (can be configured using the new BU configuration 'Days before mail has to send for Auto Deletion for Draft claims') before the claim is auto deleted from the Draft Claim inbox due to lack of dealer response.
  3. Distributors do not have an option to unsubscribe to this email notification.
  4. Email template

Subject: Reminder for auto deletion of Draft Warranty Claim

Body:

**Hi <Distributor Name and the filing id and name>,**

**The work order number <XXXXXXXXXX> will be auto deleted on <Date of Deletion> due to lack of response from the Draft Claim inbox.**

**You can sign-in to [Tavant Warranty System](#) to respond to the claim.**

**Thank you.**

**Please note that this is a system generated email intended to inform a pending system action on your warranty claim. Please do not reply to this system generate email.**

5. New BU configuration 'Frequency for sending mails for Auto Deletion for Draft claims' will be added
  - **Name:** Frequency for sending mails for Auto Deletion for Draft claims'
  - **Section:** Home Page
  - **Description** (tool tip): Frequency to send mails for the auto deletion of Draft claims
  - The value of this configuration will be set to 14 days for
6. Email notification will be sent to the dealer user who has filed the claim, 60 days (point 1 Bu config) before the claim is auto deleted from the Draft Claim inbox due to lack of dealer response. And remainder mails will be resent again after every 14 days.

7. For other BU's the number of days will be set to 0 by default in which case these email notifications will not be sent. Warranty admin specify a value greater than 0 to enable the email notifications for a given BU.
8. If distributor user didn't respond, then Draft claim will be auto deleted based on the existing BU configuration 'Days for Draft Auto Delete'.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Enhancement The number of days before which an email is generated to the filing Dealer user before the Draft claims are auto deleted will be BU configurable (Warranty Admin can specify the number of days for a given BU).
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #7 - Non Third Party (HVAC-TCP Only)

<b>Description</b>	US Co Owned Serv and CAN Co Owned Serv
<b>Business Values</b>	Wennsoft Doc ID will be mandatory
<b>Actors</b>	US Co Owned Serv and CAN Co Owned Serv
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

1. New Dealer Group purpose "US Co Owned Serv and CAN Co Owned Serv" will be added to create dealer group for all US Co Owned Serv and CAN Co Owned Serv distributors. CLM-IT-01

#### Claim Submission View

Page 2 of 2

CLAIM DETAILS			
Claim Number:	Draft	Claim Type:	Machine
Claim Status:	draft		
Request SMR:	No		
Retracted:	No		
Dealer:	<a href="#">EMCO MARINE LTD (19782)</a>		
Date of Claim:	12/01/2016	Work Order Number:	123
Date of Failure:	11/01/2016	Date of Repair:	11/01/2016
Equipment Serial Number:	0001019478		
Commercial Policy:	No		
Service Call Number:	Dummy Number	Job Name:	Dummy Name

1. User logs in and goes to "Create Claim".
2. User enters Work Order Number field which same as DOC ID in WennSoft and remaining fields as usual.
3. When user clicks "Continue", system calls the WennSoft DOC ID validation Web Service with Work Order Number (DOC ID) and waits for response.
4. On receiving a successful response with VALID DOC ID user is taken to claim page 2 and displays the Job Name and Service Call Number received on the response.
5. If the response is successful with INVALID/USED DOC ID, user is not allowed to go to page 2 and the message received on the response will be displayed.
  - This DOC ID is not valid
  - This DOC ID has been previously used

## Processor Review - View

CLAIM DETAILS			
Claim Number:	<a href="#">HUS-1009009</a>	Claim Type:	Machine
Claim Status:	Processor Review		
Request SMR:	No		
Service Provider:	<a href="#">Hussmann Corp - Conv Works East</a>	Owner Name:	<a href="#">HARRY'S FARMERS MARKET</a>
Date of Claim:	<input type="text" value="09/27/2010"/>	Work Order Number:	ERROR <input type="button" value="Validate"/>
Date of Failure:	<input type="text" value="09/27/2010"/>	Date of Repair:	<input type="text" value="09/27/2010"/>
Claim Processed As:	Out of warranty		
Source Warehouse:	BGN		
Service Call Number:	<input type="text"/>	Job Name:	<input type="text"/>

1. Processor is able change (if required) and validates DOCID with “Validate” button.
2. If WennSoft DOC ID validation is successful, the work order number becomes non editable for the entire claim lifecycle, Job Name and Service Call Number is populated with the values received from the response.
3. If WennSoft DOC ID validation is not successful, the DOC ID remains editable, and error message is shown below the work order number and does not allow the processor to accept the claim.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Applicable only to HVAC BUs
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #8 - Document type List of Values

<b>Description</b>	Document type List of Values
<b>Business Values</b>	Document type List of Values
<b>Actors</b>	Warranty admin and Distributor user
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

1. Login in as Warranty Admin and open List Of Values in the Warranty Admin tab.
2. New List of Values ‘Document Type’ will be added, where warranty admin can create document types needs to allowed in the claim Page 2 in the drop down list while attaching documents on the claim.
3. Warranty Admin can create Warranty Business conditions and Entry validation rules to allow specific Document type on the claim.

December 14, 2015

Home List Of Values

WARRANTY ADMIN-(THERMO KING TSA)

Download To Excel Refresh

LOV Category

- Acceptance Reason
- Acceptance Reason For CP
- Additional Information on Inventory Frame Type
- Additional Information on Inventory Industry Field
- Additional Information on Inventory Operating Status
- Additional Information on Inventory Power Type
- Additional Information on Inventory Product Line
- Additional Information on Inventory Service Agreement Type
- Additional Information on Inventory Service Channel
- Claim Competitor Model
- Document Type
- Field Modification Class
- Manufacturing Site
- OEMS
- Part Acceptance Reason
- Recovery Claim Acceptance Reason
- Recovery Claim Rejection Reason
- Rejection Reason
- Report Type
- Review Responsibility

Manage Business Rules

Manage Business Conditions

Manage User Availability

Field Modification

Manage Warehouses

Manage Battery Test Sheet

List Of Values

Manage Alarm Code

Additional Attributes

View Supplier

View Labels

INSTALL ADMIN

CLAIMS

INVENTORY

FIELD MODIFICATIONS

PART RETURNS

PARTS RECOVERY

SUPPLIER RECOVERY

Home List Of Values LOV Category...

Add A Value

Download To Excel Refresh

Description	State
Pictures	active
PDF	active

Home Warranty Business Conditions New Business Condition

Condition Type: ☒ Normal ☐ Duplicate Check

Provide a Search Query Title

Claim Attachments Code starts with Pictures

Create Business Condition

☐ Not

All of conditions below are true

For Any Claim Attachments

Claim Document Type

Code starts with Pictures

Choose Existing Business Condition(s)

Reset Save



<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	As this feature is Warranty Business Condition set up so no impact on other BU's.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #9 - Capture 'Request for Check' for reporting purpose (HVAC-TCP-ONLY)

<b>Description</b>	Capture 'Request for Check' for reporting purpose
<b>Business Values</b>	This is for reporting purpose
<b>Actors</b>	Warranty Admin and Distributor users
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

1. New Check box "Request for Check" will be added on Claim page 2 based on the new below BU configuration.
  - o **Name** : Enable Request for Check
  - o **Section** : hidden
  - o **Description (tool tip)**: YES - Request for Check will be displayed on the claim page 2
2. This field will need to be sent to the data warehouse for reporting purpose. There is no value for this check box for any Tavant functionality.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	As these changes are configured at Business configuration no impact on other BU's
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.6 EQUIPMENT EXCHANGE (RS ONLY)

### 2.6.1 Requirements

CLM-CS-152	1	In the event that a claim is an Equipment exchange claim, then on claim approval, the system should update the warranty registration for the replaced unit (old) as inactive and the new unit serial number as active. The new serial number would be covered for the
------------	---	---

		balance duration of the limited warranty offered on the replaced serial number.
CLM-CS-86	2	Ability to capture equipment exchange authorization # ( CRM system) on a equipment exchange claim
CLM-CS-107	2	Ability to identify & file a claim if a repair is done by premium dealer. Such premium dealers would be able to exchange equipment without authorization as per sales plan if the failures pertain to compression product or refrigerant leak -Equipment Exchange Claim
CLM-CS-109	3	Ability for premium dealers to participate in 100% performance guarantee program where IR would credit dealer for the buy back equipment cost per sales plan they did for customer. The original invoices have to be attached in such claims -Buy Back Claim

### 2.6.2 Functional Design - Use Cases

#### Use Case #1 – Equipment Exchange Claims (RS only)

<b>Description</b>	Entire Equipment is replaced with another one. This Equipment Exchange can be handled through the application.
<b>Business Values</b>	Business will be able to handle all the Equipment Exchange claims through the application. Will be able to track for the old equipment and the new equipment.
<b>Actors</b>	EEA - FSR, Warranty Processor can file these claims. ACCY – Res IWDs, FSR, Warranty Processor can file these claims.
<b>Current Process/Functionality in TWMS</b>	This feature is currently not there in TWMS. This is handled through a work around by filing a Machine claim and using the Non OEM parts to replace the parts. Rest of the deactivation of old equipment and activation of new equipment is done from backend.

#### Proposed Flow

Replacing the equipment with another, for same Model new equipment is Equipment Exchange. This will be handled by modifying the Machine claim functionality in TWMS.

On the Claim page1 we will be having the Equipment Exchange check box. If the claim is an Equipment exchange claim, user will have to select Equipment Exchange radio button

Page 1 of 2

Business Unit: Residential HVAC

Dealer Name:  [Specify Dealer Number](#)

Third Party Name:

Serial Number:

Claim Type: Machine

Authorization Number:

[Click here to file non serialized claim](#)

Work Order Number:

Date of Failure:

Commercial Policy: ☐

Date of Repair:

☒ Equipment Exchange

☐ Equipment Buy Back

☐ Accessory

Request SMR: ☐

Equipment Exchange Reason: --Select--

Pre-Authorization Number:

Invoice Number:

[Continue >>](#)

EEA will be applicable only for Retail units and not for Stock.

Upon selecting the Equipment Exchange check box, below fields/widgets will be displayed

Claim Page1:

- Equipment Exchange Reason drop down (Mandatory Field) -- this is a new LOV type
- Pre-Authorization Number (Mandatory only for Non-Premium Dealers)
- Invoice Number (Mandatory Field)

Claim Page2 (Only the below mentioned fields/widgets will be available):

- Claim Details:
- Equipments Details
- Component Exchanged
- Claim Description
  - Condition Found:
  - Work Performed:
  - Claim Notes:
- Manage Warranty Documents

Rest of the fields are not be applicable for EEA claims. In the autocomplete, only retail units of the same model will be listed

COMPONENT EXCHANGED					
Old Equipment					
Serial Number	Item Number	Item Description	Product	Model	
000010R2014	040752	T11 M31 INTEL/R22/TK	OUTDOOR	PACKAGED HEAT PUMP	
New Equipment					
Serial Number	Item Number	Item Description	Product	Model	Unit Price
<input type="text"/>	040752	T11 M31 INTEL/R22/TK	OUTDOOR	PACKAGED HEAT PUMP	\$ 14.60

Upon Claim submission the claim will go through the same Validation Rules, Processing Rules and Routing Rules. Once the Claim is Approved, the system should update the Warranty Registration(Coverage) for the replaced unit (old) as inactive. The new serial number would cover the balance of the Coverage duration of the limited warranty offered on the replaced serial number. This serial number will be a valid serial number in Tavant which would have been synced via the IB sync

Note: This checkbox should be restricted to only FSR's and Warranty Processors

For Distributors unit price will be read only and it will come from R12.

All Accy and EEA claims will be sent for Manual Review/Auto Approve/Auto Deny based on Business Conditions in Tavant.

Processor will be able to override the price (unit price will be editable)

Accy and EEA work flow will be same in Tavant. Only difference will be Accounting logic.

EEA - FSR, Warranty Processor can file these claims.

ACCY – Res IWDs, FSR, Warranty Processor can file these claims.

EEA and ACCY – If Warranty Processor files, do they have to select Distributors?

If yes, how do we validate if it is the correct Distributor?

EEA will be applicable only for Serialized machine.

ACCY will be applicable for both Serialized and Non Serialized Machine(No Parts applicable for ACCY).

What if there are components on this system?

New Equipment will have Components of its own. However, we have to transfer remaining coverage to the new equipment.

What if there is an open claim?

Proceed with EEA claim, however open claims should be managed relation to validity. EEA claims should be routed for Manual Review.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	EEA feature will be specific to HVAC BU only. It will not be available for Other BUs.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #2 – Equipment Exchange Pre-Authorization Number (RS Only)

<b>Description</b>	An Equipment Exchange claim should be pre authorized. This is done offline. The authorization number needs to be entered on the claim.
<b>Business Values</b>	This will eliminate any unwanted claim and save time for the Warranty Team.

<b>Actors</b>	FSR, Warranty Processor
<b>Current Process/Functionality in TWMS</b>	This feature is currently not there in TWMS. This is handled through a work around by filing a Machine claim and using the Non OEM parts to replace the parts. Rest of the deactivation of old equipment and activation of new equipment is done from backend.

### Proposed Flow

While entering an EEA claim there should be option to capture the Equipment Exchange Pre -Authorization number (CRM system). The Equipment Exchange Pre-authorization # will be captured as a new Field on the Claim Details Page.

This will be a free textbox.

Pre-Authorization Number:

This will be Optional for Premium Dealers and Mandatory only for normal Dealers.

The user will be able to proceed with the claim only if the text box has value in it, else user will get an error “Pre-Authorization number has to be entered.”

This field should be exposed to the rule framework in Tavant.(Entry Validation rules)

However, if a repair is done by any Premium Dealer (3<sup>rd</sup> Party), such premium dealers would be able to exchange equipment without authorization as per sales plan if the failures pertain to compression product or refrigerant leak. In third party upload, we will be having a new column ‘Is Premium Dealer’.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	EEA feature will be specific to HVAC BU only. It will not be available for Other BUs.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

### Use Case #3 – Buy Back Program (RS Only)

<b>Description</b>	Buy Back Program
<b>Business Values</b>	Distributors can return the Equipment under the program.
<b>Actors</b>	FSR and Warranty admin/Processor
<b>Current Process/Functionality in TWMS</b>	Not Available

### Proposed Flow

Ability for premium dealers to participate in 100% performance guarantee program where IR would credit dealer

for the buyback equipment cost per sales plan they did for customer.  
The original invoices have to be attached in the claim.

Page 1 of 2

Business Unit: Residential HVAC

Dealer Name:  [Specify Dealer Number](#)

Third Party Name:

Serial Number:

Claim Type: Machine

Authorization Number:

[Click here to file non serialized claim](#)

Work Order Number:

Date of Failure:

Commercial Policy: ☐

Date of Repair:

☐ Equipment Exchange

☒ **Equipment Buy Back**

☐ Accessory

Request SMR: ☐

Invoice Number:

[Continue >>](#)

There will be a Check box on Claim Page1. 'Equipment Buy Back'.

If this check box is checked, then Distributor will be able return the Old Part and receive credit for that.

Upon selecting the Equipment Buy Back check box, below fields/widgets will be displayed

Claim Page1:

- Invoice Number (Mandatory Field)
- Buy Back Reason drop down (Mandatory Field) -- this is a new LOV type
- Pre-Authorization Number (Mandatory)
- 

Claim Page2 (Only the below mentioned fields/widgets will be available):

- Claim Details:
- Equipments Details
- Claim Description
  - Condition Found:
  - Work Performed:
  - Claim Notes:
- Manage Warranty Documents

This will be triggered by the FSR on case to case basis.

EQUIPMENT DETAILS				
Serial Number	Item Number	Item Description	Product	Model
<a href="#">MM04</a>	TEST01	testing	4TTB3 4TTB3 - 4TTB3	4TTB3018H1000A 4TTB3018H1000A - 4TTB3018H1

Buy back will always go thorough a manual processing and approval . will be achived through rules

**Assumptions and** None

Dependencies	
Impact on existing BUs	Applicable only to HVAC BUs
Business Priority	High
References/Expectation	None
Notes	None

## 2.7 CLAIM VALIDATIONS AND SUBMISSION

### 2.7.1 Requirements

CLM-CS-10	1	<p>When Non OEM parts are used invoice is mandatory. For other types of documents to be attached on the claim no categorization required. Setup a rule to check if at least one document is attached on the claim when certain criterion is met.[ Concession approval form will confirm the LOA Approval before a claim is filed for concession. This applies to Goodwill Policies or CP check box – HVAC TCP-ONLY].</p> <p>This is mandatory for CS business unit, user should select type of attachment from the drop down LOV (this will be in the attachment section on claim page 2), else show error message. In the HVAC TCP Tavant BU if the CP box is checked one attachment is required prior to allowing claim submission. RSHVAC BU on CP manual route for approval.</p>
CLM-CS-192	1	<p>(RS Only) What if it is not under warranty?</p> <ul style="list-style-type: none"> <li>• If a Part line item is not covered as part of warranty, Tavant will be priced at 0 Dollars and rules can be setup to flag or process it.</li> <li>• Business will have the flexibility to create rules, which can either. <ul style="list-style-type: none"> <li>- Process line item as Out of Warranty</li> <li>- Send it for Manual Review</li> <li>- Flag Distributor when filing the claim</li> </ul> </li> </ul>
CLM-CS-197	1	<p>(RS Only) A rule to be configured to detect claims raised for compressor replacement / burnouts and flag off for manual review, if the line filter drier is not replaced along with the compressor. (Ex: Products include a liquid line filter drier which must be replaced when a compressor replacement is necessary. A suction-line filter drier must be added for compressors defined as burnouts and failure to do so will void this warranty.)</p>

	2	Once a claim is submitted, processed, the GL account to which the claim amount is credited (the GL String) for the revenue accounting will be created in Tavant and sent to Oracle R12. Tavant system will provide all the claim details required by R12 and the business. Tavant will send details required by R12 and R12 will create the receivable accounting.
CLM-CS-156	3	(RS Only) For all parts that have a mandatory parts return flag tagged to them and for which returned part analysis needs to be completed, the system should not allow the claim to move to a payment requested / paid status until the there is a confirmation of the parts return testing completion and the return center has captured the test results. However, if there is delay in Inspection/testing for XX number of days then there should be an option for Inspector to move the claim for Payment. (As it is not distributors mistake if there is delay in Testing). This can be either Automatically. Also there should be option to Inspector to Manually move the claim to Payment even without inspection. XX days must be configured during PRC setup
CLM-CS-53	4	For certain failed components, ability to enforce capturing of serial number of failed component. Tavant will capture the flag whether it is Serialized part or not (as part of Item sync) in replaced part section.
CLM-CS-186	4	This is needed to check the quantity if the Replaced Component on the claim. This is Material BOM. This can be achieved by using the manual upload feature to upload the Material BOM. Scenario: The system will need a provision to capture the refrigerant used in the unit / system (optional data entry) and if the refrigerant is not R-410A then a rule should be configured to route the claim for manual review. A specific part number (expansion valve) indicates whether customer/installer are trying to change the refrigerant compatibility on a unit (conversion). This part is not covered under warranty. This requirement is nothing but BOM validation. If a dealer is trying to use a part that is not supposed to be used on a unit then BOM validation will also catch it.(Res BU only)
CLM-CS-193		The way Tavant handles Warranty Start date should be corrected. Need to specify a message that explains how they can go about getting the installation date corrected

## 2.7.2 Functional Design - Use Cases

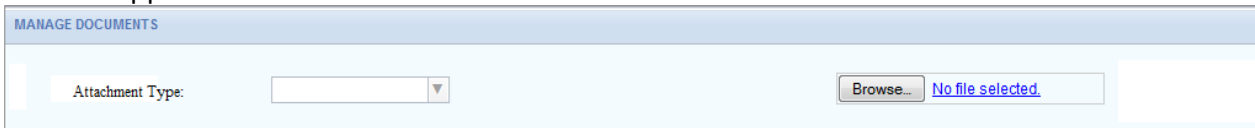
### Use Case #1 - Claim Validations

Description	Claim Validations
-------------	-------------------



<b>Business Values</b>	Claim Validations
<b>Actors</b>	3 <sup>rd</sup> Party, Distributors, Processor
<b>Current Process/Functionality in TWMS</b>	
<b>Proposed Flow</b>	

- When an item is serialized (from item master through item sync) the system must ensure that the serial number is entered for removed/installed parts. CLM-CS-20  
In order to create an Entry validation rule to check if the Item is serialized it needs to be captured as part of Item Sync. Then we can have a parameter in the Business condition to create rule based on this flag. Is Part Serialized?
- For certain failed components, ability to enforce capturing of serial number of failed component. Tavant will capture the flag whether it is Serialized part or not (as part of Item sync) in replaced part section. CLM-CS-53
- While filing a claim, Distributor attaches various documents supporting the claim. These documents need not be categorized. The content or type of document need not be validated but based on certain criteria the system has to validate that there is a document (any document) attached on the claim. CLM-CS-10
  - Invoice for local purchase (Non OEM Parts) – mandatory CLM-CS-10
  - Concession approval form will confirm the LOA Approval before a claim is filed for concession. This applies to Goodwill Policies or CP check box. CLM-CS-10 (CS Only)
- This is mandatory for CS business unit, user should select type of attachment from the drop down LOV (this will be in the attachment section on claim page 2), else show error message. In the HVAC TCP Tavant BU if the CP box is checked one attachment is required prior to allowing claim submission. RSHVAC BU on CP manual route for approval CLM-CS-10



- This is needed to check the quantity if the Replaced Component on the claim. This is Material BOM. This can be achieved by using the manual upload feature to upload the Material BOM. Scenario: The system will need a provision to capture the refrigerant used in the unit / system (optional data entry) and if the refrigerant is not R-410A then a rule should be configured to route the claim for manual review. A specific part number (expansion valve) indicates whether customer/installer are trying to change the refrigerant compatibility on a unit (conversion). This part is not covered under warranty. This requirement is nothing but BOM validation. If a dealer is trying to use a part that is not supposed to be used on a unit then BOM validation will also catch it.(Res BU only) CLM-CS-186
- Validate Claim Inputs:
  - Serial number, sales order number, model, information will be imported through Installbase sync and the system must allow only valid value. Integration with SIL to validate the data is not required any more.
- Validate Claim Submission: Warranty admin will configure the entry validation rules based on the business requirements. A Distributor can be blocked from submitting the claim with an appropriate error message or a Distributor can be allowed to submit the claim with an appropriate warning message.

10. A rule to be configured to detect claims raised for compressor replacement / burnouts and flag off for manual review, if the line filter drier is not replaced along with the compressor. (Ex: Products include a liquid line filter drier which must be replaced when a compressor replacement is necessary. A suction-line filter drier must be added for compressors defined as burnouts and failure to do so will void this warranty.) Warranty admin will configure a validation rule to the distributor of the lack of drier CLM-CS-197 (RS Only)

Ex: If

Task Code: Compressor Replacement

and

Failure Code: Burn out

Then

Replaced part: must be (P1 and P2)

Note: There could be possibility that compressor is on one claim and the additional replacement parts required were on a different claim. Task code compressor replacement, failure code burnout, check claim for P1 & P2 if not there check other claims for same machine.

There could be multiple P1's and P2's, hence this configuration should be on UI so that it can be changed by Warranty Admin.

Assumptions and Dependencies	None
Impact on existing BUs	
Business Priority	High
References/Expectation	None
Notes	None

#### Use Case #2 - GL String

Description	GL String
Business Values	
Actors	
Current Process/Functionality in TWMS	

#### Proposed Flow

- Once a claim is submitted, processed, the GL account to which the claim amount is credited (the GL String) for the revenue accounting will be created in Tavant and sent to Oracle R12. Tavant system will provide all the claim details required by R12 and the business. Tavant will send details required by R12 and R12 will create the receivable accounting. CLM-CS-72, CLM-CS-162, CLM-CS-176
- Warranty Admin will define and configure GL Strings for HVAC in Tavant System (for revenue accounting)
- Note: Business unit configurable. Transport currently has Oracle manage the table. For HVAC Tavant will store that table and provide GL String to Oracle.

4. Ability to setup the Financial responsibility to correctly assign the claims.  
GL String financial accountability will be tabalized for claim payment.

#### 5. A new LOV type field labeled Transaction Type will be added to handle the Accessory/Buy Back and Equipment Exchange Claims

Credit Submission Accounting Logic				
CS Tavant BU				
Expense Type	Entity	Location	Account	Product
Standard Warranty Policy and Modifiers	Based On Distributor Group	Based on Combination of SIDP, Original Source ID, and Distributor Group	511701	Based on Combination of SIDP, Original Source ID, and Distributor Grouping
CPI/Concession and Modifiers	Based On Distributor Group	Based on Location assigned to Distributor Site	511707	Based on Original Source ID: GP =41204; CS =41196 FOR US AND CAN ONLY
Campaign	Based On Distributor Group	Assigned on the Campaign	Assigned on the	Assigned on the Campaign
Extended Warranty	Based On Distributor Group		200010 Assigned on the Policy	NA
COGS Reversal * Logic to use is based on Distributor Group	Based On Distributor Group	Based on Location assigned to Distributor Site (Location List)	511101	41204
Revenue Reversal * Logic to use is based on Distributor Group	Based On Distributor Group	Based on Location assigned to Distributor Site (Location List)	411101	41204

**Skemp, Jean:**  
Represents Extended  
Warranty in US and CAN only

Skemp, Jean:  
Represents Extended  
Warranty in US and CAN only

Parameters: Expense Type, Entity, Location, Account, Product.

Claim routing will use configured rules to route claim, may need to configure based on Orig\_source\_id, distributor group, ship to country, claim type, model, item, validation error code , amount, claim type. Need someone with Warranty Admin role to be able to set this up in Tavant.

CLM-CS-146

Assumptions and Dependencies	None
Impact on existing BUs	
Business Priority	High
References/Expectation	Kindly refer Claim Payment FS for detailed information on GL Accounting.
Notes	None

#### Use Case #3 – Part Returns

Description	Part Returns
Business Values	Part Returns and Shipment Priority
Actors	3 <sup>rd</sup> Party , Distributors
Current Process/Functionality in TWMS	Shipment priorities are not available.

#### Proposed Flow

- Distributor gets to choose the “Part source” based on data in the Tavant Item Master before submitting the claim. Cost of the part and where to fetch on a claim also depends on the Part source  
Dealer to Part source mapping will be provided. This would list only valid part sources to that dealer. In Tavant we

can maintain a one-to-many mapping from part to part source. When a part is synced for the first time it will be created. If the same part is synced for another source, it will be considered as an update and just add the source to the existing part in Tavant.



- I. For all parts that have a mandatory parts return flag tagged to them and for which payment is linked to returned part analysis needs to be completed, the system should not allow the claim to move to a payment requested / paid status until the there is a confirmation of the parts return testing completion and the return center has captured the test results.

However, if there is delay in Inspection/testing for XX number of days then there should be an option for Inspector to move the claim for Payment. (As it is not distributors mistake if there is delay in Testing). This can be either Automatically. Also there should be option to Inspector to Manually move the claim to Payment even without inspection. XX days must be configured during PRC setup. CLM-CS-156

- II. Field Service Representative (external user, considered like a distributor but can have access to file claims for 1 or more distributors) is a user role which can enter both parts & labor claims on behalf of distributors. They currently have \$0 LOA for Parts concession i.e FSR can approve and submit claims upto a configured dollar value (Login Based Configuration). (RS Only)

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Applicable only to HVAC BUs
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.8 CLAIM VALIDATIONS

### 2.8.1 Requirements

NEW 608	1	<ul style="list-style-type: none"> <li>• Claim Type Rules</li> </ul> <p>Need to be able to write timing rules based on Claim Type, Policy Type and Distributor Group</p> <p>Examples below:</p> <p>Independent Goodwill:</p> <ul style="list-style-type: none"> <li>• Must be submitted within 30 days of work completion/contractor invoice or do not allow submit without manual override by warranty approver.</li> <li>• Must be submitted within 90 days of fail date do not allow submit without manual override by warranty approver.</li> <li>• Fail date must be within 60 days of start date not to exceed 18 months from ship.</li> </ul> <p>O Extended Warranty</p> <ul style="list-style-type: none"> <li>• Must be submitted within 90 days of fail date do not allow submit without manual override by warranty approver.</li> <li>• In general only Trane Service is allowed to perform the work (there are a few exception programs that require manual review)</li> </ul> <p>o Goodwill/CP For Independents</p> <ul style="list-style-type: none"> <li>• Must be submitted within 30 days of work completion or contractor invoice in order to qualify for 100% Trane Expense</li> <li>• Must be submitted within 90 days of work completion or contractor invoice in order to qualify for 50% Trane Expense</li> <li>• Else 100% commission</li> </ul> <p>(Timing around commission participation is manually administered in Falcon by the claims team)</p> <p>o Retrofits</p> <ul style="list-style-type: none"> <li>• Fail date must occur within the start and end date of the bulletin</li> <li>• Must be submitted within 90 days of the bulletin end date and not before bulletin start date (this can be accomplished by setting the retrofit set up end date in Tavant 90 days after actual bulletin end date)</li> </ul>
CLM-CS-200	2	<p>(RS Only) For residential or light commercial units less than 5 years from verified installation a part concession may be considered for up to 1 year past limited warranty expiration. Provision to handle this validation either through business rules or through a parameter based validation.</p>
CLM-CS-201	2	<p>(RS Only) For residential units greater than 5 years from verified installation but less than 10 years from verified installation a part concession may be considered for up to 6 months after limited warranty expiration. Provision to handle this validation either through business rules or through a parameter based validation</p>

CLM-CS-202	2	(RS Only) For residential units greater than 10 years from verified installation a part concession may be considered for up to 3 months after warranty expiration. Provision to handle this validation either through business rules or through a parameter based validation.
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## 2.8.2 Functional Design - Use Cases

### Use Case #1 - Claim Rules

<b>Description</b>	Claim Filing Rules
<b>Business Values</b>	validation through business rules
<b>Actors</b>	Warranty Admin and Distributor users
<b>Current Process/Functionality in TWMS</b>	Not available

### Proposed Flow

#### 1. 'End Repair Date' is not required on Claim page1.

1.2. Parameter 'Repair Date' will be added in the Warranty Business conditions where Warranty admin can create conditions/rules to allow CSO/IWD to submit claims within 30 days of work completion/contractor invoice or do not allow submit without manual override by warranty approver.

2.3. System has to allow to submit claims within 90 days of failure date do not allow submit without manual override by warranty approver.

3.4. Failure date must be within 60 days of start date(Delivery Date of Unit) not to exceed 18 months from ship.

#### Logic for CS:

- i. Shipment Product Defect Check box will be applicable only for independent distributors. This will be handled by Warranty Business conditions and Entry validation rules.
- ii. System will allow to create Dealer Group which consists all independent distributors from the 'Dealer Groups'  
->Manage Groups -> Warranty Admin tab.
- iii. Based on this independent distributors group warranty admin can set up Warranty Business conditions and Entry validation rules.
- iv. Claim will be filed by CSO/IWD here CSO/IWD?
- v. For these claim types Only Goodwill policy will be applicable

#### Logic for RS:

- i. Check box will be applicable only to FSR. This will be handled by Warranty Business conditions and Entry validation rules.

**Extended Purchased labor (HVAC-TCP-Only)**

1. A new BU configuration
  - o **Name:** Display EPL Flag (Checkbox) on Claim Page 1
  - o **Section:** Claim Input Parameters
  - o **Description** (tool tip): YES - Display Extended Purchased Labor Checkbox on the Claim Page1 while filing a Claim.

This is not applicable for RS.
2. This feature applicable only to CS.
3. Must be submitted within 90 days of fail date do not allow submit without manual override by warranty approver.
4. In general, only Trane Service is allowed to perform the work (there are a few exception programs that require manual review)
5. Business Rules will be set up if an Extended Warranty is tied to the labor/Part on the Claim, then Claim filer should be a CSO or a Third Party

**Concession (Commercial Policy)**

1. System will display Commercial Policy check box based on the existing BU configuration 'Display CP Flag (Checkbox) on Claim Page 1'
2. Claims must be submitted within 30 days of work completion (End Repair Date) or contractor invoice in order to qualify for 100% Trane Expense what is 100%
3. Must be submitted within 90 days of work completion or contractor invoice in order to qualify for 50% Trane Expense, Else 100% commission (Timing around commission participation is manually administered in Falcon by the claims team)
4. Commission Split is N/A for RS , 100% will go to Trane
5. Applicable to both CS and RS. The commission logic is only applicable to CS.
6. Business Rules will be set up if a Goodwill Warranty is tied to the labor/Part on the Claim or if the claim is marked CP, then Claim filer should be a CSO or a TPC and Third Party Servicer or FSR

**Retrofits (Field Modification)**

1. Failure date must occur within the start and end date of the bulletin.
2. Must be submitted within 90 days of the bulletin end date and not before bulletin start date (this can be accomplished by setting the retrofit set up end date in Tavant 90 days after actual bulletin end date)
3. Business Rules can be set up to say if the user selects anything outside the campaign to either route it for manual review or show an error on the Validate Page (Entry Validation Rules)
4. Applicable to both CS and RS.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	As these changes are configured at Business configuration/Warranty Business conditions no impact on other BU's
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #2 - validation either through business rule (RS Only)

<b>Description</b>	validation either through business rule
<b>Business Values</b>	
<b>Actors</b>	Warranty Admin and Distributor users
<b>Current Process/Functionality in TWMS</b>	

#### Proposed Flow

For residential or light commercial units less than 5 years from verified installation a part concession may be considered for up to 1 year past limited warranty expiration. Provision to handle this validation either through business rules or through a parameter based validation

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.9 CLAIM SUBMISSION

### 2.9.1 Requirements

CLM-CS-113	1	Ability to validate claim duplication based on Model #, Unit Serial number, fail date and parts replaced.
CLM-CS-97	1	When a single failure with more than one component is received as more than one claim, the claim administrator should be able to identify the related claims. (Aids in reducing rebate payout & Reliability team will be able to recognize this as a single failure with multiple claims rather than account the same as multiple failures).



NEW 600	2	Must have the capability to allow Claim Replacement Tracking; when a serialized Machine or a serialized part is replaced by a Serialized Machine or a Serialized Part.
NEW 601	3	Must have the capability of adding commission splits to any claim that has a Good Will or CP. The commission splits and total commission \$'s must be sent to the data warehouse. The total commission amount must be sent along with specific G/L account code in the financial integration
NEW 606	3	Must have a rule or a way to ensure that the total commission split %'s equal 100%.
NEW 612	4	Need to be able to route claims for approval to different parties based on coverage type (extended warranty vs goodwill/cp). Extended warranty team should be the only team to approve extended warranty coverage.

## 2.9.2 Functional Design - Use Cases

### Use Case #1 - claim duplication check

<b>Description</b>	Claim Duplication Check
<b>Business Values</b>	Processor can easily check for duplicates
<b>Actors</b>	System
<b>Current Process/Functionality in TWMS</b>	Rules can be setup to check this

### Proposed Flow

When a claim is submitted it goes through set of rules. Here we can setup rules so that the single failure with more than one component can be identified. i.e. a duplicate claim. It can be either Validation rules or the Processing Rules.

If validation rules(Duplicate) are setup then there will be error upon the claim validation if it is a Duplicate claim. If it is processing rule then the duplicate claims will be sent for manual review.

Processor can view all the claims submitted for a machine, on the Equipment History page of that machine.

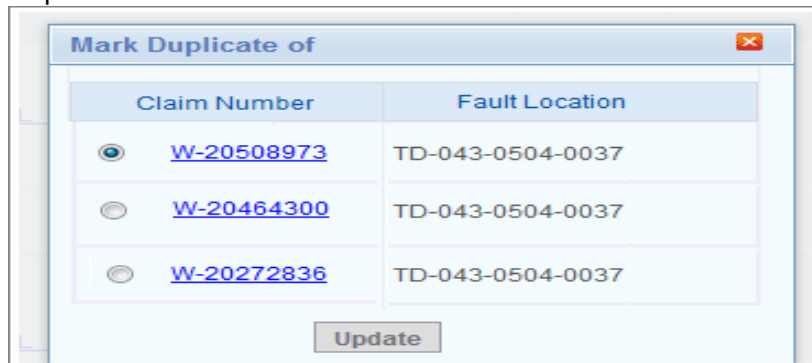
CLAIM HISTORY							
Claim Number	Date of Claim	Status	Failure Date	Repair Date	Machine/Parts Replaced	Duplicate of	Fault Location
<a href="#">W-20508973</a>	12/01/2015	Replies	10/04/2013	11/16/2015	1H54700001 - ENGINE ASSY- DIESEL, 552330 - BANDWRAP 7 IN NYLON 781340 - BELT 781844 - BELT GENERATOR 781833 - BELT 781877 - BELT	<a href="#">Mark Duplicate</a>	TD-043-0504-0037
<a href="#">W-20464300</a>	07/07/2015	on hold	10/04/2013	05/26/2015	420533 - SENSOR, PRESSURE.	<a href="#">W-20508973</a>	TD-043-0504-0037
<a href="#">W-20464298</a>	07/07/2015	Accepted and Closed		05/26/2015	097834 - KIT SIDE PANEL HARDWARE		
<a href="#">W-20272836</a>	10/09/2013	on hold	10/04/2013	10/04/2013	781833 - BELT	<a href="#">W-20508973</a>	TD-043-0504-0037

Processor should be able to identify duplicate claims and mark them as duplicate so that the rebate payout will be reduced.

On the equipment history page all the claims will be listed. Based on Fault Location and the Failure Date, Processor can identify if the claim is duplicate.

Processor claim click on Mark Duplicate link and mark the claim as duplicate of other claim.

After clicking on Mark Duplicate link, a popup will open with list of claims on that machine. Here Processor selects the master claim and clicks update. Then the Duplicate Of column of Claim History will get updated with the Duplicate claim number.



Claim Number	Fault Location
<input checked="" type="radio"/> <a href="#">W-20508973</a>	TD-043-0504-0037
<input type="radio"/> <a href="#">W-20464300</a>	TD-043-0504-0037
<input type="radio"/> <a href="#">W-20272836</a>	TD-043-0504-0037

Update

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	This will be applicable for all the BUs.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #2 - Maintain the history of all the replacements

<b>Description</b>	Maintain the history of all the replacements
<b>Business Values</b>	Maintain the history of all the replacements
<b>Actors</b>	Internal Users
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

When a Serialized Part or Component or Machine is replaced, need to maintain the history of all the replacements. In TWMS currently we maintain the history of Major Components. This section is available on the Equipment History page of the machine.

#### SERIALIZED COMPONENTS

[View Components](#)

Serial Number	Part Number	Description	Install Date	Warranty Start Date	Warranty End Date
<a href="#">F02477</a>	1H59707001	ENGINE, DIESEL, YANMAR, <25HP, TK486V25	10/16/2014		
<a href="#">J1432P2286</a>	2E37314G01	COMPRESSOR X430, 4QT SUMP, PSC, INT FILTER	10/16/2014		
<a href="#">A02418714364T1</a>	1H84787001	BOARD - CONTROLLER ASSY SR4 S/T	10/16/2014		

Similarly need to display the history of replacements of Serialized Parts and Machine.

In the Claim History section of the Equipment History page, the history will be maintained and links will be available.

#### CLAIM HISTORY

Claim Number	Date of Claim	Status	Failure Date	Repair Date	Machine/Parts Replaced	Duplicate of	Fault Code
<a href="#">W-20508973</a>	12/01/2015	Replies	10/04/2013	11/16/2015	<a href="#">20AD509P328 - COMPRESSOR</a> 781844 - BELT GENERATOR	<a href="#">Mark Duplicate</a>	TD-043-05
<a href="#">W-20464300</a>	07/07/2015	on hold	10/04/2013	05/26/2015	420533 - SENSOR, PRESSURE.	<a href="#">W-20508973</a>	TD-043-05
<a href="#">W-20464298</a>	07/07/2015	Accepted and Closed		05/26/2015	097834 - KIT SIDE PANEL HARDWARE		
<a href="#">W-20272836</a>	10/09/2013	on hold	10/04/2013	10/04/2013	781833 - BELT	<a href="#">W-20508973</a>	TD-043-05

Note: Installed Machine

Upon clicking the link a popup will open showing all the history of that Machine or Part.

#### 018950114370T4-HISTORY OF REPLACED MACHINE/PARTS

Serial Number	Item Number	Description	Date Of Installation	Claim Number
---------------	-------------	-------------	----------------------	--------------

### Scenario 1 : Serialized Machine Claim - Removed Part is a Serialized Component.

#### Removed Serial Number is Valid

- Component Removed Serial Number / Part number is an active component tied to the Serialized Host (OR )Serial Number /Part Number combination does not exist in the system (Includes both Active and Inactive ones)

If(Removed Serial Number is Valid) {

- Installed Part Serial Number is Mandatory
- Installed Part Serial Number and Item Number Combination should not exist.
- Deactivate Removed Component by updating the serial number to 'SN\_INACTIVE' (SN will be the actual removed component serial number) on Claim **Acceptance**
- Store Original Serial Number as a new field in Tavant (This is only for Tavant) on Claim **Acceptance**
- Create New Component based on the Installed details on Claim Acceptance
- Disassociate the Removed component and associate the new component to the Unit
- Move the Coverage from the Removed Serialized component to the Serialized Installed Component on Claim **Acceptance**

- Update Coverage comments with the Claim number
  - Send Email Notification to the Distributor that Coverage is Moved to the new Component
- }

### **Scenario 2 : Serialized Parts Claim installed on a Serialized Unit**

Same as Scenario 1 except for the below

- Serialized Part details used on Claim Page 1 will be defaulted and greyed out on Claim Page 2 under the **Removed Section**.

**Note:** Claim submitter should be able to remove this section to handle Labor Claims.

### **Scenario 3 : Serialized Parts Claim not Installed (Standalone Component)**

- Serialized Part details used on Claim Page 1 will be defaulted and greyed out on Claim Page 2 under the Removed Section.
- Installed Serial Number and Item Number Combination should not exist.
- Deactivate Removed Component by updating the serial number to 'SN\_INACTIVE' (SN will be the actual removed components serial number) on Claim Acceptance
- Store Original Serial Number as a new field in Tavant (This is only for Tavant)
- Create New Component based on the Installed details on Claim Acceptance
- Move the Coverage from the Removed Serialized component to the Serialized Installed Component on Claim Acceptance
- Update Coverage comments with the Claim number
- Send Email Notification to the Distributor that Coverage is Moved to the new Component

### **Scenario 4 : Labor Claims for Serialized Parts already Deactivated (Just a thought)**

- Autocomplete on Claim Page 1 will populate the SN\_INACTIVE (Active and Inactive serialized parts – Only the ones which got deactivated via a claim workflow)
- Clicking on the hyper link on the claim header on Page 2 will show the history of the Serialized Component, (To indicate to the distributor that this was deactivated by a prior Claim)
- Business Rules can be created based on the below to make sure the claim is a Labor only claim.  
IF (CLAIM\_TYPE is PARTS and PART\_SERIAL\_NUMBER ends with INACTIVE and Replaced\_Section is not Empty)  
{  
Throw entry validation error that only Labor can be claimed , and the removed/installed line items need to be deleted.  
}

Use the Original Serial Number for Accounting purpose

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	This will be applicable to all the BUs.

<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None
<b>Use Case #3 – Commission Split Accounting (HVAC-TCP-Only)</b>	
<b>Description</b>	Commission Split Accounting
<b>Business Values</b>	Enable Commission Split on a Claim
<b>Actors</b>	Processors
<b>Current Process/Functionality in TWMS</b>	NA

**Proposed Flow**

In order to enable Commission Split on a Claim, Admin has to enable the below BU flag:  
 1. 'Enable Commission Split Accounting' = Yes.

Display CP Flag (Checkbox) on Claim Page 1	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Commission Split Accounting	<input checked="" type="radio"/> Yes <input type="radio"/> No




If these flags are set to YES, Commission Participations and Commission Splits will be enabled on Claim Page2. While filing a claim if Commission Participations and Commission Splits are enabled, then the Claim will be eligible for Commission Split.

On Claim Page2 there will be a new section 'Commission Split Accounting'

**SERVICE INFORMATION**
**COMPONENTS REPLACED**
**MISCELLANEOUS**
**COMMISSION SPLIT ACCOUNTING**

 Commission Percentage  %

Add Row

Commission Code	Commission Split	Split Amount	
K4 B41	25 %		
K4 B42	25 %		
K4 B88	50 %		

 Total 
**CLAIM DESCRIPTION**
**MANAGE WARRANTY DOCUMENTS**

- We will show the checkbox for all claims based on the BU configuration, the criteria above will be validated via Entry Validation rules.

If (Commission Check box is Checked and (Total Commission Amount > 0)){

Allow Claim to go.

}

System Logic to compute commission amount will be (If claim is marked as CP or Goodwill amount on the claim >0).

- Commission Code will be a drop down predefined by Admin. This list will be managed from the backend.
- Commission Split will be editable free Number field.
- Commission Code and Commission Split rows can be added by clicking on Add Row button.
- If the Commission Split % entered should be total of 100%, else there will be a Error upon Claim validation. Claim cannot be submitted. Distributor/Processor will have to edit the percentage before submission.


**ERRORS**

■ Total Commission Split percentages should be 100%

- Processor can edit the commission percentage. Rest of the percentage amount will be covered as part of Warranty Coverage.
- The total commission amount will be sent along with specific G/L account code as part of Credit Submission Notification. (For more details on GL Accounting please refer Claim Payment FS)

- ‘Commission Split Accounting’ section will be displayed for all the claims.
- Commission Code / Commission Split are non-mandatory fields. Same with other fields.
- However, other fields in this section becomes mandatory if Commission Code / Commission Split is specified.
- Split Amount field will be Read Only and will display value only after the claim is submitted.
- Rest of the computation logic and calculation will be detailed in Claim Payment FS section 2.1.8.

Example of Claim Payment Calculation with Commission Split					
Total Claim Amount \$100. Good will Amount \$100.00					
Comission Split 50%					
		<b>Entity</b>	<b>Location</b>	<b>Account</b>	<b>Product</b>
Goodwill Policy Expense	\$50.00	9258	TBD	511707	41204
Commission Expense	\$50.00	9258	TBD	TBD	
Total Claim Amount \$100. CP Amount \$50. Standard Warranty \$50					
Comission Split 50%					
		<b>Entity</b>	<b>Location</b>	<b>Account</b>	<b>Product</b>
Standard Warranty	\$50.00	9258	113602	511701	41203
Commercial Policy Expens	\$25.00	9258	TBD	511707	41204
Commission Expense	\$25.00	9258	119007	144201	41901

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	No impact for other BUs BU Configuration 1. “Display CP Flag (Checkbox) on Claim Page 1” If this flag is set to YES, CP check box will be enabled on Claim Page1. 2. ‘Enable Commission Split Accounting’ = Yes. While filing a claim if CP check box is checked, then the Claim will be eligible for CP Split.
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None
<b>Use Case #4 - Extended warranty team to approve extended warranty coverage (HAVC-TCP-Only)</b>	
<b>Description</b>	Extended warranty team to approve extended warranty coverage
<b>Business Values</b>	Routing the claim to the correct team.
<b>Actors</b>	Processors
<b>Current Process/Functionality</b>	Not available

in TWMS

### Proposed Flow

All the claims with coverage type (extended warranty vs goodwill/cp) should be routed for Manual Review for Approvals. Extended warranty team should be the only team to approve extended warranty coverage. Hence the below mentioned Business Condition can be setup and send the claims for Manual Review Warranty Type is exactly EXTENDED.

Warranty Type is exactly EXTENDED

Create Business Condition

☐ Not

All of conditions be

☐ For Any

Claimed Items

☐ Applicable Policy

Warranty Type

is exactly

EXTENDED

Such claims will be routed for manual review to a particular Processor or a group of Processors. If any other user tries to Search the claim and try to Process it, then the following error will be displayed:

Process

De-Activate

Error: This is a Claim with Extended Warranty coverage. You are not authorized to process this claim.

CLAIM DETAILS

Claim Number:	W-20509328	Claim Type:	Machine
Claim Status:	on hold		
Request SMR:	No		
Retracted:	No		

Hence, only the Extended warranty team should be the only team to approve extended warranty coverage.

Assumptions and Dependencies

None



<b>Impact on existing BUs</b>	This will be applicable only for HVAC BU
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.10 CLAIM DETAILS

### 2.10.1 Requirements

CLM-CS-91	1	System should retrieve the customer information (Customer Name, Equipment Address) from the Product Term Registration for the unit serial #. If the unit is under base registration, these details should be updated back into the term registration records after processing of the claim
CLM-CS-119	1	Ability to manually pull preferred standard acknowledgement formats for Distributors and prepare various claim acknowledgements like Claim Acceptance, Payment, Send for Review, Denied, in those standard formats
CLM-CS-122	1	Provision to view history of changes made to the claim from the time of claim submission. It is preferable to have one entry for claim creation and the next for claim submission. Claim changes in draft mode need not be recorded.
CLM-CS-175	1	Limited data associated with historical claims will be migrated to Tavant for Trane Commercial. A read only view with this limited information to be displayed in Tavant for these historical claims only.

### 2.10.2 Functional Design - Use Cases

#### Use Case #1 - Claim Details

<b>Description</b>	Claim Details
<b>Business Values</b>	Claim Details page
<b>Actors</b>	Distributors, Internal Users
<b>Current Process/Functionality in TWMS</b>	

#### Proposed Flow

1. Distributor Information will be synced from R12.
2. System should retrieve specific customer information from coverage lookup information onto the claims screen (Ex: Serial #, Fail Date, Coverage Availability etc.) while user navigates to file a claim. This data queried in coverage lookup should be stored either as a part of claim or based on some reference number from the

Product Registration for the unit serial #. Perform HSM check on the Equipment Address obtained from Product registration.

3. If the unit is under base registration, then navigate to Warranty Lookup screen and follow the same logic mentioned in Install Base FS section 2.7.2
4. Ability to manually pull preferred standard acknowledgement formats for service providers and prepare various claim acknowledgements like Claim Acceptance, Payment, Send for Review, Denied, in those standard formats
5. Provision to view history of changes made to the claim from the time of claim submission. It is preferable to have one entry for claim creation and the next for claim submission. Claim changes in draft mode need not be recorded.
6. Limited data associated with historical claims will be migrated to Tavant for Trane Commercial. A read only view with this limited information to be displayed in Tavant for these historical claims only.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None

## 2.11 SYNC RELATED

### 2.11.1 Requirements

CLM-CS-167	1	Both price and cost are fetched on the current date
CLM-CS-168	2	Lock the price on the submission of the claim
CLM-CS-169	2	Both price and cost should be on the claim. Distributor should not see the cost.
CLM-CS-170	4	Prices will be retrieved from claim part table based on item number and source. This information will be fetched by Tavant. Same applies for Cost fetch also.
CLM-CS-26	5	Integration with P21 is required for work order number – similar to Wennsoft integration.
CLM-IT-02	6	Once the claim is approved notify Wennsoft with the claim number and amount approved on the claim.
CLM-CS-207	7	Retrofit/Field Modification claims must be allowed for Third Party (These accounts will be in R12 and will be synced into Tavant via the Customer Sync) to claim for labor.

### 2.11.2 Functional Design - Use Cases

#### Use Case #1 -

<b>Description</b>	Both price and cost are fetched on the claim submit date
--------------------	--

<b>Business Values</b>	Price and Cost fetch has to happen based on the claim submit date
<b>Actors</b>	TWMS System
<b>Current Process/Functionality in TWMS</b>	At present Tavant System is sending Warranty Claim Repair Date in the Price and Cost Fetch Request xml.

#### Proposed Flow

Claim Part Table does not store historical prices; always updated date will be stored.

EEA/ACCY/Buy Back

- Price fetch will be from R12
- Cost (reversal cost) will be fetched from CLTRNP
- Only Invoice number will be sent in the XML
- No date sent

Machine and Retrofit Claim

- Price fetch will be from CLTRNP
- Cost (reversal cost) fetch will be from CLTRNP
- Part Number and Part Source will be sent in the XML.
- No date sent

Vendor Recovery Cost

- Cost fetched from R12 for all types of Claims.
- The existing interface will be used for Vendor Cost Price , details are covered as part of the Cost Fetch FS .

Tavant should lock the part price on the claim during claim submission. (Meaning Once the price is tied to the claim, another look up for the price should not be done on claim processing).

Invoice number should be editable at the time of Claim Processing.

If Invoice Number is not changed, then the Price fetch will not be done.

<b>Assumptions and Dependencies</b>	These changes will be same for Price/Cost fetch from R12 and for CLTRNP as well
<b>Impact on existing BUs</b>	As these changes are configured at Business configuration no impact on other BU's
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	Complete details will be covered in Integration doc after the Integration deep dive.

#### Use Case #2 -

<b>Description</b>	Lock the price on the submission of the claim
--------------------	---

<b>Business Values</b>	Price and Cost needs to be happened for only one time
<b>Actors</b>	TWM System
<b>Current Process/Functionality in TWMS</b>	At present Price/ cost will be fetched when distributor user or processor validating the claims.

**Proposed Flow**

## 1. New System BU Configuration

- a. Name: Lock the Price and Cost fetch for Claim Submission
- b. Type: Boolean (Yes/No)
- a. Description: YES – Price and Cost fetch will happen only once on the Installed Part
- c. Section: None (not available on UI for warranty admin)
- d. Setup: Yes for HVAC TCP & Residential HVAC, No for the rest of the business units

Based on the BU Configuration Price fetch will happen only once on the Installed Part. If processor adding any new Part for that part only Price and Cost fetch will happen.

Both price and cost should be displayed on the claim to the Processors. Dealer should not see the cost.

<b>Assumptions and Dependencies</b>	These changes will be same for Price/Cost fetch from R12 and for CLTRNP as well
<b>Impact on existing BUs</b>	As these changes are configured at Business configuration no impact on other BU's
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	Complete details will be covered in Integration doc after the Integration deep dive.

**Use Case #4 -**

<b>Description</b>	Prices will be retrieved from claim part table based on item number and source. This information will be fetched by Tavant. Same applies for Cost fetch also.
<b>Business Values</b>	
<b>Actors</b>	TWM System
<b>Current Process/Functionality in TWMS</b>	

**Proposed Flow**

The Price/Cost Fetch will be done per below diagram. Logic based on Distributor Groupings will be required to determine where to fetch cost and price. This will have to be implemented in TWMS. Based on the logic the price and cost will be applied before calculating the claim amount. All price and cost will be fetched in US dollars and

converted in Tavant. Conversion date will be the claim submit date.

This will be common logic for CS and Parts.

#### EEA/ACCY/Buy Back

- Price fetch will be from R12
- Cost (reversal cost) will be fetched from CLTRNP
- Only Invoice number will be sent in the XML
- No date sent

#### Machine and Retrofit Claim

- Price fetch will be from CLTRNP
- Cost (reversal cost) fetch will be from CLTRNP
- Part Number and Part Source will be sent in the XML.
- No date sent

Logic for TCP Tavant BU with Price and Cost Fetch	Field in Claim_Part_Table			
Distributor Group Name	Price	Cost	Part Source	
Australia Independent	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
China Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Guam Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Hong Kong Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Indonesia Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Japan Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Korea Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Malaysia Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Philippines Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Singapore Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Taiwan Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Thailand Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Canada Company Owned Equipment & Contracting	NA	NA	NA	
Canada Company Owned Parts	PART_COST_US	PART_COST_US	R12PARTS	
Canada Company Owned Service	NA	NA	NA	
Canada Independent	PART_NET_US	PART_COST_US	R12PARTS	
Argentina Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Brazil Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Central America Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Chile Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Colombia Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Costa Rica Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Dominican Republic Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Mexico Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Panama Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Venezuela Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Africa Independent Distributors	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Bahrain Independent	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Belgium Independent	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Djibouti Independent	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to
Egypt Company Owned	PART_NET_US	PART_COST_US	All but R12ENA	If the item is assigned to



Claim Part Table  
Matrix for Distribut

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	Complete details will be covered in Integration doc after the Integration deep dive.

**Use Case #5 - Integration with P21—TBD**

<b>Description</b>	Integration with P21
<b>Business Values</b>	Integration with P21
<b>Actors</b>	System
<b>Current Process/Functionality in TWMS</b>	

**Proposed Flow**

1. 3rd party will log in to P21, and all the draft claims filed in the P21 system will be saved in P21 data base table.
2. In real time, P21 system will send all these draft claim information including work order number to Tavant system through Fusion middle ware.
3. This data will be validated in Tavant (For example entry rule validations) and response will be sent back to P21.
4. Tavant will receive draft claims from P21 system, this will be an interface where Tavant will be sending all the P21 claims information once the claims are submitted, processed and accepted for payment (credit/debit) to P21 system.
5. The logic and fields pertaining to P21 will be detailed on in the respective integration document

Tavant will have to send claim details for example Work Order number, Claim Number, Serial Number, Part Number, Claim Status, Claim Amount, Filed By, Credit Memo Number, Memo Date, Processed By etc., details to P21 system when these claims are paid. The Proposed interface is to handle the syncing process through Fusion

<b>Assumptions and Dependencies</b>	None
-------------------------------------	------

<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	Complete details will be covered in Integration doc after the Integration deep dive.

**Use Case #6 – Integration**

<b>Description</b>	Integration
<b>Business Values</b>	Integration
<b>Actors</b>	System
<b>Current Process/Functionality in TWMS</b>	Not Available

**Proposed Flow**

Tavant Warranty System is used for filing and processing warranty claims. Once the claims are processed and accepted for payment, the claim information needs to be sent to Oracle R12 for generating credit/debit memo against the distributor.

As per Trane requirements same details (credit Submission xml) will be sending to Wennsoft as well. This will be copy of the Credit submission xml which will be sent to Oracle R12.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	Complete details will be covered in Integration doc after the Integration deep dive.

**Use Case #7 – Comfort Site Third Party Sync (RS Only)**

<b>Description</b>	Third Party Sync
<b>Business Values</b>	Third Party Sync
<b>Actors</b>	System
<b>Current Process/Functionality in TWMS</b>	

## Proposed Flow

1. TAVANT is used as a front end for distributors to file warranty claims and delivery reports for machines. Customer sync enables the customer information mastered in IR ERP System(s) to be synced to Tavant and used for managing the warranty claims.
2. SSO will also be used to capture Third Party Account numbers that will be used
3. Third Parties will be synched to TWMS from SSO. Details are covered in the SSO integration Document.
4. Third Party will be captured only for claims which come from comfort Site
5. Third Party will not be able to file Draft Claim in ComfortSite(SSO) if there is no mapping with appropriate distributor in ComfortSite.
6. If Third Party does not exist in Tavant, Tavant will create it on the fly and route to a dummy appropriate distributor Queue.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	Complete details will be covered in Integration doc after the Integration deep dive.

## 2.12 UPLOADS

### 2.12.1 Requirements

CLM-CS-155	1,2,3	(RS Only) Provision to maintain a 3rd party exception list for first leg returns (3rd Party to Distributor return). Warranty administration can define 3rd party that are except from the mandatory return. Maintain 3rd Party in Tavant. Manually upload in Tavant (3rd Party upload) Can have exemption flag on Upload. This will be used to configure PRC.
CLM-CS-18	1	Upload draft claims through an excel template. Existing upload to be modified to handle Trane claims.
CLM-CS-42	1	Ability to support the following claim generation through the following sources: 1. Excel Upload 2. Manual claim creation through online Portal for Parts Center 3. P21?



		The system should capture the source of the claim and retain the same as a Claim data element
CLM-CS-22	3	A CSO can also select a Third Party to file a claim on behalf of the Third Party. The payment on such claim will be done to Third Party

### 2.12.2 Functional Design - Use Cases

Use Case # 1	2.12.3 Third Party Upload/ Maintenance
Description	Ability to upload third parties to TWMS through excel spread sheets
Business Values	Third party Dealers/Installers can be directly Uploaded into Tavant with this feature.
Actors	Warranty Admin
Current Process/ Functionality in TWMS	Third parties can be uploaded using customer upload like any other distributor. The following information is uploaded for a third party – Name, Number, Address and Site Number.

### Proposed Flow

1. (RS Only) Provision to maintain a 3rd party exception list for first leg returns (3rd Party to Distributor return).  
Warranty administration can define 3rd party that are except from the mandatory return.  
 Maintain 3rd Party in Tavant.  
 Manually upload in Tavant (3rd Party upload)  
 Can have exemption flag on Upload.  
 This will be used to configure PRC. CLM-CS-155
2. Ability to support the draft claim generation through the following sources: CLM-CS-42
  - i. Excel Upload
  - ii. Manual claim creation through online Portal for 3rd Party and ComfortSite and P21?
  - iii. The system should capture the source of the claim and retain the same as a Claim data element
1. A part of the third parties are sourced from R12 through customer sync. In addition to this some third parties are to be maintained within Tavant. Setup a mapping between business unit and the third party source.

Entity	Business Unit	Master Source
Third Party	RS HVAC	Tavant
Third Party	RS HVAC	Oracle R12

2. An option to upload third parties will be available for Warranty Admin on the upload management page.
3. The upload is mapped only with the HVAC business units
4. The following field will be available for third party upload

Field	Validations	Data Type	Description
Third Party Number	1. Mandatory 2. Unique across all 3rd parties for a given source	Text	Unique number for third parties mastered within Tavant
Third Party Name	Mandatory	Text	Third Party name as to be seen on Tavant User Interface.
Distributor Number	1. Mandatory 2. Valid distributor number existing in Tavant	Text	Preferred Distributor number for Third Party
Is Exempted	Optional Valid values are "Y" and "N" Default will be "N"	Text	Field indicates whether Third Party is exempted from part return (Leg-1). If third party is exempted the value should be entered as "Y". The default value is "N".
First Name	Optional	Text	First Name of contact Person for Third Party
Last Name	Optional	Text	Last Name of contact Person for Third Party
Address Line 1	Mandatory	Text	
Address Line 2	Optional	Text	
City	Mandatory	Text	
State	Mandatory	Text	
Country	Mandatory	Text	Country of the Third Party. The 2-digit country code as in Oracle. This is an ISO standard.
Zip Code	Mandatory	Text	
Phone	Optional	Text	
Fax	Optional	Text	
Email	Optional	Text	
Status	Optional Valid value could be "ACTIVE" / "INACTIVE"	Text	Status of Third Party. Default will be 'ACTIVE'

5. Excel template used for the upload. The template can be downloaded by clicking on the 'Third Party' link on the Upload Management page.



Template-ThirdParty  
Upload.xls

6. For any third party created from excel upload
  - a. Master = Tavant
  - b. Source = Upload
7. A combination of Third Party Number and Master is the primary key for third party.
8. If a third party number already exists for the master source, upload of that third party fails.
9. Validations

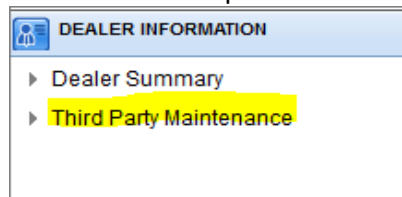
Field	Validation	Error Message
Third Party Name	Mandatory	Third Party Name is required
Third Party Number	Mandatory	Third Party Number is required
Distributor number	When provided, must be a valid distributor number which exists in Tavant and is associated with the BUs mapped with the master source (in this case both HVAC BUs are mapped to Tavant for Third Parties)	Preferred Distributor number not valid
Is Exempted	When provided must be 'Y' or 'N'	Is Exempted is not valid
Third Party Number	Third Party Number must not exist in Tavant for a given master source.	Third Party already exists

Impact on existing BUs	None Third Party upload is only mapped to HVAC business units. So the upload is not available for non HVAC business units.
Assumptions and Dependencies	This upload feature will be available only to the Warranty Admin
Business Priority	High
References/Expectations	None
Notes	None
<b>Use Case # 2</b>	<b>2.12.4 Warranty Admin for Third Party (RS Only)</b>
Description	Warranty admin must be able to update and manage third parties which are loaded to TWMS
Business Values	Warranty Admin will be able to Update Third party Dealers/Installers in Tavant

	with this feature
Actors	Warranty Admin
Current Process/ Functionality in TWMS	Not Applicable. Does not exist in TWMS.

### Proposed Flow

1. New System BU Configuration
  - a. Name: **Enable third parties**
  - b. Type: Yes/No
  - c. Description: Enable/disable the third party functionality
  - d. Section: None (not available on UI for warranty admin)
  - e. Setup: Yes for HVAC TCP & RS HVAC, No for the rest of the business units
2. A link labelled 'Third Parties Maintenance' to display the list of all third parties under the 'Dealer Information' tab of the left navigation menu. This is displayed
  - a. only for Warranty Admin and
  - b. only when the BU configuration 'Enable third parties' is set to 'Yes'



3. Clicking on Third Parties link will open a list of all third parties loaded to Tavant (where the third party source is mapped to the logged in user's business units)

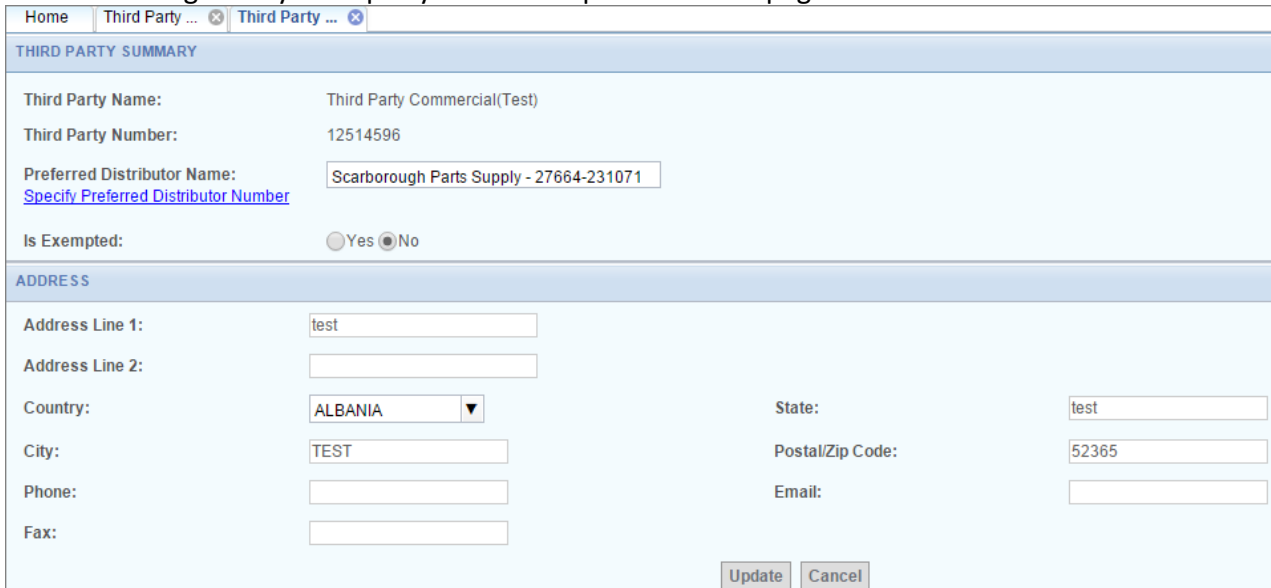
Download To Excel Refresh			
Third Pary Name	Third Party Number	Preferred Distributor Name	Is Exempted

- a. The complete list of fields displayed on the UI and those which are downloaded to excel have been listed in the table below.
- b. Business Unit will be displayed only if the logged in user belongs to multiple business units.

Field	For UI	For Excel	Sorting	Filtering
Business Unit	Yes	Yes	Yes	Yes
Third Party Name	Yes	Yes	Yes	Yes
Third Party Number	Yes	Yes	Yes	Yes
Preferred Distributor Name	Yes	Yes	Yes	Yes
Is Exempted	Yes	Yes	Yes	No
Address Line 1	No	Yes	-NA-	-NA-
Address Line 2	No	Yes	-NA-	-NA-
City	Yes	Yes	Yes	Yes

State	Yes	Yes	Yes	Yes
Country	No	Yes	-NA-	-NA-
Zip Code	No	Yes	-NA-	-NA-
Phone	No	Yes	-NA-	-NA-
Email	No	Yes	-NA-	-NA-

4. Double clicking on any third party listed will open the detail page in a new tab



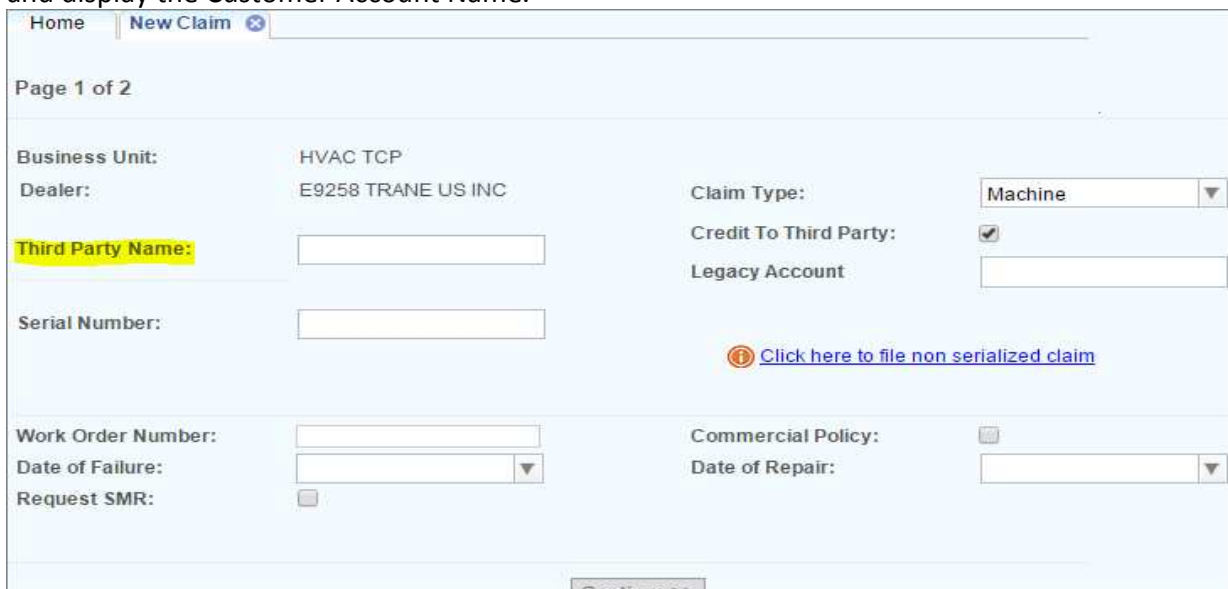
- a. Third Party Name/Number, , Source, Created By, Updated By & Updated On displayed in the header section as read only labels
- b. Address, Phone & Email can be updated
- c. Business Unit Mapping
  - i. All the business units associated with logged in admin user will be listed.
  - ii. 2 attributes 'Preferred Distributor' and 'Is Exempted' are displayed against each business unit. Both these fields are editable.
  - iii. Address, Phone & Email will be common for both the BUs.

Impact on existing BUs	None The functionality is enabled only for HVAC business units. Not applicable for non HVAC business units.
Assumptions and Dependencies	This feature will be available only to the Warranty Admin
Business Priority	Normal
References/Expectations	None
Notes	None
<b>Use Case # 3</b>	<b>2.12.5 Distributor to Select Third Party on Claim Submission</b>

Description	When a distributor files a draft claim in TWMS, Distributor must be able to select a Third Party contractor account number to be credited.
Business Values	This is done in order to credit a particular 3 <sup>rd</sup> Party.
Actors	Distributor
Current Process/ Functionality in TWMS	A distributor having a privilege to create a third party can select a third party while filing a third party claim. The claim is filed on behalf of the third party. All the rates (labor, travel etc.) and other configurations like PRC are setup for the third party. Payment to the third party is done offline and dummy credit note is created in TWMS.

### Proposed Flow

1. When a distributor files a draft claim in Tavant, the distributor will complete a lookup on the Enterprise Legacy Customer Account number that will populate the Oracle Account Number to credit on the claim and display the Customer Account Name.



Home | New Claim

Page 1 of 2

Business Unit: HVAC TCP  
 Dealer: E9258 TRANE US INC  
 Claim Type: Machine  
 Credit To Third Party: ☒  
 Legacy Account:   
 Third Party Name:   
 Serial Number:   
 Work Order Number:   
 Date of Failure:   
 Request SMR: ☐  
 Commercial Policy: ☐  
 Date of Repair:   
[Click here to file non serialized claim](#)

2. A cross-reference file between R12 and Legacy account information will be stored in Tavant. A file will be provided for Data Conversion and monthly updates.
  3. Legacy account will be an Auto Completer and it will be displayed only if Credit to Third Party check box is checked. In this case payment will be done to Third Party Legacy Account.
- This Functionality will be limited to designated distributor groups.

Impact on existing BUs	None The functionality is enabled only for HVAC business units. Not applicable for non HVAC business units.
Assumptions and Dependencies	A cross reference file will exist in TWMS.

Business Priority	High
References/Expectations	None
Notes	None

## 2.13 WARRANTY COVERAGE

### 2.13.1 Requirements

CLM-CS-39	1	During verifying coverage for a unit that's base registered, the user would give the Unit Serial #, address and the system should verify against HSM for zoning(if not checked already with HSM) and the home breakage date( if any) and then pick the appropriate coverage terms. The coverage terms should be updated back into registration if applicable. Warranty Lookup. This is same as IBM requirement.
CLM-CS-66	1	Ability to fetch and display whether the product has a valid coverage and its duration and flag off if no coverage exists.

### 2.13.2 Functional Design - Use Cases

#### Use Case #1 - Display Warranty coverage

<b>Description</b>	Display Warranty coverage
<b>Business Values</b>	Distributors will be able to view the actual coverage.
<b>Actors</b>	Distributors
<b>Current Process/Functionality in TWMS</b>	Not Applicable

#### Proposed Flow

1. Check if HSM check is required or not
  - i. Find the 1<sup>st</sup> & 6<sup>th</sup> segments of SIOP from the item master for the given serial number/model
  - ii. If BU=Residential HVAC and 1<sup>st</sup> Segment is 'RS HVAC', HSM is required
  - iii. If BU=HVAC TCP and 6<sup>th</sup> segment is in the HSM Lookup table, HSM is required
2. If HSM check is required
  - i. Capture equipment address – address line1, address line 2, city, state, country and zip code.
3. Proceed to Warranty Lookup and follow the same logic mentioned in Install Base FS section 2.7.2
4. Display Warranty coverage and flag off if No coverage exists.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Applicable only to HVAC BU
<b>Business Priority</b>	High

References/Expectation	Kindly refer Install Base FS for detailed information on HSM and logic.
Notes	None

## 2.14 RETROFIT CLAIMS - SETUP AND CONFIGURATIONS

### 2.14.1 Requirements

CLM-FM-01	1	Should be able to upload sales order number and model number on field modification non serialized field modification claims must be allowed Number of SN# affected & Fixed -will be displayed only for serial number level. If the campaign is set up on sales order for non-serialized, then number of SN# will remain 0. There are 3 types of field modifications CLM-FM-01 I. Mandatory II. Recommended III. Fix on Fail
CLM-FM-04	1	Configure which field modifications are available in the CSO (Distributors) pending queue. This would be a requirement to select or not select for all retrofits. If needed the default value would be to not be available in the queue. The CSO (Distributor) will still need to be able to file a field modification claim regardless of whether or not it is in their queue
CLM-FM-09	1	Upload template for Field Modification a. Addition of sales order to SN# b. Set up at Tavant Model -but this may change based on the mapping we do with Product Structure.
CLM-FM-10	2	Job Codes to be defined for specific campaign. Should be able to achieved using specify labor hours in campaign setup. This job code should not be assigned to any model. Should be able to specify a flat rate on a campaign job code
CLM-FM-07	3	When Field Modification has been configured to “notify Distributors” an email notification must be sent to the Distributors. <u>The Sold to Account will be used to trigger the emails to Distributors</u> <u>The Sold to Account field will be used from R12.</u> <u>CS-&gt; It will be done in the Inventory Transfer .</u>
CLM-FM-05	4	Warranty admin must be able to view and extract all the inventory items on a Field modification along with the CSO (dealer) name and status. (The change should be to add CSO name and status)
CLM-FM-08	4	Field modification need to have time limit where claim entry date is xx days after field modification end date where fail date is still in
CLM-CS-205	4	Provision to capture the specific financial budget, amount Utilized and associate to



campaign/Bulletin number for a warranty campaign. Not to show to these details on the claim.

Track the amount utilized by campaign warranty claims

### 2.14.2 Functional Design - Use Cases

#### Use Case #1 – Campaign Setup

<b>Description</b>	Campaign Setup
<b>Business Values</b>	Upload feature and Campaign Setup
<b>Actors</b>	Admin, Processor
<b>Current Process/Functionality in TWMS</b>	Currently in TWMS, there is only one type of Retrofit type – Mandatory. Sales Order Number option is not available.

#### Proposed Flow

Admin will setup the Retrofit Campaigns.

There can be 3 types of field modifications

- I. Mandatory
- II. Recommended
- III. Fix on Fail

In case campaign is setup as Mandatory campaigns, while Distributor is filing a normal machine claim the system will flag at the time of validation that a Retrofit claim will have to be filed first before the Material Claim is Filed. This should be a soft warning rather than a hard stop

Distributors will have to take appropriate action on Mandatory field modifications.

When there is an actual failure and if user files a warranty claim and if the serial # and the failure is same as that of campaign, then the system will automatically provide coverage under the Campaign.

Excel upload will be used to upload the affected Serial Numbers. In case of Non Serialized Machine Sales Order and Model number will be uploaded through the excel sheet.

Below will be the fields on the Upload Template:

Fields	Validation
Serial Number	Mandatory
Sales Order Number	Mandatory (If Serial number not provided)
Model Number	Mandatory (If SO number is provided)

Once the template is uploaded, other campaign parameters needs to be setup from the application, like Failure Information, Job Code, Causal Part, Replaced Parts, Vendor Contracts, etc.

<b>Assumptions and</b>	None
------------------------	------

<b>Dependencies</b>	
<b>Impact on existing BUs</b>	Retrofit Types will be applicable only to HVAC BUs. Upload changes will be applicable to all the BUs
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #2 – Job Code on Retrofit

<b>Description</b>	Job Code on Retrofit
<b>Business Values</b>	Job Codes on the campaign will be independent of any model
<b>Actors</b>	Admin, Processor
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

Admin should be able to define campaign specific job codes, labor hours-  
Admin should be able to select Job code from the list of Job Codes and this should not be assigned to any model.  
Job Code selection will be an auto completer box and it will list all the available Job Codes. This field will accept only valid Job codes and field is not a free text.



SERVICE PROCEDURES	
Specified Job Code	Specified Labor Hours
OO-570-TU	2

Add Row

Admin will also be able to specify Labor Hours on a campaign setup. This can be edited at any point of time.

**Specified Labor hours will not be displayed to Distributors**

Calculations:

If Specified Labor Hour = 2

Distributor Labor Rate = 56

Then the total Labor Amount Payable will be \$112.

If Distributor belongs to some other currency, then this dollar amount will be converted to Distributors currency.

#### BU Flag:

There will a Boolean flag 'HVAC Specific Labor Calculation on Retrofit setup'.

If this is set as YES – Admin will be able to specify campaign specific job codes, labor hours and Labor Rates will be Distributor specific.

If NO – job Code will be model specific and Labor Rates will be Distributor specific

<b>Assumptions and</b>	None
------------------------	------

<b>Dependencies</b>	
<b>Impact on existing BUs</b>	There will a Boolean flag 'HVAC Specific Labor Calculation on Retrofit setup'. If this is set as YES – Admin will be able to specify campaign specific job codes, labor hours and Labor Rates will be Distributor specific. If NO – job Code will be model specific and Labor Rates will be Distributor specific
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

#### Use Case #4 - Download to excel and Financial Budget functionality

<b>Description</b>	Download to excel and Financial Budget functionality
<b>Business Values</b>	Admin/Processors can down all the inventories with status and CSO name to excel. Admin will be able to keep track of proposed and actual budget of the campaign.
<b>Actors</b>	Admin, Processor
<b>Current Process/Functionality in TWMS</b>	Not Applicable

#### Proposed Flow

On the Retrofit Campaign, Admin will be able to download all the inventories.

[VIEW AFFECTED ITEMS](#)

Total Serial Numbers Affected: 233

Total Serial Numbers Fixed: 170

Download To Excel

Upon clicking on 'Download to Excel' button all inventories along with CSO name will be downloaded to excel. 'Field Modification Complete' is the column which shows the completeness of the inventory. If a Retrofit claim is filed on the Machine, then the status will change to Complete.

Below is the screen shot of the downloaded excel:

	A	B	C	D	E	F	G
1	CSO(Distributor)	Serial Number	Description	Make	Model	Status	Field Modification Complete
2	Scarborough Parts Supply	A001065402	CSR40-520 INACT	HVAC TCP	CSR	Active	PENDING
3	Scarborough Parts Supply	01829K2289	SYSTEM CRR 40 INACT 2/1	HVAC TCP	CRR	Active	PENDING
4	Scarborough Parts Supply	A001065338	CSR40-520 INACT	HVAC TCP	CSR	Active	PENDING
5	Scarborough Parts Supply	A001065351	CSR40-520 INACT	HVAC TCP	CSR	Active	COMPLETE
6	Scarborough Parts Supply	A001065334	CSR40-520 INACT	HVAC TCP	CSR	Active	COMPLETE
7	Scarborough Parts Supply	02829K1320	SYSTEM CRR 40 INACT 2/1	HVAC TCP	CRR	Active	PENDING
8	Scarborough Parts Supply	E001012383	MAGNUM - 538	HVAC TCP	MAGNUM	Active	PENDING
9	Scarborough Parts Supply	02829K1312	SYSTEM CRR 40 INACT 2/1	HVAC TCP	CRR	Active	COMPLETE
10	Scarborough Parts Supply	02829K1170	SYSTEM CRR 40 INACT 2/1	HVAC TCP	CRR	Active	COMPLETE
11	Scarborough Parts Supply	A001065171	CSR40-520 INACT	HVAC TCP	CSR	Active	COMPLETE

Any Campaign setup should have a time limit on the claim entry date. A new field 'No. of days claim can be entered after End Date' will be available at the time of Campaign setup. Admin will provide the number of days in the text box. This can be edited/modified any time.

If claim entry date is outside the configured XX days, then the user will not be able to file a Retrofit claim.

If the claim entry date is within the configured number of days and Fail date is with the campaign Start and End date then claim can be filed.

'No. of days claim can be entered after End Date' field is non mandatory. Days will be considered only if provided. Else there will not be any limit on the claim entry.

Step 1 of 2

**RETROFIT INFO**

Retrofit Code:

Retrofit Class:

Start Date:

End Date:

Retrofit Description in English(US):

No. of days claim can be entered after End Date

(4000 characters left)

Every campaign will have a proposed Financial Budget. This will be captured on the Campaign Setup. 'Financial Budget' field will be a free text field without any logic on it. This field will accept only digits. This can be edited later point of time as well.

'Amount Utilized' field will be introduced on the campaign setup. This will be a non-editable field. This field will display the total amount utilized, i.e. sum of Claim Amount of all the claim of this campaign. This is to track the amount utilized by campaign warranty claims. Every time a Retrofit claim is Approved and Paid by processor, this field will be updated.

Both these fields will not be displayed to any user on the claim. Only Admin can view this on the campaign setup.

Home | Field Modif... | [Search Bar]

Step 2 of 2

Retrofit Code:	500	Retrofit Class:	VENDOR
Start Date:	01/01/2010	End Date:	12/31/201
Retrofit Description	FIELD MODIFICATION FOR NEW REV 2 ENGINE		
Financial Budget	332314		
Amount Utilized	26605		

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Applicable for all the BUs
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.15 RETROFIT CLAIMS - SUBMISSION AND PROCESSING

### 2.15.1 Requirements

CLM-CS-206	1	Trane wants to direct the CSO (dealer) takes appropriate action on Mandatory field modifications. The other 2 categories Recommended & Fix on Fail are not mandatory and need to provide coverage when there is an actual failure.
CLM-FM-02	1	Enter the sales order number. A list of serial numbers and models on that sale order which have pending field mods to be displayed in a popup. A serial number or a model can be selected. So an FMC should be allowed on non-serialized items as well.(Sales order number will also be tied to the Field Modification set up Page).
CLM-FM-03	2	When a field mod claim is filed all the replaced parts setup on the field mod must not be defaulted on the claim. Instead the Distributor must be provided an option to select appropriate ones.
CLM-CS-60	2	Ability to display labor rate onto the claim based on the dealer information for users with LoA setup. This should be based on failure date on the claim (ONLY FOR CAMPIAGN CLAIM TYPE)
CLM-CS-104	3	In case the user files for a warranty claim for a serial # and the failure covered is same as that of campaign, then the system should automatically change the claim type to Campaign claims in the background & not visible to claim filer
CLM-FM-06	3	Warranty processor must be allowed to reopen FMC. But the CSO (dealer) is not allowed to resubmit/appeal on a closed (accepted/rejected) FMC.

## 2.15.2 Functional Design - Use Cases

### Use Case #1 – Sales Order number – HVAC-TCP-Only (RS will not use sales order number)

<b>Description</b>	Filing Retrofit claim with Sales Order number
<b>Business Values</b>	If user does not know the serial number, they can still file claims with sales order number.
<b>Actors</b>	3 <sup>rd</sup> Party, Distributors
<b>Current Process/Functionality in TWMS</b>	Not Available

#### Proposed Flow

Enter the sales order number on the claim page1. A list of all serial numbers and models on that sale order which have pending field mods will be displayed in a popup. A serial number or a model can be selected. So an FMC should be allowed on non-serialized items as well. (Sales order number will also be tied to the Field Modification set up Page). This is for mandatory type.

Note: HVAC TCP needs to have the ability to credit a 3<sup>rd</sup> Party Contractor on Retrofits Claims as well. There will be check box on Claim Page1, similar to a machine claim proposed in section 2.12.5

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	Applicable only to HVAC BU
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

### Use Case #2 – replaced parts setup

<b>Description</b>	Replaced parts setup
<b>Business Values</b>	Distributor will be selecting the correct and actual part which has failed
<b>Actors</b>	Distributors
<b>Current Process/Functionality in TWMS</b>	Currently all the parts on the Campaign will be defaulted to the claim.

#### Proposed Flow

When a Retrofit claim is filed, all the replaced parts setup on the campaign must not be defaulted to the claim. There will be a check box on the campaign “List the Components Section to Claim”  
If Check box is checked, then all the parts from will campaign will be displayed on the claim.  
Else Distributor will have to manually select appropriate parts from the Auto Completer list on the claim.  
All the Parts will be available on the auto completer (Parts from campaign and other normal parts as well).

There will new BU Flag to control the check box which is on campaign setup:

“Retrofit setting for Components Replaced section” – Yes/No

If Yes, then the check box “List the Components Section to Claim” will be checked by default.

If No, check box “List the Components Section to Claim” will be unchecked by default.

For HVAC this will be set as No.

For other BUs this will be set as Yes.

Ability to display labor rate onto the claim based on the dealer information for Processors. This should be based on repair date on the claim which has been setup by Admin in the Flat Rates.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	This will not be any impact on other BU. New BU Flag to control this check box: “Retrofit setting for Components Replaced section” – Yes/No If Yes, then the check box will be checked by default. If No, check box will be unchecked by default. For HVAC this will be set as Checked For other BUs this will be set as Unchecked
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

### Use Case #3 – Coverage under Retrofit Contracts (RS Only)

<b>Description</b>	Coverage under Retrofit Contracts
<b>Business Values</b>	Business can achieve Fix on Fail type of Field Modification
<b>Actors</b>	3 <sup>rd</sup> Party, Distributors
<b>Current Process/Functionality in TWMS</b>	Not Available

### Proposed Flow

In case the user files for a warranty claim for a serial # and the failure covered is same as that of campaign, then the system will consider this as Retrofit Claim and provide coverage under Retrofit Contracts.

Warranty processor will be allowed to reopen a Closed Retrofit Claim.

However a Distributor will not be allowed to resubmit/appeal on closed (accepted/rejected) Retrofit Claims.

<b>Assumptions and Dependencies</b>	None
<b>Impact on existing BUs</b>	This will be applicable only for HVAC BUs.

<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 2.16 MOBILE DEVICE

### 2.16.1 Requirements

CLM-CS-17	1	Enter a draft claim from a mobility device
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### 2.16.2 Functional Design - Use Cases

#### Use Case #1 - Draft claim from mobile device

<b>Description</b>	Draft claim from mobile device
<b>Business Values</b>	Ease to the users to file Draft claim from a mobile device.
<b>Actors</b>	3 <sup>rd</sup> Party, Distributors, Processors, Amin, etc
<b>Current Process/Functionality in TWMS</b>	Currently users can get on to Tavant application through a mobile device, but can do only Searches, like Inventory search, Claim search, etc

#### Proposed Flow

As per Trane requirement, Tavant claim pages must be mobile compatible, and the existing claim page should support a Tablet or Mobile

<b>Assumptions and Dependencies</b>	Same as dealer API
<b>Impact on existing Bus</b>	Applicable to all the BUs
<b>Business Priority</b>	High
<b>References/Expectation</b>	None
<b>Notes</b>	None

## 3 NEED CLARIFICATION

Tavant Requirement Code	Business Requirement	Comments
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CLM-CP-01	CSO (dealer) are not allowed to resubmit or appeal a closed claim (accepted/rejected) of any type.	All Distributors will be able to resubmit or Appeal a Claim only Once. This will be configurable in Tavant .
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## 4 CLAIM APPROACH IN TAVANT

### INTRODUCTION

This document summarizes the changes required by Tavant to remove Claim Type “Parts” and Non Serialized Claims for HVAC and the logic to identify the Business Unit in Tavant when the claim is entered in TWMS.

It also talks about the Impact on the below requirements pertaining to Parts Claim and Accessories and how will these be handed in TWMS.

CLM-CS-19	Should not be allowed to file a parts claim on a serialized part which is associated with a serialized machine. Parts claim to be allowed on serialized/non-serialized parts which have been synced as part of install base sync.
CLM-CS-15	On parts claims installed on non-serialized host, update the label (claim page1) from ‘Base Model Name’ to ‘Model’
CLM-CS-16	When a parts claim is filed with a host machine (serialized/non-serialized) and the coverage on the host machine covers the part as well – then the system should not allow the submission of parts claim. Indicate the user to file a machine claim.

### CLAIM PAGE 1 LOGIC

Tavant will remove Claim Type “Parts” from the Claim Types and only the below Claim Types will be applicable.

- Machine
- Retrofit.

**Note:** Parts/ Machine and Non Serialized Part/Machine will all be filed as Machine Claims in Tavant

### Machine Claim

- Tavant will need to have a flag on Claim Page to identify if a sales order number was entered or a serial Number was entered. (Use the check box)

- Sales Order Number will only auto populate CS Sales Order numbers

- Serial Number will auto-populate for Both BU's (Serial Numbers for Parts and Units should be unique across both BU's)

- Model Number will be autocomplete. (Used to limit search results on Sales Order Number popup)

On Click of Continue -> System Logic Below.

```
If(Serial_Number_Entered){  
    if(Is Serial Number in RS BU is true){  
        BU = HVAC-RS  
    }  
    else if (Is Serial Number in CS BU is true){  
        BU= HVAC-TCP  
    }  
    else {  
        Error - Invalid Serial Number  
    }  
}  
Else if(Model_Number_Entered){  
    BU = HVAC-RS  
}  
Else  
{  
    // Block will be executed only when Sales Order Check box is True  
    if(Sales Order Number in HVAC-TCP){  
        BU= HVAC-TCP  
    }  
    else {  
        Error - Sales Order Number  
    }  
}
```

Screen Shots

[Home](#)
[New Claim](#)

Page 1 of 2

Business Unit:  
Dealer:

Thermo King TSA  
TK DALLAS TX (43787-783104)

Claim Type:  
Machine

Serial Number:

Model Number:

☐ Sales Order Number:

Continue >>

Page 1 will be shown as below if BU is not known By Tavant

Select Inventory Items							
<input type="checkbox"/>	Serial Number	Model	Year	Owner Company Name	Item Condition	Dealer Number	Manufacturing Site
<input type="checkbox"/>	0001001976	B085 12V	2006	SIGMA ALIMENTOS, S.A. DE C.V.(10012832-13902)	NEW	312451-783108	BCN
<input type="checkbox"/>	0001001977	PartModel	2006	CADENA COMERCIAL OXXO(10038162-13902)	NEW	312451-783108	BCN
<input type="checkbox"/>	<input type="text"/>	B085	2007	OSSIES FISH MARKET(10083624-13047)	NEW	84009-783970	BCN
<input type="checkbox"/>		PartModel	2007	FRESH CATCH(10083426-13884)	NEW	312445-783669	BCN

Select

Page 1 Popup Based on Sales Order number will consist of all Items tied to the Unit (Machine Serialized/Non Serialized and Part Serialized/Non Serialized)

HVAC.TCP

Page 1 of 2

Business Unit:	HVAC TCP		
Dealer:	TK DALLAS TX (43787-783104)	Claim Type:	Machine ▼
<input checked="" type="checkbox"/> Sales Order Number:	6162_sequence1_mfg		

Serial Number	Item Number	Product	Model
<a href="#">0001001975</a>	10205537	VP TRUCK	B085
<a href="#">0001001976</a>	10205537M	VP TRUCK	B085 12V
<a href="#">0001001977</a>	10205537M	VP TRUCK	B085 12V
<a href="#">0001001979</a>	10205537	VP TRUCK	B085

Credit To Third Party	<input type="text"/>	<input type="text"/>
Job Name:	<input type="text"/>	Service Call Number: <input type="text"/>
Is Commission:	<input type="checkbox"/>	Commercial Policy: <input type="checkbox"/>
Work Order Number:	<input type="text"/>	Date of Failure: <input type="text" value="▼"/>
Repair Date:	<input type="text" value="▼"/>	

Continue >>

## HVAC-RS

Page 1 of 2

Business Unit:	HVAC RS		
Dealer:	TK DALLAS TX (43787-783104)	Claim Type:	Machine ▼
Serial Number:	6162_sequence1_mfg		

Is Accessory:	<input type="checkbox"/>	Model Number:	<input type="text"/>
Commercial Policy:	<input type="checkbox"/>	Commercial Policy Reason:	<input type="text" value="▼"/>
Is Equipment Exchange:	<input type="checkbox"/>	Authorization Number:	<input type="text"/>
Work Order Number:	<input type="text"/>	Date of Failure:	<input type="text" value="▼"/>
Repair Date:	<input type="text" value="▼"/>		

Continue >>

## CLAIM PAGE 2

### Multi Claim – Machine Claim

```

If(Claim is MultiClaim){
    Do Not Show OEM PART SECTION/ Replaced Installed
} else {
    Show OEM PARTS REPACED SECTION/ NON-OEM PARTS/LABOR and TRAVEL INFO
    - (Business will set up Business rules to flag labor and parts on same
      claim)
}

```

Note: NO OEM Parts Section applicable for multi claims

### IMPACT AND APPROACH TO HANDLE THE REQUIREMENTS ON PARTS CLAIM

The below requirements are tied to Parts Claim

<u>CLM-CS-19</u>	<u>Should not be allowed to file a parts claim on a serialized part which is associated with a serialized machine. Parts claim to be allowed on serialized/non-serialized parts which have been synced as part of install base sync.</u>
<u>CLM-CS-16</u>	<u>When a parts claim is filed with a host machine (serialized/non-serialized) and the coverage on the host machine covers the part as well – then the system should not allow the submission of parts claim. Indicate the user to file a machine claim.</u>

If the claim is tied to a part line item in Page 1, Tavant will populate a new Field “Unit Serial Number” on Claim Page 2.

This new field will populate only if there is a part line item on Claim Page 1.

This field will auto populate all machine serial numbers this will be exposed to the business rules and business can use it appropriately. This will be an Auto Complete which will populate only Machine Serial Number tied to the BU on the claim.

Claim Initiator will be set up as an Additional Attribute set up by the warranty admin and can be captured on Claim

Page 2

Accessory Claims / EEA's and Buy Back

Tavant will create a new LOV labeled "Transaction Type"

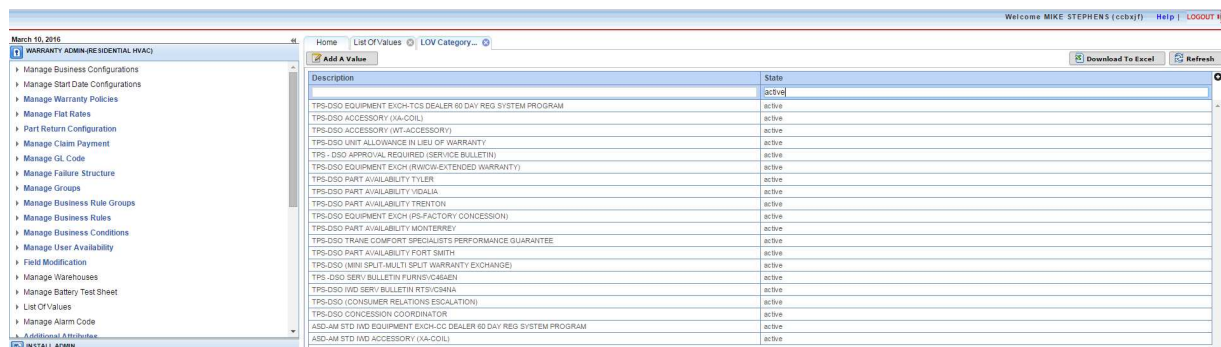
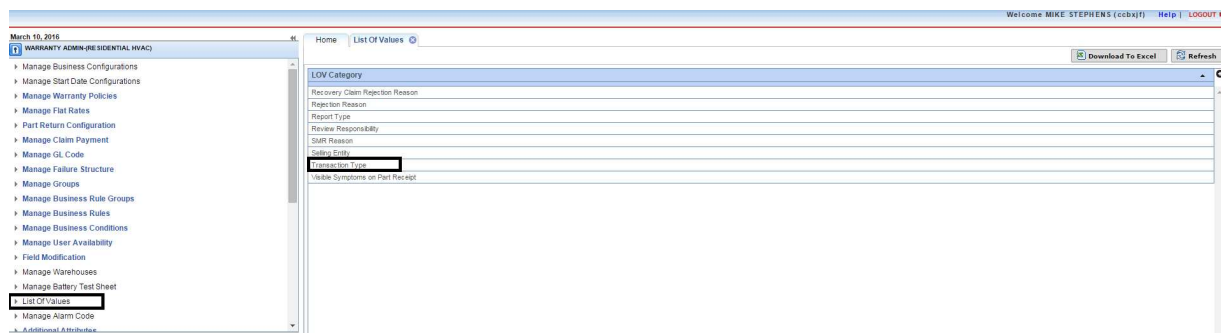
Tavant will show this new Field on Claim Page 1 only if Buy Back / Equipment Exchange or Accessories is checked.

Tavant will not show the check box Accessory for Specific Distributor Groups .

EEA and Buy Back Check box will be shown based on specific roles

Tavant will use this field as extra criteria on the GL set up to tie the appropriate GL code to the appropriate line item on the Claim.

Screen Shots pertaining to these fields



This LoV list can be managed by the admin.

Home New Claim

Page 1 of 2

Business Unit: Residential HVAC  
 Dealer Name: [Specify Dealer Number](#) E9258 TRANE US INC 27  
 Claim Type: Machine

Serial Number:   
 Model Number:

Is Accessory: ☒  
 Commercial Policy: ☐  
 Work Order Number:   
 Repair Start Date:   
 Equipment Exchange: ☐  
 Request SMR: ☐

Transaction Type: --Select--  
 Date of Failure:   
 Repair End Date:

Continue >>

Note : Buy Back check box will be an additional field on the screen and can be triggered based on a specific role.

Home New Claim

Page 1 of 2

Business Unit: Residential HVAC  
 Dealer Name: [Specify Dealer Number](#) E9258 TRANE US INC 27  
 Claim Type: Machine

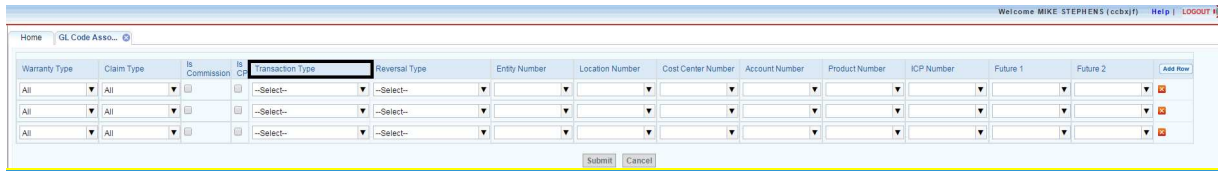
Serial Number:   
 Model Number:

Is Accessory: ☒  
 Commercial Policy: ☐  
 Work Order Number:   
 Repair Start Date:   
 Equipment Exchange: ☐  
 Request SMR: ☐

Transaction Type: --Select--

- Select--
- ASD - AM STD IWD APPROVAL REQUIRED (SERVICE BULLETIN)
- ASD-AM STD IWD (MINI SPLIT-MULTI SPLIT WARRANTY EXCHANGE)
- ASD-AM STD IWD ACCESSORY (XA-COIL)
- ASD-AM STD IWD CONCESSION COORDINATOR
- ASD-AM STD IWD EQUIPMENT EXCH (PS-FACTORY CONCESSION)
- ASD-AM STD IWD EQUIPMENT EXCH (RWICW-EXTENDED WARRANTY)
- ASD-AM STD IWD EQUIPMENT EXCH (WT-ACCESSORY)
- ASD-AM STD IWD EQUIPMENT EXCH-CC DEALER 60 DAY REG SYSTEM PROGRAM
- ASD-AM STD IWD PART AVAILABILITY FORT SMITH
- ASD-AM STD IWD PART AVAILABILITY MONTERREY
- ASD-AM STD IWD PART AVAILABILITY TRENTON
- ASD-AM STD IWD PART AVAILABILITY TYLER
- ASD-AM STD IWD PART AVAILABILITY VIDALIA
- ASD-AM STD IWD UNIT ALLOWANCE IN LIEU OF WARRANTY
- ASD-AM STD IWD(CONSUMER RELATIONS ESCALATION)
- TPS - DSO APPROVAL REQUIRED (SERVICE BULLETIN)
- TPS - DSO SERV BULLETIN FURNSVC46AEN
- TPS-DSO (CONSUMER RELATIONS ESCALATION)
- TPS-DSO (MINI SPLIT-MULTI SPLIT WARRANTY EXCHANGE)
- TPS-DSO ACCESSORY (WT-ACCESSORY)
- TPS-DSO ACCESSORY (XA-COIL)
- TPS-DSO CONCESSION COORDINATOR

Continue >>



## 45 EXISTING FEATURES IN TWMS

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

Tavant Requirement Code	Business Requirement	Type	Applicability
CLM-CP-02	When additional information is required from the dealer the claim can be forwarded to the CSO (dealer) and the CSO (dealer) must reply only by adding comments. CSO (dealer) should not be allowed to make any changes to the claim	Exists	Commercial
CLM-CP-03	A claim forwarded to CSO (dealer) for more information will be automatically rejected if the CSO (dealer) does not respond in 25 days.	Exists	Commercial
CLM-CP-04	Warranty claim to be processed and viewed in CSO (dealer) currency. Interactions with ERP for price fetch and credit submission will be in CSO (dealer)'s currency.	Exists	Commercial
CLM-CP-05	Warranty admin will setup LOA schemes and claims will be routed to these LOA schemes when manual review is required.	Exists	Commercial
CLM-CP-06	The ability to specify the CP% on a claim and send the claim for CP advisor is not required.	Exists	Commercial
CLM-CS-08	Capture Diagnostic hours and Mobilization hours separately. This is to be paid at labor rate. Labor split can be used to split the labor across these labor categories.	Exists	Commercial
CLM-CS-14	Must be able to setup a validation rule to check that if there are installed parts there is at least 1 replaced part. The check to be applied for certain items groups. an installed part has a corresponding replaced part. The check to be applied for specific item groups.	Exists	Residential
CLM-CS-100	Depending on the service bulletin terms setup, the system should allow only specific parts, labor on the claim for the claim filer. (Ex: if Miscellaneous charges are not covered, then user should not be able to enter these charges on a claim)	Exists	Residential



CLM-CS-101	Upon completion of claim processing on a retrofit claim, the system should update the bulletin setup in Tavant to ensure that the unit serial # cannot be again claimed for the same repair/bulletin	Exists	Residential
CLM-CS-102	Ability to validate that the failure date on a retrofit claim is between bulletin start date and bulletin end date	Exists	Residential
CLM-CS-103	Ability to create Shipped Product Defect claim that are allowed only for specific failures ( Compressor product @ 4 hrs and refrigerant leak @ 2 hrs). Such claims would allow only specific claimables as per rules	Exists	Residential
CLM-CS-106	Ability to process monetary concession claim where IR reimburses dealer with a partial cost as the end product did not live upto the quality expectations. Such claims would have its own service bulletin that needs to be referenced in the claim	Exists	Residential
CLM-CS-108	Ability for a premium dealer to directly file a parts concession claim instead of going through FSR (subject to rules around the parts concessions allowed)	Exists	Residential
CLM-CS-110	Ability to access & display records in the system based on logged in user's organization and access rights	Exists	Residential
CLM-CS-111	Provision to Deny / Reject a claim with the appropriate Reason code	Exists	Residential
CLM-CS-112	System to allow for rule definition and classification so as to enable case based processing of claims received from all sources. Examples of classification are: Coverage rules, Ledgers and GL String rules, Auto pay rules, RMA rules	Exists	Residential
CLM-CS-114	Ability to post deviations from claim rules on parts, labor, other charges, other claim elements like coverage, failure code, Primary Causal Part, Claim type in the Claim internal comments to support claim processors reviewing the claim.	Exists	Residential
CLM-CS-115	Ability to support an Auto Pay matrix based on Claim data elements.	Exists	Residential
CLM-CS-116	Ability to identify claims that meet the Auto pay rule matrix and process the same through to "Payment requested / Paid" status.	Exists	Residential
CLM-CS-118	Ability to send for manual adjudication on claims when a processor sends back a claim to claim filer for data correction and filer resubmits the claim or agent submits the claim on behalf of claim filer	Exists	Residential
CLM-CS-12	Claim processors must be able to view the draft claims but should not be allowed to modify or submit the draft claim.	Exists	Commercial

CLM-CS-120	Provision to generate acknowledgements to claim filers on a periodic basis (e.g.) weekly along with details of the specific claims and their statuses.	Exists	Residential
CLM-CS-121	System should be able to generate adhoc acknowledgments on claims at any time during their processing when requested manually by adjudicators	Exists	Residential
CLM-CS-123	System should be able to identify the claims those cannot be auto paid and skip them through the Auto Pay rules and send them for further reviews	Exists	Residential
CLM-CS-125	Ability to allow the Distributor to Retract the claim. Where they can modify claim details other than Serial number and Claim type.	Exists	Residential
CLM-CS-126	Ability to view Parts Markup (% and currency value for Service Provider, if applicable) at part line item level for the adjudicator.	Exists	Residential
CLM-CS-127	Ability to tag Adjudicator's comments & reasons while approving or denying the claims in the system. This should be visible to the claim filer	Exists	Residential
CLM-CS-128	Ability to pick the reasons for adjudicators action through a specific list of values	Exists	Residential
CLM-CS-13	A draft claim which has not been updated for more than 180 days will be deleted automatically	Exists	Commercial
CLM-CS-130	After the claim is paid or denied, there should not be any change to the information recorded.	Exists	Residential
CLM-CS-131	Provide a facility to the Concession Approver to validate and approve / reject Policy claims.	Exists	Residential
CLM-CS-132	Ability to capture reliability critical data in separate fields instead of free text narrative to enable claim data analysis for reliability. The set of data elements that need to be captured would depend on the Model # and the failed component.	Exists	Residential
CLM-CS-134	Ability to trigger alert at the time of RMA receipt if there are any alert for the received part.	Exists	Residential
CLM-CS-136	When a user(warranty analyst or administrator) navigates from a claim to Product registration, the system should retrieve the details of the product registration for that component .	Exists	Residential
CLM-CS-137	Provision to identify new values in the claim parameters (data elements) that uniquely identify a GL string through an indicator so that a rules administrator can evaluate whether it necessitates a new rule / rule update.	Exists	Residential
CLM-CS-138	The system should allow the user(Warranty Analyst or Administrator) to request an Return Material Authorization(RMA) on a claim that is pending for review	Exists	Residential

CLM-CS-139	Provision to edit the details of the parts return receipt RMA and returned parts irrespective of claim status.	Exists	Residential
CLM-CS-140	Provision to define the RMA with a claim reference	Exists	Residential
CLM-CS-141	If a processor approves a claim that is under processing and RMA has been issued for that claim, the claim is moved to the appropriate next status (e.g.) 'Payment Requested'. The system should have the ability to allow the user to edit the RMA on this claim and record the analysis.	Exists	Residential
CLM-CS-142	Provision to print an RMA in a predefined format.	Exists	Residential
CLM-CS-143	Provision to allow the user to mark the 'Attn. To' on the RMA and have th same printed on the RMA.	Exists	Residential
CLM-CS-144	Provision to manually send an email of the soft copy of the RMA print version.	Exists	Residential
CLM-CS-145	Provision to attach images and instruction notes for specific Failure codes and allow the users to click on the same to assist in the diagnostics.	Exists	Residential
CLM-CS-146	Ability to setup the Financial responsibility to correctly assign the claims.	Exists	Residential
CLM-CS-147	When the user selects the Unit Serial number, the 'failure codes' associated with that Model family / Model # linked to the unit serial number should be loaded in the Failure Code dropdown list.	Exists	Residential
CLM-CS-149	Provision to set up rules based claim manual review workflow routing to have different workflow routes for different business scenarios.	Exists	Residential
CLM-CS-150	Provision to associate a user / role with an LoA with respect to claim approval.	Exists	Residential
CLM-CS-151	In the event that a user does not have the requisite LoA for claim approval, the claim should be automatically routed to the next level user in the workflow routing for approval until it reaches the requisite LoA.	Exists	Residential
CLM-CS-153	Claims that do not qualify for auto payment and that are routed for manual review should not move to a payment requested / paid status until approved by a claims adjudicator.	Exists	Residential
CLM-CS-154	For all parts that have a mandatory parts return flag tagged to them, the system should not allow the claim to move to a payment requested / paid status until there is a confirmation of the parts return receipt, subject to setup on parts return configuration setup.	Exists	Residential
CLM-CS-157	Depending on the claim approval / rejection, the system needs to change the claim status appropriately to either 'Payment requested' or 'Denied' correspondingly.	Exists	Residential

CLM-CS-158	Provision to cancel a submitted claim based on a request from a claim filer. Claim status to be changed accordingly	Exists	Residential
CLM-CS-159	Provision to record a claims appeal made by a claim filer	Exists	Residential
CLM-CS-160	Provision to reverse a processed claim. (Payment request pending / Paid claims)	Exists	Residential
CLM-CS-163	Provision to capture a reason code whenever the adjudicator approves an amount lesser than the claimed amount (parts / labour / miscellaneous charges).	Exists	Residential
CLM-CS-174	Supplier Recovery claim cost – To use the part purchasing price. Trane to verify from where to fetch the cost	Exists	Commercial
CLM-CS-178	If part is not received within X days of claim date, then auto-deny the claim - subject to parts return configuration setup	Exists	Residential
CLM-CS-179	Only approved replacement components/parts for the specific model in question may be used in a claim.	Exists	Residential
CLM-CS-184	Provision to identify the incident count for a claim and also associate with the original claim # if a claim incident count is set to 0.	Exists	Residential
CLM-CS-187	20. Claims must be initiated in the warranty system in a 'Draft' status at minimum within 30 (X) days of the equipment failure. This would be entry validation rule that defines what would happen next.	Exists	Residential
CLM-CS-188	All appealed / resubmitted claims require manual review and allow only once per claim	Exists	Residential
CLM-CS-194	Processor should be able to update the "installed part" section before accepting the claim <ul style="list-style-type: none"> <li>• Remove/Add item</li> <li>• Deny by line item</li> <li>• Update payment section</li> </ul>	Exists	Discovery Sept-2015
CLM-CS-195	1. Reminders/email notification =It will be back to "submitting" entity (distributor). CLM-CS-195 <ul style="list-style-type: none"> <li>• Notification back to distributor for 2nd leg return users tied up with distributors, who have signed up for email notifications.</li> </ul>	Exists	Discovery Sept-2015
CLM-CS-196	1. Set up a dummy part called 'Unknown' and the Distributor can select this as the causal part when the actual causal part is not known to the Distributor.	Exists	Discovery Sept-2015
CLM-CS-21	Do not show price for claims in history if CSO(Dealer) other than who entered claim views claim history	Exists	Commercial

CLM-CS-23	<p>When a similar repair is done on more than one unit at the same location</p> <ul style="list-style-type: none"> <li>• Allow the dealer to file the first claim with 1 serial number and all the details (date of repair/failure/travel/misc costs).</li> <li>• For the rest of the serial numbers dealer can clone from the first claim or the parent claim.</li> <li>• Cloned claim will have all the details from the parent claim for a different serial number.</li> <li>• Will not be allowed to claim for Travel and other costs in the miscellaneous section on the cloned claim.</li> <li>• Cloned claim to have a link to the parent claim</li> </ul>	Exists	Residential
CLM-CS-31	The processor/dealer will have to perform an ETR (equipment transfer) and then the claim will be resubmitted/ reprocessed	Exists	Residential
CLM-CS-35	Every claim in the system should be tagged to an appropriate ownership (Residential/Commercial/Parts) based on Product Serial Number, Model & Sales Organization	Exists	Residential
CLM-CS-36	Ability to choose a claim type for a given claim (Ex: Material/Concession/Parts).	Exists	Residential
CLM-CS-40	Incase claim is being filed for a serial # that has an active 'Mandatory' retrofit bulletin, the system should prompt the claim filer so that the parts location could inform dealer to perform additional repair, if not already performed.	Exists	Residential
CLM-CS-43	<p>Ability to support the following claim generation through the following sources:</p> <ol style="list-style-type: none"> <li>1. EDI (Electronic Data Interchange)</li> <li>2. Interfaces</li> </ol>	Exists	Residential
CLM-CS-44	Ability to upload claims from an excel sheet/format into the application which would be in a predefined template.	Exists	Residential
CLM-CS-48	Ability to capture customer complaints or problem symptoms as part of claim	Exists	Residential
CLM-CS-49	Ability to have free flowing text that can be used to capture internal comments. This would be visible only to internal employees	Exists	Residential
CLM-CS-50	Ability to add as many new internal comments as is required. Internal comments are to be tracked by user and date - time	Exists	Residential
CLM-CS-51	Ability to have a free flowing narrative on all the diagnostics, inferences and repair steps (Cause and Correction ) performed on the product by the repair technician	Exists	Residential
CLM-CS-52	Ability to capture failure information ( Ex: task codes, Failure Date) for a claim. One claim can have multiple failures	Exists	Residential
CLM-CS-56	The system should default the parts price in the claim screen applicable on the claim failure date based on pre-defined	Exists	Residential

	rules/interface		
CLM-CS-57	The claimed parts amount should be calculated as the product of quantity and unit part price	Exists	Residential
CLM-CS-58	If a part is setup for mandatory return, the system should mark the part line item in the claim for parts return. The claim filer / service provider is to return all the requested defective parts back. In such cases, user needs to provide a valid Bill of Lading number	Exists	Residential
CLM-CS-59	Ability to capture labor information on the claim if the claim type allows the same. The user should be able to specify either the requested labor hours or labor amount. Once one of the fields is entered, the other value should get automatically calculated. (ONLY FOR CAMPIAGN CLAIM TYPE)	Exists	Residential
CLM-CS-61	Ability to attach any file type to a claim during any stage of claims processing cycle	Exists	Residential
CLM-CS-62	Ability to capture miscellaneous charges (Ex: Freight, Travel) for a claim and specify the amount claimed. These would be allowed only for specific claim type	Exists	Residential
CLM-CS-63	Ability to select miscellaneous charge type from a drop down list loaded from a master list specific to BU. User is allowed to edit the description for miscellaneous charges	Exists	Residential
CLM-CS-64	Ability to add rebate (currently at \$8) per warranty claim and distribute the same across different claimed line items	Exists	Residential
CLM-CS-65	Incase of concession claims, the rebate should not be automatically added into the claim	Exists	Residential
CLM-CS-67	53. The Warranty Start Date (In service date), if it exists for a Product Serial Number should be automatically populated from install base record. Logic to be detailed in Installbase BRD	Exists	Residential
CLM-CS-68	The user should be able to modify any of the claim data elements in draft status until its submitted. Once submitted to the factory, the user should only be able to add attachments but not modify any other claim elements	Exists	Residential
CLM-CS-70	Ability to enter a single claim for multiple Product serial number Claims. This would be typically only applicable in retrofit claims	Exists	Residential
CLM-CS-71	Ability to file claims against Parts Warranty even if the unit does not have any coverage. (Ex: Coils)	Exists	Residential
CLM-CS-73	Ability to define concession claim approver identified based on pre-defined rules ( Ex: Region)	Exists	Residential
CLM-CS-74	Ability to provide access to service provider for correction of claims that are wrongly entered and resubmit it for processing.	Exists	Residential

	Only while in draft state.		
CLM-CS-75	Ability to view claim history for a Product Serial Number	Exists	Residential
CLM-CS-76	Ability for a system to generate a unique claim number for every claim generated in Tavant	Exists	Residential
CLM-CS-77	Ability to flag off & inform Claim filer of a potential duplicate claim before submission. This check would be based on checking for claims already in system for the same Product serial number, fail date and Part Number combination	Exists	Residential
CLM-CS-78	The claim filer should have the ability to copy an existing claim where the claim header, parts, labor information etc. would be copied with the exact set of values for all data elements would be defaulted to draft / Open status	Exists	Residential
CLM-CS-79	The currency shown in the system would be based on the setting associated for that dealer location	Exists	Residential
CLM-CS-80	Incase of claim currency being non-USD, the amount in local currency would be converted to USD based on Claim submission Date in the claim and the corresponding conversion rate should also be captured	Exists	Residential
CLM-CS-81	Ability to support multi-lingual capability for all labels and error changes in multiple languages as per commercial global requirements	Exists	Residential
CLM-CS-82	The claim filer should be able to delete(soft delete) the claim if it is in draft status and not yet submitted. Once it is submitted to the factory the claim cannot be deleted by claim filer	Exists	Residential
CLM-CS-83	The user should be able to print and save any claim information in a predefined pdf format	Exists	Residential
CLM-CS-84	Ability to query & sort claims on any of the key fields defined as claims attribute	Exists	Residential
CLM-CS-85	In case of equipment exchange, ability to capture both the failed serial # and replaced serial # on the claim and ability to maintain history for subsequent claims validation	Exists	Residential
CLM-CS-88	Ability to manage a claim workflow through a set of claim statuses and display the claim status on a claim	Exists	Residential
CLM-CS-89	Provision to automatically capture the claim start date on the claim along with claim creator and users who have modified the claim. Incase of change in claim status, the system should maintain a record of user ids that changed the status along with appropriate date and timestamp	Exists	Residential
CLM-CS-90	The system should retrieve Service Provider Name, Address, and phone number based on the Dealer Code selected.	Exists	Residential



CLM-CS-92	Immediately upon claim submission, ability to verify that a claim is submitted within 'X' days of failure date. This should be a configurable parameter. If claim is filed beyond this period, then the system should prompt an error to claim filer . SMR option will work.	Exists	Residential
CLM-CS-93	Ability to capture the Primary Causal Part responsible for the failure on the claim.	Exists	Residential
CLM-CS-94	Ability to differentiate between viewable external and internal comments based on data visibility rules. This external comments data would be visible to everybody having access to the claim	Exists	Residential
CLM-CS-95	Ability to calculate and display the Total Claim amount (inclusive of Parts, Labor and Other Charges) (subject to data visibility rules)	Exists	Residential
CLM-CS-96	Provision to save a claim in draft status until its submitted in order to not lose any data	Exists	Residential
CLM-CS-98	Ability to create a retrofit claim that can accommodate both parts and labor within a single claim	Exists	Residential
CLM-CS-99	Ability to validate that the unit serial # entered on a retrofit claim is applicable for that specific bulletin	Exists	Residential
CLM-CS-203	Provision to define Job Codes and corresponding hours for defining the labor operations in the system	Exists	Residential
CLM-CS-208	Labor and OEM Parts will continue to be filed as 2 separate claims for CS . For RS both Labor and OEM Parts can be filed in one claim.	Exists	Commercial
NEW 610	Must have the ability to use a per diem instead of using labor and travel hours.	Exists	Commercial

## 56 NON-FUNCTIONAL REQUIREMENTS

None