



Service Bench Verify Newsletter

Upcoming Key Dates

October 12 - Post go live survey link will be sent to all ICP Warranty Security Administrators. Please forward the link to any one in your organization that was involved in the new system go live of October 1, 2012. Your feedback is appreciated.

Information Updates

- ✓ **VERY IMPORTANT!** We are now live with *Verify* ServiceBench warranty system. Please notify all employees that used POWERLINK for serial number inquiry that they must use ServiceBench at www.servicebench.com to access entitlement for warranty policy coverage. Users must have their own ID and Password to access. If not, have them contact your companies security administrator.
- ✓ **VERY IMPORTANT!** You can contact an ICP team member at 1-800-319-6514
- ✓ **VERY IMPORTANT!** ICP Service Bulletins are located on the ICP Excellence website.
- ✓ **VERY IMPORTANT!** Always click on the button to begin an ICP Claim. This will help you in verification of the unit startup date and to pull in the registration information on the claim...Remember, less key strokes for you!!
- ✓ **VERY IMPORTANT!** To contact ICP regarding any claiming issues, please email us at wcissues@icpusa.com.

NOTE: To help ICP easily reference your claim issue, please note the ServiceBench claim number or your reference number in the subject field of the email. Please include your phone number in the body of the email. This will help us to expedite your response.
- ✓ **VERY IMPORTANT!** Make sure that you are selecting the correct application type when you submit a claim. The claim application type that you select determines the warranty coverage. Your selections are Other Applications (Commercial), Other Residential (Multi-family or Apartments), and Owner Occupied Residential (Single Family). Your selection as you start a claim will determine if the claim is considered for warranty coverage.
- ✓ **UPDATE ITEM** - Post Go Live training make up sessions are being planned. The dates and times will be communicated soon!
- ✓ **UPDATE ITEM**- You may have received an email notification from ServiceBench about a new Mobile application. This email was not meant to be sent to ICP distributors. ServiceBench has sent an update out to everyone that might have received the email with an apology about the miscommunicaition and the inconvenience this may have caused. .

International Comfort Products, LLC

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- ✓ **NEW ITEM**- Attention Canadian Distributors: From April 2012 - June 2012 the product registrations that were created in ServiceBench from historical POWERLINK claims were inadvertently converted using a US country code vs. Canada. If during claim entry this issue is discovered, please contact ICP to correct. An initiative to correct the errors with ServiceBench is in process.
- ✓ **NEW ITEM** - When the **failed** compressor rating plate is unreadable, to process the claim you must enter the failed compressor serial number as 'burnt tag' (use lower case letters). Please attach a picture of the failed compressor rating plate and send with the claim.
- ✓ **NEW ITEM** - If you have issues with a compressor serial number error, please contact ICP for assistance.

Claim Highlights & Tips

If paper claims are submitted to ICP for entry, all required claim fields (noted with an asterisk on the 751 form) must be included. Any claims received without the required fields will be returned with a form letter advising of the details needed to resubmit the claim.

L9999 has been used as a default serial number when filing a Service Parts claim. The default serial number will no longer work during claims entry. Your NEW process to submit a Service Parts claim to ICP for a product that is out of warranty requires a model and serial number of the unit serviced (ICP's unit or a competitor's unit). Our Quality team will use the information that you supply with your claims detail for continuous improvement with our suppliers.

Non serialized accessory claims should be entered as a Service Parts claim type. You will need to reference the model and serial of the unit. The accessory model number needs to be listed as the failed part and the replaced part.

If you receive the "Contact Customer Service Window" during entitlement review, please contact ICP. There is an issue with the warranty coverage for the product and we need to update the warranty policy information.

When you add a new dealer in my trading partners and you want the dealer to have access to Servicebench. Your Warranty Security Administrator or Analyst must create a welcome letter and send it to the dealer. You need to include the information below:

ServiceBench ID: The nine digit ServiceBench ID number

User id: user

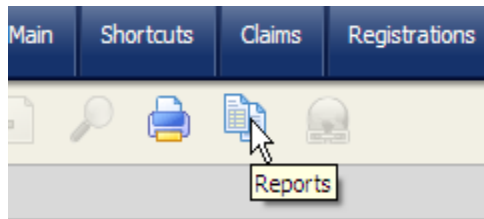
Password: The first 5 digits of their zipcode

The ICP Daily Warranty Claims Processed Report can be emailed to you or anyone in your organization giving the claim information and the credit memo number for the prior days paid claims. Contact ICP at wcissues@icpusa.com if you would like to be added to this emailed report.

ICP product registration has not changed. Your dealer or the homeowner should continue to register product at www.icpusa.com/productregistration.com



There are numerous reports available to distributors. You can access your ServiceBench report from your main menu page. Click on the Report Writer icon. See the example below.



ServiceBench Main Menu

Reports that other distributors have found to be helpful are Daily Claims Processed, Saved and Rejected Claims, Claims by Dealer, Claims Paid, etc. You can schedule the report to run daily or you can run them interactively. All training materials on how to run reports are posted on ICPExcellence.com. Log into Navigator, click on ServiceBench button.

How do I retrieve a saved claim? *Go to Distributor Claim Review. Enter the claim number on the search screen and click on search. Remember that you need to review your Claims Review Queue daily to address issues and re-submit claims.*

What if you do not have an install date, what do I enter? *Go to Entitlement. Locate the ship date of the unit and add 30 days.*

When entering the part replaced, if you click on the “magnifying glass” you can search for the part number. When you click on that part number it will pre-populate on the claim. All parts are left justified in system.

If you replace a coil with a competitor’s coil, you need your TSM to issue a pre-authorization confirming approval for the coil.

During claim entry, always remember to save the claim. If you timeout (you have 60 minutes) the claim will not be saved and you will need to rekey the claim.

If you have a labor claim for a leak allowance (example 713B) for a unit exchange evaporator coil you will need to file two separate warranty claims. First file a standard claim for the operating letter (key the operating letter number example 713B). Then file a unit exchange claim type for the evaporator coil and provide the replaced model and serial number for the replaced evaporator coil.

If the same repair was performed and claimed on a unit within 30 days of the prior claim you will need to provide an explanation in the ‘Service Performed’ box for the subsequent claims to be considered for payment.

Shelf life errors (install date prior to ship date and install date outside five years from ship date) are currently being rejected in ServiceBench. An initiative is in process to allow the claim to go on a save error for the distributor to correct before submittal. Be watching the newsletter for additional updates.



If you receive this error “*parts price not on system*”, please contact the warranty department at wcissues@icpusa.com.

Attachments can be added to your claim during entry by using the manage attachments button on the top of the claim screen. Examples: No Hassle Evaluation Forms, Proof of Installation, etc.. If you forget the claim will error out, you will then go to your review queue, reopen the claim and attach the documents and then resubmit.