



Warranty Claims Manager

Settles warranty eligibility on every completed job before the invoice leaves, intercepting billing for covered work and carrying the evidence behind every verdict.



| **IFS** Loops

The Challenge Today

In operations that mix warranty, contract and chargeable work, eligibility is usually decided after the invoice has gone, by whoever picks up the dispute. Registration, asset age, fault type and parts used sit across contract terms, asset records and the debrief, so under volume nobody checks them before billing runs. Covered work is billed then credited, and chargeable work is conceded because the charge cannot be evidenced.

How it Works?

The Warranty Claims Manager settles eligibility at closure, in the window between the job completing and the invoice being generated. Triggered by a completed job with a valid debrief, it checks coverage against contract terms, assesses the fault and parts used against warranty scope, and flags full warranty, partial warranty or standard charge. Billing for covered work is intercepted before the invoice is raised in IFS Cloud, with ambiguous cases escalated for human-in-the-loop (HITL) review.

Capture completed jobs



Triggers on a closed job with a valid debrief from Service Closure Manager.

Assess scope



Tests fault type and parts actually used against warranty scope and exclusions.

Intercept billing



Holds the billing instruction for covered work before the invoice is generated.

Hand off verdict



Passes the verdict, evidence and billing instruction to Revenue Assurance Manager.

Check coverage



Verifies asset registration, age and active warranty against contract terms.

Flag status



Classifies each job as full warranty, partial warranty or standard charge.

Detect repeat failures



Spots recurring failures on the same asset while it is still under cover.

Feed back patterns



Sends asset failure patterns to Service Planning Assistant to prevent repeat visits.

Integrations

Enterprise Applications



Collaboration



Email



Agentic Skills



Eligibility Assessment



Billing Intercept

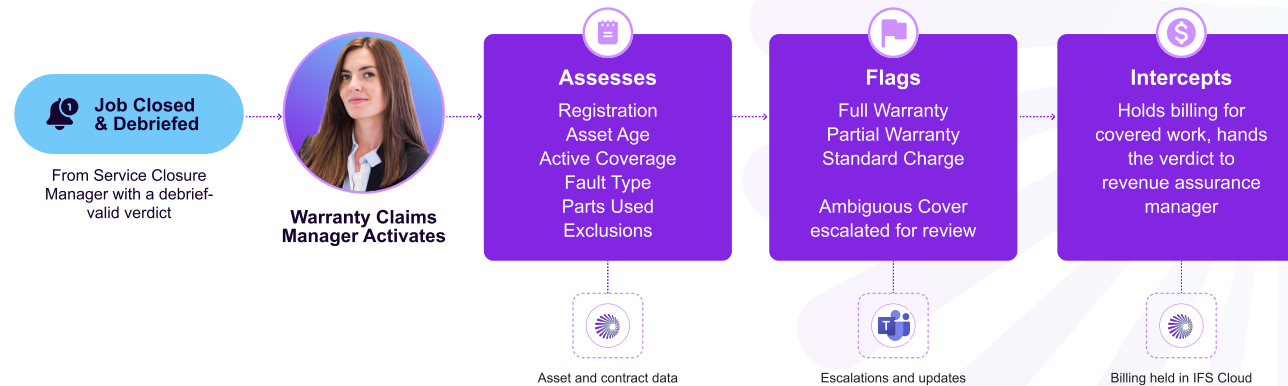


Pattern Feedback



Exception Escalation

Smarter Warranty Decisions



Key Problems Solved

- ✓ Settles warranty eligibility before the invoice is generated, not after a dispute.
- ✓ Assesses every completed job, not only the ones a customer queries.
- ✓ Stops warranty-covered work from being billed and then credited.
- ✓ Protects chargeable work from being conceded as warranty by default.
- ✓ Surfaces repeat failures on assets still under warranty cover.
- ✓ Attaches the supporting evidence to every eligibility verdict.

Business Value & Impact



Disputes prevented

Covered work is caught before the invoice leaves.



Every job assessed

All completed work is checked, not a sample.



Defensible charges

Every verdict carries the evidence behind it.



Repeat failures surfaced

Recurring faults on covered assets reach planning.



Billing ready

A clean verdict and billing instruction for invoicing.



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