

Dealership Management System

Warranty Information Management

An electronic system for effectively managing warranty claims

Warranty Information Management offers a way for dealers whose vendors don't have an electronic warranty system to electronically manage their warranty claims and reduce manually tracking paper claims.

Integrated completely with the PFW Work Order System, PFW's Warranty Information Management allows you to automatically transfer work order information directly into a fully customized warranty claim, and then manage it entirely online. The system features special warranty reports, which enable you to check the progress of your claims at any time.

System Customization

Warranty Information Management's detailed setup features make the processing of warranty claims easy, and the flexibility exists to customize your warranty system by manufacturer. You can design a unique claim "layout" for each of the manufacturers you deal with, and even define your own codes for claim details such as failure causes and failure types.

Automate Processes

Once setup by manufacturer is complete, the system creates its own picklists—allowing users to easily select the correct codes, when required, for each claim they create. Warranty Information Management integrates completely with PFW's existing Work Order System. This means that users can extract their W/O information directly to a warranty claim, without any manual rekeying. Warranty Information Management tracks warranties by customer, manufacturer, and machine make and model.

Report Against Claims

Specialized reports can be created from Warranty Information Management that allow users to analyze their warranty claims. These reports include a claims outstanding, credits received, and an aging report. A credit history for each warranty claim is available on-demand from PFW Warranty Information Management.

Request More Information

If you would like more information, please visit www.pfw.com or contact our Sales Team at (519) 474-3300 ext. 230 or sales@pfw.com.