

SERVICEBENCH WARRANTY TRAINING

WEBINAR AGENDA



Angela Ward, AP Manager

1. Overview of HVAC Distributors Warranty Page
2. New Dealer Set Up
 - a. How to Log on
 - b. Setting up your customer information & changing your password
 - c. How to set up multiple users
 - d. Set up Q&A
3. Purchasing Contracts
 - a. Goodman Brands Warranty Guidelines
 - b. Current Promotions or Recent Updates
 - c. Standard Plans
 - d. Purchasing a Contract
 - e. Homeowner Certificates
 - f. Billing Process
 - g. Unit Change Out Form
 - h. Contract Q&A

Catherine Charley, Warranty & Operations Administrator

4. Entering Claims
 - a. Standard Warranty Claims
 - b. Other Warranty Claims
 - c. Lifetime Warranty/Unit Replacement
 - d. Completed Claim Form
 - e. Credit Process
 - f. Claims Q&A
5. Registering Units
 - a. Where to Register
 - b. Filling out the Registration Form
 - c. Sequence of Entry
 - d. Terms & Conditions
 - e. Registration Q&A

MEET YOUR TRAINERS



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