

Memorandum

To: All Service Delivery Partners
From: Terry "TJ" Meadath
cc: Gilbarco MSMS

Ref: Warranty Travel Policy Change
Date: November 2, 2015

Greetings Service Delivery Partners,

This memo announces the introduction of a new, simplified Warranty Travel policy. The policy establishes a set of rules for mileage, travel time, and round trip. It supersedes the policy previously announced on August 21st, 2015. It does NOT affect existing policies for emergency, hazardous, priority, or after hour/weekend/holiday onsite events. This policy is effective November 16th, 2015.

The heart of the new travel policy is the chart attached at the end of this memo. Claims agents will use this tool to quickly evaluate time and mileage. Here's how this works when processing a claim:

- The agent will use the information on the claim to locate the travel time from the SR on the chart.
 - **EXAMPLE:** 2.5 hours, which is between 2.50 and 3.00 on the **Hours Between** column
- Using the chart the agent will find the mileage (either in miles or kilometers).
 - **EXAMPLE:** 140 miles, which is between 125 and 150 on the **Miles Between** column
- If the values (time and mileage) found on the chart are on the same row then the **request has been sufficiently evaluated and is cleared**. There is no further processing required for travel.
- If the values are **not on the same row**, but the claim contains a reasonable explanation of the difference (e.g. there was heavy traffic, weather hindered the drive, the ferry was delayed, etc.) then the **request has been sufficiently evaluated and is cleared**. There is no further processing required for travel.
- If the values are **not on the same row and there is no reasonable explanation for the difference**, then additional data will be requested from the service partner using the "Service Confirm" process.
- **The claim will only be Service Confirmed twice**. After the second Service Confirm, the claim will be processed using the values from Google Maps.

The chart also provides specific parameters for round trip qualification and/or pre-approval.

1. There is **no round trip for travel < 150 miles / 240 km**.
2. If the travel is round trip and > 149 miles / 240 km, then the partner **requests pre-approval** for travel.
3. If the travel is < 400 miles / 642 km one way, **no pre-approval required** is required.
4. If the travel (1 way or round trip) is > 400 miles / 642 km, then **pre-approval is required**.
5. **DO NOT** begin travel requiring pre-approval until pre-approval is granted (see **Figure 2** below); emergency calls don't require pre-approvals

These changes are designed to free the partner and Claims agent from non-value added activity, increase the accuracy of the claim data, minimize pre-approvals, and reduce the number of disputed payments. We will still evaluate claims for authenticity and accuracy (see **Figure 1** below) but this policy simplifies that effort for travel. A full size copy of the chart is attached to this memo and a copy posted on the EXTRANET for your convenience. To assist in understanding the policy, examples/scenarios have been provided on the next page.

If you have questions re: this policy change, please contact myself (Terry.Meadath@gilbarco.com) or your assigned MSM.

Terry "TJ" Meadath
Manager, NA Warranty and Claims

EXAMPLES & SCENARIOS

The following are some possible scenarios of how the new policy will work. In each situation the focus is the travel, meaning how far and how long did it take. Unless otherwise stated, the assumption is that the claim has already been submitted and is arriving into the Claims team. This is not an exhaustive list but should cover most issues.

Scenario	Mileage	Time	Tech Travel Notes	Results
1	122 M	2.25 H	No travel related notes were provided (other data still req'd)	No further evaluation of travel is required
2	122 M	4.00 H	No travel related notes were provided (other data still req'd)	Claim is "Service Confirmed"
3	122 M	4.00 H	"There was heavy traffic through the city, delaying me a lot"	No further evaluation of travel is required
4	122 M	2.25 H	Asks for round trip reimbursement	Claim is "Service Confirmed"
5	290 KM	4.00 H	No travel related notes were provided (other data still req'd)	No further evaluation of travel is required
6	290 KM	4.00 H	Asks for round trip reimbursement	Claim is "Service Confirmed"
7	290 KM	4.00 H	Nothing but pre-approval from Warranty Manager is noted in the claim	No further evaluation of travel is required
8	350 M	8.00 H	Nothing or trivial response (e.g. "It just took a long time" or "This is a large area")	Claim is "Service Confirmed" or is adjusted

Scenario 1:

- Because the travel mileage and time are both on the same line on the matrix, no pre-approval was required and no further evaluation of the travel information is performed by the Claims agent. **NOTE:** this only applies to the travel portion of a claim. The other critical areas (see **Figure 1** below) are still required to process a claim!

Scenario 2:

- Because the travel mileage and the time are NOT on the same line on the matrix, the claim requires additional information. The claims **HAS NOT BEEN REJECTED**; it's been returned to the Tech (Service Confirmed) requesting an explanation. When an explanation is provided, the claim will follow scenario #3. **NOTE:** this only applies to the travel portion of a claim. The other critical areas (see **Figure 1** below) are still required to process a claim!

Scenario 3:

- Same scenario as #2 (above) however the technician provided an adequate explanation of why there was noticeable variation from the matrix, which represents the norm. Since that was provided, there was no Service Confirm action and the evaluation of the travel portion of the claim is completed.

Scenario 4:

- In this scenario the issue is the request for Round Trip (R/T). Per the chart there is no R/T available for travel less than 150 miles/241 km. So the claim is returned to the tech saying the SR will be adjusted for 1 way travel reimbursement only. If the tech agrees then the evaluation of travel is completed. If the tech disagrees then they should contact the Warranty Manager.

Scenario 5:

- As with scenario #1, the mileage and travel time are aligned on the matrix so no further evaluation of the travel information is performed by the Claims agent. It is assumed that the travel is for 1 way. **NOTE:** this only applies to the travel portion of a claim. The other critical areas (see **Figure 1** below) are still required to process a claim!

Scenario 6:

- Because the request in the claim is for R/T reimbursement (e.g. no pre-approval has been granted) the claim is returned to the tech with the explanation that pre-approval is required for R/T (see **Figure 2** below). If the pre-approval had been submitted and granted, then this scenario would have mirrored scenario #1.

Scenario 7:

- Unlike the previous scenario (#6), the option to request R/T via pre-approval (see **Figure 2** below) was available and was utilized. Because there was a pre-approval noted in the claim, the processing took the path of scenario #1.

Scenario 8:

- If the Claims agent asks more than twice for an explanation and none is provided then all efforts to get an explanation cease, the information from Google maps is used, and the claim is adjusted.

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Warranty Claims Close-Out Form

Site Name: _____ Date: _____
Address: _____
Phone #: _____
Technician ID: _____ SR # _____
Arrival Date / Time: _____
Labor Hours _____ (Excessive labor hours requires justification in PTCA section)
Travel Miles _____ (if >75 miles, provide previous location address below)
Previous location _____
Fault Code _____
Cause Code _____ } (Reference GVR document MDE-3026J for F/C/R Codes)
Remedy Code _____

PTCA

Problem
Troubleshoot
Cause
Action

Dispenser Fuel Position _____ S/N: _____ Grade / Type: _____
Part # _____ Description: _____ Qty
If out/in same part, input X to box:

Dispenser Fuel Position _____ S/N: _____ Grade / Type: _____
Part # _____ Description: _____ Qty
If out/in same part, input X to box:

Dispenser Fuel Position _____ S/N: _____ Grade / Type: _____
Part # _____ Description: _____ Qty
If out/in same part, input X to box:

Figure 1 - Critical Claims Elements Required



Warranty Travel Exception Request

When warranty repairs require travel beyond the contracted limit, this form is required. Fill in and send to either terry.meadath@gilbarco.com or Mickie.Williams@gilbarco.com for prior approval. Asterisk (*) items are required; failure to provide will result in request being denied. Using this helps reduce time required to process the request.

DO NOT BEGIN THE TRAVEL UNTIL YOU HAVE RECEIVED PRE-APPROVAL!

SR Number: _____ *

Starting Address: _____ *

Starting City: _____ *

Starting State/Province: _____ *

Starting Postal Code: _____ *

Destination Address: _____ *

Destination City: _____ *

Destination State/Prov: _____ *

Destination Postal Code: _____ *

Mileage: _____ * (miles assumed in U.S. and KM in Canada)

Estimated. Travel Time: _____ Hours _____ Minutes * (1 way)

Closest tech: _____ (Y/N) *

Round Trip Requested: _____ (Y/N) (No will be the default answer)

Additional comments/information (e.g. why round trip is needed):

STEP	ACTION <u>when mileage & hours are provided</u>
1	Find the reported hours on chart
2	Find the reported mileage on chart
3	Mileage & hours on same row? YES → PROCESSED
STEP	ACTION <u>when mileage & hours not on same row</u>
1	Perform Google Map lookup
2	ASC offered explanation of difference? YES → PROCESSED
STEP	ACTION <u>when travel needs more information</u>
1	SERVICE CONFIRM claim → COMPLETE AFTER RESPONSE
STEP	ACTION <u>when claim has been SVC twice before</u>
1	Adjust claim w/Google Map info → PROCESSED

Miles		Kilometers		Hours		Pre-Auth.	
Between	Between	Between	Between	Between	Between	1W	R/T
0	25	0	39	0	0.50	No Pre-Approval Required	Not Available
25	49	40	79	0.50	1.00		
50	74	80	120	1.00	1.50		
75	99	121	160	1.50	2.00		
100	124	161	200	2.00	2.50		
125	149	201	240	2.50	3.00		
150	174	241	281	3.00	3.50		
175	199	282	321	3.50	4.00		
200	224	322	361	4.00	4.50		
225	249	362	401	4.50	5.00		
250	274	402	442	5.00	5.50		
275	299	443	482	5.50	6.00		
300	324	483	522	6.00	6.50		
325	349	523	562	6.50	7.00		
350	374	563	603	7.00	7.50		
375	399	604	642	7.50	8.00		
> 399 Miles/642 km							
						Pre-Approval Required	

Standard Work for Processing Travel in a Warranty Claim

