Policy Claim and Reporting Solutions™
ADMINISTRATION SOFTWARE FOR

- OEM WARRANTY
- SERVICE CONTRACTS
- REPLACEMENT PLANS
- PRODUCT SERVICE PLANS
INDUSTRIES WE SERVE

APPLIANCES  ELECTRONICS  HOME  FURNITURE  UTILITIES  HVAC
OUR AUDIENCE

**TPA Claim Center Reps**
- log into PCRS to offer services

**Online TPAs**
- conduct online registration and integration with ecommerce

**TPAs**
- enable their dealers with PCRS Point of Sale (POS) integration for warranty purchases

**Field Technicians**
- directly access PCRS for expensing services, providing service information, or integrate existing platforms with PCRS

**Sales Teams**
- pull data from PCRS to their CRM to manage the dealer relationship on the road and in the office

**Marketing Teams**
- use seamless integration to CRM to pull contact lists for email campaign activities

**Warehouse**
- make 'reverse logistics' (e.g. laptop returns) transparent with PCRS APIs for:
  - generating return shipping labels
  - updating PCRS claims of return tracking
  - updating PCRS claims of warehouse inspections

**Enable their dealers with PCRS Point of Sale (POS) integration for warranty purchases**
MODULAR SOLUTIONS

- Policy Administration
- Claims Administration
- Service Network Dispatch
- Risk Management
- Connected Platform
- Analytics & Reporting
ADVANCED MANAGEMENT FEATURES

Policy Administration goes beyond just storing contract details.

PCRS offers robust validations, rules engine, workflows, and features to enable users to perform full look up, entitlement, and later claim adjudication.

- Load sales via screen, API, or import
- Permission based restrictions to ensure an additional layer of data integrity
- Search, add, view, and edit contracts
- Data Validations (SQL and C# based) for on screen, import, and API to ensure accurate data
- Prebuilt webhooks for integrated systems (e.g. Kustomer CRM for OnPoint Warranty)
- Perform Case Management on a contract with “Inquiries”
- Extract Contract Data for invoicing, billing, and earnings
- Business rules to control who can sell what and where
- Data cannot enter PCRS on import, via API, or screen unless it meets customizable data rules
- On-Demand canned reports relevant for the OEM, Extended Warranty, and Risk Management Market
- Audit and automate note capabilities
- Extract Contract Data for invoicing, billing, and earnings
- Search, add, view, and edit contracts
PCRS offers robust claims entry and processing to ensure your business’ success.

- Leverage PCMI’s APIs to administer claims outside of PCRS
- Advanced options for 3rd parties to perform claim creation outside of PCRS and performing remote adjudication controlled by the TPA from PCRS
- Configurable workflows per TPA and can managed via screen, import, or API
- Capture troubleshooting details for servicers while insights populate to show prior solutions of similar products/similar claims – reducing servicer dispatching costs
- Create claims against any product on a contract – service request claims, request fulfillment, customer cash settlement, advance exchanges and holds
- Specialized links, fields, alerts, and validations to quickly check entitlement and adjudicate
- Permission and role-based claim adjudication
- Changes saved into history for auditing

CLAIMS ADMINISTRATION

Permission and role-based claim adjudication

Specialized links, fields, alerts, and validations to quickly check entitlement and adjudicate

Changes saved into history for auditing

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SERVICE NETWORK DISPATCH

SERVICERS CAN BE SETUP FOR DISPATCHING

- During a claim, dispatch the most relevant servicer
- Send payment or other alerting notifications to servicers
- Optional support for 3rd party dispatch tools
- Supported logic for preauthorization and auto approvals
RISK MANAGEMENT

EXECUTIVE LEVEL FEATURES

- Create earnings, profits, and revenue recognition through flexible earnings configuration and reporting to better understand your risk exposure
- Lower level staff features to enable loss controls at the call center (reduce the number and size of losses)
- Allows an insurer or TPA to make data driven decisions to reduce risks/maximize ROI
CONNECTED PLATFORM (API’S)

APIS & IMPORTS TO ENABLE SALES

- Rate, contract, and remit in real-time directly with our APIs
- Need functionality beyond PCRS? Use our APIs to build your own screens or extend automation between systems
- API Library maintained and continually updated on client accessible Swagger page

### Claim

**Configuration**

**Contract**

- GET `/api/v{version}/contracts/GetContracts`
- GET `/api/v{version}/contracts/GetCoverages`
- GET `/api/v{version}/contracts/GetState`
- GET `/api/v{version}/contracts/GetCoverageDetails`
- POST `/api/v{version}/contracts/Renew`
- POST `/api/v{version}/contracts/AddContract`

Response Class (Status 200)
Contract added successfully.

**IMPORTS**

- Search File Upload
- Import Dealer
- Import Warehouse Contracts
- Import Claims
- Import Dealer Catalogs
- Import Store/Location
- Import Failure Types
- Import Service Rates
- Import Service Types
- Import Servicer Insurances
- Import Servicers
- Import Contracts
- Import Manufacturers
- Import Monthly Contract
PCRS OFFERS ANALYTICS & REPORTING MANAGEMENT

Leveraging the power of Microsoft Power BI for near real time Analytical Dashboards.

SSRS for operational reporting.
GLOBAL SUPPORT

• Contract and Claim modules can be deployed in each PII Compliance Zone – GDPR, China, US, etc.

• Each compliance zone interfaces with our global Risk Management Module for insurance reporting and tracking
LET’S START SOMETHING GREAT

SCHEDULE A DEMO

pcmicorp.com/request-demo