Voucher (Coupon) Claiming Process

Start your **CLAIM** as you normally would from Entitlement in ServiceBench®.

1. Warranty Type* should be **Preauthorization**. Note: You will need to enter Install Date, Customer information if the serial number has not already been registered.

2. Enter Fail Date*.

3. Enter Repair Date*.

4. Component Code* should be **L100**.

5. In the QUALITY INFORMATION section add a comment stating: "VOUCHER REDEMPTION, VOUCHER # xxxxxxxx" (NOTE: This process also applies when a Coupon is presented, until those have all expired.)

6. Defect Code* should be L107 – Concession.

7. Click the **SAVE** Button.

8. Attach a copy of the **Voucher** Letter from the homeowner to the Claim through the Manage Attachments feature.

Send an email to

can.warranty@carrierenteprise.com
with the "CLAIM # - Voucher Claim
requires assistance" in the subject
field.

Our warranty group will take over the claim from there. The credit will be on your account once approved.

