
Who files and follows up

Date reviewed _____

1 Claim log

One line per warranty work order. Status: not filed, filed, rejected, resubmitted, paid, short paid.

[illegible]

2 What the claim needs, captured at the work order

Most claim problems start before the claim. Keep this list where warranty work orders are written.

☐ Warranty flagged when the work order is opened	☐ Serial number recorded
☐ Hours on the unit recorded	☐ Failure described in the technician's words
☐ Photos taken	☐ Failed part kept and tagged to the work order
☐ Parts listed with the right part numbers	☐ Filed within our own deadline: ____ days

3 Monthly review

Four questions for every claim from last month. Anything without a claim, or without a payment after a reasonable wait, gets a name next to it.

QUESTION	HOW MANY	NOT YET	FOLLOW-UP OWNER
Was it filed?			
Was it filed in time?			
Was it complete?			
Was it paid in full?			

4 Manufacturer rules on file

Each one has its own deadlines and labor allowances, and they change more often than people expect.

MANUFACTURER	FILING DEADLINE	LABOR ALLOWANCE SOURCE	PART RETURN RULES	LAST CHECKED

Warranty work you never claim is work you did for free.

WANT A SECOND SET OF EYES?
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