



United Servicers Association

“Jennifer’s Warranty Tips”

SERVICE*power*

Tip #7 – ServicePower

ServicePower has changed in the last two years. They have become more user friendly and easier to contact.

Two of my favorites and most often used are the “Contact Us” and “Incomplete Claim List” fields. Are you using these time saving tools?

“Contact Us”

- This tab is located on the black tool bar at the top of the screen. To use this option, instead of having to make a phone call, click on the words “Contact Us”.
- A “Live Chat” box will pop up on your screen. Fill out the fields in the box and make sure to provide the manufacturer name and claim number in the question field to speed up ServicePower’s response. (Make sure to review and select the correct topic from the drop down list in the “Reason for Chat” box.)
- Click on the “Start Chat” button after you have completed all four fields. A second box will pop up displaying your position in ServicePower’s queue, along with the approximate wait time. (Typically, the wait time is less than 30 seconds.) A third box will pop up with the name and greeting of the ServicePower representative that is ready to assist you.
- You can chat back and forth with the ServicePower representative by typing your response in the small box at the bottom of the pop up screen and clicking “Send” until your questions have been answered.

“Incomplete Claim List”

- There is more than one way to get to this screen in ServicePower. The easiest way is to click on “Incomplete Calls” from the main screen. This field is located on the left hand side of the page under the second “Service Calls” field and is in black with the number of incomplete calls listed in parentheses that your company currently has open.

Example: ► Incomplete Calls (125)



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- To sort your calls by manufacturer; click on “Call No”, listed in the black bar. Your calls will now be sorted by manufacturer and from oldest to newest. You can sort your calls again by using any of the tabs along the black bar: Source (Manufacturer or Contract Co.), Service On (date call scheduled), Status, etc.
- Now that your calls are sorted, you can scroll through the pages of calls, locate the call you are looking for, click on the call number and update the call status, order parts (in some cases), file your claim, etc.

Be sure to check back next month for my next tip.

Best wishes,

Jennifer