



United Servicers Association

“Jennifer’s Warranty Tips”

Tip #2 –Having trouble getting “GSFS” dispatched claims to submit on



Here are the steps:

- Log on to LG’s website, click on “Field Service”, click on “Dispatch Review” from the drop down box,once the dispatch review box has completely loaded on your screen, set your date parameters and click on “inquiry”.
- Locate the customer’s dispatch that you are looking for and click on the name once to highlight it, and then click on “Repair Result Entry” in the lower right hand corner. The claim box will open and load the customer’s call information.
- Review the information pre-loaded on the claim and fill in any missing details, including adding any parts used in the repair (if applicable). Review the claim to make sure the information is correct.
- **“UN-CHECK” the “Pending Reason” box in the upper right hand corner and then hit “Submit” in the lower right hand corner on the claim.**
(This step was not given in the initial training given by LG.)
- Your claim will be put into a submitted status and the call will disappear from the dispatch review box.
- Don’t forget to check your claims as often as possible to correct and resubmit any rejections!

“Check back next month for warranty tip #3”

Best wishes,

Jennifer