



## **Branded Warranty Extranet**

Mondial has developed an advanced branded warranty Extranet for dealers to use, which significantly reduces the administration requirement for dealers and uses identical “language” to new car warranty. This application removes the need for any kind of paperwork. Dealers are able to confirm quickly which customer has warranty cover and can ensure they offer the right warranty against every used and new vehicle retailed. In addition, it significantly reduces the time required to pay warranty claims.

## **Warranty sales Registration – Extranet Benefits**

- Rapid and accurate registration of customer and vehicle details
- Minimal administration and ‘re-keying’ for retailers
- Warranty data transmitted rapidly and reliably
- Reduction in administration time and therefore costs
- Accurate warranty information exchanged in real time
- Retailer is able to print screens for their own records
- The ability to provide used car customer and warranty data to clients for analysis and future marketing initiatives

## **Warranty Claim Entry – Extranet Benefits**

- An efficient claims management system is key to supporting the dealers
- Satisfied dealers aid the development and growth of the programme
- The Extranet uses identical “language” to new car warranty i.e. damage codes, parts codes
- Used Car Warranty Extranet dovetails with factory warranty and goodwill parameters – helping to control programme costs and prevent double claiming
- Consistency between new and used vehicle warranty procedures
- Significantly reduced time spent administering claims
- Claims forms are eliminated
- Time spent on the phone is reduced to an absolute minimum
- Dealers are quickly able to confirm warranty cover on a vehicle
- Claims can be passed rapidly from dealer to Mondial back office team

The benefits above illustrate the main reasons for our substantial investment in and continuous development of electronic warranty processing. Furthermore, by tailoring the system to reflect the needs and brand identity of each client, dealers can adapt to the system with ease.