

Manager/Admin Guide: Reviewing and Approving or Denying New Warranty Claims Submitted by Residents in the Resident's Portal

On the **Manager/Admin side**, once a Resident/User submits a New Warranty Claim, it will appear in the **Warranties** section with the status '**Pending Gate Keeper.**' The **Gate Keeper** is a key part of the warranty process, as actions to approve or deny the Warranty Request are carried out under the Gate Keeper section within Resources.

Attached is the video recorded earlier, demonstrating the Resident/User submitting a Warranty Claim.

Approved Warranty Claim - This is the video taken after the Resident/User submitted the Warranty Claim, which can be viewed on the Manager/Admin side. It demonstrates how the request is reviewed and approved using the **Gate Keeper**.

Follow these steps to access and manage Warranty Claims using the Gate Keeper for Approval. Manager.Admin Guide.Reviewing and Approving.Denying New Warranty Claims Submitted by Residents in the Resident's Portal.pdf

1. Click "**Warranties**"
2. Click "**Go to Gatekeeper**"
3. Go to Action/Status and select the status or action you want: "**Approve**" or "**Deny**"

4. Here, select the action you want to take for the Warranty Claim submitted by the Resident/User
5. For example, if you select the action "Approved", once it has been approved, you can check the recently approved Warranty Claim from the Resident/User in the "**Approved**" **tab**.
6. To check under the Approved tab, you can view the newly approved Warranty Claim.

Denied Warranty Claim - This is the video taken after the Resident/User submitted the Warranty Claim, which can be viewed on the Manager/Admin side. It demonstrates how the request is reviewed and denied through the **Gate Keeper**.

Follow these steps to access and manage Warranty Claims using the Gate Keeper for Denying Denied/Rejected Warranty Claim.pdf

1. Click "**Warranties**"
2. Click "**Go to Gatekeeper**"
3. Click "**Approve**" or "**Deny**"
4. Click "**Comment/Reason**" and enter the comment/reason for denying the Warranty Claim submitted by the User/Resident
5. Click "**Reject**"
6. Click "**Rejected**" tab
7. This is where the **Rejected/Denied** Warrant Claim request will be reflected

□ Tips for: Manager/Admin Guide: Reviewing and Approving or Denying New Warranty Claims Submitted by Residents in the Resident's Portal:

- **Verify Claim Details Thoroughly**
 - Always review the resident's submitted information, including unit details, contact information, and request description, to ensure accuracy before taking action.
- **Check Warranty Coverage**
 - Confirm that the issue falls within the product or unit's warranty terms.
 - Validate dates, documentation, and any required proof of purchase or installation.
- **Use Gate Keeper Actions Properly**
 - The Gate Keeper plays a key role in determining whether a claim should move forward.
 - Ensure you select the correct action—**Approve** or **Deny**—based on your evaluation.
- **Provide Clear Reasons When Denying a Claim**
 - If a claim must be denied, include a brief but clear explanation to avoid misunderstandings and reduce follow-up questions from residents.
- **Use Notes for Internal Communication**
 - Add notes or internal comments if additional clarification is needed by the service team or if the claim requires special handling.
- **Track Status Updates Regularly**
 - Once approved, monitor the claim as it moves through the process (In Progress → Completed → Closed) to ensure timely resolution.

Revision #11

Created 18 November 2025 01:24:56 by Christina

Updated 19 November 2025 23:12:19 by Christina