

Pega Warranty

PRODUCT OVERVIEW GUIDE

Version Infinity '23



© 2023
Pegasystems Inc., Cambridge, MA
All rights reserved.

Trademarks

For Pegasystems Inc. trademarks and registered trademarks, all rights reserved. All other trademarks or service marks are property of their respective holders.

For information about the third-party software that is delivered with the product, refer to the third-party license file on your installation media that is specific to your release.

Notices

This publication describes and/or represents products and services of Pegasystems Inc. It may contain trade secrets and proprietary information that are protected by various federal, state, and international laws, and distributed under licenses restricting their use, copying, modification, distribution, or transmittal in any form without prior written authorization of Pegasystems Inc.

This publication is current as of the date of publication only. Changes to the publication may be made from time to time at the discretion of Pegasystems Inc. This publication remains the property of Pegasystems Inc. and must be returned to it upon request. This publication does not imply any commitment to offer or deliver the products or services described herein.

This publication may include references to Pegasystems Inc. product features that have not been licensed by you or your company. If you have questions about whether a particular capability is included in your installation, please consult your Pegasystems Inc. services consultant.

Although Pegasystems Inc. strives for accuracy in its publications, any publication may contain inaccuracies or typographical errors, as well as technical inaccuracies. Pegasystems Inc. shall not be liable for technical or editorial errors or omissions contained herein. Pegasystems Inc. may make improvements and/or changes to the publication at any time without notice.

Any references in this publication to non-Pegasystems websites are provided for convenience only and do not serve as an endorsement of these websites. The materials at these websites are not part of the material for Pegasystems products, and use of those websites is at your own risk.

Information concerning non-Pegasystems products was obtained from the suppliers of those products, their publications, or other publicly available sources. Address questions about non-Pegasystems products to the suppliers of those products.

This publication may contain examples used in daily business operations that include the names of people, companies, products, and other third-party publications. Such examples are fictitious and any similarity to the names or other data used by an actual business enterprise or individual is coincidental.

This information is the property of:

Pegasystems Inc.
One Rogers Street
Cambridge, MA 02142-1209
USA
Phone: (617) 374-9600
Fax: (617) 374-9620
www.pegasystems.com

Pega Warranty

Document: Product Overview Guide

Software Version: '23

Updated: August 2023

CONTENTS

Pega Warranty product overview	5
Pega Warranty features	6
Product Management.....	6
Product Registration.....	6
Product Inquiry.....	6
Source data administration.....	6
Repair Order management.....	6
Repair Order	6
Report a problem (Repair in field).....	6
Repair in shop	6
Campaign	7
Diagnostics.....	7
Fault Diagnosis	7
Diagnostic Questionnaire	7
Supplier Recovery	7
Supplier Claim	7
Supplier Registration.....	7
Payment	7
Dispute	7
Parts Return.....	8
Return Authorization.....	8
Container.....	8
Return Material	8
Inspection.....	8
Common Request Program.....	8
Chargeback	8
Core claim	8
Part Level Coverage	8
Product Registration.....	9
Claim Processing	9
Claim File	9
Claim Unit.....	9

- Prior Approval 9
- Appeal..... 9
- Auto Adjudication..... 9
- Manual Assessment..... 9
- Batch upload of claims..... 9
- Pega Warranty case types..... 10**
 - Standard case types..... 10
- Roles, portals, and dashboards in Pega Warranty 14**
 - Portals 16
 - Dealer portal..... 16
 - Manufacturer portal 16
 - Assessor portal..... 17
 - Supplier portal..... 17
 - Supplier Manager portal 18
 - Assessor Manager portal 19
 - Repair Technician portal 19
 - Approver portal 20
 - Ship Receive portal 21
 - Parts Inspection portal..... 21
 - Core Parts inspection portal..... 21
 - Core Ship Receive portal 22
- Primary data entities 23**
- Further reading..... 34**

Pega Warranty product overview

The Pega Warranty application optimizes the warranty processes from end-to-end across all channels and devices capturing incoming data automatically and providing accurate diagnosis and recommendations to resolve faults and settle claims. Pega Warranty provides processes from product registration to diagnosis and recommendation of repair procedures, claims processing, recommendation of recall or corrective action programs, detail performance management, and tracking reporting.

The Pega Warranty application meets the following business objectives:

- Improves collaboration from repair to payment
- Provides enhanced capability for claim preparation
- Supports multiline submissions and review
- Supports clear inquiry about coverage, history, and status
- Adjudicates quickly and accurately
- Ties claim adjudication to best fit warranty
- Unifies return logistics with claim processing
- Minimizes unrecovered warranty claim costs
- Delivers a comprehensive set of industry standard reports

Pega Warranty features

Pega Warranty provides a rich set of features designed to enhance the customer experience, improve user productivity and increase customer satisfaction. This section describes key capabilities and features of the application that you can use as-is or extend to meet your business needs.

Product Management

The Product management functionality handles the processes of product registration and the inquiry cases.

Product Registration

The Product registration feature enables the user to register a new product to a named owner through a web self-service channel.

Product Inquiry

The Product Inquiry functionality displays detailed information about a product by gathering data from multiple sources and displaying it on one screen. The information includes product details, Warranty coverage details, and repair history.

Source data administration

Sample Data Management feature enables business users to load Product Master and Product sample data. Upload of an excel option is also provided for faster data upload.

Repair Order management

The Repair Order management functionality encompasses the creation, submission and processing of the repair orders.

Repair Order

When a product needs to be repaired, the Repair Order enables the dealer/repair technicians to find the product to be repaired, catalog the details of the repair, correct any validation errors or pre-authorization requirements, and proceed to warranty claim processing. Repair order supports two processes:

Report a problem (Repair in field)

When a customer faces a problem with a product, he or she can call a CSR or initiate a repair request from a portal by entering the problem description. The repair is carried out by the assigned repair technician at the location where the product failure occurred

Repair in shop

When a product needs to be repaired, a Repair Order case will be used by the dealership/technicians to repair products for the customer.

Campaign

Pega Warranty lets you define a standard repair as a campaign. A common request program can then be created for the campaign to identify the situation where a campaign should be made available for selection during a repair order or claim file submissions.

Diagnostics

The Diagnostics process enables the user (dealer/repair technicians) to access a product's diagnostic tree or other business rules to offer steps to identify a cause and repair.

Fault Diagnosis

Diagnostic is available to help the Repair Technician determine the root cause of the problem and the associated fix, while providing the right fix the first time.

Diagnostic Questionnaire

Based on the survey result, the pre-defined repair code is populated and the BOM details are automatically filled with the part, labor and miscellaneous data.

Supplier Recovery

The Supplier Recovery is the process of managing the recovery of warranty-related costs when the cause of the defect is due to the supplied part. Supplier Recovery feature encompasses the Supplier claims, supplier registration, Payments & Disputes.

Supplier Claim

Through the Supplier Claim process the Manufacturer recovers payment for the Warranty Claims, whenever a part provided by the Supplier is determined to have failed, as defined in the contract between the Manufacturer and Supplier.

Supplier Registration

Supplier registration is the process where a Supplier is created into the system by the Supplier manager. Supplier registration involves adding Supplier information, parts and the Supplier responsibility ratio for those parts.

Payment

Payment is a case/stage under Supplier Claim case, and it would be initiated by the Supplier based on the total recovery amount accepted on the Supplier Claim. The Payment is processed according to the payment type specified.

Dispute

Dispute process is an alternate stage of the Supplier claim process. This will be used to handle disputes which are raised against a Supplier claim. The Supplier raises the Dispute to the manufacturer under certain conditions.

Parts Return

The Parts Return functionality of Pega Warranty handles all the parts that need to be returned for a repair or claim submitted. The parts return requirements are integrated into the claim validation.

Return Authorization

Return Authorization is a process that tracks the logistics of a part return, including shipping instructions, part tag documents, and receipt processing at the PRC.

Container

A Container case is a supporting case for Parts Return. When a part is returned, the part can be associated with a Container. A Container is the package which contains one or more claimed parts shipped to the Manufacturer.

Return Material

Return Materials manages a return authorization part return logistics case and can be used to initiate a new return authorization request if the original part return was not successful for any reason.

Inspection

Inspection is triggered a pre-defined part rule or as selected option when the part return was initiated. The case offers custom instructions to review, teardown, inspect and then disposition the returned part(s).

Common Request Program

The Common Request Program allows a program manager to define the business conditions by which a pre-authorization, a part return, or a campaign should be initiated as part of a repair order, claim file, or supplier recovery process.

Chargeback

Chargeback is the process of recovering the cost of the failed part from the dealer. A chargeback case can be created if the supplier manager sees the responsibility of the Failed Part Replacement is with the dealer.

Core claim

The core claim functionality enables the dealer to raise a claim to recover the core charges that are paid to the customer. Upon submission of the Core Claim, the Dealer will get paid for the Core charge.

Part Level Coverage

Part-level coverage functionality enables the OEM to map warranty contracts to products and parts. The facility allows multiple contracts to be associated with a product and the product's constituent parts.

Product Registration

The Product registration functionality enabled through the customer portal provides access to the new product registration process through a web self-service channel. The product registration process enables the user to quickly and easily register your products.

Claim Processing

Warranty claim processing offers an intuitive approach to entering multiline claims.

Claim File

The claim file is a process that orchestrates entering one or more repairs associated by shop visit or support call. A claim file represents the loss event and contains common information about the product, circumstance, support, and completed repair or service work.

Claim Unit

The claim unit case represents the warranty claim. When a claimed repairs or service are entered through the claim file or repair order process, business rules are applied to the repair data in the claim segmentation process and the appropriate type of claim is created.

Prior Approval

During repair, the repair a technician may be notified that a repair of a certain type or on a part must be approved before it can be completed. Prior Approval supports this process from the creation of the request.

Appeal

When a warranty claim unit is denied or paid at a lower amount, the claimant can appeal the claim.

Auto Adjudication

The auto adjudication feature of Pega Warranty leverages business friendly rules to define the conditions for automatic adjudication of claims.

Manual Assessment

Pega Warranty's manual assessment functionality enables the OEM to route the warranty claims, submitted by the Dealer, to an assessor for who can take an appropriate decision on the claim submitted.

Batch upload of claims

A batch upload functionality of Pega Warranty provides the ability to integrate the Pega application with the external systems to automatically create claims, and repair orders. The batch upload can be used for just in nightly batch uploads or web service integrations.

Pega Warranty case types

This section describes the case types that are included with the application and are available for selection within the New Application wizard when you create your Pega Warranty application.

Depending on your organization's needs, you may include all or a subset of these case types in your application.

Standard case types

Case Type	Description
Campaign	The campaign case type is used to display any special predefined offers available for a product as part of an ongoing service campaign. The campaign is displayed in the dealer portal while entering the repair order and when selected will be added as a repair line to the repair order.
Chargeback	The chargeback case type is the process of recovering the Failed Part cost from the Dealer instead of the Supplier. A Chargeback can be created if the Supplier Manager feels that the responsibility of the Failed Part Replacement was through the Dealer's fault and the Supplier creates a Dispute against a Supplier Claim claiming no liability for the damage.
Claim Appeal	When a claim unit is denied or paid at a lower amount, the dealer can appeal the claim by clicking the Appeal button on the claim. The appeal case type is triggered the claim data is copied from the claim unit to the appeal. The dealer then updates the appeal with the appropriate data and submits it for payment. The appeal is available as an alternate stage.
Claim File	The claim file is a case type that contains all the claim units as data entered as repair line after entering product information that are associated with a repair order. A claim file represents the loss event and contains common information about the repair order.
Container	The Container case allows the Dealer to create a container on the fly for the Parts being shipped back to the Manufacturer. The Container can be mapped to RA's that have the same Shipping Code and Carrier.

Case Type	Description
Core Claim	A Dealer submits a core claim to recover core charges. In other words, the Manufacturer will pay the Claim amount for Core charges once he receives Parts from the Dealer. The Manufacturer has the option to configure the option as Hold Payment for Core until the Core Part is received and inspected.
Diagnosis	A repair or service technician can use diagnostics case type to help with Root Cause Analysis. Once the root cause is determined, the tool can provide information on the appropriate fix to ensure the Right Fix, the First Time.
Dispute	A supplier dispute case is used when a supplier denies the claim amount on a claim that is submitted by the manufacturer. The supplier can deny paying the full or partial claim amount based on the information provided in the supplier claim.
Inquiry	The Product Inquiry case displays detailed information about a product by gathering data from multiple sources and displaying it on one comprehensive screen. In the Auto layer, this is the Vehicle Inquiry case. It takes a serial number or a VIN as input, retrieves the appropriate data, and displays it on the screen. The data displayed includes, but is not limited to, product details, Warranty coverage details, repair history, claim history, and outstanding field service actions including campaigns or recalls.
Inspection	An Inspection case is created if the business rules require that the part needs to be inspected. The Inspection case is a sub-case of the Return Authorization. The results of the inspection are recorded, and the part is dispositioned.
Parts Return Request	When the manufacturer requires that a part be returned, either for payment of a warranty claim or for quality inspections, a parts return request case is created. Pega's Case Lifecycle Management is used to orchestrate the work required to complete the entire parts return process.
Payment	Payment case type is used to the Supplier to make the payment on a supplier claim, based on the total recovery amount accepted on the Supplier Claim. The Supplier specifies the payment type: check, credit note, debit note, or wire transfer. The payment type gets defaulted from the data given for the Supplier during the Supplier registration process.
Prior Approval	During the repair, the repair technician may be notified that a repair of a certain type or on a particular part must be approved before it can be completed. The Prior

Case Type	Description
	Approval case supports this process from the creation of the request through the approval of the request by the manufacturer. Once the repair has been approved, the claim can be created with the entire set of claim data transferred from the Prior Approval with one click of a button, eliminating the need for double entry of the claim data.
Product Registration	A Warranty customer portal is provided to simulate access to the new product registration process through a web self-service channel. The product registration process enables the customer to quickly and easily register your products.
Program	The Common Request Program is a functionality designed to ensure that business rules could be configured on certain business processes which include the Parts return case, campaign case and pre authorizations. To create a program, the administrator selects the Program Type and the Work Type. The program type in the example is Pre-Authorization, Campaign and the Work Type is the Repair Order, Warranty claim Case Type.
Repair Order	<p>Pega Warranty provides a level of Service Logistics through the Repair Order case type. The Repair Order case type supports the Service or Repair Technician with the tools needed to quickly and accurately complete the repair. It notifies users of available Warranty coverage and performs three levels of coverage validation:</p> <p>Repair Type and Part Level warranty coverage validations.</p> <p>Damage reasons and prorated coverage validations.</p>
Return Authorization	The Return Authorization is a sub-case in the Parts Return Request. There is a Return Authorization for each part number that needs to be returned per request. The case provides the Dealer with shipping instructions, part tags, and shipping labels pre-populated with the shipping address. The Service Level Agreement (SLA) on the authorization helps ensure that the parts are returned to the Manufacturer in a timely manner.
Supplier Claim	Supplier claims recovery is the process by which the Manufacturer recovers a percentage of the cost of the failed or replaced part that a Supplier provided. The Supplier manager can register new Suppliers and specify the details like the parts the Supplier is contracted to supply and the Supplier's responsibility percent of the part. Supplier responsibility ratio is the percentage of the part cost that the Supplier

Case Type	Description
	assumes responsibility for whenever there is damage to a part and a part replacement is carried out.

Roles, portals, and dashboards in Pega Warranty

Pega Warranty supports key roles associated with your day-to-day use of the application. The table below describes the key access roles provided with the Pega Warranty.

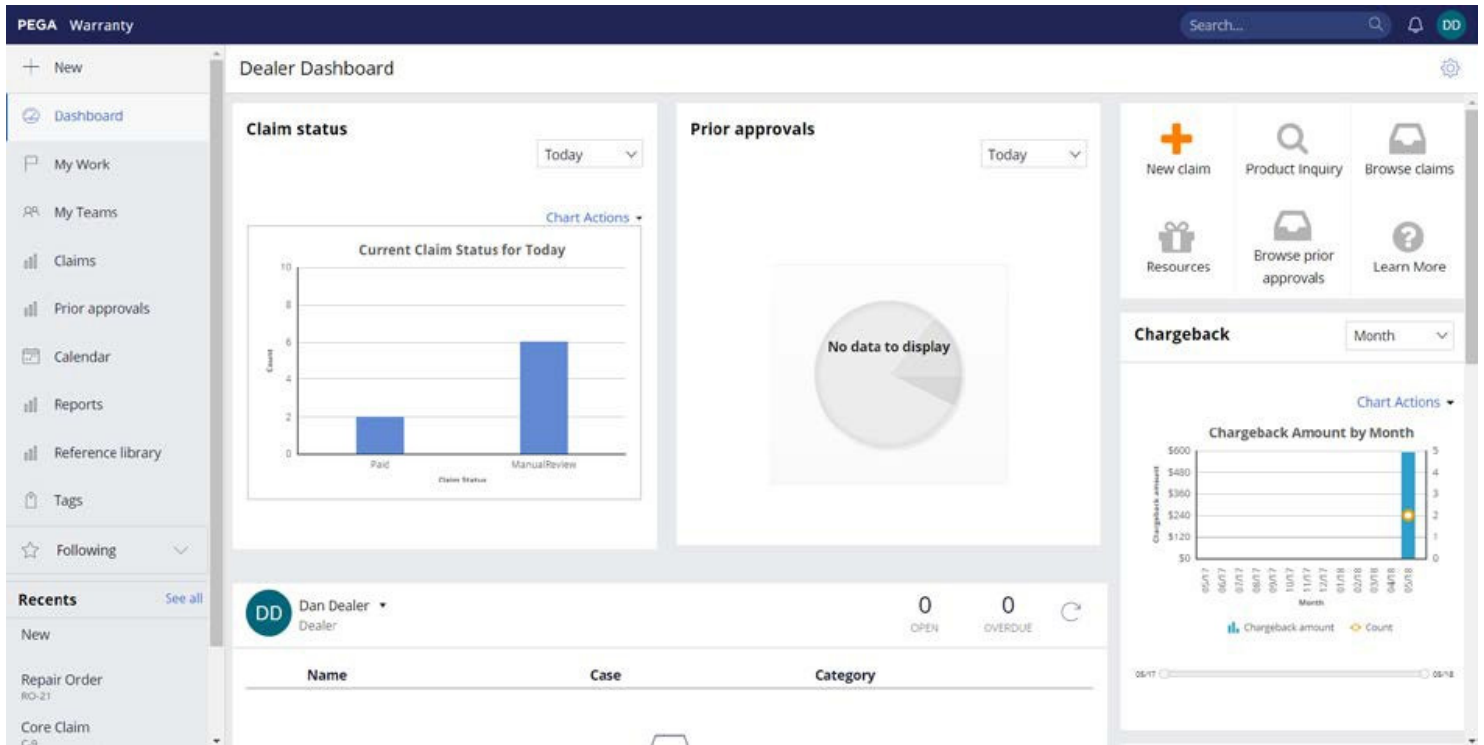
Role name	Description
Dealer	The Dealer role allows a Dealer to create Repair order, create claims, create prior approvals, process product inquiry, and create appeal.
Ship Receiver	The role belongs to Manufacturer who receives the Parts and determines whether it is in good condition or not.
Parts Inspector	This role is responsible to inspecting the parts, capturing results and updates it to Manufacturer.
Assessor Manager	Assessor Manager belongs to Manufacturer is responsible to manage group of assessors who approve/reject warranty claims.
Manufacturer	This role belongs to Manufacturer who looks at Manufacturer portal. This role is responsible in modifying the delegated rules as per the business need.
PA Approver	This Approver role belongs to the Manufacturer who is responsible to approve/deny Prior Approvals.
Repair Technician	The role belongs to the Dealer's Repair Technician who repairs in the field at the customer's site.
Core Ship Receiver	This role belongs to the Manufacturer who receives the Core Parts and determines whether they are in good condition or not.
Core Parts Inspector	This role is responsible to inspect the Core parts, to capture the condition of the parts and determines the disposition of the part.

Role name	Description
Assessor	This role belongs to the Manufacturer, who is responsible to manually assess the warranty claims.

Portals

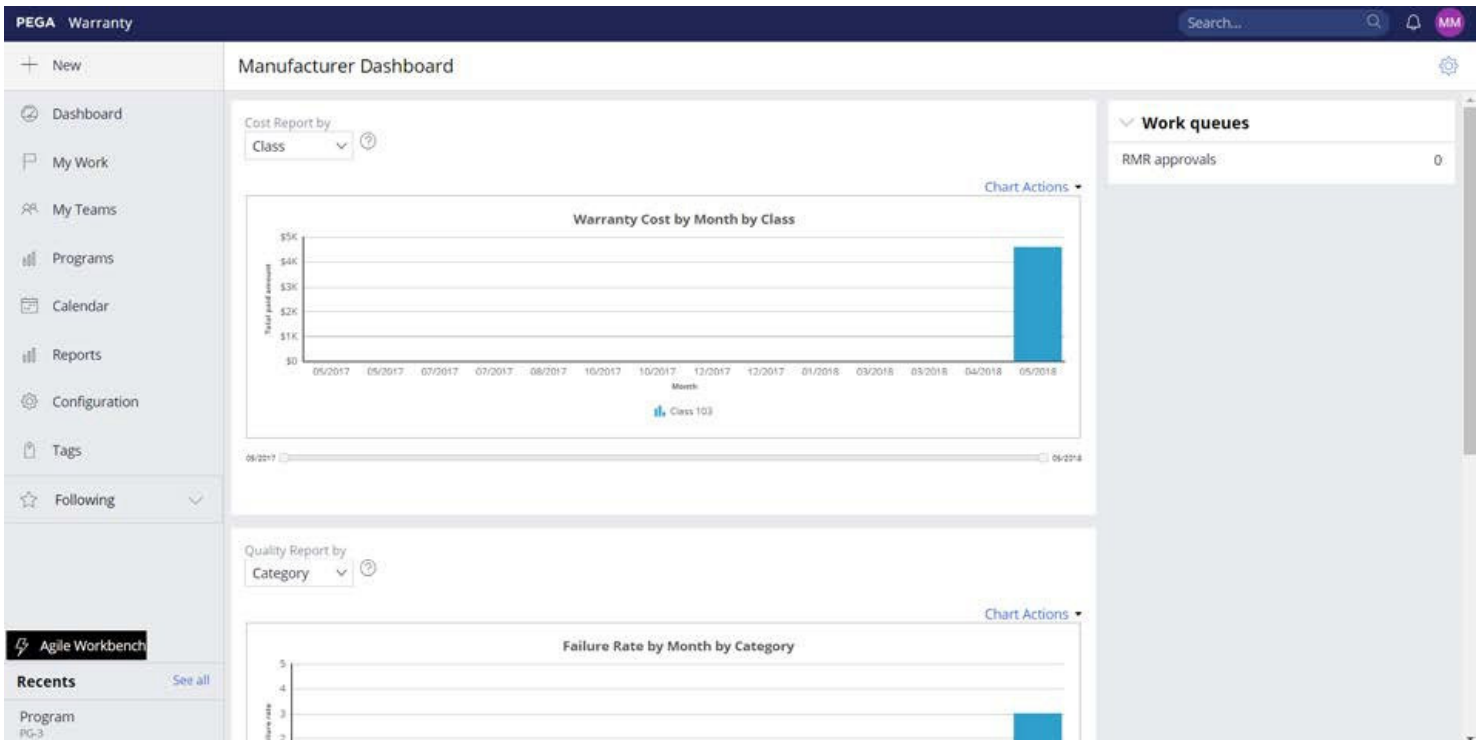
Dealer portal

Dealer creates the Repair Order, warranty claims, and Prior Approval from the portal. Apart from this, the Dealer will be able to appeal warranty Claims and see the comprehensive list of reports from the dashboard.



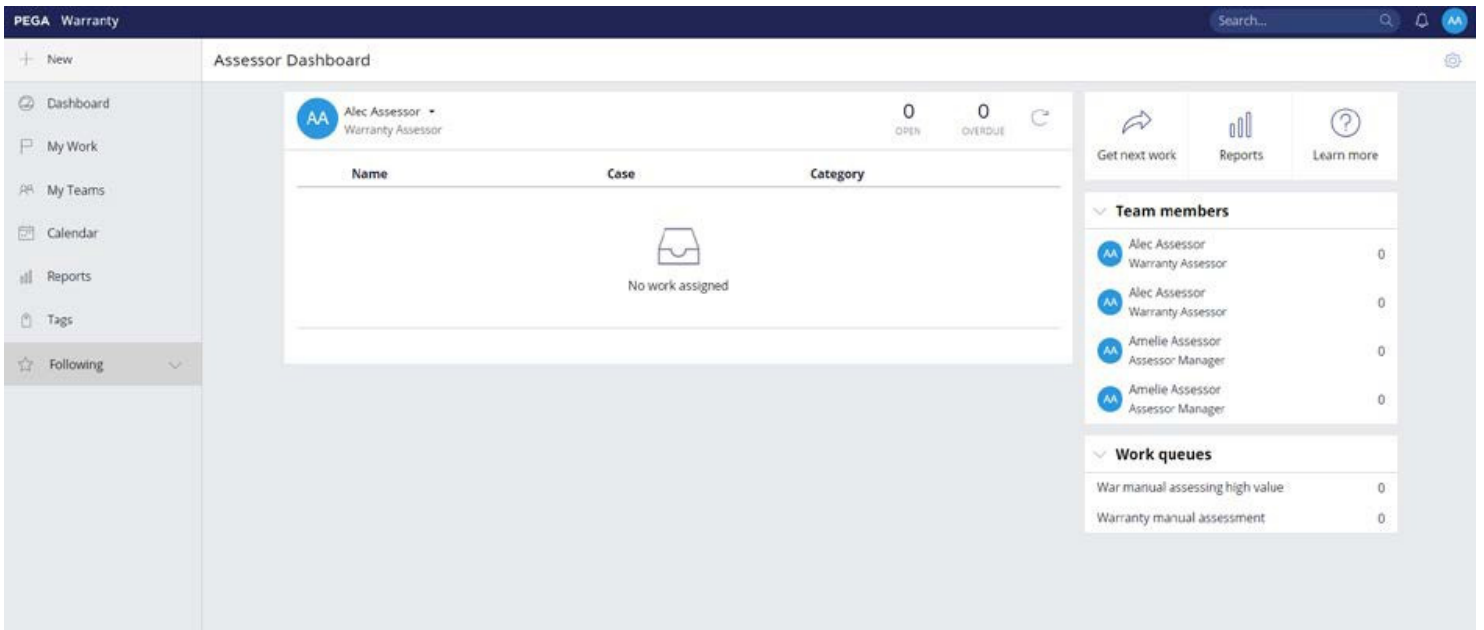
Manufacturer portal

Manufacturer can see the comprehensive list of reports based on warranty claims with drill down options.



Assessor portal

Assessor analyzes the claim information and determines whether the claim should be paid or denied from this portal.



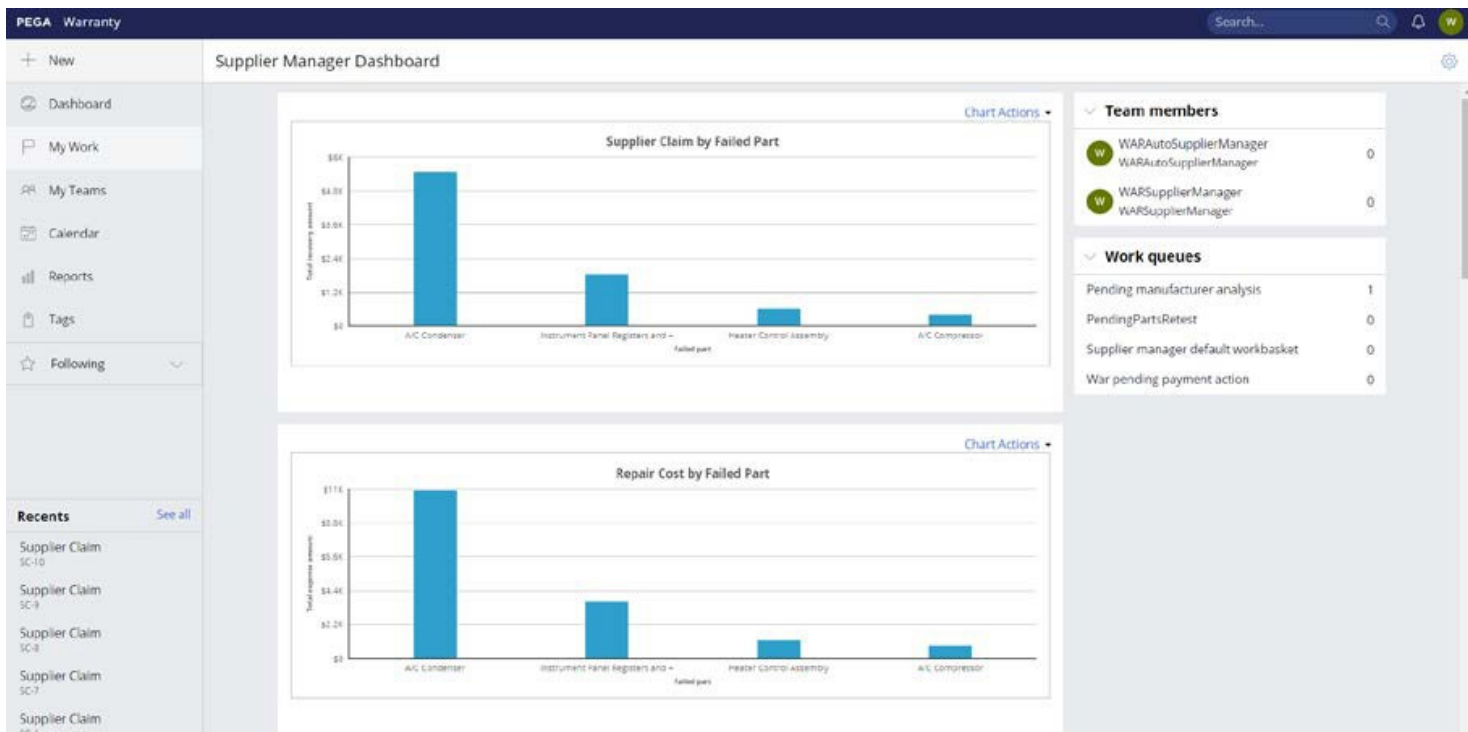
Supplier portal

The Supplier can determine on the Supplier Portal whether to pay the claimed amount from the Manufacturer. The intent is to recover warranty costs paid by the Manufacturer to the Dealer.



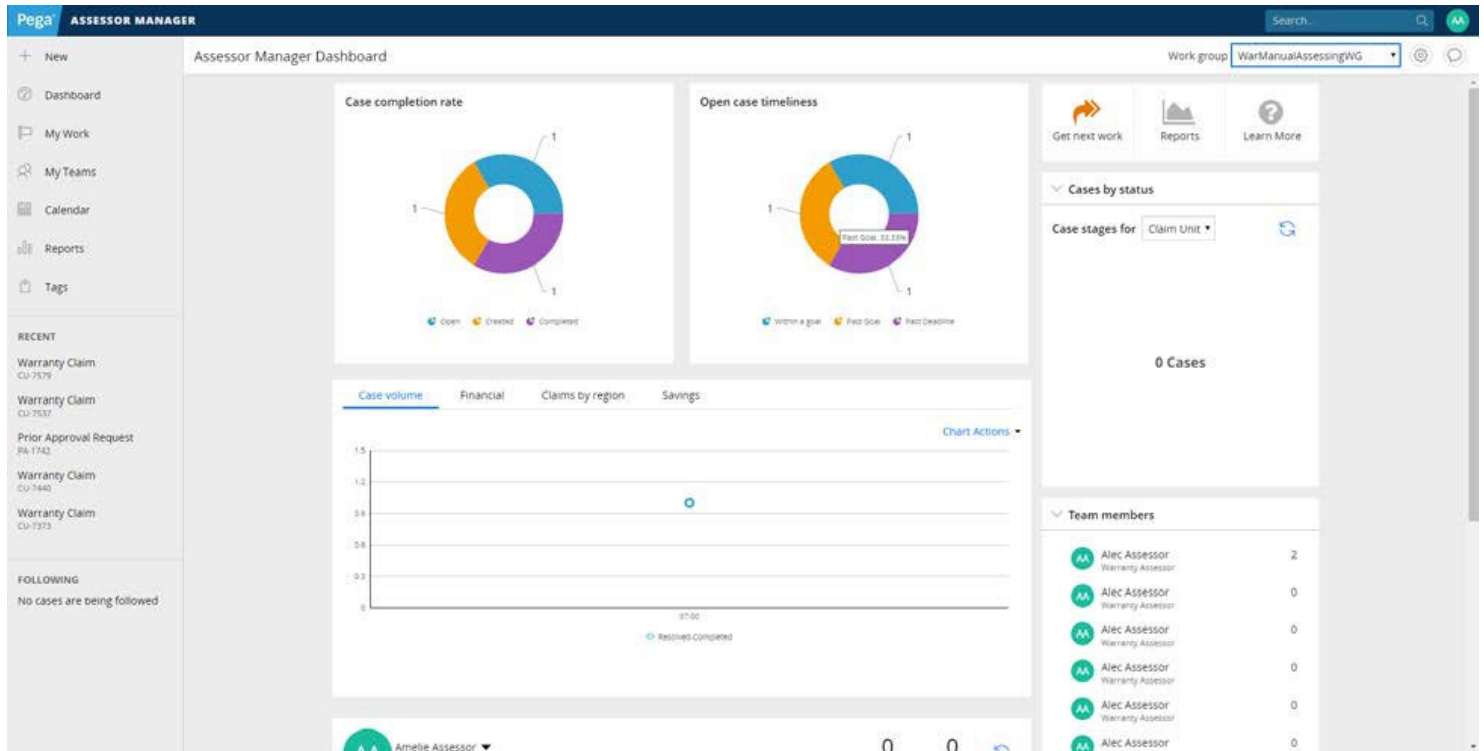
Supplier Manager portal

The Supplier Manager for the Manufacturer mainly registers and manages the Suppliers from this portal and can leverage multiple reports related to Suppliers.



Assessor Manager portal

Assessor Manager manages the Assessor and analyzes the data whether the warranty claim is assessed in the stipulated time or not.



Repair Technician portal

Repair technician creates the Repair Order and adds the repair lines while doing the actual repair in the shop.

Repair Technician Dashboard

Urgent work

ID	Description	Category	Due	Urgency	Owner
RO-13689	Enter repair order	Repair Order	6 days from now	10	Pramod Merugu
RO-13693	Enter repair order	Repair Order	6 days from now	10	Niranjn Sahoo
RO-13703	Enter repair order	Repair Order	6 days from now	10	Niranjn Sahoo
RO-13705	Enter repair order	Repair Order	6 days from now	10	Pramod Merugu
RO-13706	Enter repair order	Repair Order	6 days from now	10	Niranjn Sahoo
CC-126	Campaign Details	Campaign	6 days from now	10	Pramod Merugu
RO-13704	Review and submit	Repair Order	7 days from now	10	Sarath Bhavaraju
CU-6833	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6832	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6829	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6828	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6827	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6826	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6825	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju
CU-6824	Enter Claim Data	Warranty Claim	7 days from now	10	Sarath Bhavaraju

1 2 >

Approver portal

Approver takes a decision whether to approve or deny the Prior Approval Request.

The screenshot shows the PEGA Warranty Approver Dashboard. The user is Alec Approver, a Warranty Approver. The dashboard displays 0 OPEN and 0 OVERDUE items. A table with columns 'Name', 'Case', and 'Category' is empty, displaying 'No work assigned'. On the right, there are sections for 'Team members' and 'Work queues'.

Name	Case	Category
No work assigned		

Team members

Alec Approver Warranty Approver Manager	0
Alec Approver Warranty Approver	0
Alec Approver Warranty Automotive Approver Manager S...	0
Alec Approver Warranty Approver	0

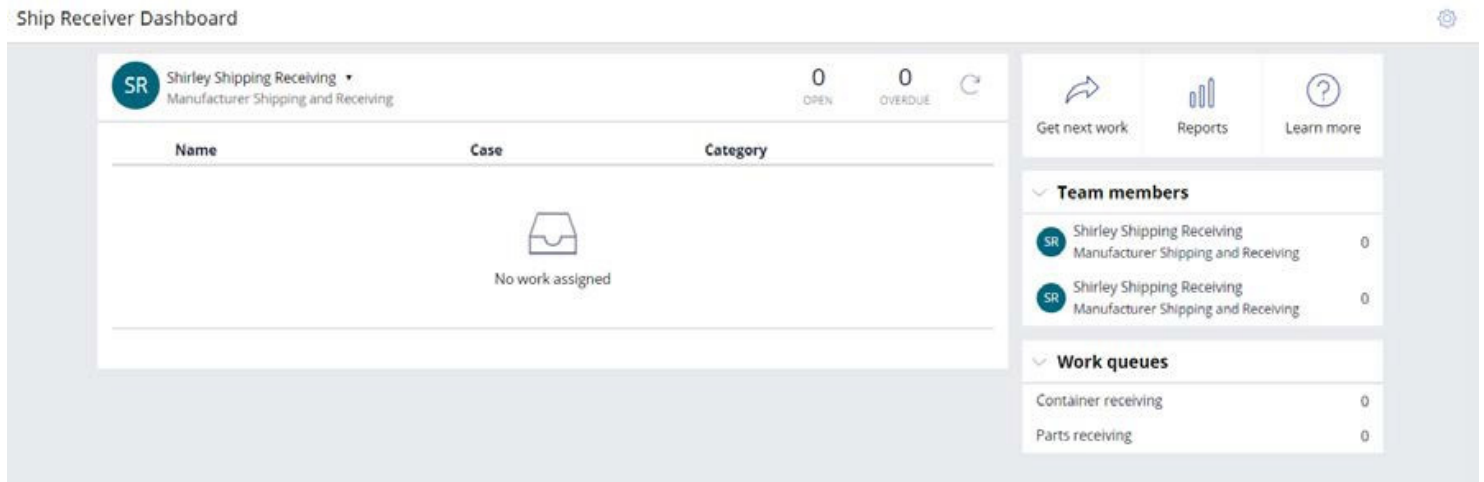
Work queues

Default PA assessing	0
NA_Prior approval	0
PriorApproval_EU	0

Ship Receive portal

User receives and processes materials and analyzes Return Authorization related information from this portal.

Ship Receiver Dashboard



SR Shirley Shipping Receiving
Manufacturer Shipping and Receiving

0 OPEN 0 OVERDUE

Name	Case	Category
No work assigned		

Get next work Reports Learn more

Team members

- SR Shirley Shipping Receiving Manufacturer Shipping and Receiving 0
- SR Shirley Shipping Receiving Manufacturer Shipping and Receiving 0

Work queues

- Container receiving 0
- Parts receiving 0

Parts Inspection portal

Parts inspector inspects the part and updates the inspection details and decides whether the received parts are in good condition or not.

Parts Inspector Dashboard

Urgent work

ID	Description	Category	Due	Urgency	Owner
INS-1192	Process disposition	Inspection	6 days from now	10	WARCO Parts Inspector2

Core Parts inspection portal

Core parts inspector inspects the Core part and updates the details and decide whether the received parts are in good condition or not.

Case stages for No results found

There are no stages for this case.

Urgent work

ID	Description	Category	Due	Urgency	Owner
INS-710	Core disposition	Inspection		10	Warranty Core Parts Inspector
INS-704	Core disposition	Inspection		10	Warranty Core Parts Inspector
INS-701	Core disposition	Inspection		10	Warranty Core Parts Inspector
INS-702	Core disposition	Inspection		10	Warranty Core Parts Inspector
INS-699	Core disposition	Inspection		10	Warranty Core Parts Inspector
INS-681	Core disposition	Inspection		10	Warranty Parts Inspector

Team members

- Warranty Core Parts ... Core Parts Inspector 6
- Warranty auto Core P... Core Parts Inspector 0
- Warranty auto Core P... Core Parts Inspector 0
- Warranty Core Parts ... Core Parts Inspector 0
- Warranty Core Parts ... Core Parts Inspector 0

Work queues

- CorePartsInspection 157

Core Ship Receive portal

Core ship receiver receives, and processes Core parts and analyzes Return Authorization information from this portal.

The screenshot displays the 'Ship Receiver Dashboard' in the PEGA Warranty system. The interface includes a navigation sidebar on the left with options like 'New', 'Dashboard', 'My Work', 'My Teams', 'Calendar', 'Reports', 'Tags', and 'Following'. The main dashboard area features a header for 'Shirley Core Shipping Receiving' with a dropdown arrow and a 'Manufacturer Shipping and Receiving' label. It shows 0 OPEN and 0 OVERDUE cases. Below this is a table with columns 'Name', 'Case', and 'Category', which is currently empty and displays a 'No work assigned' message with a folder icon. To the right, there are two summary sections: 'Team members' and 'Work queues', both showing 0 items.

Name	Case	Category
No work assigned		

Team members	
Shirley Core Shipping Receiving Manufacturer Shipping and Receiving	0
Shirley Shipping Receiving Manufacturer Shipping and Receiving	0

Work queues	
Core container receiving	0
Core parts receiving	0

Primary data entities

This section describes the data types that are used by Pega Warranty.

Name	Description	System of record (SOR)
Address	The Address class is used to store address data applicable for capturing address information for shipping. The fields include. Some of the key fields in this class include Address Code, Address Line1, City, State, Country, and Zip Code.	Sample Data
Amount	This data class represents Currency data model. It helps in processing of amount in different Currencies. Some of the key fields in this class include Currency amount, currency code etc.	
Area of Responsibility	This data class is used to store the Unique Identifier, Description, Short Description and List of Country for an Area of responsibility. Some of the key fields in this class include AORCode, AORDescription, AORShortDesc, CountryList, EffectiveIn, EffectiveOut, and Roles.	Pega
Campaign	This data class is used to store the Campaigns data associated to a Repair. Some of the key fields in this class include CamapignAttention, CampaignDate, CampaignDeliverFrom, CampaignDeliverTo, CampaignID, CampaignIntlExpiryDate, CampaignName, and CampaignUSExpiryDate.	Sample Data
Chargeback Data	This data class is used to support Chargeback case. It holds all relevant information to Chargeback like Chargeback amount, Chargeback comments, Chargeback reason code etc. Some of the key fields in this class include ChargebackAmount, ChargebackReasonCode, and PartStatus.	Sample Data

Name	Description	System of record (SOR)
Claim	This data class Represents a single Claim and it is used as an Embedded page in the Claim Unit work class. This class is the data object that is written to an external Claim's System of Record. Some of the key fields in this class include the Product details, Repairs, Cost details etc.	
Claim Offer	This data class is used to store the claim offer details.	
Claim Unit	This data class Represents a single Claim and it is used as an Embedded page in the Claim Unit work class. This class is the data object that is written to an external Claim's System of Record. Some of the key fields in this class include ClaimInputMethodCode, ClaimStatus, ClaimType, ClaimUnitType, CustomerConcernCode, CustomerDisposition, RepairDetails RepairOrderNumber, RepairSequenceNumber, RepairTypeCode, RepairVisitFundType etc.	
Claim Amounts	This data class is used to store the claim amount details. Some of the key fields in this class include GrossRepairAmount, NetAdjustmentAmount, NetRepairTotalAmount, PrimaryDeductibleAmount, PrimaryLinerAmount, SecondaryLinerAmount, StandardDeductAmount, TotalImporterNetAmount, TotalLaborAmount, TotalLandingAmount, TotalMiscAmount etc.	
Code	This data class holds all the codes used as part of Repair data and It is used in the Repair order, Warranty claim, Prior approval and Supplier claim cases. Some of the key fields in this class include Areas of failure, causalcode, corrective action, customerconcerncode etc.	Sample Data

Name	Description	System of record (SOR)
Country	This data class It is used to store the Country details for a region. Some of the key fields in this class include Regionname, and country.	Pega/ Sample Data
Coverage	This data class is used to store the coverage details. Some of the key fields in this class include CoverageCategoryCode, CoverageCategoryCodeDescription, MaintenanceRepairFlag, OnlyCoverageFlag, and PriorityCode.	
Damage Code	This data class is used to store the damage code details. Some of the key fields in this class include AreaCode, ConditionCode, and ServiceCode.	
Data Party Organization	This data class is used to store the organization details. Some of the key fields in this class include.	
Dealer	This data class has properties and other rules to support the attributes of the Dealer Organization. Some of the key fields in this class include DEALERCODE, ADDRESSLINE1, City, Company, CONTACTID, Country, DEALERSHIPNAME, and DEALERSUBCODE.	Pega/ Sample Data
Detail for Dealer Messages	This data class holds the details of the Message Work Object. Different versions of the messages could be modelled as a list of Message Detail.	Pega
Diagnostics	This data class is used to store the diagnostics details. Some of the key fields in this class include Category, problemdiscovered etc.	

Name	Description	System of record (SOR)
Dimensions	This data class holds all the dimensions related attribute like Length, Width and height which is used to enter Product information.	
Disposition	This data class is used to store the disposition details like dispositiontext and percentage.	Sample Data
Electrical	This data class holds Electrical data which is used to enter Product information. Some of the key fields in this class include PowerInput, unitCode, Value, and PowerRating.	
Elementary Claim Status	This data class is used to store the elementary claim status details.	
Environment variables	This data class has Properties to store the class names, work basket names, operator id names, etc. which will be used in the dynamic referencing of these values in the rule types.	Pega
Estimated Cost Of Repair	This data class is used to store the Estimated Cost Of Repair details Some of the key fields in this class include AdjustedAmount, DifferenceAmount, ManufacturerParticipationAmount, ManufacturerParticipationPercentage, OriginalAmount, RequestedAmount, and TotalAmount.	
Exception	This data class is used to store the exception detailsSome of the key fields in this class include ExceptionCode, ExceptionDescription, ExceptionProperty, and TransactionStatus.	

Name	Description	System of record (SOR)
Hierarchy Level	This data class is used to store the hierarchy level details. Some of the key fields in this class include HierarchyLevels, ID, Label, Level etc.	Pega
High Level Authorization	This data class represents a set of data to carry high level Authorization in the claim unit. Some of the key fields in this class include Action, Approver, Comment, HLAlevel, MaxValue, MinValue, and ToWorkBasket.	
Home page Links	This data class is used to store the display the link details on the Portal.	Pega
Instruction	This data class is used in the Inspection Case where the Parts Inspector has to follow the Instruction(s) for Testing. Some of the key fields in this class include Correspondence, ExternalLink, ID, Instruction, and Rank.	Sample Data
Labor Expenses - BOM	This data class is used to hold the labor expense information in the Bill of material Section for Warranty Claim and Prior Approval Cases. Some of the key fields in this class include AdjudicationCode, AssessedCode, BasicNumber, ComboCode, DeductedLaborCost, Labor, LaborAmount, and LaborFlag.	
Labor Expenses for Repair	This data class is used to hold labor expenses information in the Bill of material Section for the Repair order, Warranty claim, Supplier claim and Prior Approval Cases. Some of the key fields in this class include Labor Technician ID, LaborDescription, Activity, HourlyRate, Standard Hours, and Labor Code.	Sample Data
Measure	This data class is used to represent units of measure and its quantity. For example, Engine Capacity is measured by 100 CC whereas product weight can be measured by 2000 lb.	Sample Data

Name	Description	System of record (SOR)
Miscellaneous Expenses - BOM	This data class is used to hold Miscellaneous expense information in the Bill of material Section for Warranty claim and Prior approval Cases. Some of the key fields in this class include AdjudicationCode, AssessedCode, DeductedMiscCost, ExpenseAmount, and ExpenseDays.	
Miscellaneous Expenses for Repair	This data class is used to hold the Miscellaneous expenses details in Bill of material Section for Repair Order, Warranty Claim, Supplier Claim and Prior Approval Cases. It also handles Miscellaneous expenses on a Prior Approval request to get Pre- authorization when the Repair is covered under Warranty.	Sample Data
Order History Information	This data class is used to support Purchase Order details and it is used while the Customer is willing to Return a Product so he will choose order history to populate which Product to Return. Some of the key fields in this class include Order ID, Contact ID, Customer PO, Delivery Date, and Order Date.	Sample Data
Part number	This data class is used to store the part numbers and the part descriptions	Sample Data
Parts	This data class is used to handle Part Information in the Bill of Materials section for the Repair order, Warranty claim, Supplier claim and Prior approval Cases.	Sample Data
Parts - BOM	This data class is used to hold Part information in the Bill of material Section for the Warranty claim and Prior approval Cases. Some of the key fields in this class include CausalPartIndicator, CausalPartNumber, ConditionCode, CoreAmount, PartNumberComposite, PartReceived, PartReturnRequired, Parts, PartsReturnReason, Reason, and ReceiveDateTime.	

Name	Description	System of record (SOR)
Party	This data class is used to store the party details like the partyid, countryname, postofficebox etc.	
Payment	This data class is used to support Payment transaction details like paymenttype, totalpaymentamount, and totalrecoveryamount.	
Person Party	This data class is used to hold the properties for representing any Person/Party associated with a Case. The Customer information is one of the examples where this data type is used.	Pega/ Sample Data
Pre-Defined Comment Table	This data class is used to show Pre-defined Comment information like Comment Code, Comment Category and Comment Description. Some of the key fields in this class include Comment, CommentCategory, and CommentCode.	Sample Data
Pre-defined Repair	This data class is used to hold the pre-defined Repair details if the user defines the pre-defined Repair code then it populates in the repair details based on the diagnostic process. It is used in the Repair Order process as well. Some of the key fields in this class include PDRCd, Quantity, and TotalAmount.	Sample Data
Prior Approval Data	This data class is used to hold the Prior approval data and it is used as an embedded page in the Prior approval work class. Some of the key fields in this class include PriorApprovalData, PriorApprovalStatus, and PriorApprovalType.	
Product Details	This data class is used to hold all the attributes need to represent Product. Some of the key fields in this class include Bodyunitid, Category, classid, color, dimensions, dealer id etc.	Pega/ Sample Data

Name	Description	System of record (SOR)
Product Info	This data class is used to store the product information details like condition code and description.	
Product Inquiry	This data class holds the details required for Product search functionality and the results in detail. Some of the key fields in this class include Product details and warranty details.	
Product Master	<p>This data class holds Product Information and is used in the Repair order, Warranty claim, Prior approval, Appeal, Supplier claim and Parts return Process.</p> <p>Some of the key fields in this class include Make, Manufacturer, Model, ProductDescription, ProductID, and ProductType.</p>	
Property Alias	This data class is used to hold rules which help in the criteria section of the Program for selecting the properties, and for knowing the meta data about the properties.	Sample Data
Property Optimization	This data class is used to store the Property Optimization details. Some of the key fields in this class include ApplicationExclusion, ApplicationName, ClassName, PropertyClass, PropertyName, PropertyPath, and TopClass.	Pega
Purchase Order line item	This data model is used to support Purchase order line item details. It is used in the Return Materials Request process as well. Some of the key fields in this class include OrderID, Product ID, Serial Number, and Unit Price.	Sample Data
Region Country Mapping	This data class holds rules related to the mapping of a Region with a list of Countries.	Pega

Name	Description	System of record (SOR)
Repair Details for a Repair Line	This data class is used to hold the details of the Repairs on a Product that is under Warranty. Some of the key fields in this class include CausalCodeDescription, CausalFlag, CausalPartDescription, CausalPartFlag, CausalPartIndicator, ClaimAmounts, ComplaintDescriptionString, CompletePartNumber, ConditionCodes, CostOfRepair, CoverageCategory, CustomerConcernCodes, DescriptionOfProblem, DetailedParts, Diagnostics, EligibilityCoverageList, etc.	Pega
Repair line details	This data class is used to hold the details of a single Repair Line, used in the Repairs page list in the Repair order and as a single Repair in a Claim unit. Some of the key fields in this class include CausalCode, CausalPart, CausalPartNumber, CausalWCCCode, CheckOutDate, ClaimType, ConditionCode, CoreParts, and customerconcerncode.	Pega
Repair Order	This data class holds Repair Order data and is used as an embedded page in the Repair Order and Claim File work objects. Some of the key fields in this class include MonthsInService, Product, ProductionDate, RepairOrderNumber, Repairs, RepairSequenceNumber, Retailer, SaleDate, and ServiceAdvisor.	
Repair Vendor	This data class is used to hold the details of the vendor in Scheduled appointment in the Repair order process.	Sample Data
Replacement Serial Numbers	This data class is used to store the replacement serial numbers.	
Response Mapping	This data class has all the rules related to the response/action that has been configured for a Common Request Program. Some of the key fields in this class include CreateCase, CreateCaseClass, CreateCaseClassReference, ID, ProgramType, ResponseType, and WorkType.	Sample Data

Name	Description	System of record (SOR)
Return Data	This data class is used to store the data in the Return material, Return authorization cases. Some of the key fields in this class include ReturnItems, ReturnMode, ShippingAddress, and ShippingDate.	
Return item	This data class includes all the properties related to an item that is being returned. Some of the key fields in this class include BinName, Condition, DispositionStatus, ItemDescription, ItemDetails, ItemID, ItemType, and Quantity.	Pega
Return Data	This data class is used to store the data in the Return material, Return authorization cases. Some of the key fields in this class include ReturnItems, ReturnMode, ShippingAddress, ShippingDate, ReasonForReturn, ReturnInitiatorComments, and ReturnInstructions.	
Schedule Dealer Meeting	This data class is used to store the Schedule Dealer Meeting details from dealer schedule screen like the meetingmemo, ID, endtime, starttime, dealerid etc.	Pega
Sub Claim	This data class is used to store the sub claim details. Some of the key fields in this class include SubClaimAmount, SubClaimCode, and SubClaimTypeCode.	
Supplier Claim	This data class has all the properties related to a Supplier claim. Some of the key fields in this class include ClaimedLaborCost, ClaimedMiscCost, ClaimedOtherCost, ClaimedPartCost, ClaimNumber, DisputedLaborCost, DisputedMiscCost, SupplierResponsibilityRatio, TotalDisputeAmount, TotalPaymentAmount, TotalRecoveryAmount, and TotalWriteOffAmount.	
Supplier Party	It represents party of a Supplier Organization and used for the Supplier Recovery process. Some of the key fields in this class include IsPartBackNeeded, PaymentType, StateCode, SupplierCode, SupplierExpectedAmount, SupplierPartReturnCode, and SupplierResponsibilityRatio.	Pega

Name	Description	System of record (SOR)
Symptoms Mapping	This data class is used to store the symptoms mapping details like the repair type, symptom and troubleshooting.	
Transaction Exception	This data class is used to store the transaction exception details. Some of the key fields in this class include ExceptionCode, ExceptionDescription, ExceptionProperty, and TransactionStatus.	
User Profile	This data class is used to store the user profile data. Some of the key fields in this class include RoleName, Roles, RolesTest, SortGroups, UserId, UserName, and country.	
Vendor Availability	This class has rules which help in capturing the details related to the appointment in the Repair order in the field process.	Sample Data
Warranty	This data class has rules which represent the Warranty contract or Policy information. Some of the key fields in this class include CountryCode, CoverageAmount, CoverageCategory, CoverageCategoryCode, CoverageCode, Coverages, CoverageType, CurrentCoverageAmount, DaysCovered, Deductible, DeductibleAmount, Documentstorage, and Exclusions.	Pega / Sample Data
Warranty Repair Types	This data class is used to hold the values from PegaMfg-Int-WarrantyRepairs layer. Some of the key fields in this class include ProductType, RepairDesc, and ND WarrantyTypeCd.	

Further reading

For more information about Pega for Manufacturing, see Pega for Manufacturing [product page](#). For more information about Pega Warranty, see Pega Warranty [product page](#).