

Automated Claims Processing

- Automating claims (returns, missing in freight, replacement, damage, stolen, etc.) processes using Brity RPA
- Brity RPA will validate critical data (different sets of required/ critical data depending on claims type) – validating the received claims based on the order the claim originated from
- Brity RPA will automatically calculate date of sale to the actual customer, check the specific terms of that product group (e.g. TV return policy of within 30 days, mobile phone return policy within 90 days, etc.) to validate which claims are valid for processing
- Filtering out the valid claims to be processed automatically in the subsequent processes.
 - Return/Replacement orders will have Brity RPA automatically create Return Sales Orders based on the claims
 - Damaged/Stolen claims will have Brity RPA automatically prepare insurance claims packet to be reviewed by the claims team
- Processes that are outside of the valid claims period will have Brity RPA automatically notify necessary managers of that so they can reach out to the customers
- Custom built web portal to help manage all the claims received – flagging which ones have been successfully processed by the RPA and which ones have discrepancies or claims window issues that should be reviewed by a human process owner – custom web portal also shows all the related evidence documents all in one place consolidated automatically by Brity RPA

Use Case : Bill of Sales (BOS) Validation

Optimization of Vendor Repair Invoice process by automating data extraction, integration, and validation

