# HOW REGYSTRD WORKS

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REGYSTRD is a Purchase Registration and Claim Management Platform. Fully configured, REGYSTRD allows your customers to register their orders and make claims against them, subject to the terms and conditions you set.

Seller Central Access through API (LWA) allows REGYSTRD to pull order history, All Listings Report, and the Active Listing Report, which are used during the onboarding process to identify the SKUs that are covered by warranty and what their allowable replacements are. During onboarding, terms and conditions of the warranty are set, policies for the auto-processing of claims is set, as are some system configurations, including brand assets and colors.

After onboarding is complete, sellers are afforded the opportunity to use their 'tenant' (a subdomain for your personal system - e.g. yourstore.regystrd.app) in a sandbox mode. Once comfortable, the database can be reset and the seller can publish the link to the tenant on their marketing materials.

NOTE: if there are any terms in this document that you do not understand, please see our Glossary in the PDF section of the support page.

## BASIC FLOW

### Registration

A customer enters an order number. If the system finds it, they can proceed with registration, which only requires a First Name, Last Name, Country and a couple of permissions. Upon completion of the registration, the customer may receive an email confirmation and/or an email with a promotional code for use at your store, if you've configured the system to do so.

A seller can use the seller dashboard to create a registration on a customer's behalf. In this case, you must provide both an order number and an email. If the order is found

and the user already exists, then the registration is complete. If the user does not exist, then a First Name, Last Name, and Country must be provided.

## Claim

After registering an order, whether immediately or some time later, a customer may make a claim. If immediately, they will be taken to a page where they can select replacements for the covered items in the order. If some time later, the customer must first log in (a code is sent to their email) and then select the registered order against which the claim will be made. As part of the claim process, the customer may be asked to provide a reason for the claim or be asked to upload a photo…the choice is up to you, the seller. After providing shipping information, the customer is asked to verify the details of the claim before completing the request. Upon completion of the claim, the customer may receive an email confirmation and/or an email with a promotional code for use at your store, if you've configured the system to do so.

A seller can use the seller dashboard to create a claim on a customer's behalf. This can be accomplished in several ways:
- by clicking on 'create a claim' on a registration details page
- by clicking on 'create a claim' on the details page of an order that has been registered
- by clicking on 'create a claim' at the top of the claims explorer
- by clicking on the orange "+" sign and selecting claim

Depending on where you initiate a claim, different information to effect the claim will be required. If a registration is an order number plus an email, then a claim would be a registration plus selected items and shipping information.

## Claim Processing

A claim's default status is 'unprocessed'. If policies are set and the claim meets the criteria, then the claim may be auto-approved and thus require no manual review. If not automatically approved, the claim must be reviewed by the seller. The claim may be approved, denied, or settled. Settling is when the original claim has been modified in some way. If a seller is not prepared to make a final determination on a claim, they may place it 'under review' to indicate that the claim has been seen and additional information is required.

To facilitate the review process, REGYSTRD offers a series of "explorers", which are a means by which to filter and browse the following entities:

- Users
- Registrants
- Registrations
- Claims
- Fulfillments
- Refunds
- Returns

The details pages for each of these types of record are well linked so that the seller can establish an efficient workflow for determining the legitimacy of a claim.

## Fulfillment

Once a claim is approved, or settled (with at least one SKU remaining in the claim) then it must be fulfilled. An approved claim details page will present the seller with fulfillment creation cards: one for each default logistics provider (3PL) associated with the SKUs in the claim. The seller may click on 'create and send', in which case a fulfillment order is sent via API to the logistics provider (for the moment, only Amazon is supported). If only 'create' is clicked, the fulfillment request is created, but not sent. If the default logistics provider for a SKU in the claim is 'EXTERNAL' then a seller can export the fulfillment(s) for import into the 3PL of their choice, though this would necessitate a manual update of the fulfillment status.