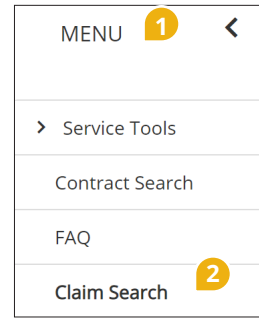


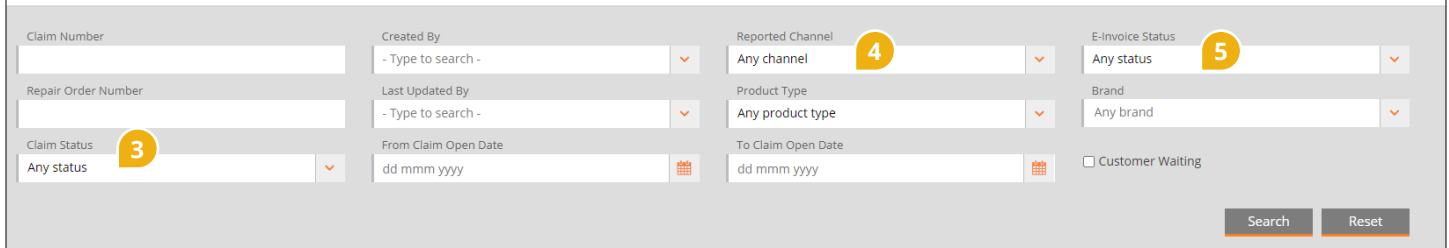
Claims Search

Hub users are now able to see claims that are waiting to be processed in a queue. To access it, please:

1. Navigate to the left **Menu** (1).
2. Click on Claim Search (2)



Search & View Claims



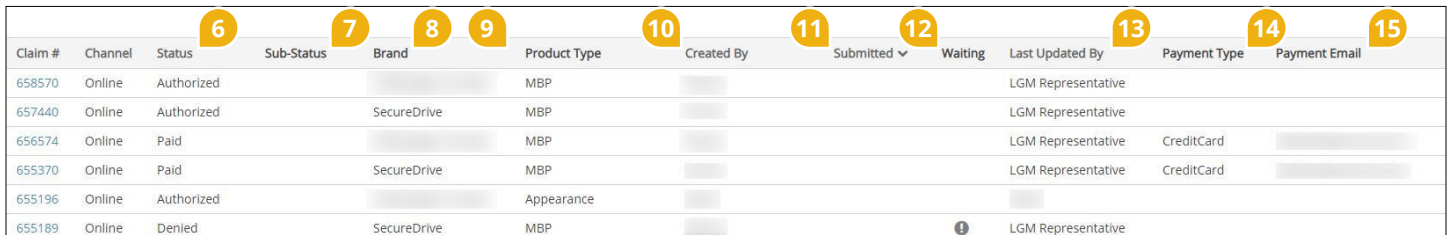
A screenshot of a search form titled 'Search & View Claims'. The form contains several input fields and dropdown menus, each with a yellow callout circle containing a number:

- Claim Number: text input field.
- Created By: dropdown menu with '- Type to search -'.
- Reported Channel: dropdown menu with 'Any channel' and callout '4'.
- E-Invoice Status: dropdown menu with 'Any status' and callout '5'.
- Repair Order Number: text input field.
- Last Updated By: dropdown menu with '- Type to search -'.
- Product Type: dropdown menu with 'Any product type'.
- Brand: dropdown menu with 'Any brand'.
- Claim Status: dropdown menu with 'Any status' and callout '3'.
- From Claim Open Date: date input field with a calendar icon.
- To Claim Open Date: date input field with a calendar icon.
- Customer Waiting: checkbox.

 At the bottom right of the form are 'Search' and 'Reset' buttons.

Search Criteria


To access the claims queue, enter the required criteria; take note that leaving the criteria blank will show all claims connected to the user's repair facility. The most important criteria to consider are the **Claim Status** (3) - pending submitted claims are the ones most waited for. **Reported Channel** (4) - the search can show claims submitted only online for example. **E-Invoice Status** (5) shows the status of the e-invoice, meaning users can search for paid e-invoices only, or pending ones to see which claims still have not been paid.



Claim #	Channel	Status	Sub-Status	Brand	Product Type	Created By	Submitted	Waiting	Last Updated By	Payment Type	Payment Email
658570	Online	Authorized			MBP				LGM Representative		
657440	Online	Authorized		SecureDrive	MBP				LGM Representative		
656574	Online	Paid			MBP				LGM Representative	CreditCard	
655370	Online	Paid		SecureDrive	MBP				LGM Representative	CreditCard	
655196	Online	Authorized			Appearance						
655189	Online	Denied		SecureDrive	MBP				LGM Representative		

Search results

The heading of the search results table contains sortable options. The following topics are shown:

- The claims **Status** (6) is a search criteria, and shows all available claim statuses - Pending submitted statuses should be prioritized.
- The **Sub-Status** (7) populates when the claim has been reviewed by an adjuster - This will show what is needed for claim processing if applicable.
- The **Brand** (8) shows the brand of the contract.
- The **Product Type** (9) shows the contract's coverage types (mechanical, appearance, etc...)
- The **Created By** (10) heading shows users who created the claim.
- The **Submitted** (11) heading shows when the claim was submitted - this populates for claims under pending submitted status.
- The **Waiting** (12) heading indicates if a user has identified a customer as waiting for the repair being claimed, waiting claims are identified by 
- The **Last Updated By** (13) heading shows who updated the claim last, typically showing the user name of the external user or *LGM representative*
- The **Payment Type** (14) heading populates for paid claims, and indicates the payment method (Credit Card, Cheque)
- The **Payment Email** (15) indicates the email address of the payee.

Need Help?

If you have any questions please consult our [FAQ](#) or contact us through Live Chat in the [HUB](#)