



LAM Claims Portal

Repairer Instruction Guide



Linkfield *Accident* Management Ltd

LAM Claims Portal

Welcome to the LAM Claims Portal.

User type: *

Please select...



Login >

User
Selection

Select "Repairer" as User type.



Linkfield Accident Management Ltd

LAM Claims Portal

Repairer login

Welcome to the LAM Claims Portal. Please sign in to view all active repairs currently assigned to your company.

[Download user guide >>](#)

Username / email address: *

Password: *

Login >

Show all login types

Login

Enter your Username and Password.



Linkfield Accident Management Ltd

Home

Search

Logout

LAM Claims Portal

Welcome

All repairs that we have assigned to your company can be administered via our portal.

To review a list of all open claims, please click on the link below.

Please select relevant status per claim and add any associated notes to update the present position.

If you have any queries relating to these repairs, please contact us on 03300 023 331 - Option 4.

Alternatively, if you would like to speak to Envoy Associates (our independent engineer), then please contact them directly on 0118 979 7319.

Any estimates or invoices should be emailed to newclaims@lamclaims.co.uk

[Show all open claims](#)

Open tasks and actions

VRN	Reference	Incident date	Status	Action SLA
DX41DGF	BT/TI/000120/TEST	12/05/2021	Estimate authorised	06/05/2022 select
DX54DGF	BT/TI/000016/TEST	02/10/2021	Estimate authorised	23/05/2022 select

Welcome
Page

Click on *"Show all open claims"* (on the left-hand side of the screen) to see a list, and status, of each repair we have assigned to you.

Tasks shown in **red** on the *"Open tasks and actions"* list (on the right-hand side of the screen) are past the original SLA set.



Linkfield Accident Management Ltd

LAM Claims Portal

Search

Vehicle registration:

Incident date: (dd/mm/yyyy)

Claim reference: (what is this?)

Surname / company:

Active repair:

Repair status:

Open task or action:

[Find](#) [Reset](#)

Search results

VRN	Reference	Incident date	Status	Action SLA
DX41DGF	BT/TI/000120/TEST	12/05/2021	Estimate authorised	06/05/2022 select
DX41DGF	BT/TI/000114/TEST	02/03/2021	n/a	n/a select
DX41DGF	BT/TI/000109/TEST	09/05/2021	Repair in progress	n/a select
DX41DGF	BT/TI/000086/TEST	29/04/2021	Parts delayed	n/a select
DX44DGF	BT/TI/000017/TEST	08/11/2021	n/a	n/a select
DX54DGF	BT/TI/000016/TEST	02/10/2021	Estimate authorised	23/05/2022 select
DX43DGF	BT/TI/000015/TEST	08/12/2021	n/a	n/a select



Open Claims

Hover over the "Status" of each repair to see an explanatory note. If n/a is shown, it means our in-house FNOL team needs to update the status for you to then continue updating the progress.

Click on "select" (on the right of the search results) on the repair to be updated.

Alternatively use the search options on the left-hand side of the screen.

Claim Details

LAM Claims Portal

Vehicle details

Vehicle registration: [REDACTED]
Vehicle make: MERCEDES-BENZ
Vehicle model: EQC EQC 400 300KW AMG LINE 80KWH SDR AUTO 1CC
Vehicle colour: Unknown
Vehicle declared drivable: Yes
Policy number: [REDACTED]
[Back to search](#)

Claim details

Claim reference: LAMPSAL200104 [REDACTED]
Driver name: [REDACTED]
Driver main telephone: [REDACTED]
Incident date and time: 17 June 2022 at 17:30
Incident description: Third Party was reversing out of her parking bay and hit parked Policy Holders vehicle.
Details of the damage: Damaged to drivers side front bumper. Scratched and dented right side bumper front.
VAT status: Registered
Excess payee: Driver

Repair status

- Current status: Vehicle booked in
- Date vehicle booked in: 27/07/2022
- Pending task / action: n/a

[Update status](#)

Repair history

Repair status	Date set	Set by	Task / action
Mobile vehicle Awaiting estimate	20/06/2022 13:02	LAM	Completed
Parts ordered	21/06/2022 15:49	Reparer	Completed
Estimate authorized	22/06/2022 11:23	LAM	Completed
Vehicle booked in	11/07/2022 13:53	Reparer	Handled

File uploads

File:

File type / name
No records found

Click on "Update status" to update the status of the repair.

Please add notes, or dates, on statuses where applicable.

Progressing Claim Details

Vehicle details

Vehicle registration:

Vehicle make:

Vehicle model:

Vehicle colour:

Vehicle declared drivable:

Policy number:

[Back to search](#)

Claim details

Claim reference:

Driver name:

Driver main telephone:

Incident date and time:

Incident description:

Details of the damage:

Repair status

- Current status: Repair in progress
- Estimated completion date: 17/05/2022
- Pending task / action: n/a

Update the repair status

Repair status: *

Please select...

[Update](#)

[Cancel](#)

Repair history

Repair status	Date set	Set by	Task / action
Repairer confirmed	16/05/2022 08:29	BJIB Test	Completed
Vehicle booked in	16/05/2022 08:33	Repairer	Completed
Repair in progress	16/05/2022 08:34	Repairer	Handler

Repair history will build up as each job progresses, with statuses being added by you and our in-house FNOL team.

Document Uploading

Repair status

- **Current status:** Drivable awaiting estimate
- **Pending task / action:** Due 11/07/2022 at 15:58

Update the repair status

Repair status: *

Please select... ▼

Update Cancel

Repair history

Repair status	Date set	Set by	Task / action
Mobile vehicle Awaiting estimate	07/07/2022 15:58	LAM	Supplier

File uploads

File:

File type / name

No records found

To upload correspondence, click on "Select" underneath "File uploads".

Document Uploading

File uploads

File:

Name: *

Type: *

Comment: (optional)

After selecting the file, you wish to transfer from your own PC/Server, the "File" field will be populated.

You can then amend the "Name" field if you wish.

Then select, from the drop-down list in the "type" field, the correct document type.

Document & File Types

Document Types

Damage Photograph

Diagram

Driver Correspondence

Email Correspondence

Engineers Approval

Engineers Report

Estimate

Invoice

Letter or Correspondence

Miscellaneous

Payment Pack

Repairer Images

Supplementary Estimate

Repairer Correspondence

ADAS

File Extension Type

.doc

.docx

.gif

.html

.jpeg

.jpg

.pdf

.xls

.xlsx

.msg

Status Options

Repair Status	Action By
Repair Not Requested	N/A
No damage insured vehicle – No repair requested	N/A
Reported via insurer – No repair requested	N/A
Alleged – No repair requested	N/A
Replacement keys – No repair requested	N/A
Hire car awaiting invoice – Hire company repairing	N/A
Incorrect fuel – Awaiting invoice	N/A
Non LAM pepairer – Awaiting Invoice	N/A
Import – Awaiting repairer to be assigned	Handler
Recovery required	N/A
Vehicle in storage	N/A
Repairer recovering	Supplier
Independent recovery company recovering	N/A
Repairer confirmed	Handler
Repair Declined	Handler
No excess paid	N/A
Awaiting booking	Supplier
Repairer Unable to Contact Driver	Handler
No courtesy car	Supplier
Liability confirmation required	Handler
Vehicle booked in	Handler
Awaiting Customer Images or Info	Supplier
Vehicle on site / awaiting estimate	Supplier
Drivable awaiting estimate	Supplier
Estimate received	Handler
Estimate with engineers	Handler
Estimate under query	Handler
Awaiting Engineer Inspection	Handler
Estimate authorised	Supplier
Awaiting Insurer Approval	Handler
Vehicle is a total loss	Supplier
Repair in progress	Handler
Parts ordered	Supplier
Part delay	N/A
Parts received	Supplier
Supplementary estimate received	Handler
Supplementary estimate with engineers	Handler
Supplementary estimate authorised	Supplier
Repair completed	Supplier
Awaiting Engineer Approval	Handler
Vehicle with customer	N/A
Vehicle moved to specialist	N/A
Vehicle to be scrapped	Handler
Vehicle scrapped	N/A
FNOL complete	N/A
Payment Awaited from Insurer	N/A
Invoice Approved for Payment	N/A

The progress of each repair is monitored using these status options (listed in chronological order) for you and our in-house FNOL team to select.



Feedback

We will be continuing to add new Repair Statuses to the list on the previous page to improve the overall efficiency of each repair.

We value your feedback, and therefore if you have any suggestions on how we can improve the functionality, please send these to Lisa Carroll (our Business Systems Analyst) at lisa.carroll@lamclaims.co.uk