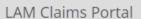


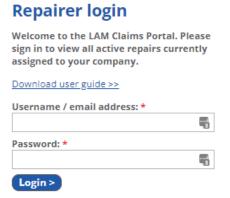
Select "Repairer" as User type.





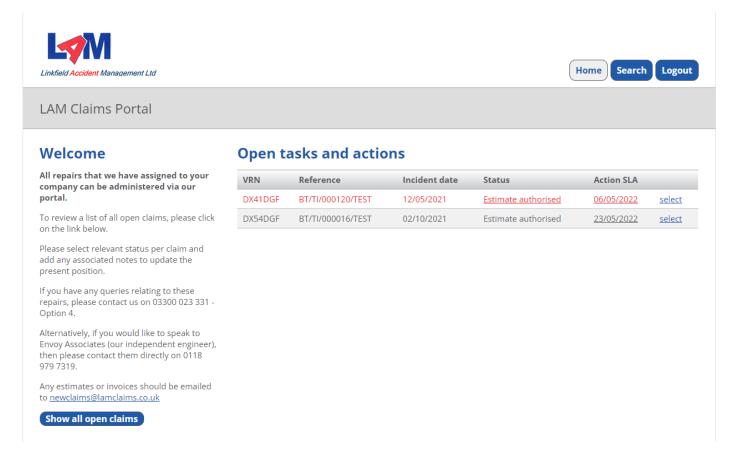
Show all login types





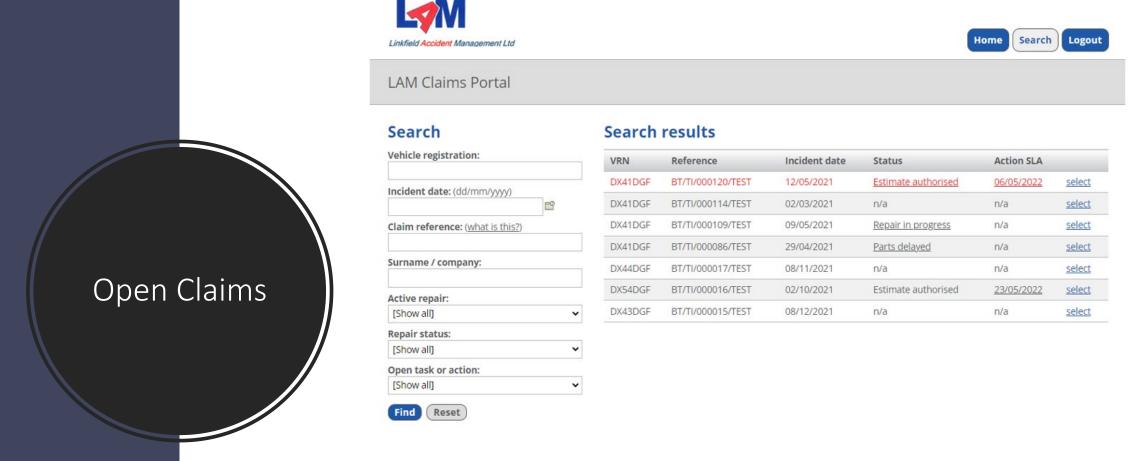
Enter your Username and Password.





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.

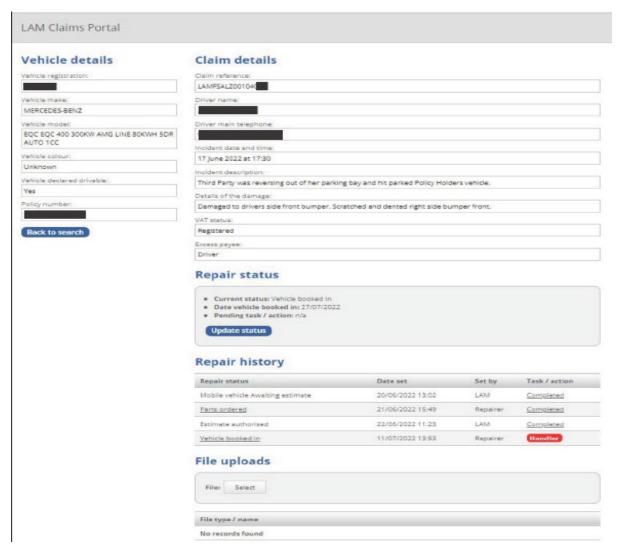


Hover over the "Status" of each repair to see an explanatory note. If n/a is shown, it means our in-house FNOL team needs to update the status for you to then continue updating the progress.

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.

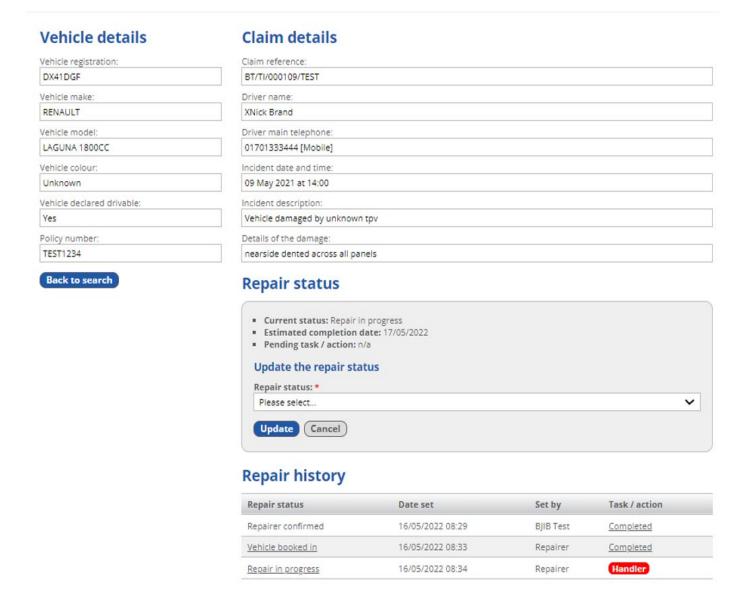




Click on "Update status" to update the status of the repair.

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

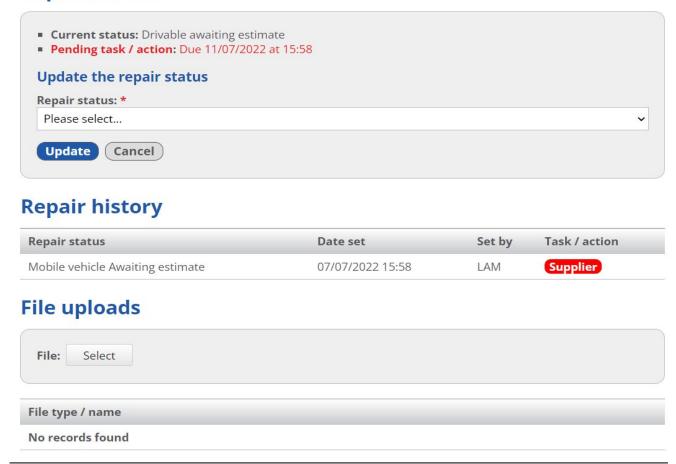




Repair history will build up as each job progresses, with statuses being added by you and our in-house FNOL team.



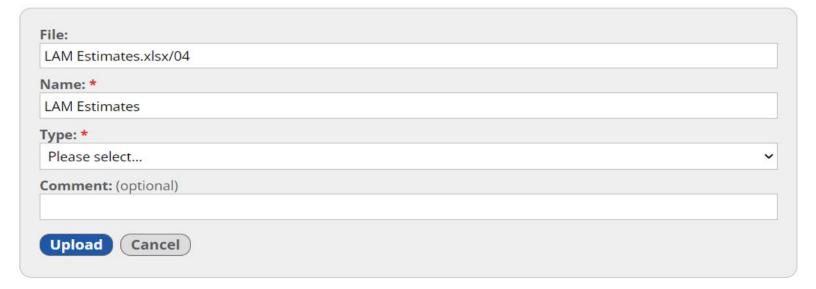
Repair status



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



File uploads



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 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

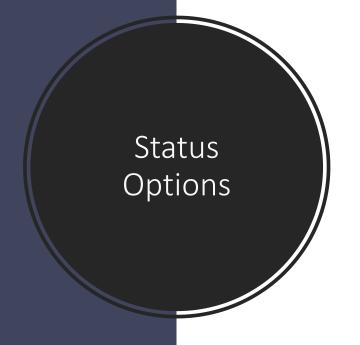
.jpg

.pdf

.xls

.xlsx

.msg



| 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.



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