

An aerial, top-down view of a multi-lane highway interchange. The road is light grey with yellow lane markings. Numerous cars of various colors (red, blue, white, black, yellow) are visible on the road. The highway is surrounded by lush green trees and vegetation. The background is a solid dark blue color.

MB&G INSURANCE

Dreams

Report Assessment – TYG Parts

31.10.24

Report Assessment - TYG Parts

1 Go to documents

	FNOL Reference	<input type="checkbox"/> FNOL034375	Position	Referred		
ire Beds 2nd to 8th	Notification Date	09/08/2024 <input type="calendar"/>	Incident Date	09/08/2024 <input type="calendar"/>	Reason	Assigned to Emr
	Order Date		Delivery Date	11/07/2023	Handler	Stuart Horne
				Next Appointment Date		24/10/2024

ARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

<input type="checkbox"/>	Repair	<input type="checkbox"/>	Claim Value	
<input type="checkbox"/>	Action	Non DTA Process	Maximum Liability	RV
<input type="checkbox"/>	Fraud Check Complete	No	Claims Incurred	£ 89.99
bed has twisted	Specific Requests / Directions		Repair Excess <input type="info"/>	£
			Claim Fee	£
			Current Reserve	£
			Total Paid	£

2 Click "Open" on the report attachment

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

+ ADD DELETE EXPORT + ADD TEMPLATE DOCUMENT VIEW ME

Sender Category

Search Reset Search

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED	CREATED BY	SENDER
<input type="checkbox"/>	Open	Report - 3445543	Report - 3445543.pdf	24/10/2024 15:07	Service Process	
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Appointment Requested	MB&G Insurance - Your Dreams Claim - Appointment Requested.eitrem1	17/10/2024 11:57	Stuart Horne	Dreams@mbgins
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Delivery to Customer Small Claim - Customer Update	MB&G Insurance - Your Dreams Claim - Delivery to Customer Small Claim - Customer	15/08/2024 12:09	Stuart Horne	Dreams@mbgins

3 Click the download to open the report

RD Web Access Scribe | Workspace

Report - 3445543 (2).pdf
354 KB • Done

FNOL034375

Position Referred

Incident Date 09/08/2024 Reason Assigned to Emmiera

Delivery Date 11/07/2023 Handler Stuart Horne

Next Appointment Date 24/10/2024

NOTES TASKS DOCUMENTS HISTORY API

VIEW MESSAGE EMAIL CLAIMS FILES (.PDF) EMAIL CLAIMS FILES (.ZIP) EMAIL / FORWARD

Description

4 Use the information provided in the "issues found" section of the report

Dreams Service Power Homeserve Job Syst... Bright HR PowerBI Vulnerable Custome... Overtime - Formstack Daily

1 / 3 | - 100% + | [] [↺]

ISSUES FOUND

ISSUE 1 ITEM: OTTOMAN LIFT UP BED BASE

ISSUE CODE: **MANUFACTURING DEFECT** SUB CODE: **BED FRAME ISSUE**

TECHNICIAN'S FINDINGS:
On inspection of the bed customer advised me that the legs have snapped off.

LIABILITY EXPLANATION:
This is a manufacturing fault as the frame has failed.

ACTION TAKEN:
Inspected the bed base. The foot end frame has snapped. The foot cannot be refitted to this part as it would not be weight bearing. New foot end would be required. Allow 80 minutes for the re-visit. Service open

FAULT OUTCOME:
PARTS REQUIRED - CUSTOMER HAPPY TO PROCEED

REPORT CONCLUSION:
The customer issues can be resolved, however due to parts being required to complete the service, a further visit will be required. When these have been received, the customer is happy to proceed with this option and understands we will contact them when the parts are available.

5 Scroll down on the report to see what parts are needed for the repair


Emmiera Group DATE: 24/10/2024

SERVICE REPORT REPORT NO: 3445543 ORDER REF: GMBI/438361


COST OF JOB (exc. VAT) £40.00

PARTS FOR NEXT APPOINTMENT

PARTS NEEDED:
NEW FOOT END



Date Added: 24/10/2024



Date Added: 24/10/2024

6 Copy your order number

mbandg.evocclaim.com/Task/Index

Login | Five9 | EvoSuite - Login | Dreams | Service Power | Homeserve Job Syst... | Bright HR | PowerBI | Vulne

Edit Claim

Claim

Policy Holder	Mr T Batchelor	Claim Reference	438361
External Ref No		FNOL Reference	FNOL034375
Cover Level	Dream Cover Structure Beds 2nd to 8th	Notification Date	09/08/2024
Underwriter	Novus Underwriting	Order Date	
Vulnerable?	No	Incident D	Delivery D

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

+ ADD DELETE EXPORT + ADD TEMPLATE DOCUMENT VIEW ME

7 Open the order on the Dreams system - Do your normal validation checks to ensure the claim has been raised correctly

Back to Back	P.O. Req...	Back Order...	Back Line ...	A1 Reallocation	Branch Stock	Location	Auto Pay a...	Warranty Description	Warranty Item No.	MTM	Route No.
				0							CF
				0							CF
				0							CF
				0							CF
				0							CF
				0							CF
				0	B080						CF
				0							CF
				0				020723_112403 BED HI 8	256-00778		CF
											CF
											CF
											CF
											CF
											CF
											CF
											CF
											CF
											CF
											CF
											CF

No. - Find

Find What: 080A025592

Match: Whole Field Beginning of Field Any Part of Field

Match Case: Use the Best Key: Find As You Type:

Find First Find Next Find Previous Go Back Close Replace... Help

Delivery Status: Waiting

YCS

8 The Dreams system will show a list of boxes and what is in them.

The cost of each box is listed next to them and this is what will be used to add the estimate.

Copy the cost of the box you need to order.

MTM	Route No.	Postcode	Description	Quantity	Rtn Qty	Unit of Measure ...	Unit Price Incl. VAT
			256-00778 Alana SK Ottoman Bed (Sprung Slats)		0.00		
	CF	CF72 9UQ	Store Discretionary upto 5.0%	1	1.00	EACH	-63.00
	CF	CF72 9UQ	Alana SK Bed Box 1 (HB) Grey	1	1.00	EACH	536.46
	CF	CF72 9UQ	Alana SK Bed Box 2 (FB) Grey	1	1.00	EACH	315.56
	CF	CF72 9UQ	Alana SK Bed Box 3 (SR) Grey	1	1.00	EACH	164.79
	CF	CF72 9UQ	Alana SK Bed Box 4 (Otto/Boards) Grey	1	1.00	EACH	382.19
	CF	CF72 9UQ	Sleepeezee Chelmsford SK Mattress	1	1.00	EACH	799.00
	CF	CF72 9UQ	Up to 80% Blue Cross Discount	1	1.00	EACH	-530.00
78	CF	CF72 9UQ	Bed Cover Primary Item	1	1.00	EACH	85.00
	CF	CF72 9UQ	Assembly - Ottoman Bedframe D, (256-00778/10000)	1	1.00	EACH	70.00
	CF	CF72 9UQ	Dreams Side Sleeper Pillow	2	2.00	EACH	25.00
	CF	CF72 9UQ	Therapur Cool Matt Pro SK	1	1.00	EACH	75.00
	CF	CF72 9UQ	Therapur Duvet 7.5 Tog Super King	1	1.00	EACH	90.00
	CF	CF72 9UQ	(NON DHD) DOB - K/SK Mattress	1	1.00	EACH	55.00
	CF	CF72 9UQ	Free Del Over £100 Mon-Fri (Chargeable Weekends)	1	1.00	EACH	

9 Go to the details page of your claim

Policy Holder

External Ref No

Cover Level

Underwriter

Vulnerable?

Claim Reference

FNOL Reference

Notification Date **Incident D**

Order Date **Delivery D**

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

Sender **Category**

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED	CREATED BY	SENDER
<input checked="" type="checkbox"/>	Open	Report - 3445543	Report - 3445543.pdf	24/10/2024 15:07	Service Process	
		MB&G Insurance -	MB&G Insurance -			

10 Match the "Cause" to the fault detail

Vulnerable? No

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

Fault Category Bed

Fault Type Manufacturing Defect

Fault Detail Castors

Fault Description the wood on the physical bed has twisted which is causing the issue

Cause

Cause Description INSPECTED THE BED BASE. THE FOOT END FRAME HAS SNAPPED.

Repair

Action Non DTA Process

Fraud Check Complete No

Specific Requests / Directions

11 Set the repair to "furniture repair"

Next Appointment Date 24/10/20

ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

Repair

Action

Fraud Check Complete

Specific Requests / Directions

Claim Value

Maximum Liability RV

Claims Incurred £

Repair Excess £

Claim Fee £

Current Reserve £

Total Paid £

Grand Total £

Appliance Product Recall

Appliance Repair

Appliance Settlement

Breakdown No Action

Cancellation

Cycle Repair

Cycle Replacement

Cycle Replacement & Cycle Repair

Furniture Repair

Furniture Replacement

12 Go to estimates


Policy Holder	<input type="text" value="Mr T Batchelor"/>	Claim Reference	<input type="text" value="438361"/>
External Ref No	<input type="text" value="080A025592/1"/>	FNOL Reference	<input type="text" value="FNOL034375"/>
Cover Level	<input type="text" value="Dream Cover Structure Beds 2nd to 8th"/>	Notification Date	<input type="text" value="09/08/2024"/> Incident D
Underwriter	<input type="text" value="Novus Underwriting"/>	Order Date	<input type="text" value=""/> Delivery D
Vulnerable?	<input type="text" value="No"/>		

DETAILS	PARTIES	ESTIMATES	ESTIMATE PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DOCUMENT
---------	---------	-----------	----------------	-----------------	----------	-------	-------	----------

Fault Category	<input type="text" value="Bed"/>	Repair	<input type="text" value="Furniture Repair"/>
Fault Type	<input type="text" value="Manufacturing Defect"/>	Action	<input type="text" value="Non DTA Process"/>
Fault Detail	<input type="text" value="Castors"/>	Fraud Check Complete	<input type="text" value="No"/>
Fault Description	<input type="text" value="the wood on the physical bed has twisted which is causing the issue"/>	Specific Requests / Directions	<input type="text"/>
Cause	<input type="text" value="Manufacturing Defect"/>		

13 Check the cost of the inspection on the report.


2 / 3 | - 100% + | [] []





DATE: 24/10/2024

SERVICE REPORT | REPORT NO: 3445543 | ORDER REF: GMBI/438361

COST OF JOB (exc. VAT) £40.00

 PARTS FOR NEXT APPOINTMENT

PARTS NEEDED:
NEW FOOT END



14 Make sure it matches the Emmiera estimate

Delivery Date: 11/07/2023 Handler: Stuart Horne
Next Appointment Date: 24/10/2024

NOTES TASKS DOCUMENTS HISTORY API

+ ADD **DELETE** **EXPORT** **+ ADD CREDIT NOTE**

ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATE	PAID	OI
EN185252	438361	Triage/Intel	£ 36.00	£ 36.00	
EN186439	DRE	Alana - Foot Part E	£ 5.99	£ 5.99	
EN200166	438361	inspection	£ 48.00	£ 0.00	

1 - 12 of 60 items

15 Click "Add" to add an estimate for the parts you are ordering.

438361 Status: Open
FNOL034375 Position: Referred
09/08/2024 Incident Date: 09/08/2024 Reason: Assigned to Emmiera
Delivery Date: 11/07/2023 Handler: Stuart Horne
Next Appointment Date: 24/10/2024

NOTES TASKS DOCUMENTS HISTORY API

+ ADD **DELETE** **EXPORT** **+ ADD CREDIT NOTE**

ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATE	PAID	OI
EN185252	438361	Triage/Intel	£ 36.00	£ 36.00	
EN186439	DRE	Alana - Foot Part E	£ 5.99	£ 5.99	
EN200166	438361	inspection	£ 48.00	£ 0.00	

16 Select "Dreams default" as the estimate type

The screenshot shows a web form titled "Add Claim Estimate" with a sub-section "New Estimate". Under the "DETAILS" tab, there are several fields: "Type", "Party", "Description", "Job Number", and "Estimate Number". The "Type" dropdown menu is open, and "Dreams Default" is highlighted in purple. An orange magnifying glass icon is positioned over the "Dreams Default" option. Below the details section is a "Financial Breakdown" table.

	Estimate			Payments
	Net	Vat	Gross	
Sub Total	£ 0.00	£ 0.00	£ 0.00	£

17 Click the magnifying glass

The screenshot shows a list of items in a table. At the top right of the list area, there are three buttons: "ADD", "ADD AND CLOSE", and "CLOSE". Below the list, there are two columns: "Payments" and "Paid". Each column has two input fields with "0.00" entered. An orange magnifying glass icon is positioned over a search field in the list area.

Payments	Paid
£ 0.00	£ 0.00
£ 0.00	£ 0.00

18 Double-click on Dreams

All replacements will have Dreams as the estimate part except for Furmanac replacements.

If you are replacing a Furmanac product, set the party as MiBed.

The screenshot shows a software interface for adding a claim estimate. On the left, a sidebar contains navigation tabs for 'DETAILS', 'LABOUR', and 'PARTS', with 'DETAILS' selected. Below these are fields for 'Type', 'Party', 'Description', 'Job Number', and 'Estimate Number'. A 'Financial Breakdown' section shows 'Parts' and 'Labour' with a 'Net' value of £ 0.00. The main area is titled 'Select Party' and displays a list of party names. The 'Dreams' entry is highlighted with an orange circle.

NAME
Kaydian LTD
Wellson LTD
DO NOT USE (Furmanac Group Limited)
Dreams
MB&G Insurance Services - Triage
Importas
MiBed Furmanac Limited
BSSB Furniture Innovation Support
Mr T Batchelor
Emmiera Group (formally Homeserve Ltd)

19 Type "DRE" into the description and job number fields

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Dreams

Description: DRE

Job Number: DRE

Estimate Number: []

Financial Breakdown

	Net	Estimate	Vat	Payments
Parts	£ 0.00	£ 0.00	£ 0.00	£ []
Labour	£ 0.00	£ 0.00	£ 0.00	£ []
Sub Total	£ 0.00	£ 0.00	£ 0.00	£ []

Applied: [] Remaining: []

DRE OFL WAY DTA ofl 439242

20 Click "Parts"

Add Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type: Dreams Default

Party: Dreams

Description: DRE

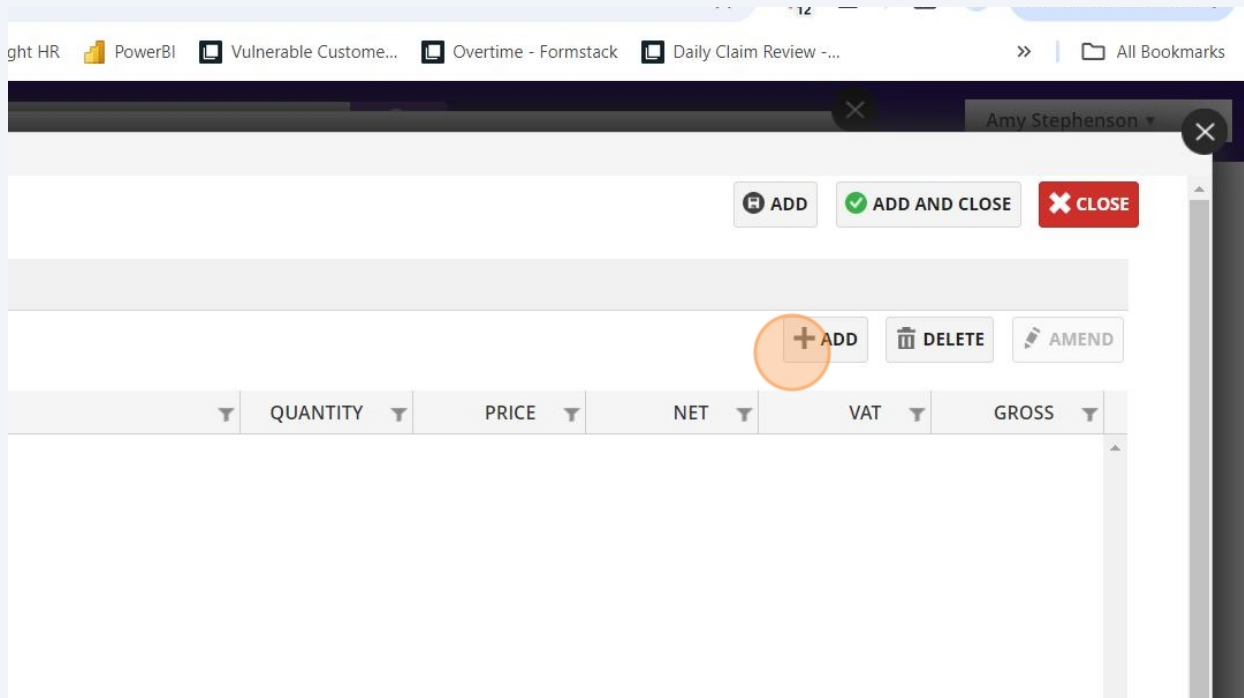
Job Number: DRE

Estimate Number: []

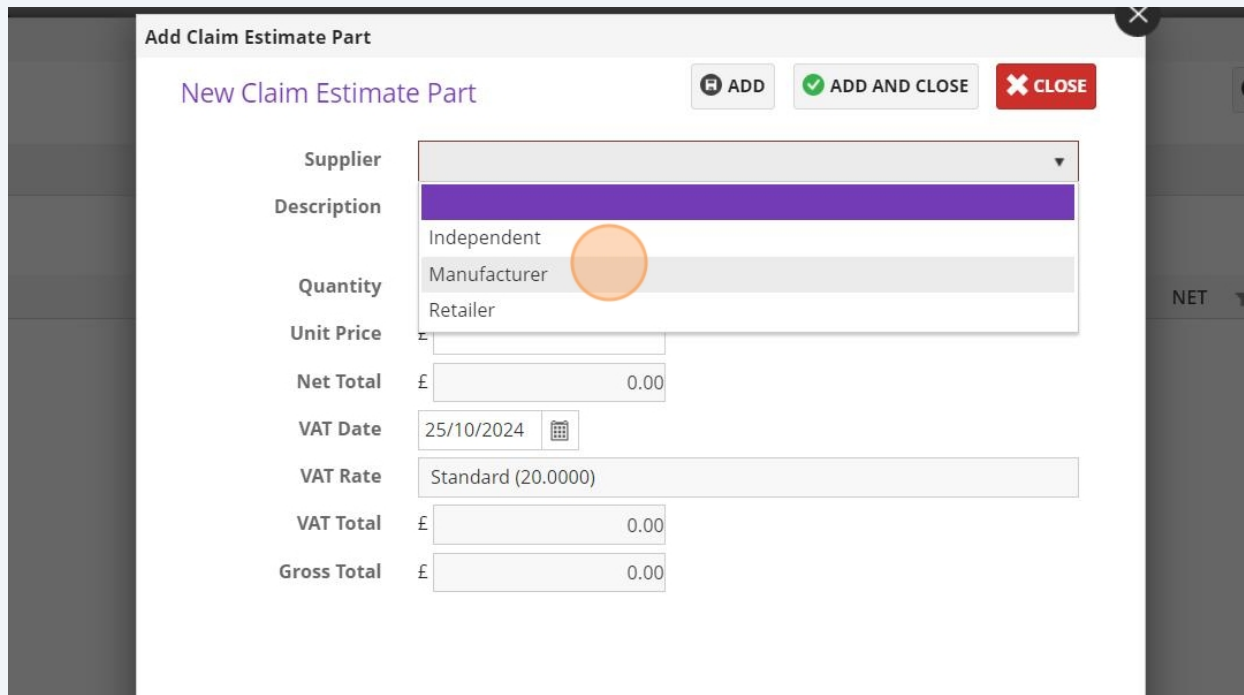
Financial Breakdown

	Net	Estimate	Vat	Gross	Payments
Parts	£ 0.00	£ 0.00	£ 0.00	£ 0.00	£ 0.00
Labour	£ 0.00	£ 0.00	£ 0.00	£ 0.00	£ 0.00

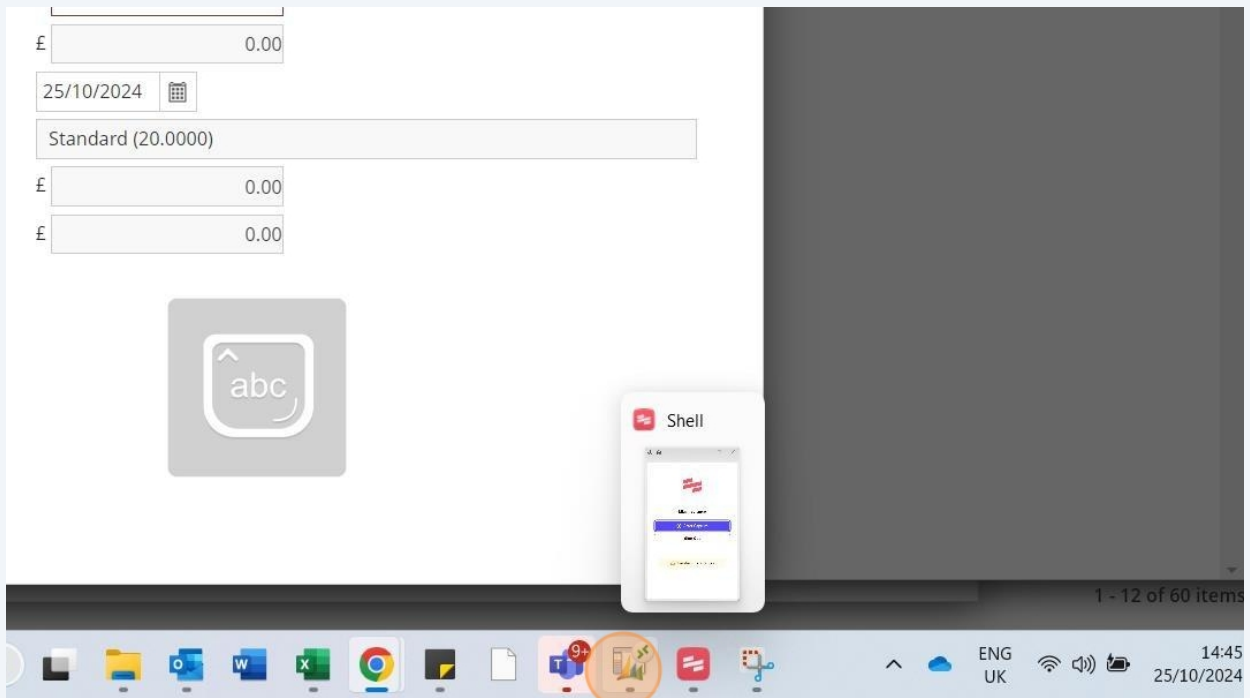
21 Click "Add"



22 Select "manufacturer" as the supplier



23 Type the name of the box into the description box



24 Copy the cost of the box from the Dreams system

y	MTM	Route No.	Postcode	Description	Quantity	Rtn Qty	Unit of Measure ...	Unit Price Incl. VAT
			256-00778	Alana SK Ottoman Bed (Sprung Slats)		0.00		
		CF	CF72 9UQ	Store Discretionary upto 5.0%	1	1.00	EACH	-63.00
		CF	CF72 9UQ	Alana SK Bed Box 1 (HB) Grey	1	1.00	EACH	536.46
		CF	CF72 9UQ	Alana SK Bed Box 2 (FB) Grey	1	1.00	EACH	315.56
		CF	CF72 9UQ	Alana SK Bed Box 3 (SR) Grey	1	1.00	EACH	164.79
		CF	CF72 9UQ	Alana SK Bed Box 4 (Otto/Boards) Grey	1	1.00	EACH	382.19
		CF	CF72 9UQ	Sleepeezee Chelmsford SK Mattress	1	1.00	EACH	799.00
		CF	CF72 9UQ	Up to 80% Blue Cross Discount	1	1.00	EACH	-530.00
78		CF	CF72 9UQ	Bed Cover Primary Item	1	1.00	EACH	85.00
		CF	CF72 9UQ	Assembly - Ottoman Bedframe D, (256-00778/10000)	1	1.00	EACH	70.00
		CF	CF72 9UQ	Dreams Side Sleeper Pillow	2	2.00	EACH	25.00
		CF	CF72 9UQ	Therapur Cool Matt Pro SK	1	1.00	EACH	75.00
		CF	CF72 9UQ	Therapur Duvet 7.5 Tog Super King	1	1.00	EACH	90.00
		CF	CF72 9UQ	(NON DHD) DOB - K/SK Mattress	1	1.00	EACH	55.00
		CF	CF72 9UQ	Free Del Over £100 Mon-Fri (Chargeable Weekends)	1	1.00	EACH	

25 Paste it into the unit price field

The screenshot shows a dialog box titled "Add Claim Estimate Part" with a sub-header "New Claim Estimate Part". At the top right are three buttons: "ADD", "ADD AND CLOSE" (highlighted with an orange circle), and "CLOSE". The form contains the following fields:

Supplier	Manufacturer
Description	Box 2
Quantity	1
Unit Price	£
Net Total	£ 0.00
VAT Date	25/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 0.00
Gross Total	£ 0.00

26 Click "Add and close"

The screenshot shows the same dialog box as in step 25, but now the "ADD AND CLOSE" button is highlighted with an orange circle. The form fields have been populated with values:

Supplier	Manufacturer
Description	Box 2
Quantity	1
Unit Price	£ 315.56
Net Total	£ 315.56
VAT Date	25/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 63.11
Gross Total	£ 378.67

27 Click "add and close" again

Amy Stephenson ▾

ADD ADD AND CLOSE CLOSE

+ ADD DELETE AMEND

	QUANTITY	PRICE	NET	VAT	GROSS
	1	£ 315.56	£ 315.56	£ 63.11	£ 378.67

28 Go to documents

Claim Reference 438361 Status Open

FNOL Reference FNOL034375 Position Referred

Notification Date 09/08/2024 Incident Date 09/08/2024 Reason Assigned to Emmiera

Order Date Delivery Date 11/07/2023 Handler Stuart Horne

Next Appointment Date 24/10/2024

ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

+ ADD DELETE EXI

RTY	PAYEE(S)	ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATI
MB&G Insurance Services - Triage	MB&G Insurance Services - Triage	EN185252	438361	Triage/Intel	£ :
Dreams	Dreams	EN186439	DRE	Alana - Foot Part E	£
Emmiera Group formerly Homeserve		EN200166	438361	inspection	£ :

29 Click the box next to the report

Vulnerable?

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

Sender Category

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED	CREATED BY	SENDER
<input checked="" type="checkbox"/>	Open	Report - 3445543	Report - 3445543.pdf	24/10/2024 15:07	Service Process	
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Appointment Requested	MB&G Insurance - Your Dreams Claim - Appointment Requested.eitrem1	17/10/2024 11:57	Stuart Horne	Dreams@mbgins

1 2 3 4 5

Windows Search

30 Click "Email/forward"

438361 Status

Incident Date Position

Reason

Delivery Date Handler

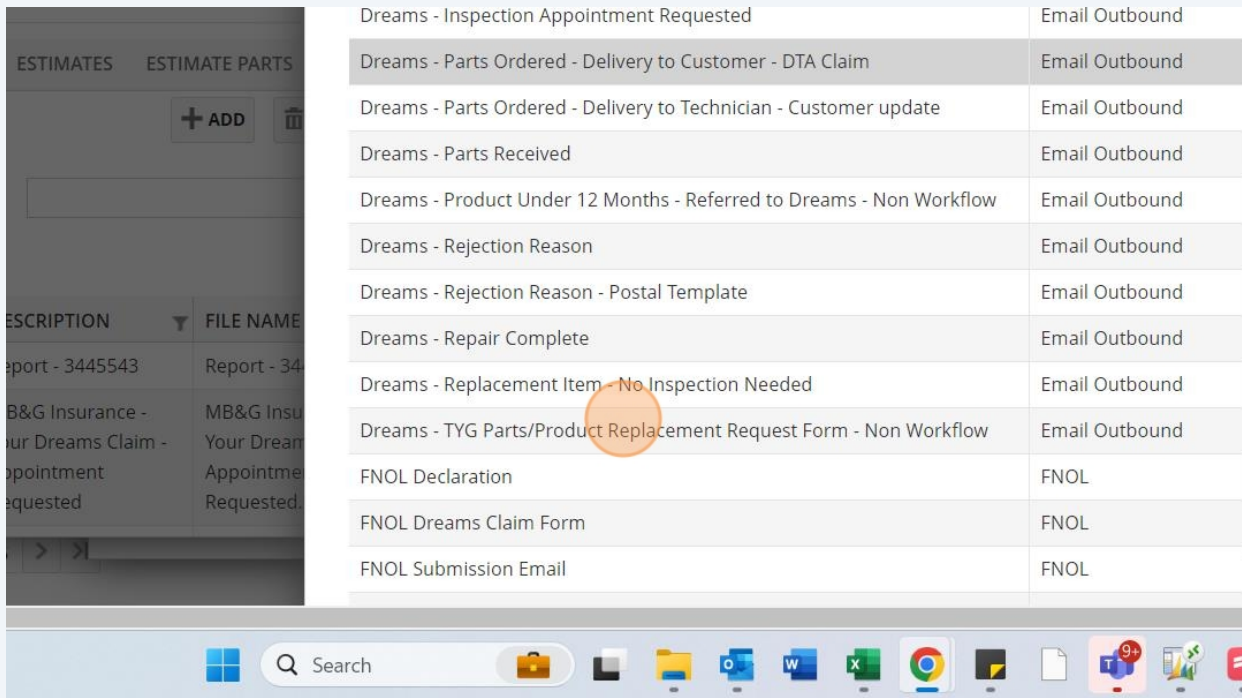
Next Appointment Date

NOTES TASKS DOCUMENTS HISTORY API

Description

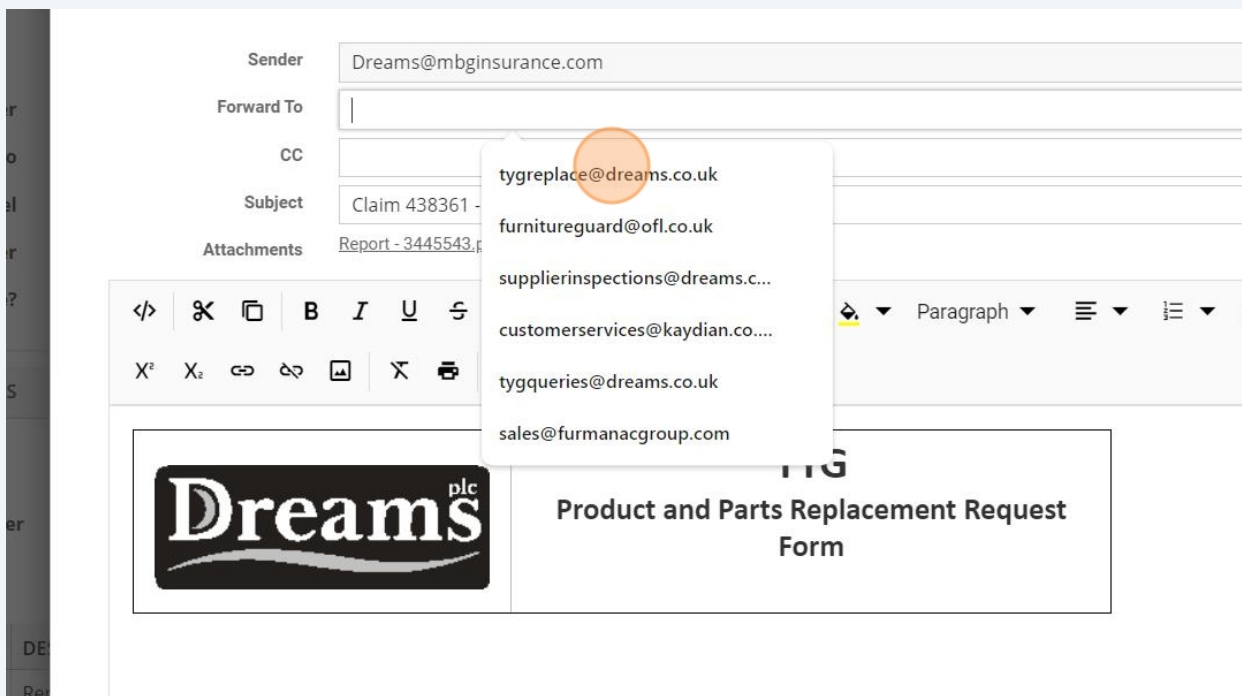
RECEIVED	SENDER	ATTACHMENT	EMAIL SUBJECT	CATEGORY
	Process	<input type="checkbox"/>		Report
17/10/2024 11:57	Dreams@mbginsurance	<input type="checkbox"/>	MB&G Insurance - Your Dreams Claim	Email Inbo

31 Double-click the "TYG Parts/Product Replacement Request Form"



32 Put the email address "TYGReplace@dreams.co.uk" in the forward to field

Use "admin@mibed.co.uk" if you are ordering parts for a Furmanac bed



33

Put the name of the box you are ordering in the "Parts / product required" field

Home Tel Number	07545 820548
Mobile Tel Number	
Email	tom.batch@gmail.com
Original Product Description	ALANA SK OTTOMAN BED (SPRUNG SLATS) Importas Ltd
Parts / Product Required	
Reason / Fault	Manufacturing Defect
Is product age > 5 Years	No
Specific Requests/Directions	Please contact customer to arrange delivery if applicable

34

Click "Send"

ginsurance.com

lreams.co.uk ✓

- T Batchelor - 080A025592/1

.pdf

Calibri 10 pt Paragraph

.com

35 Go to notes

Mr T Batchelor
 080A025592/1
 Dream Cover Structure Beds 2nd to 8th
 Novus Underwriting
 No

Claim Reference 438361
 FNOL Reference FNOL034375
 Notification Date 09/08/2024 Incident Date 09/08/2024
 Order Date Delivery Date 11/07/2023

STIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS **NOTES** TASKS DOCUMENTS HISTORY API

+ ADD DELETE EXPORT + ADD TEMPLATE DOCUMENT VIEW MESSAGE EMAIL CLAIMS FILES (.PDF)

Category Descrip

Search Reset Search

DESCRIPTION	FILE NAME	CREATED	CREATED BY	SENDER	RECEIVED	ATTACHMENTS
n 438361 - T Batchelor -	Claim 438361 - T Batchelor -	25/10/2024 14:45	Amv Stephenson			

36 Click "Add"

438361 Status Open
 FNOL034375 Position Referred
 09/08/2024 Incident Date 09/08/2024 Reason Assigned to Emmiera
 Delivery Date 11/07/2023 Handler Stuart Horne
 Next Appointment Date 24/10/2024

NOTES TASKS DOCUMENTS HISTORY API

+ ADD DELETE

TYPE	NOTE
Message	Is there anything else you wish to tell us about your claim?: Do you agree with the above declaration?: Yes Declaration Date: 09/08/2024
Message	unable to check dreams system - claim received - assigned to DTA
Message	parts query sent to TYG, awaiting reply

37 Type your note then click "Add and close"

Add Claim Note

New Claim Note

ADD ADD AND CLOSE CLOSE

Date: 25/10/2024

Author: Amy Stephenson

Claim Note Type: [Dropdown]

Box 2 ordered from TYG|

CREATED	DATE
	09/08/2024
	09/08/2024

38 Click "Tasks"

Claim Reference: 438361

FNOL Reference: FNOL034375

Notification Date: 09/08/2024

Incident Date: 09/08/2024

Order Date: [Empty]

Delivery Date: 11/07/2023

Status: Open

Position: Referral

Reason: Assignment

Handler: Stuart

Next Appointment Date: 24/10/2024

ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS **TASKS** DOCUMENTS HISTORY API

CREATED	AUTHOR	TYPE	NOTE
09/08/2024 12:30	Service Process		Is there anything else you agree with the ab 09/08/2024
09/08/2024 14:56	Aimee Scott		unable to check drea DTA

39 Click this check-box

g Order Date Delivery Date 11/07/2023 Handler Stuart Ho
Next Appointment Date 24/10/2024

MATE PARTS ESTIMATE LABOUR PAYMENTS NOTES **TASKS** DOCUMENTS HISTORY API

	DUE DATE	COMPLETED?	TYPE
led to the claim.	24/10/2024 15:07	<input type="checkbox"/>	Homeserve Update
or Assessment	09/08/2024 14:55	<input checked="" type="checkbox"/>	Automated Task

40 Change the claim status to "Accepted"

438361 Status Open
FNOL034375 Position Referred
09/08/2024 Incident Date 09/08/2024 Reason
Delivery Date 11/07/2023 Handler
Next Appointment Date

SAVE SAVE AND CLOSE CLOSE PRINT EMAIL

Accepted Referred Rejected Reopened

NOTES **TASKS** DOCUMENTS HISTORY API

+ ADD DELETE EXPORT

	COMPLETED?	TYPE
14:55	<input checked="" type="checkbox"/>	Automated Task

41 Change the claim reason to "Parts requested from Dreams"

When ordering full boxes, use this drop down as it tells the customer that the parts will be fitted by Dreams directly.

Only use the "Parts Requested to Customer Small Claim" drop down if we are ordering small parts that will require us to organise another Emmiera appointment to fit.

The screenshot shows a software interface for managing claims. At the top, there is a form with fields for 'FNOL034375', 'Incident Date' (09/08/2024), 'Delivery Date' (11/07/2023), 'Position' (Accepted), and 'Reason'. A dropdown menu is open for the 'Reason' field, showing a list of options: 'Accepted', 'Claim Taken in Error - Referred to Retailer', 'Complaint - Rejection Overturned', 'Complaint Resolved', 'Finalised', 'Parts Requested from Dreams' (highlighted with an orange circle), 'Parts Requested to Customer Small Claim', 'Repair Authorised', 'Repair Complete', and 'Replacement Requested'. Below the form, there is a navigation bar with tabs for 'NOTES', 'TASKS', 'DOCUMENTS', 'HISTORY', and 'API'. Under the 'TASKS' tab, a table lists tasks with columns for 'COMPLETED?' and 'TYPE'. The table contains two rows: one for 'Automated Task' completed at 14:55, and one for 'Homeserve Update' completed at 15:07.

	COMPLETED?	TYPE
14:55	<input checked="" type="checkbox"/>	Automated Task
15:07	<input checked="" type="checkbox"/>	Homeserve Update

42 Change the handler to your name.

The screenshot shows a software interface with a top navigation bar containing the name 'Amy Stephenson'. Below the navigation bar is a toolbar with buttons for 'SAVE', 'SAVE AND CLOSE', 'CLOSE', 'PRINT', and 'EMAIL'. The main form contains several input fields and dropdown menus:

- Reference ID: 438361
- Document ID: FNOL034375
- Incident Date: 09/08/2024
- Delivery Date: 11/07/2023
- Status: Open
- Position: Accepted
- Reason: Parts Requested from Dreams
- Handler: Stuart Horne (highlighted with an orange circle)
- Next Appointment Date: 24/10/2024

Below the form is a tabbed interface with 'TASKS' selected. A table of tasks is displayed:

DATE	COMPLETED?	TYPE
14:55	<input checked="" type="checkbox"/>	Automated Task

43 Click "save and close"

This screenshot shows the same software interface as in step 42, but with the 'SAVE AND CLOSE' button in the toolbar highlighted by an orange circle. The form fields are now updated:

- Reference ID: 438361
- Document ID: FNOL034375
- Incident Date: 09/08/2024
- Delivery Date: 11/07/2023
- Status: Open
- Position: Accepted
- Reason: Parts Requested from Dreams
- Handler: Amy Stephenson
- Next Appointment Date: 24/10/2024

The 'TASKS' tab is still selected, and the table now contains two rows:

DATE	COMPLETED?	TYPE
/2024 14:55	<input checked="" type="checkbox"/>	Automated Task
/2024 15:07	<input checked="" type="checkbox"/>	Homeserve Update

44

Leave a note in the Dreams system

Priority	CSI	21/08/24	Allocated To			
VIP ▾	Yes ▾	SHMBG	Stuart Horne ↑			

Info Code 1	Info 1	Info Code 2	Info 2	Reason for Parts	Parts Required	Comments
116-02537	Alana SK Bed Box 2 (FB) Grey	V02698	IMPORTAS LTD	Others (...)	0	

Task	Activity Reason	Voucher Amount	Voucher Number	Allowance Amount	Comments
Arrange Inspection/Repair	Defective Mattress				images shows manufacturing fault, Alana - Foot Part E ordered from S.
Information only - Close ↑	Defective Bedstead/Ki...				