



**MB&G** INSURANCE

# Oak Furnitureland

Report Assessment – Ordering Parts


06.11.24

# OFL Report Assessment - Ordering Parts

1 Click here to access the claim

DETAILS NOTES DOCUMENTS HISTORY

**Detail**  
A new Emmiera OFL Report has been added to the claim.

**Claim**  446135

**Type** Homeserve Update

**Status** Open

**Is High Priority?** No

**Due Date** 25/10/2024 16:53

**Opened By**

**Opened Date** 25/10/2024 16:53

**Commenced By**

**Commenced Date**

**Assigned To**

- DWF 360 Admin
- Brandon Allan
- Luke Armstrong
- Andrew Atkinson
- Robert Bagley
- Venkatesh Bandaru
- Susan Barker
- Daniel Belks
- Lauren Bell
- Jeff Benstock
- Julie Birrell
- Katie Birrell
- Danusia Blackley
- Stacey Bland
- Harry Brannen
- James Burland
- Charles Carter
- Julia Chirside
- Household Claims Group
- MBI Claims Group
- Steven Corbrick

## 2 Go to documents

Claim Reference	446135	Status		
Notification Date	15/10/2024	Incident Date	08/10/2024	Position
Delivery Date	11/05/2021	Reason		
		Handler		
		Next Appointment Date		

ARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS **DOCUMENTS** HISTORY API

Repair		Maximum Liability
Action	Non DTA Process	Claims Incurred
Incident Location		Repair Excess
Show Incident Loc	No	Claim Fee
		Current Reserve
		Total Paid

## 3 Open the report

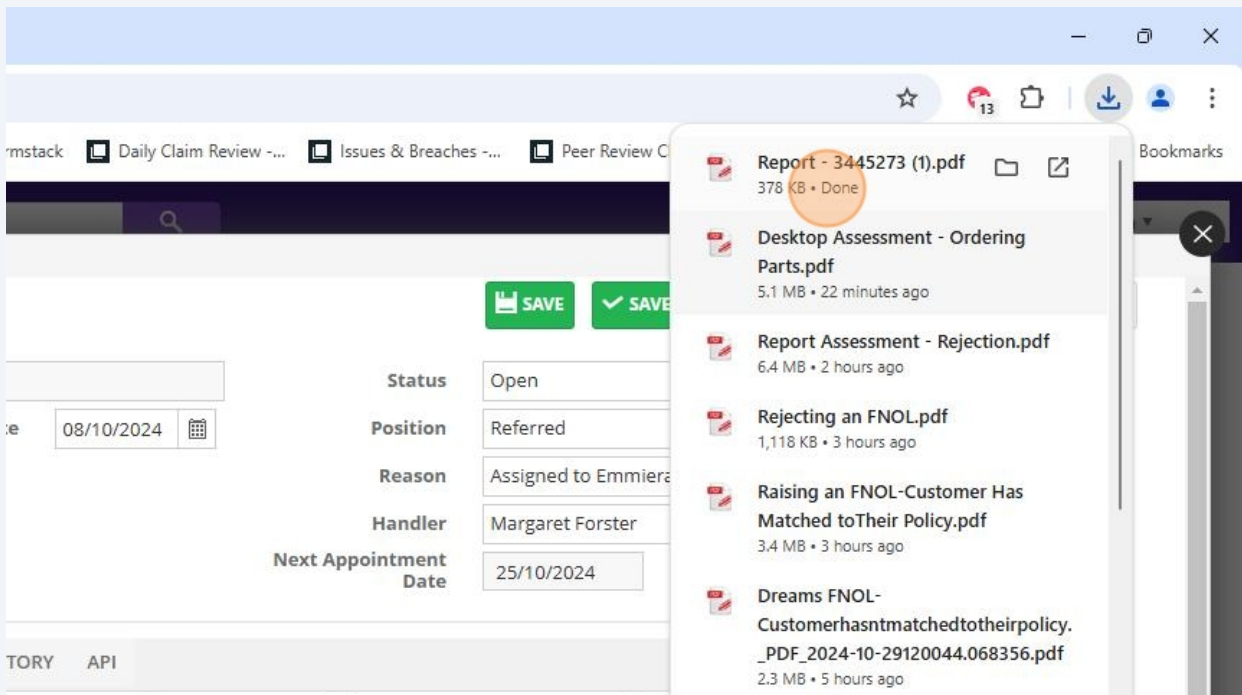
DETAILS FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES

+ ADD DELETE

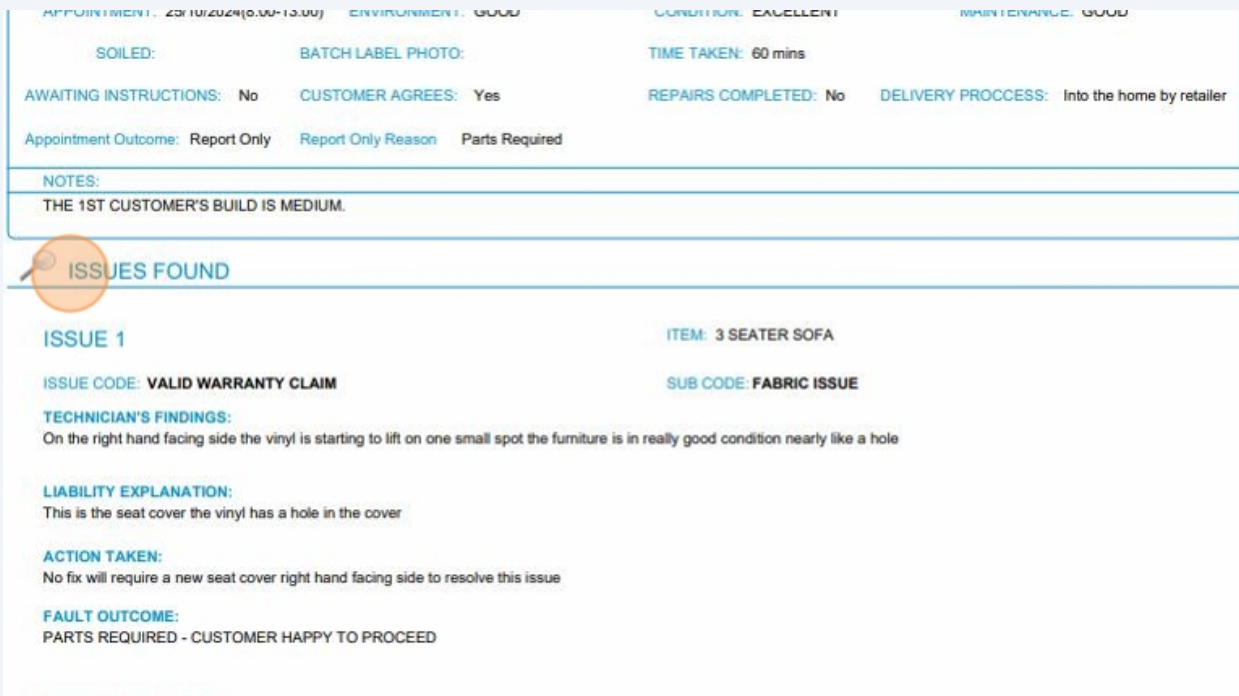
Sender  Category

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED
<input type="checkbox"/>	<a href="#">Open</a>	Report - 3445273	Report - 3445273.pdf	25/10/2024
<input type="checkbox"/>	<a href="#">Open</a>	MB&G Insurance - Your Oak Furnitureland Claim - Appointment Requested	MB&G Insurance - Your Oak Furnitureland Claim - Appointment Requested.eitrem	15/10/2024

#### 4 Click the download



#### 5 Use the information provided in the "Issues found" to determine the outcome of the claim.



## 6 Go to documents

### Claim

Policy Holder	<input type="text"/>	Claim Reference ⓘ	446135
External Ref No	ofl-6655903	Notification Date	15/10/2024
Cover Level	<input type="text"/> Furniture Guard	Delivery Date	11/05/2021
Underwriter	Novus Underwriting		
Vulnerable?	No ▾		

DETAILS FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TAS

+ ADD

Sender

Category

Search

<input type="checkbox"/>	OPEN ▾	DESCRIPTION ▾	FILE NAME ▾	CREATED
<input checked="" type="checkbox"/>	<a href="#">Open</a>	Report - 3445273	Report - 3445273.pdf	25/10/2024 16:53

## 7 Match the incident cause to the incident type

Purchase Date	<input type="text"/>	Incident Location	<input type="text"/>
Registration No.	ofl-6655903-1	Show Incident Loc ⓘ	No
Incident Category	Sofa ▾		
Incident Type	Manufacturing Defect ▾		
Incident Detail	Material Issue ▾		
Incident Description ⓘ	3 seater leather is peeling on the sofa		
Incident Cause	<input type="text"/>		
Cause Description	NO FIX WILL REQUIRE A NEW SEAT COVER RIGHT HAND FACING SIDE TO RESOLVE THIS ISSUE		
Report Reviewed ⓘ	25/10/2024 <input type="text"/>		

1 2 3 4 5 6 > >>

## 8 Change the repair to "Furniture repair"

Next Appointment Date

PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

Repair

Action

Incident Location

Show Incident Loc ⓘ

Maximum Liability

Claims Incurred

Repair Excess ⓘ

Claim Fee

Current Reserve

Total Paid

Grand Total

Fraud Check Comp

Conflict Of Inte

Appliance Product Recall

Appliance Repair

Appliance Settlement

Breakdown No Action

Cancellation

Cycle Repair

Cycle Replacement

Cycle Replacement & Cycle Repair

Furniture Repair

Furniture Replacement

Gadget Repair

## 9 Click "Estimates"

Policy Ref No ofl-6655903

Notification Date 15/10/2024

Under Level Furniture Guard

Delivery Date 11/05/2021

Underwriter Novus Underwriting

Insurable? No

FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

Asset ofl-6655903-1 - OFL / 1015463

Repair Furniture Repair

Component

Action Non DTA Process

Issue Date

Policy No. ofl-6655903-1

Incident Location

Category Sofa


Show Incident Loc ⓘ No


Incident Type Manufacturing Defect


Incident Detail Material Issue


Incident Description 3 seater leather is peeling on the sofa

## 10 Check that the inspection estimate matches the report.

Incident Date 08/10/2024 





Position Referred 

Reason Assigned to Emmiera 

Handler Margaret Forster 

Next Appointment Date 25/10/2024

DOCUMENTS HISTORY API

 ADD  DELETE  EXPORT  ADD CREDIT NOTE

JOB NUMBER	DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
446135	First Inspection	£ 48.00	£ 0.00	£ 48.00	£ 0.00

## 11 Scroll down on the report to "Cost of job"


Emmiera Group LTD is authorised and regulated by the Financial Conduct Authority (FCA) Registration No. 502001. VAT No 831 5113 65 Registered in England No. 5042667

Emmiera Group



DATE: 21/10/2024

SERVICE REPORT REPORT NO: 3445273 ORDER REF: GMBI/446135

COST OF JOB (exc. VAT) £70.00

 PARTS FOR NEXT APPOINTMENT

PARTS NEEDED:  
Need to order right hand facing seat cover



## 12 Click here

3 / 4 | - 100% + | [Icons]

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.

**ADDITIONAL INFO**

FURTHER VISIT REQUIRED (Y/N)? YES  
ESTIMATED REPAIR/COST TIME: 120 MINS - 110 + VAT LABOUR ONLY  
ESTIMATED PART COST:

COLOUR MATCH SAMPLE TAKEN: NO  
CUSTOMER SATISFIED: PARTS ARE REQUIRED

Tel: 01384 473000 Fax: 01384 473009 Email: info@emmieragroup.com  
Emmiera Group LTD Unit 8, Waterfront Business Park, Dudley Road, Brierley Hill, West Midlands DY5 1LX  
Emmiera Group LTD is authorised and regulated by the Financial Conduct Authority (FCA)  
Registration No. 502001. VAT No 831 51 13 65 Registered in England No. 5042667

Fast and Responsive Service Nationwide

DA1

## 13 Double-click the estimate

Customer: Margaret Forster

Next Appointment Date: 25/10/2024

ESTIMATES HISTORY API

+ ADD [Icon] DELETE [Icon] EXPORT [Icon] + ADD CREDIT NOTE

NUMBER	DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
5	First Inspection	£ 48.00	£ 0.00	£ 48.00	£ 0.00



## 14 Go to "Labour"

mbandg.evoclaim.com/Task/Index

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

### Edit Claim Estimate

#### Estimate

DETAILS **WIND** CARAVAN COMMISSION GAP INVOICE EXTRAS ITEMS LABOUR PARTS SALVAGE / R

Type: OFL

Party: Emmiera Group (formally Homeserve Ltd)

Description: First inspection

Job Number: 446135

Estimate Number: EN199656

Financial Breakdown

## 15 Click on the estimate line

SAVE SAVE AND CLOSE CLOSE

+ ADD DELETE AMEND

	HOURS	RATE	NET	VAT	GROSS
	1	£ 40.00	£ 40.00	£ 8.00	£ 48.00

16 Click "Amend"

A screenshot of a software interface showing a table with columns: HOURS, RATE, NET, VAT, GROSS. The 'AMEND' button is circled in orange.

	HOURS	RATE	NET	VAT	GROSS
	1	£ 40.00	£ 40.00	£ 8.00	£ 48.00

17 Change the cost so that it matches the report

A screenshot of the 'Add Claim Estimate Labour' dialog box. The 'Rate' field is circled in orange.

**Add Claim Estimate Labour**

New Claim Estimate Labour

Work: First Inspection

Description: First Inspection

Hours: 1.00

Rate: £ 40.00

Net Total: £ 40.00

VAT Date: 15/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £ 8.00

Gross Total: £ 48.00

18 Click "Save and close"

**Add Claim Estimate Labour**

New Claim Estimate Labour

ADD ADD AND CLOSE CLOSE

Work: First Inspection

Description: First Inspection

Hours: 1.00

Rate: £ 70

Net Total: £ 70.00

VAT Date: 15/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £ 14.00

Gross Total: £ 84.00

19 Copy the claim number

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

Claim Reference: 446135

Notification Date: 15/10/2024 Incident Date: 08/10/2024

Delivery Date: 11/05/2021

ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

20 Click "Add"

08/10/2024

Status: Open  
Position: Referred  
Reason: Assigned to Emmiera  
Handler: Margaret Forster  
Next Appointment Date: 25/10/2024

DRY API

+ ADD DELETED EXPORT + ADD CREDIT NOTE

DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
First Inspection	£ 84.00	£ 0.00	£ 84.00	£ 0.00

21 Set the estimate type to "OFL"

Add Claim Estimate

New Estimate

DETAILS

Type  
Party  
Description: MB&G Payment Correction  
Job Number  
Estimate Number

OFL

Financial Breakdown

	Estimate			
	Net	Vat	Gross	
Sub Total	£ 0.00	£ 0.00	£ 0.00	£
	Applied			R

## 22 Click the magnifying glass

The screenshot shows a web application interface. At the top, there is a navigation bar with several tabs: "Daily Claim Review", "Issues & Disputes", "PEEL Review Checklist", and "All Documents". Below the navigation bar, there is a search bar with a magnifying glass icon. To the right of the search bar, there is a user profile dropdown menu for "Amy Stephenson". Below the search bar, there are three buttons: "ADD", "ADD AND CLOSE", and "CLOSE". Below the buttons, there is a table with a search bar and a magnifying glass icon. The table has a "Paid" column and a "0.00" value. The magnifying glass icon is highlighted in an orange circle.

## 23 Double-click Emmiera

The screenshot shows a "Select Party" dialog box. It contains a table with two columns: "NAME" and "VEHICLE REG.". The table has four rows of data:

NAME	VEHICLE REG.
Emmiera Group (formally Homeserve Ltd)	
Oak Furniture Land (OFL)	
MB&G Insurance Services - Triage	
Frankie Morrison	

The row "Emmiera Group (formally Homeserve Ltd)" is highlighted. A magnifying glass icon is highlighted in an orange circle.

24 Type "Report 2" in the Description field

Add Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type OFL

Party Emmiera Group (formally Homeserve Ltd)

Description Report 2

Job Number

Estimate Number

Financial Breakdown

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

Report 1

Report 2

DRE

429775

Replacement

439337

25 Paste the claim number into the "Job number" field, then click "Labour"

Add Claim Estimate

New Estimate

DETAILS LABOUR PARTS

Type OFL

Party Emmiera Group (formally Homeserve Ltd)

Description Report 2

Job Number 446135

Estimate Number

Financial Breakdown

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

## 26 Click "Add"

The screenshot shows a web browser window with several tabs open: 'Daily Claim Review -...', 'Issues & Breaches -...', 'Peer Review Checkli...', and 'TSG'. The user's name 'Amy Stephenson' is visible in the top right corner. Below the browser window, there is a dark navigation bar with a search icon and a close button. The main content area features a table with columns for 'HOURS', 'RATE', 'NET', 'VAT', and 'GROSS'. Above the table, there are three buttons: 'ADD', 'ADD AND CLOSE', and 'CLOSE'. Below the table, there are three buttons: '+ ADD', 'DELETE', and 'AMEND'. The '+ ADD' button is highlighted with an orange circle.

## 27 Choose "First repair"

The screenshot shows a 'New Claim Estimate Labour' form. The form has a table with columns for 'Work', 'Description', 'Hours', 'Rate', 'Net Total', 'VAT Date', 'VAT Rate', 'VAT Total', and 'Gross Total'. A dropdown menu is open, showing a list of work items: 'Carriage 1 way', 'Carriage 2 way', 'Delivery Charge', 'Field Interview', 'Filler', 'First Inspection', 'First Repair', 'Investigation', 'Invoice Only', 'Ipads & other Mobiles', 'Iphone (Excl 11 pro)', and 'Laptops'. The 'First Repair' item is highlighted with an orange circle.

28 Type "Repair" into the description box

The screenshot shows a web form titled "Add Claim Estimate Labour" with a sub-header "New Claim Estimate Labour". At the top right are three buttons: "ADD", "ADD AND CLOSE", and "CLOSE". The form fields are as follows:

Work	First Repair
Description	
Hours	
Rate	£
Net Total	£ 0.00
VAT Date	29/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 0.00

An orange circle highlights the empty "Description" field.

29 Add the cost of the repair from the report into the "rate" field

The screenshot shows the same web form as in step 28, but with the following updates:

Work	First Repair
Description	Fit parts
Hours	1.00
Rate	£ 110
Net Total	£ 110.00
VAT Date	29/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 22.00
Gross Total	£ 132.00

An orange circle highlights the "Rate" field, which now contains the value "110".



30 Click "add and close"

The screenshot shows a dialog box titled "Add Claim Estimate Labour" with a close button (X) in the top right corner. The main heading is "New Claim Estimate Labour". At the top right of the dialog are three buttons: "ADD" (with a plus icon), "ADD AND CLOSE" (with a green checkmark icon and highlighted with an orange circle), and "CLOSE" (with a red X icon). The form fields are as follows:

Work	First Repair
Description	Fit parts
Hours	1.00
Rate	£ 110.00
Net Total	£ 110.00
VAT Date	29/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 22.00
Gross Total	£ 132.00

31 Click "add and close" again

The screenshot shows a table interface with a close button (X) in the top right corner. At the top right are three buttons: "ADD" (with a plus icon), "ADD AND CLOSE" (with a green checkmark icon and highlighted with an orange circle), and "CLOSE" (with a red X icon). Below these buttons are three more buttons: "+ ADD", "DELETE" (with a trash icon), and "AMEND" (with a pencil icon). The table has a header row with columns: "HOURS", "RATE", "NET", "VAT", and "GROSS", each with a dropdown arrow. The table body is currently empty.

32 Click "add" to add an estimate for your parts

Appointment Date: 08/10/2024

Status: Open

Position: Referred

Reason: Assigned to Emmiera

Handler: Margaret Forster

Next Appointment Date: 25/10/2024

HISTORY API

+ ADD DELETE EXPORT + ADD CREDIT NOTE

DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
First Inspection	£ 84.00	£ 0.00	£ 84.00	£ 0.00
Report 2	£ 132.00	£ 0.00	£ 132.00	£ 0.00

33 Select "OFL" for the party type

Add Claim Estimate

New Estimate

DETAILS

Type

Party

Description: MB&G Payment Correction

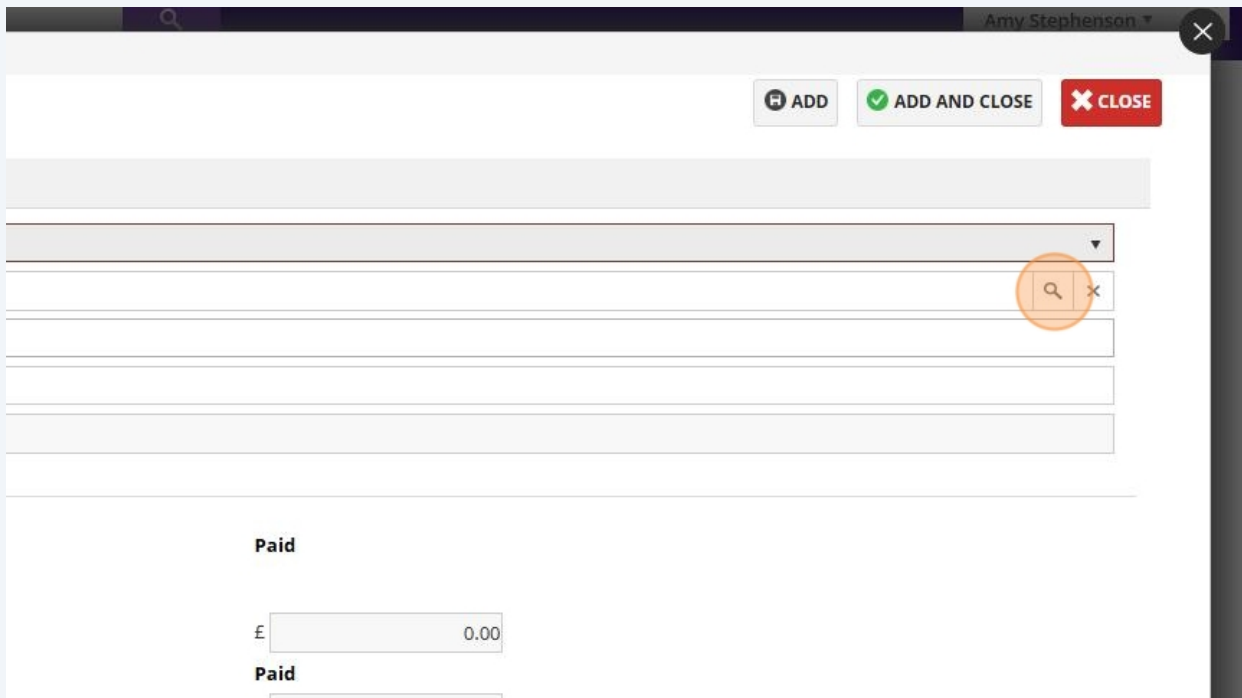
Job Number: OFL

Estimate Number

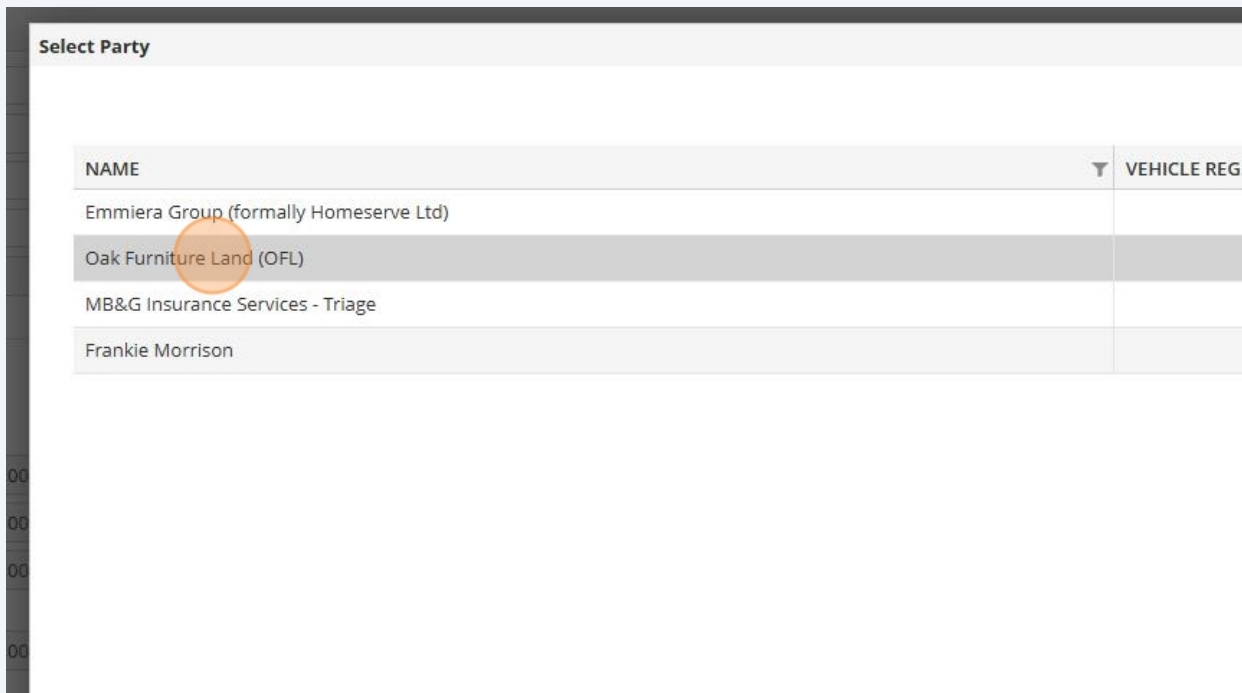
Financial Breakdown

	Estimate			Pay
	Net	Vat	Gross	
Sub Total	£ 0.00	£ 0.00	£ 0.00	£
	Applied			Ren
Repair Excess	£ 0.00	£ 0.00	£ 0.00	£

34 Click the magnifying glass



35 Double-click OFL



36 Type "OFL" into the description and job number fields, then go to "Parts"

**Add Claim Estimate**

New Estimate

DETAILS LABOUR **PARTS**

Type: OFL

Party: Oak Furniture Land (OFL)

Description: OFL

Job Number: OFL

Estimate Number: [Dropdown: OFL, ofl, ofl-4821519]

**Financial Breakdown**

	Estimate	Net	Vat	GROSS	Pa
Parts		£ 0.00	£ 0.00	£ 0.00	£
Labour		£ 0.00	£ 0.00	£ 0.00	£

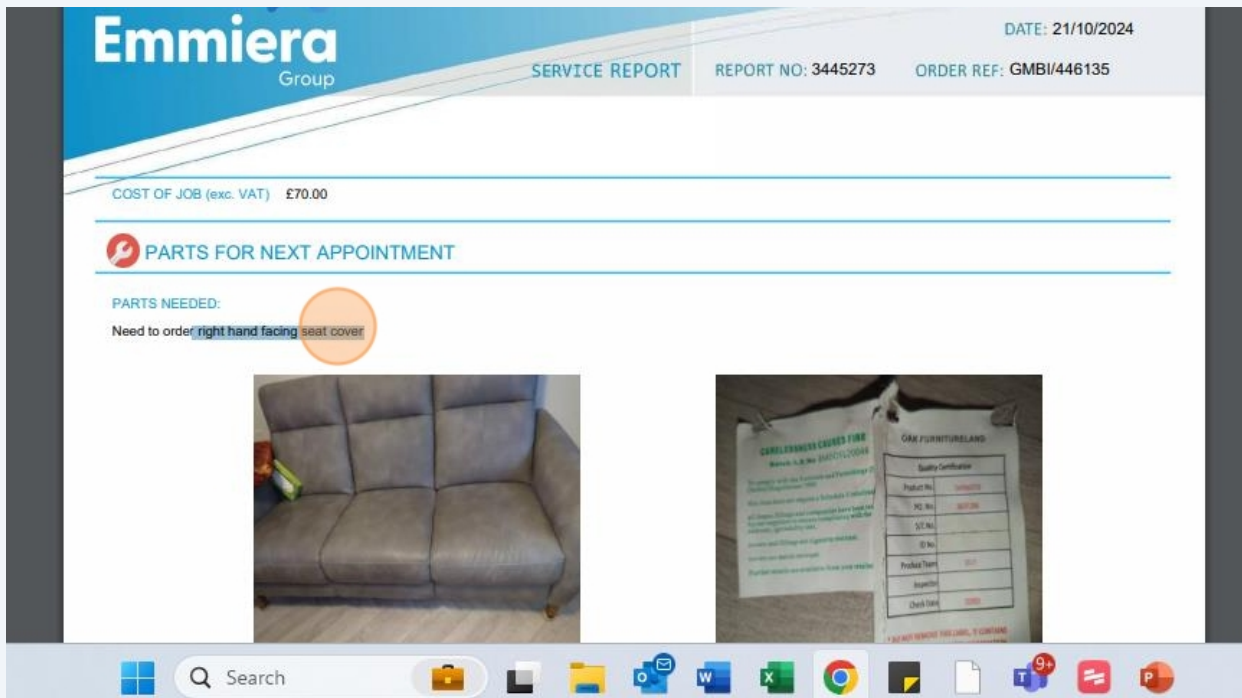
37 Click "Add"

ADD ADD AND CLOSE CLOSE

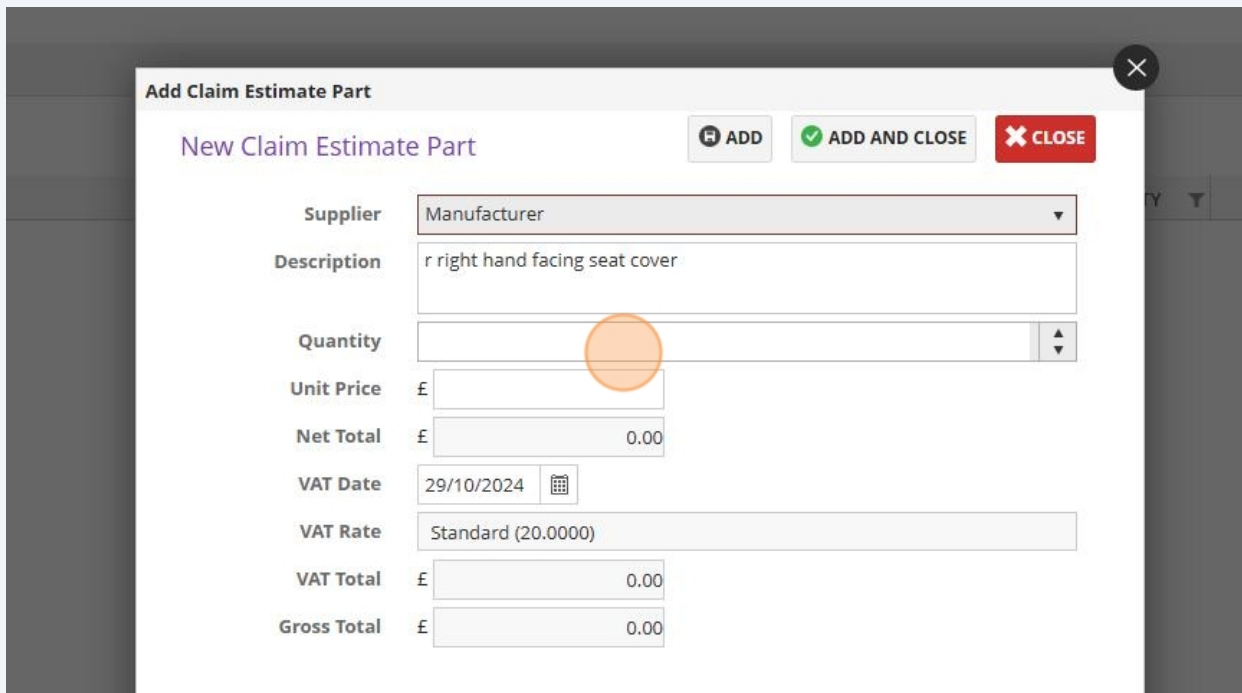
+ ADD DELETE AMEND

QUANTITY	PRICE	NET	VAT	GROSS
----------	-------	-----	-----	-------

38 Copy the parts needed from the report



39 Paste the parts needed into the "Description" field and set the supplier to "Manufacturer"



40 Set the "rate" to £50 then click "Save and close"

The screenshot shows a dialog box titled "Add Claim Estimate Part" with a close button (X) in the top right corner. The main heading is "New Claim Estimate Part". At the top right of the form area are three buttons: "+ ADD", "ADD AND CLOSE" (highlighted with an orange circle), and "CLOSE". The form fields are as follows:

Supplier	Manufacturer
Description	r right hand facing seat cover
Quantity	1
Unit Price	£ 50
Net Total	£ 50.00
VAT Date	29/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 10.00
Gross Total	£ 60.00

41 Click "Add and close" again

The screenshot shows a table interface with a close button (X) in the top right corner. At the top right of the table area are three buttons: "+ ADD", "ADD AND CLOSE" (highlighted with an orange circle), and "CLOSE". Below these are three buttons: "+ ADD", "DELETE", and "AMEND". The table has a header row with columns: QUANTITY, PRICE, NET, VAT, and GROSS. The table body is currently empty.

## 42 Click "Documents"

Claim Reference  Status

Notification Date  Incident Date  Position

Delivery Date  Reason

Handler

Next Appointment Date

ARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS **DOCUMENTS** HISTORY API

PAYEE(S)	ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATE
illy	EN199656	446135	First Inspection	£ 8
illy	EN202526	446135	Report 2	£ 13
illy	EN202527	446135	Report 3	£ 13

## 43 Click the box next to the report

DETAILS FINANCE POLICE PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES

Sender  Category

OPEN	DESCRIPTION	FILE NAME	CREATED
<input type="checkbox"/>	Report - 3445273	Report - 3445273.pdf	25/10/2024 1
<input type="checkbox"/>	MB&G Insurance - Your Oak Furnitureland Claim - Appointment Requested	MB&G Insurance - Your Oak Furnitureland Claim - Appointment Requested.eitrem1	15/10/2024 1

#### 44 Click "Email/forward"

08/10/2024

Status: Open  
Position: Referred  
Reason: Assigned to Emmiera  
Handler: Margaret Forster  
Next Appointment Date: 25/10/2024

TORY API

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

Description

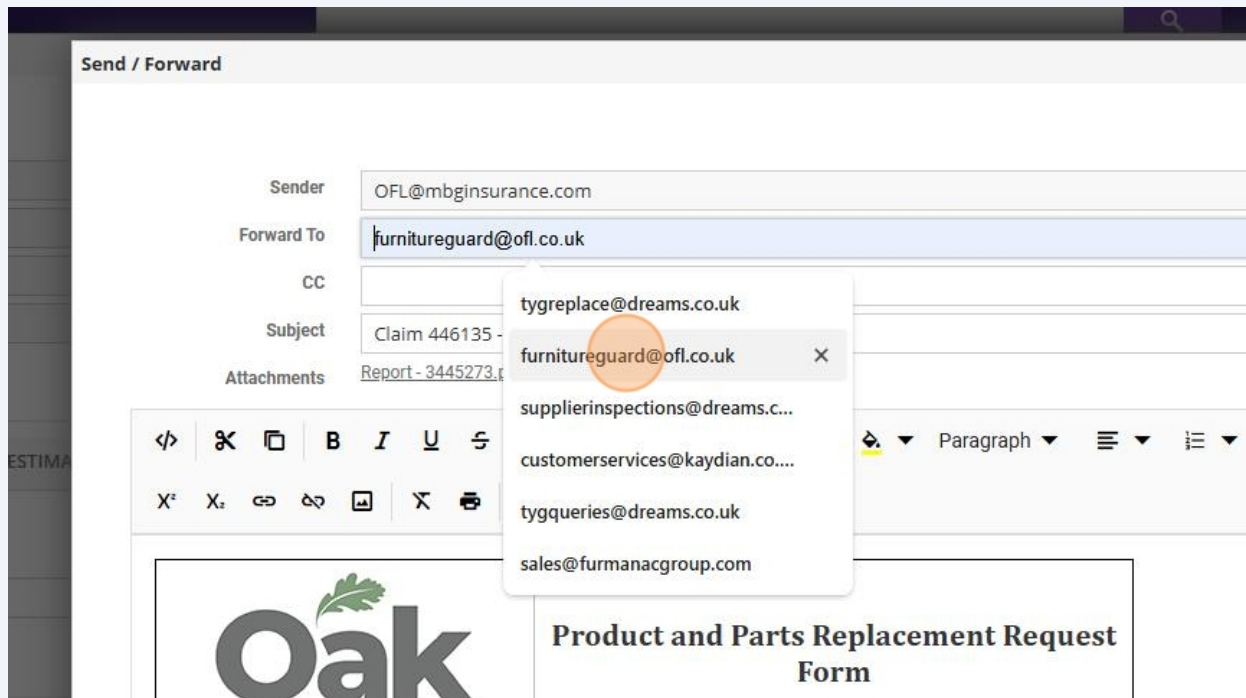
SENDER	RECEIVED	ATTACHMENT	EMAIL SUBJECT	CATEGORY
		<input type="checkbox"/>		Report
1@mb&ginsurance.com	15/10/2024 13:07	<input type="checkbox"/>	MB&G Insurance - Your Oak Furnitureland Claim -	Email Inbound

#### 45 Double-click the "Product Part Request Form"

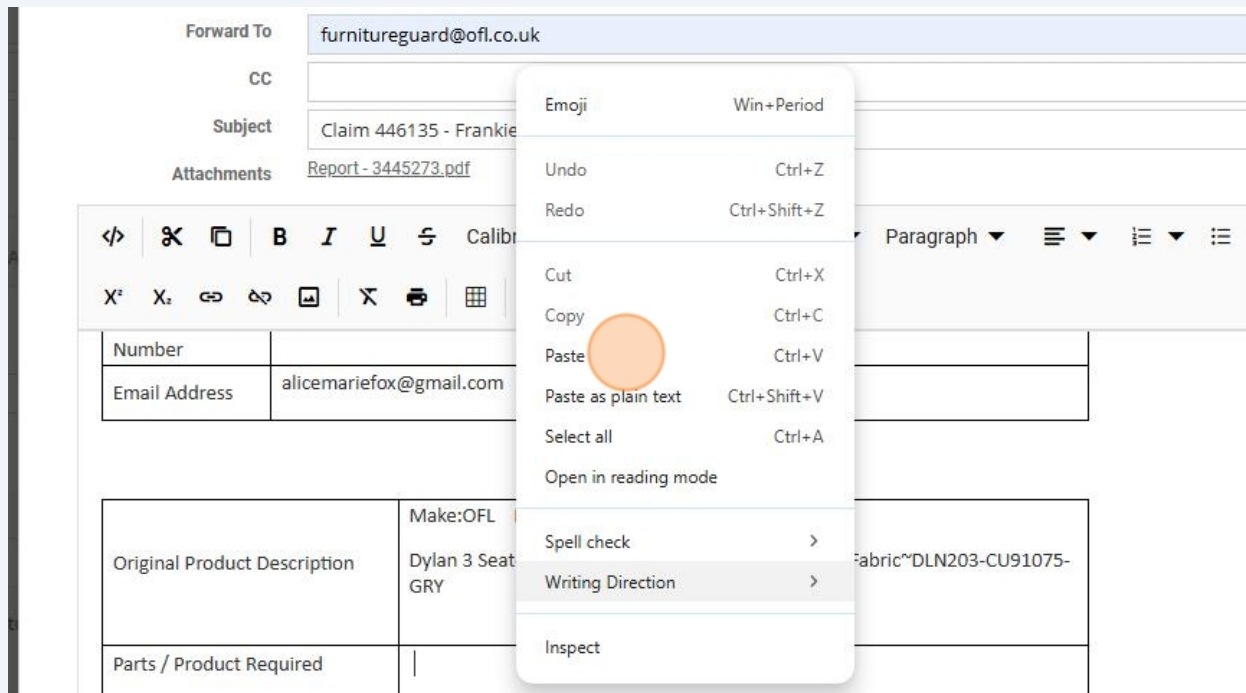
OFL- Images & information request Cosmetic Chase two	Email Outbound
OFL- Inspection Appointment Requested	Email Outbound
OFL- Part Delivery Timescales	Email Outbound
OFL- Parts Delivery Timescale 2 Weeks	Email Outbound
OFL- Parts Delivery Timescale 4 Weeks	Email Outbound
OFL- Parts Delivery Timescale 6 Weeks	Email Outbound
OFL- Parts Delivery Timescale 8 Weeks	Email Outbound
OFL- Parts Ordered-Delivery to Customer-Large Part-Customer Update	Email Outbound
OFL- Parts Ordered-Delivery to Customer-Small Part-Customer Update	Email Outbound
OFL- Parts Received	Email Outbound
OFL- Product Part Request Form - Non Workflow	Email Outbound
OFL- Product Under 12 Months - Referred to OFL - Non Workflow	Email Outbound
OFL- Rejection Reason	Email Outbound
OFL- Repair Complete	Email Outbound



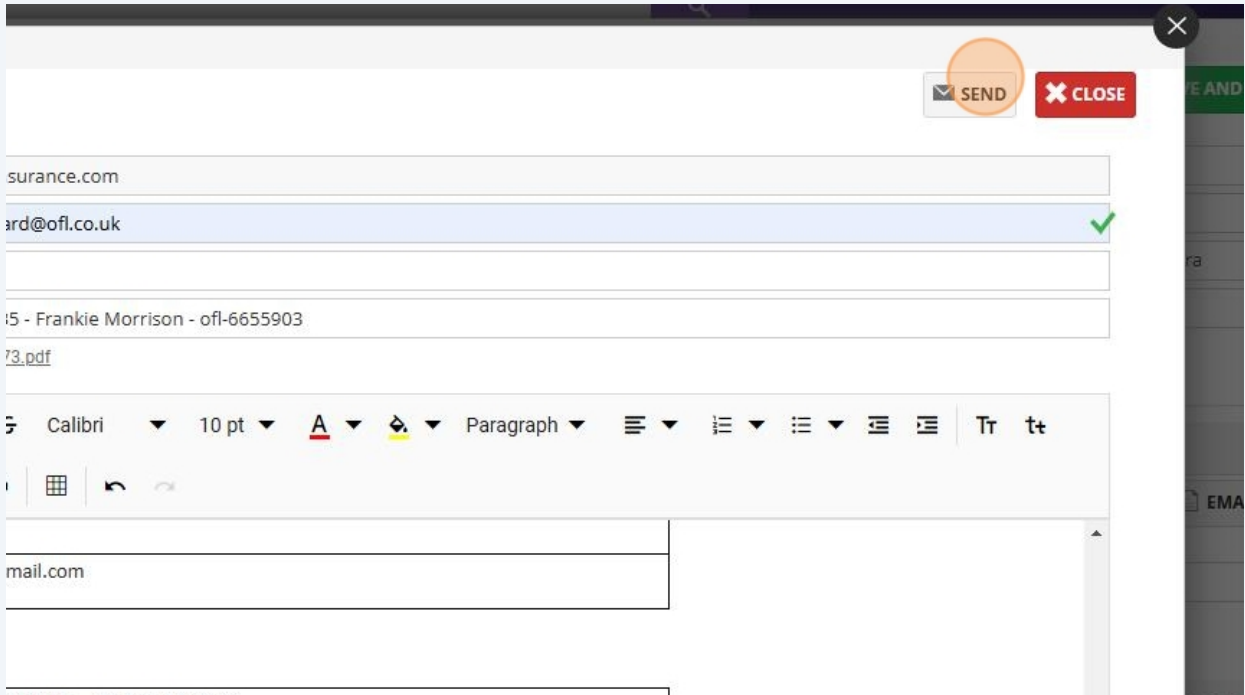
46 Put the email address "furnitureguard@ofl.co.uk" in the "Forward to" field



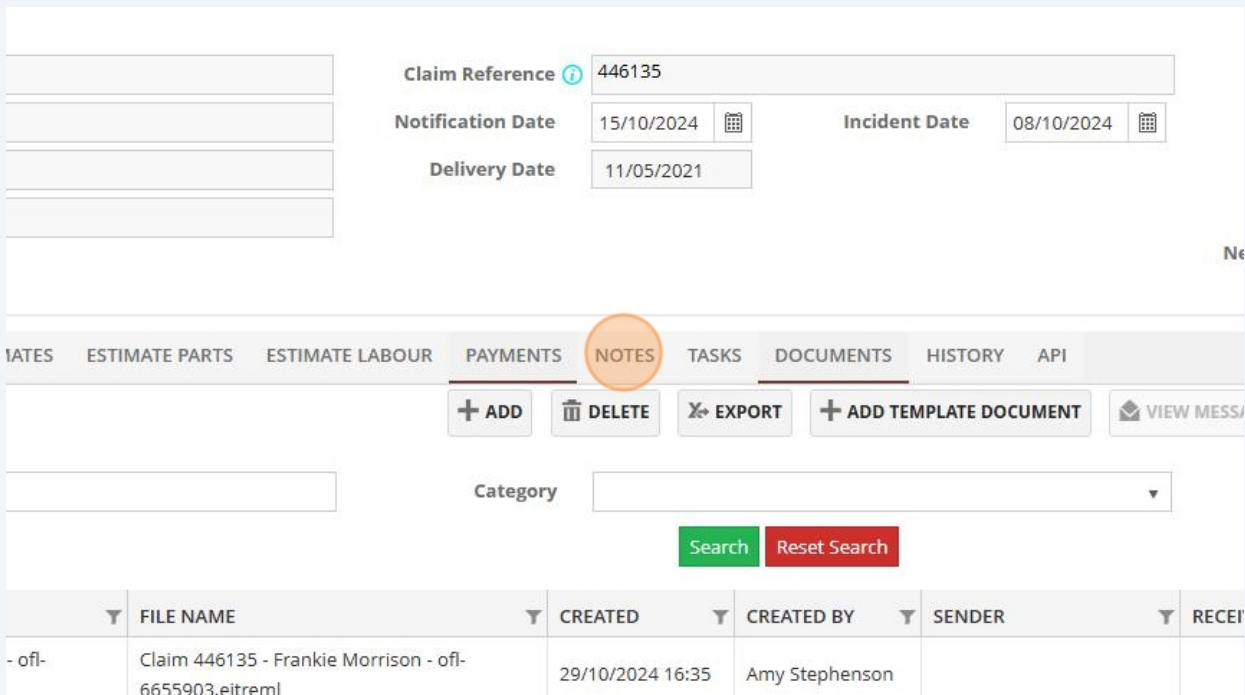
47 Paste the parts required into the "Parts / Product required" field



48 Click "send"



49 Click "Notes"



50 Click "Add"

	<b>Status</b>	Open
08/10/2024	<b>Position</b>	Referred
	<b>Reason</b>	Assigned to Emmiera
	<b>Handler</b>	Margaret Forster
	<b>Next Appointment Date</b>	25/10/2024

TORY API

+ ADD DELETE

NOTE

146135 cfph claim raised passed to emmer

51 Type your note then click "Add and close"

Notification Date 15/10/2024 Incident Date 08/10/2024 Position

Delivery Date 11/05/2021 Reason

Handler

Appointment Date

ADD ADD AND CLOSE CLOSE

New Claim Note


Date 29/10/2024



Author Amy Stephenson

Claim Note Type

right hand facing seat cover ordered from FG.

## 52 Click "Tasks"

Claim Reference  446135

Notification Date 15/10/2024  Incident Date 08/10/2024 

Delivery Date 11/05/2021

Next Appoin

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

	AUTHOR	TYPE	NOTE
	Margaret Forster		446135 cfph claim raised passed to emmer
	Amy Stephenson		right hand facing seat cover ordered from FG

## 53 Click the check-box

Handler  
Next Appointment  
Date

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

	DUE DATE	COMPLETED?	TYPE
	25/10/2024 16:53	<input type="checkbox"/>	Homeserve Update

## 54 Change the claim position to "accepted"

The screenshot shows a web application interface for managing claims. At the top right, the user's name 'Amy Stephenson' is visible. Below the header, there are several action buttons: 'SAVE', 'SAVE AND CLOSE', 'CLOSE', 'PRINT', and 'EMAIL'. The main form area contains fields for 'Accident Date' (08/10/2024), 'Status' (Open), 'Position' (Referred), 'Reason', 'Handler', and 'Next Appointment Date'. The 'Position' dropdown menu is open, showing a list of options: 'Accepted', 'Referred', 'Rejected', and 'Reopened'. The 'Accepted' option is highlighted with a purple background. Below the form, there are tabs for 'NTS', 'HISTORY', and 'API'. A row of buttons includes 'DD TEMPLATE DOCUMENT', 'VIEW MESSAGE', 'EMAIL CLAIMS FILES (.PDF)', 'EMAIL CLAIMS FILES (.ZIP)', and 'EMAIL / FORWARD'. A 'Description' field is also visible.

## 55 Change the claim reason to "Parts Requested to Customer"

The screenshot shows the same web application interface as in step 54. The 'Reason' dropdown menu is open, displaying a list of reasons: 'Complaint - Rejection Overturned', 'Complaint Resolved', 'Finalised', 'Part Delivery ETA 2 Weeks', 'Part Delivery ETA 4 Weeks', 'Part Delivery ETA 6 Weeks', 'Part Delivery ETA 8 Weeks', 'Parts Requested from OFL', 'Parts Requested to Customer', 'Repair Authorised', 'Repair Complete', and 'Replacement Requested'. The 'Parts Requested to Customer' option is highlighted with a purple background. Below the form, there are tabs for 'HISTORY' and 'API'. A row of buttons includes 'TEMPLATE DOCUMENT', 'VIEW MESSAGE', and 'EMAIL CLAIMS FILES (.PDF)'. A 'Description' field is also visible. At the bottom, there is a table with columns for 'SENDER', 'RECEIVED', 'ATTACH', and 'Description'. The table contains three rows of data:

SENDER	RECEIVED	ATTACH	Description
		<input type="checkbox"/>	Email Outbound
		<input type="checkbox"/>	Report
OFL@mbginsurance.com	15/10/2024 13:07	<input type="checkbox"/>	MB&G Insurance - Your Oak Furnitureland Claim - Email Inbound

## 56 Change the handler to your name

ent Date 08/10/2024

Status Open

Position Accepted

Reason Parts Requested to Customer

Handler Margaret Forster

Next Appointment Date

HISTORY API

TEMPLATE DOCUMENT VIEW MESSAGE EMAIL CLAIM

Description

SENDER	RECEIVED	ATTACH

## 57 Click "save and close"

rmstack Daily Claim Review -... Issues & Breaches -... Peer Review Checkli... TSG

Amy Stephenson

SAVE SAVE AND CLOSE CLOSE PRINT EMAIL

Status Open

Position Accepted

Reason Parts Requested to Customer

Handler Amy Stephenson

Next Appointment Date 25/10/2024

HISTORY API