

eGlassClaim 4.4.7.9 Shop Screen Enhancements

Glass Shop – Windshield Repair Credit Enhancement
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Change in functionality for processing payment for a failed Windshield Repair. When a customer returns to the original shop in a situation where a windshield repair has failed, the shop will now have the ability to process a claim for the Windshield Replacement.

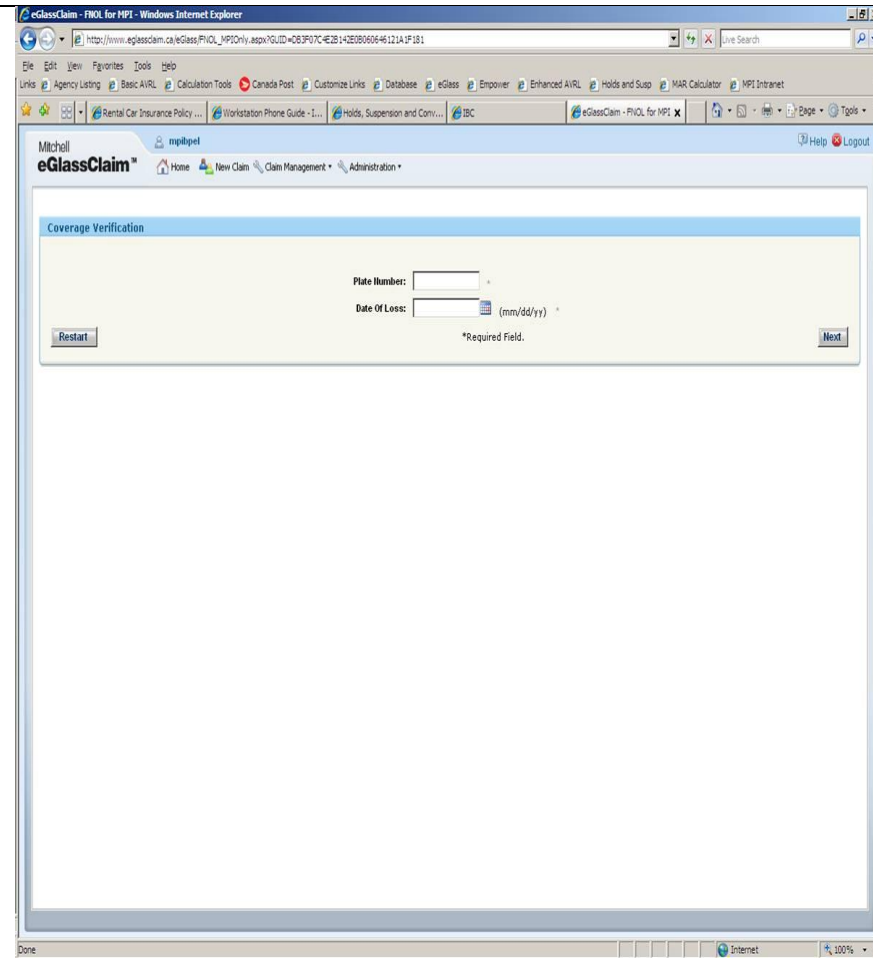
The failed repair cost will be applied to the invoice for replacement.

****When a failed repair was completed at a different repair facility, shop must continue to obtain authorization for replacement from the Glass Audit Unit. Payments must be processed manually, not through the eGlassClaim system.**

****Customer confirmation of a failed repair with the Glass Audit Unit continues to be required for payment of the replacement. Payment will not be processed to conclusion until confirmation from customer is secured.**

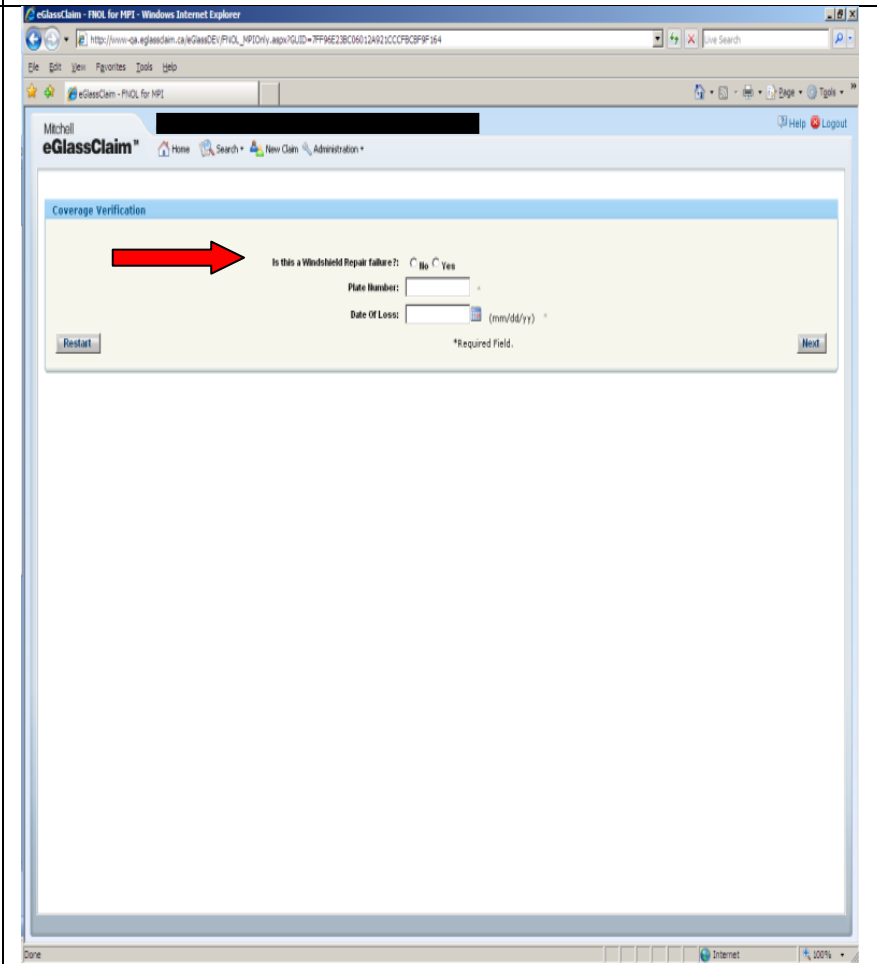
Screen shots below illustrate changes the user will see.

New Claim Screen – ver. 4.4.7.8



New Claim Screen – ver. 4.4.7.9

New Feature – When opening a new claim there is now an option to select Windshield Repair Failure. If “Yes” to the question “Is this a Windshield Repair Failure?” is selected the user will enter the plate number and the date of the original repair.



New Claim Screen – ver. 4.4.7.9

New Feature – In this version the user will then confirm the original windshield repair and hit **Select** button.

The screenshot shows the eGlassClaim web application interface. At the top, there is a navigation bar with the Mitchell eGlassClaim logo and links for Home, Search, New Claim, and Administration. The main content area is titled "Repair Failure Assignments" and contains a search form with fields for "Policy #" and "Plate #", and a "Search Again" button. Below the search form, a message states "Repairs available for entered Plate/Policy information:". A table displays the search results with the following columns: Document ID, Claims #, Date of Loss, Assigned Date, License Plate, Policy #, Vehicle, Shop Name, and Address. A "Select" button is positioned to the left of the first row in the table. A "Back" button is located below the table.

Document ID	Claims #	Date of Loss	Assigned Date	License Plate	Policy #	Vehicle	Shop Name	Address
816	0039669151	11/30/2012 12:00:00 AM	12/11/2012 8:50:00 AM	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

New Claim Screen – ver. 4.4.7.9

New Feature – In this version a pop up window occurs to confirm a Repair Failure Assignment will be selected. User will continue with opening the claim for the windshield replacement by selecting **OK** button.

