

Background

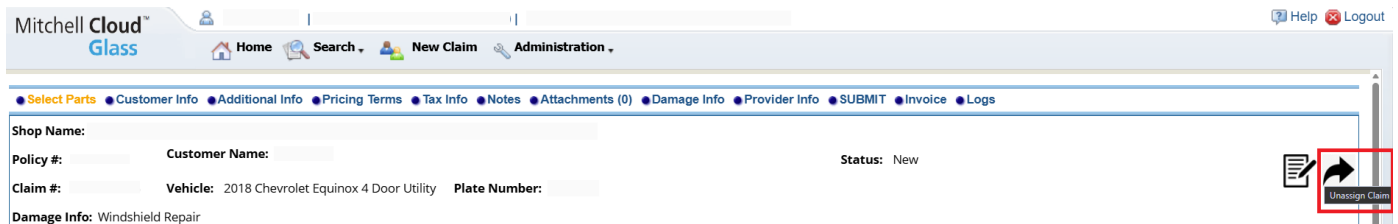
Use this procedure when you cannot complete a claim that has been assigned to your shop.

Steps

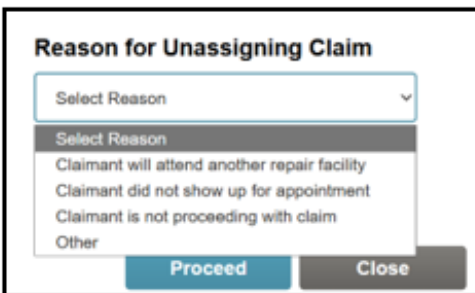
1. Open the claim and navigate to the **Select Parts** section.



2. Select the **Unassign Claim** icon.

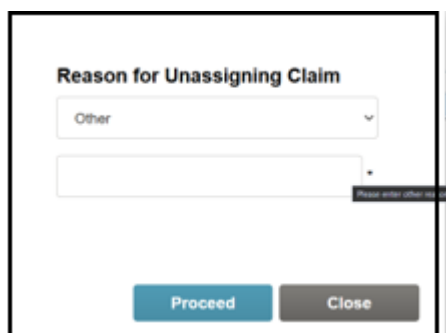


3. Select a **Reason**.



A screenshot of a dialog box titled 'Reason for Unassigning Claim'. It features a dropdown menu labeled 'Select Reason' with a list of options: 'Claimant will attend another repair facility', 'Claimant did not show up for appointment', 'Claimant is not proceeding with claim', and 'Other'. Below the dropdown are two buttons: 'Proceed' and 'Close'.

- If you select "Other", a reason must be manually typed.



A screenshot of the same 'Reason for Unassigning Claim' dialog box. The 'Other' option is selected in the dropdown menu. Below the dropdown, there is a text input field with a small asterisk and a tooltip that says 'Please enter other reason'. The 'Proceed' and 'Close' buttons are at the bottom.



Unassign a Claim Procedure

4. Submit the Unassign request.
 - A note will indicate the selected reason or text entered.