**Disclaimer:**

Please carefully review the following scenario regarding the creation and flow of a claim. Areas marked in Yellow Highlight indicate what the changes need to be made to correct the issue. Issues will be marked with a “ “

Please be aware for user changes within this scenario as they will be documented along the way in *Italics*.

*User: insuranceadjuster//demodemo*

1. Create claim [multiapr]
2. Assign to Insurance In-House Appraiser [insapr1]

* Correct

*User: insapr1//demodemo*

1. Locate claim in New Claim Inbox (correct)
2. Accept Claim-> directed to In Process (correct)

*User: insuranceadjuster//demodemo*

1. Claim is searchable (correct)
2. Re-assign claim -> insapr2
3. Claim was directed to “View/Print Claim”
   1. Claim needs to be moved into correct box and user directed to that box

*User: insapr1/demodemo*

1. Claim not in New Claim Inbox (correct)
2. Claim not searchable
   1. Claim needs to be searchable with secondary archive permissions

***Please see the chart below for the rest of the flow process of this claim:***

|  |  |
| --- | --- |
| **User** | **Box** |
| Insapr2 | New Claim Inbox |
| Insurance Adjuster | Assigned Claims + Pending Assignment Acceptance |
| Insurance Adjuster Super | Assigned Claims + Pending Assignment Acceptance |
| Insurance Dispatcher | Assigned Claims + Pending Assignment Acceptance |
| Insurance Manager | Assigned Claims + Pending Assignment Acceptance |
| Insurance Company Admin | Assigned to Branch Franchise + Assigned Claims |
| Cfs Super Global Admin | View Open Claims |
| Cfs Global Admin | View Open Claims |
| Cfs Tech | View Open Claims |
| Cfs Emp | View Open Claims |
| Cfs Manager | View Open Claims |