**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 [test basic appr]
2. Assign to Independent Appraisal Company Branch [A-APPS]
3. Directed to “View/Print Claim”
   1. Needs to direct the user to Assigned Claims + Pending Assignment Acceptance

**Please see the Chart for all the users and the boxes this claim needs to be located in**

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