**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 Ins Flow 3]
2. Select “I Would Not like to Assign….” Radio button

*User: insurancebranchadmin//demodemo*

1. Claim in correct location(s)

*User: insurancebranchmanager//demodemo*

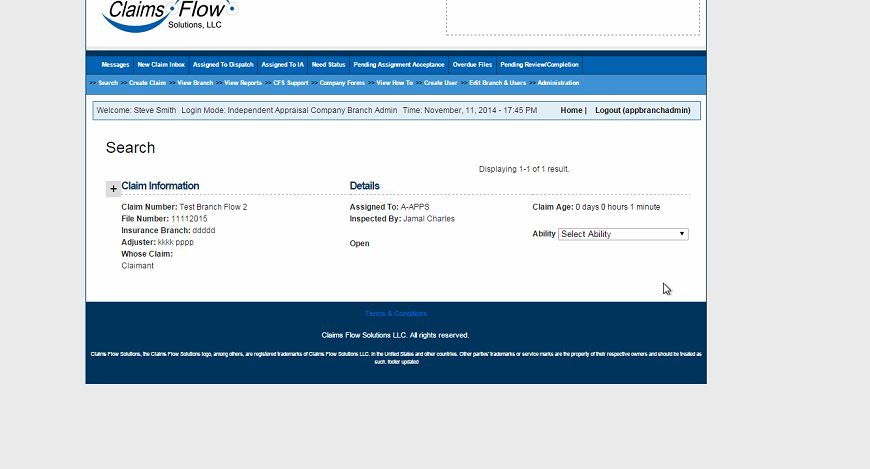
1. Claim in correct location(s)

*User: insurancecompanyadmin//demodemo*

1. Claim in incorrect boxes
   1. Claim needs to be in Assigned to Branch/Franchise + Unassigned Claims

*User: insuranceadjuster*

1. Cancel Claim
   1. Claim did not re-direct to search screen showing claim
   2. When a claim is Cancelled it needs to direct the user to a search screen showing the claim with secondary archive abilities (this applies site-wide, see image below)



1. Search for the claim [Test Ins Flow 3]
2. Re-Open Claim
3. This deleted the claim from the entire system (not discoverable from CFS users either)
   1. Claim needs to be Re-Opened and put back into last known box location for each user associated with the claim

Put the claim into assigned claims (wrong)