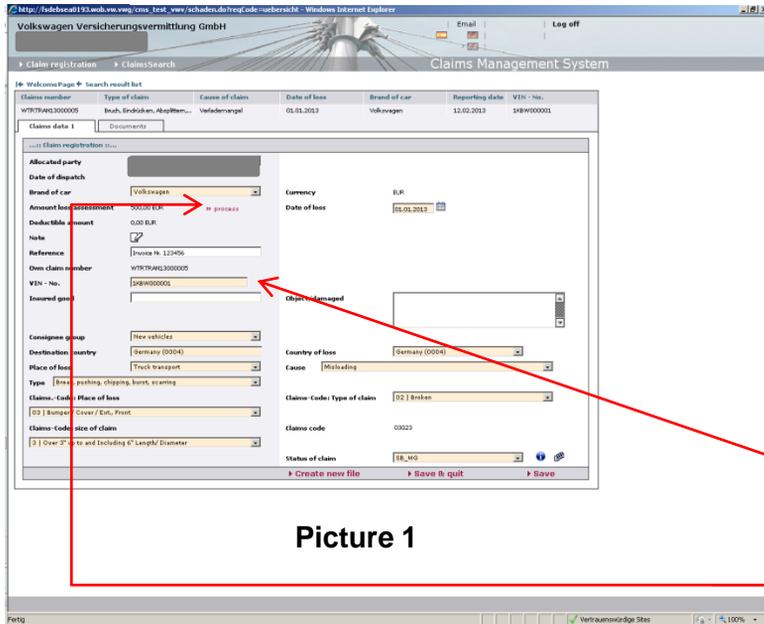
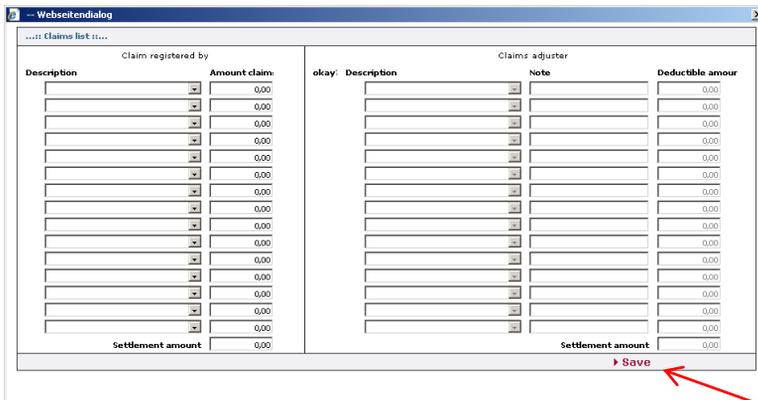


# Short instructions for issuing a damage report in CMS



Picture 1

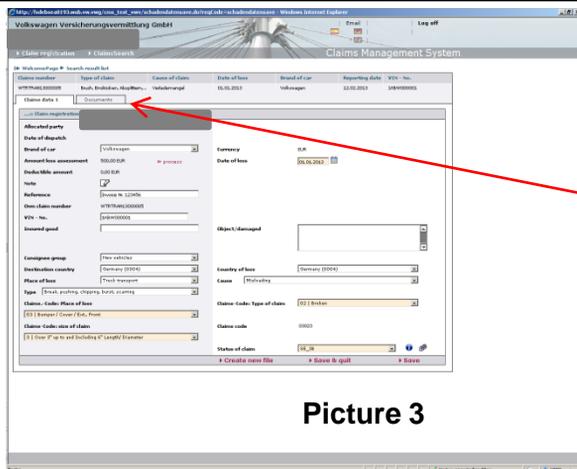
- After successful log-in use the "Claim registration"-Button on the homepage.
- Now the data entry screen will open automatically; fill in all information needed according to **picture 1**
- Make sure **not** to type in the first 6 and the 9th character (filling signs) of the vehicle identification number
- Click on the button **>> process** next to "Deductible amount" to insert the amount of damage



Picture 2

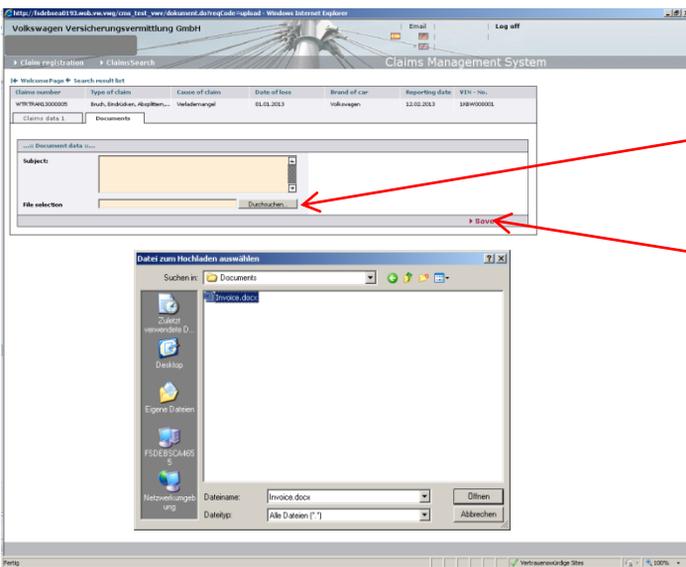
- In **picture 2** you see the user interface that displays automatically where the discription of costs and amounts are to be entered
- Pick the cost category and define the amount of the entry. After completing your entries push the button **>>Save** in the right corner. Please continue filling in all missing information in the data entry screen. Your result should look like **picture 1**

- Click **>>Save**



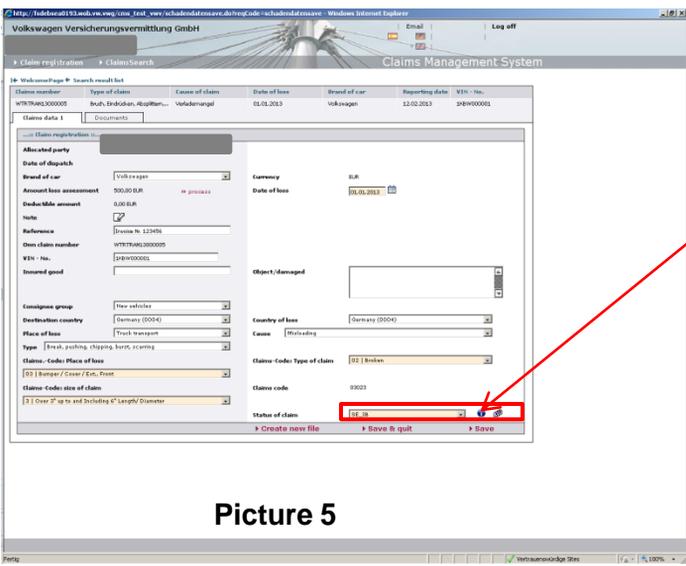
Picture 3

- Your data entry screen now looks like this. The tab "Documents" appears in the upper bar. Click on the new tab.



Picture 4

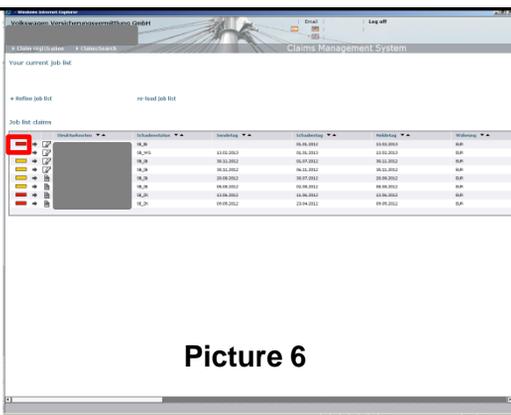
- Use the data field "Create new file" to attach scanned claim documents. Type in the description of the document (e.g. invoice). To upload the document from your hard drive push the button "Browse". As you can see in **picture 4**, a selection window opens automatically.
- After uploading all documents required push **>>Save**
- Switch back to the tab "Claims data 1" afterwards.



Picture 5

- To send in your claim pick **SB\_WG** (Claim to be sent to claim administrator) in this dropdown bar. Please note the red mark in **picture 5**.
- Explanations about further selection possibilities can be found at the **information point**.
- **Save and transmit the claim by clicking >>Save.**
- This way, the claim will be reported to VWV. The claim information cannot be changed anymore.

- Click on Welcome Page for an overview of claims (**picture 6**).
- Now you can see the claim in your job list claims



Picture 6

A colour code (**picture 6**) will give you the information about the current processing status of your claims.

- - **RED: Your claim has not been transmitted to VWV yet. Please add missing information or send it over.**
- - **YELLOW: Your damage report has been transmitted successfully to VWV and is being processed.**
- - **GREEN: Your claim has been processed by VWV. The payment has been authorized.**