

## CLASS INFORMATION

**Title:** Claims Processing I

**Date:** Wednesday, July 7, 2010

**Time:** 3:30 p.m. (MDT)

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## CLASS OUTLINE

Title- Claims Processing I

### Topic #1 Setting up a new claim

- Claim Alert
- Multiple claims per order
- Entering the new Claim Detail
- Shipper versus Claimant

### Topic #2 Order Information

- SIT Information
- Recurring Billing
- Order Details
- Military Information
- Order Personnel
- Order Notes
- Claims Grid

### Topic #3 Entering Claim Items

- Damage Types
- Item Status
- Denial Codes
- Itemizing lists versus grouping items