

# *Movers* Suite

User Guide

## User Guide to Claims

Setting Up and Using the Claims Interface

# User Guide to Claims

## Version 3.8 (Spring 2009)

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# Claims



When a claim is filed for damages incurred as part of a move, there can be quite a list of items to keep track of, such as the specifics on what damage occurred and what parties were involved. Managing the settlement of the claim can also be time consuming, so MoversSuite implemented the Claims interface as a complete tool to allow a user to enter all details related to a claim, track the progress of claim specifics, and to facilitate the settlement of the claim.

The Claims Module not only manages claim records and their respective settlement(s), but also provides the ability to manage payments, generate invoices, and create forms, letters, and reports directly within one interface. Any variety and number of claim records can be managed, as well.

To provide some framework of how one can use the Claims interface, we have provided the following general process overview containing key components (in **bold** text).

## Claim Process Flow

1. A **Claim is filed**, or expected to be filed, against an order record,
2. A **Claim Alert** can be set on the record informing all application users of the claim,
3. Once the claim is confirmed, a **claim record** can be established under the order record within the Claims interface,
4. Details of the claim can be listed as **Claim Items** underneath each claim record,
5. Identified resolution of a portion (or all) of a Claim Item can be described as **Settlement Items**.
6. An amount that is assessed, or is to be assessed, to a driver or other service provider, can be documented as **Liabilities (Chargebacks)**,
7. Insurance payments, van line reimbursements, and other items applied to company expenses can be referenced within the Claims interface as **Receivables**,
8. Amounts paid out, or amounts coming in, as part of the handling of the claim can also be tracked as **Handling Expenses** and **Handling Revenue**, respectively,
9. The **Summary** tab within the Claims interface and the **Claims Out of Balance** report can be used to track the progress and state of the claim,
10. Items can be invoiced and transaction can be generated from within the Summary tab and processed further within **Payment Management**,
11. Once the claim has been settled, financially or otherwise, then the claim record can be closed.

Listed in the diagram below is a graphical interpretation of the claims flow within MoversSuite:

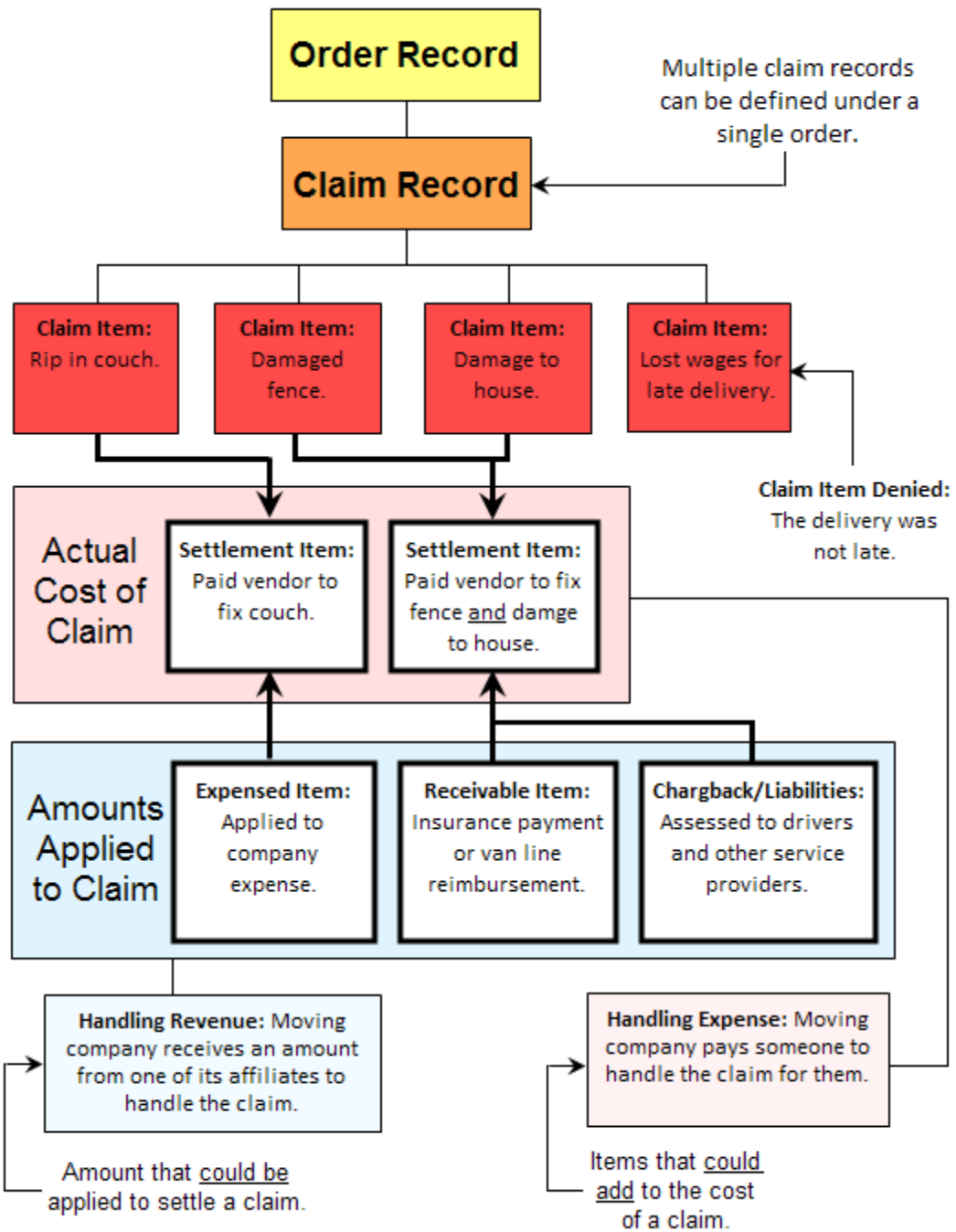


Figure 1: Claims process flow

To see a detailed example of this overview, go to the [Appendix - Detailed Example of the Claims Process](#) section.

Each and every claim and its related settlement will be different. MoversSuite has anticipated this, and has provided its users an incredibly flexible tool that will allow for easy management of a diverse array of claims and their subsequent settlement.

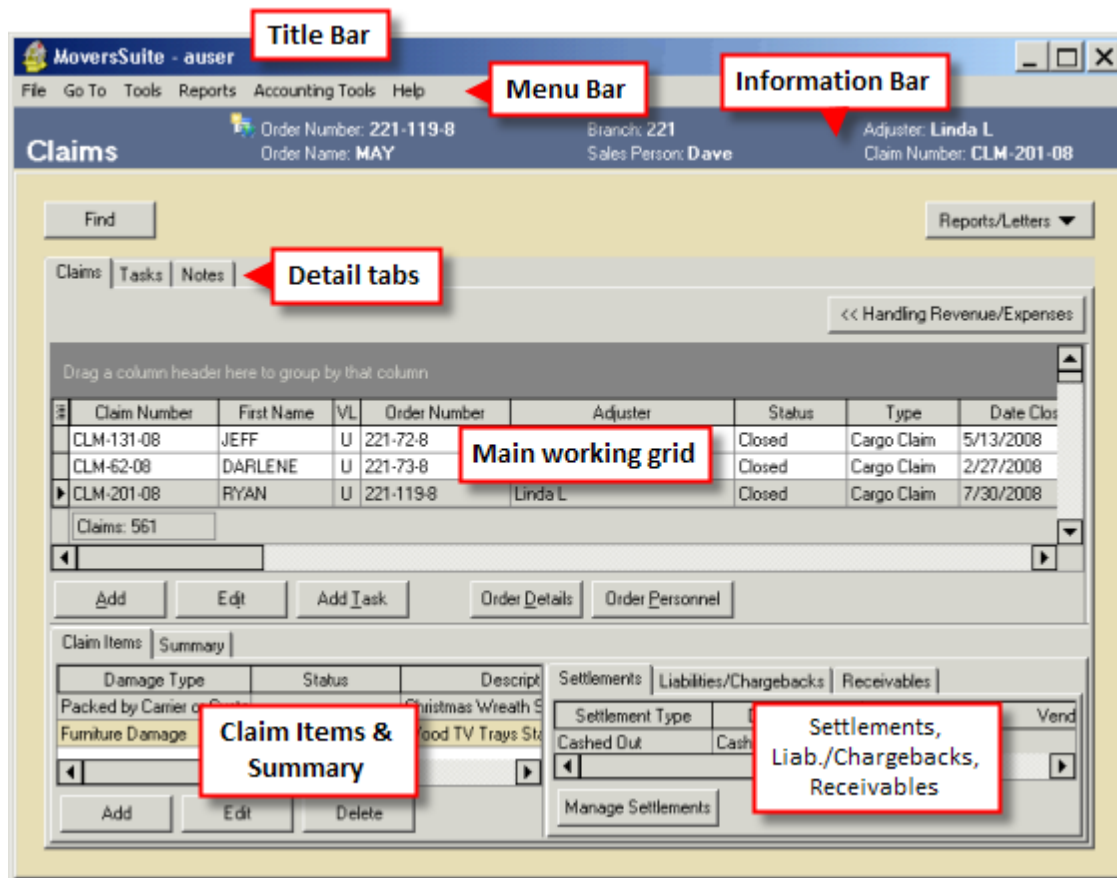
# Claims Interface

The Claims module is a stand-alone interface within the Common Services component of the MoversSuite application. It can be accessed directly from the **Contents** screen or through the application's main toolbar (**Tools > Common Services > Claims**).

## Claims Screen Layout

The Claims interface is composed of the following:

- Title Bar
- Menu Bar
- Information Bar
- Buttons (Find, Reports/Letters)
- Detail Tabs (Claims, Tasks, Notes)



The Title Bar and Menu Bar are standard through the application. The Information Bar lists the Claims title and information specific to the record selected within the main working grid:

- Access to the Third Party Application Error Management
- Order Number

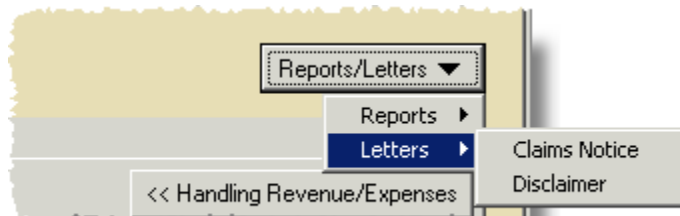
- Order Name
- Branch
- Sales Person
- Adjuster
- Claim Number

This information will change when a different record is selected.

Below the Information Bar is the **Find** and **Reports/Letters** menu. When pressed, the Find evokes the Find Claim(s) By window.

Reference the [Find](#), [Claims Information Search Criteria](#) and [Order Information Search Criteria](#) topics for general information.

The **Reports/Letters** menu allow a user to generate claim-specific reports and Microsoft Word documents for selected records. Refer to the [Accessing Documents through Buttons](#) topic for information on using this feature.



## Claims Detail Tabs

The detail tabs are composed of Claims, Tasks, and Notes. Selecting a tab will activate one of these three screens. The Claims tab will be the active tab upon entry to the Claims interface.

### Claims Tab

The Claims tab is composed of four distinct areas:

- Main Grid
- Handling Revenue and Expenses
- Claim Items
- Summary

### Main Grid of Claims

The main grid lists all the records retrieved from the most recent search. Selecting a record within this grid triggers data to be populated in all other areas of the interface, including the data displayed within the Tasks and Notes tabs.

Claims | Tasks | Notes

<< Handling Revenue/Expenses

Drag a column header here to group by that column

	Claim Number	First Name	VL	Order Number	Status	Type	Closed	
	CLM-270-08	C.H.		TD10431-...	Open	Freight Claim		Linda L
	CLM-193-07	THOMAS		CLT-44-07	Letter Sent / Pre-	Claim Letter Se		
	CLM-185-07	AMY		WAY-28-07	Letter Sent / Pre-	Cargo Claim		Norma
	CLM-186-07	T		CLT-54-7	Letter Sent / Pre-	Claim Letter Se		

Claims: 561

◀

Add Edit Add Task Order Details Order Personnel

The contents of the main grid are illustrated below. Refer to the [Finding and Listing Claims Records](#) section for more information on retrieving existing records.

In addition to the buttons available below the grid, there are several options available to the user when a record is selected from within the main grid. These options are accessible by selecting a record and using a right-mouse click.

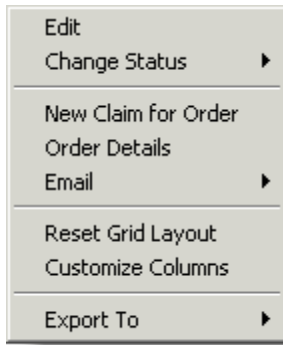


Figure 2: Right-mouse click options available for records selected within the main grid

A large number of records can be displayed within the main grid, therefore MoversSuite has provided a means to filter, sort, total, and customize the columns listed. Refer to the [Customizing the Claims Interface](#) section for more information on this subject.

### Claims Main Grid Totaling Feature

Grid totals appear for three of the data columns within the main grid. They are **Claim Number**, **Claimed Amount**, and **Settlement Amount**.

Claim Number	Claimed Amount	Settlement Amount	Type	Status	
CLM-263-07	\$0.00	\$0.00	Cargo Claim	Open	Cl
CLM-205-07	\$0.00	\$0.00	Cargo Claim	Open	3
CLM-255-07	\$0.00	\$0.00	HHG Claim	Open	35
CLM-192-07	\$0.00	\$0.00	Claim Letter Se	Letter Sent / P	S
CLM-190-07	\$0.00	\$0.00	Claim Letter Se	Letter Sent / P	LO
CLM-200-07	\$0.00	\$0.00	Cargo Claim	Open	Cl
<b>Claims: 111</b>	<b>\$3,140.00</b>	<b>\$0.00</b>			

**Claims Grid Totaling Feature**

Figure 3: Grid totals displaying for Claim Number, Claimed Amount, and Settlement Amount

### Claims Handling Revenue/Expenses Grids

The **Handling Revenue/Expenses** button toggles between showing the Handling Revenue/Expenses grid (“<<” prefix) and hiding the grid (“>>” prefix). When the information is being shown, the **Revenue** and **Expenses** tabs are available. A user then has the ability to add, edit, and delete Revenue and Expense Items associated to the active Claim record.

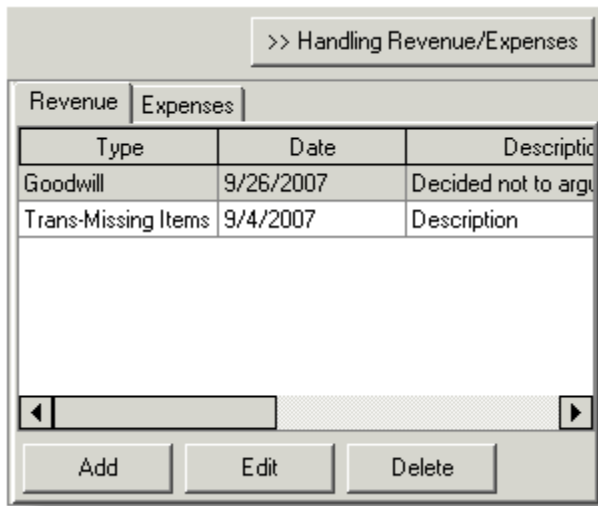


Figure 4: Revenue tab

This grid will be hidden upon accessing the Claims interface. Column headings can be re-arranged and a user can sort on them as well, however, the user has no control over which columns display within the grid. Refer to the [Customizing the Claims Interface](#) section for more information on this subject.

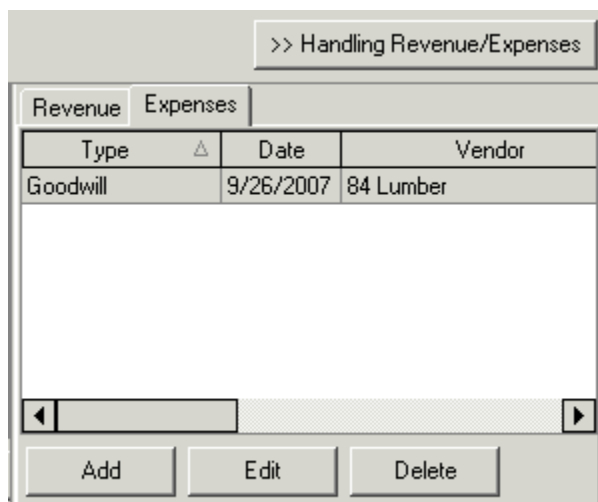


Figure 5: Expenses tab

In addition to the options to Add, Edit, and Delete, the user can discover posting information by selecting either type of handling record and using the [right-mouse click](#) option of **Posting Information**.

## Claim Items Tab

The **Claim Items** section is used to define the detailed costs of the claim. Further, these items can have settlements, liabilities (chargeback) items, and receivables assigned against them. To access the **Settlements, Liabilities/Chargebacks, and Receivables**, a Claim Item must be created and selected.

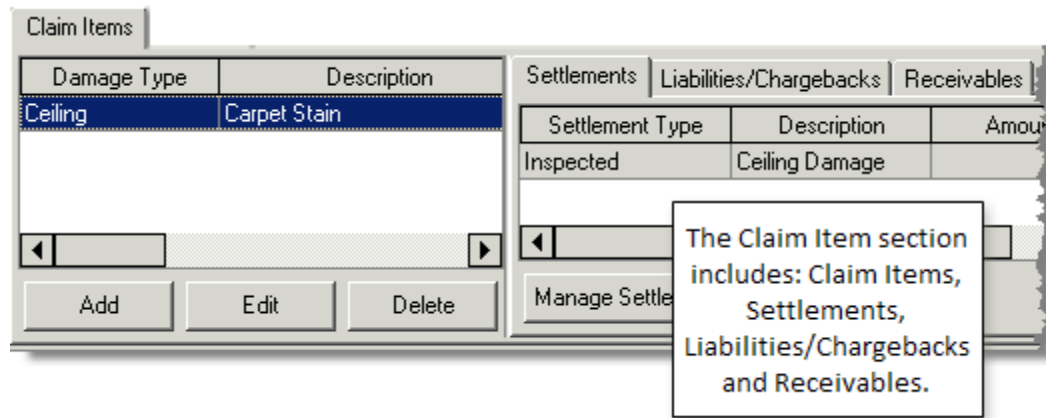


Figure 6: Claim Item section

The three sub-tabs for Settlements, Liabilities/Chargebacks, and Receivables all contain grids similar to the main Claim Items tab, and, two of which, excluding the Receivables, use a **Manage** feature to link multiple entries to others.

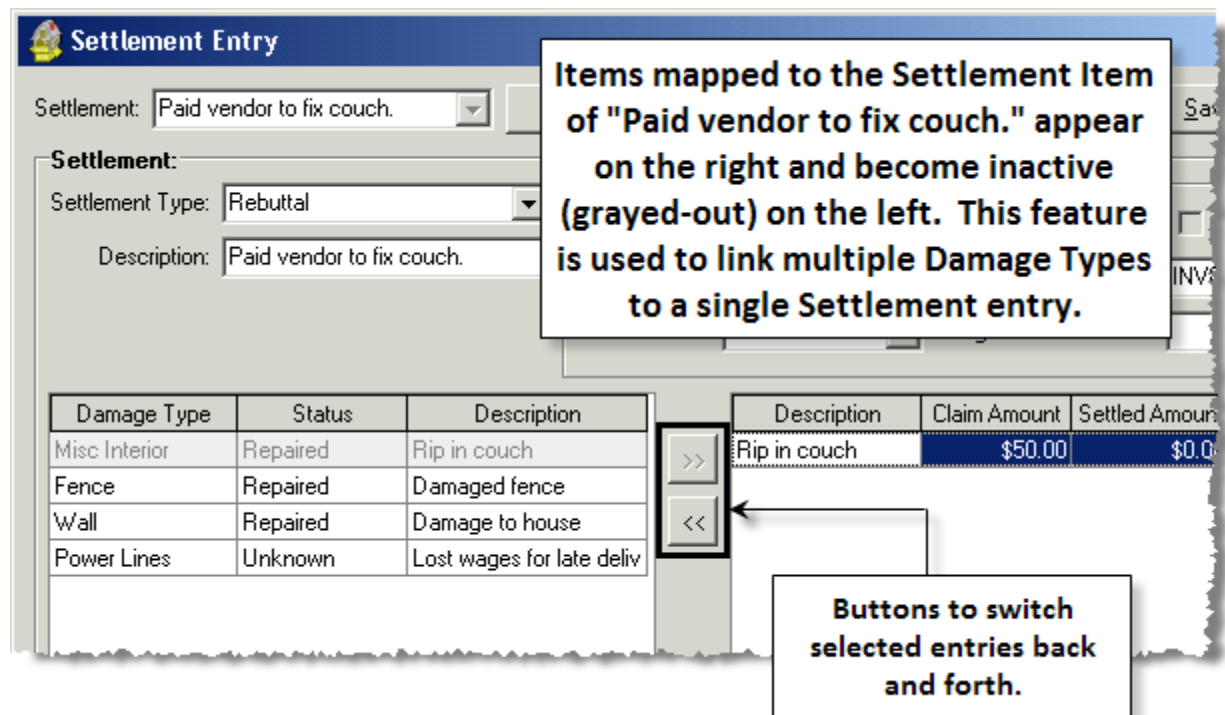


Figure 7: Manage features for Settlements

The following keyboard shortcuts can be used to select more than one item at a time:

**Ctrl + Click**, allows a user to select/deselect more than one item at a time,

**Click + Shift + Click**, allows a range of values to be selected.

## Claims Summary Tab

Along with the Claims Items tab, in the lower half of the Claims interface, is a Summary tab. The **Summary** tab includes the settlement entries for the selected Claim Items record(s). Data will be grouped and displayed in the grid by category, and specifics underneath each category include the source of the item and its Posted and Open transaction amounts.

Posting information is available on grid items within the Settlements, Liabilities/Chargebacks, and Receivables sections. To view this information the user can select a record in the grid and then use the right-mouse click option of **Posting Information**.

The totals of the Posted and Open amounts are summarized on the right by category, as well.

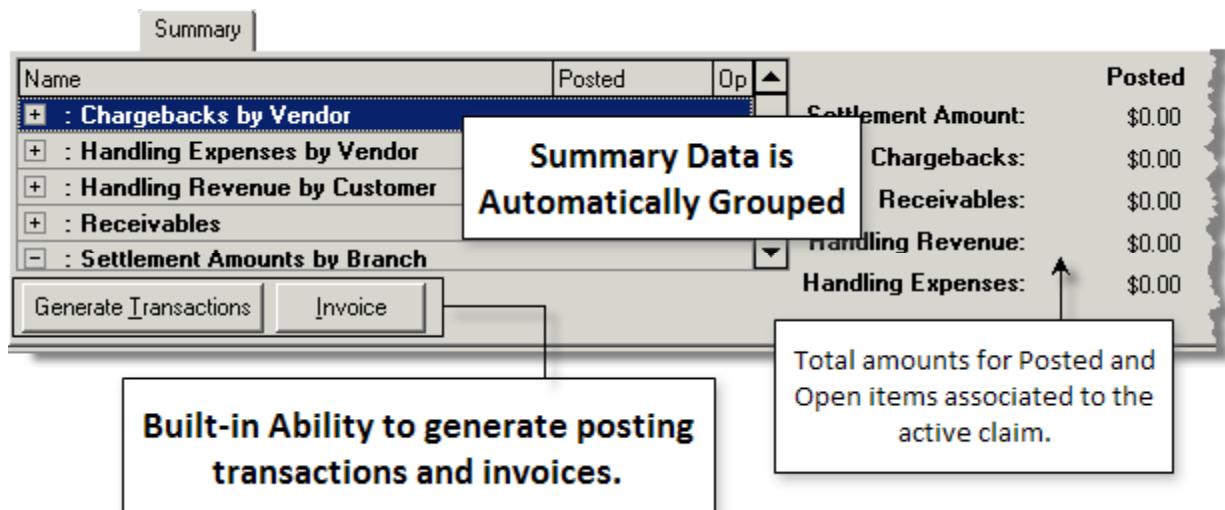


Figure 8: Summary tab

## Claims Tasks Tab

Tasks are a preset and pre-assigned list of duties to be performed by personnel involved with the order record and help guarantee that all work is done in a timely and efficient manner. In addition to the Task interface available through the Contents screen, tasks can also be managed directly from the Claims interface. Further, claim-specific tasks can be generated and managed, separately.

All standard task functions are available from within the Tasks tab.

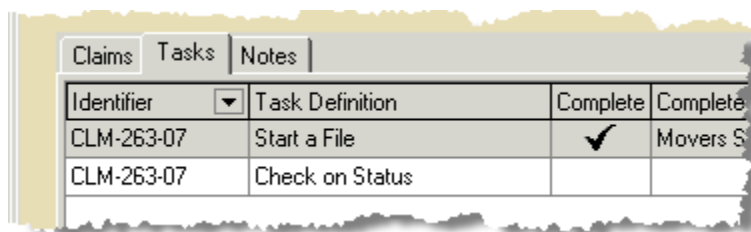


Figure 9: Tasks tab

By default, the grid will display all tasks associated to the claim record that was active in the main grid of the Claims tab, however, a user can select to turn the **Show All** option on, which is near the bottom of the screen. When this option is on (checked) all tasks associated to an order record, including all claim records underneath the order, will display.

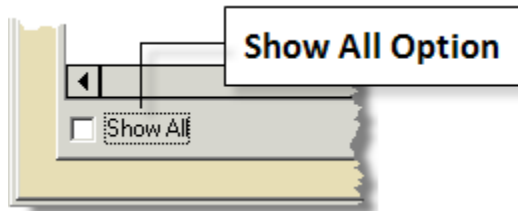


Figure 10: Show All option in Tasks tab

The Tasks grid can be modified by arranging the columns headings and the user can filter the data by **Identifier** or by the **Module** columns.

To filter by either column, a user can press the filter option button available within the header (box with a down-arrow) and select either a specific data value or the “(Custom...)” value, which will allow the user to use the **Custom Filter** dialog. Read more about this subject in the [Customizing the Claims Interface](#) section.

## Claims Notes Tab

All claim-specific notes associated to a claim record are listed and can be managed from within the Notes tab of the Claims interface.

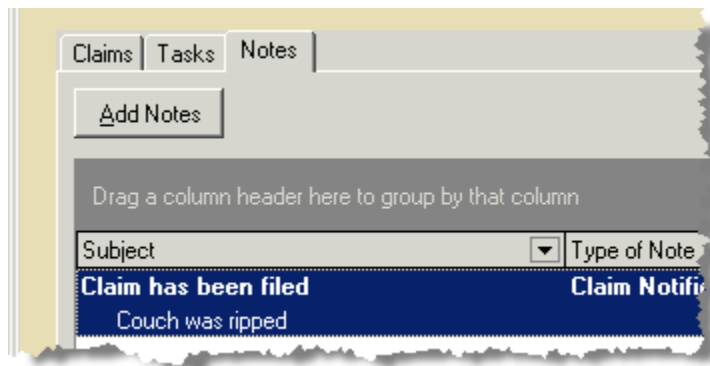


Figure 11: Notes tab of the Claims interface

Notes can also be added, as well as viewed, from within this tab. Data columns can be re-arranged and the data can be sorted, filtered, and grouped by column heading, as well. Read more on customizing the display within the [Customizing the Claims Interface](#) section.

# Customizing the Claims Interface

The following features have been built-in to the Claims interface to allow a user to customize the work space to suit their needs:

- Ability to expand screens
- Ability to control which columns display in the main grid
- Ability to sort, group, and filter Data
- Ability to save specific filtering criteria through the Filter Builder
- Ability to save and reset grid layout settings

## Expandable Claims Screens

The Claims interface can be expanded to fit the user's entire screen, if desired. Use the Window option to expand the screen to fit the entire screen or use your mouse to click and drag the screen's border to the intended dimensions.

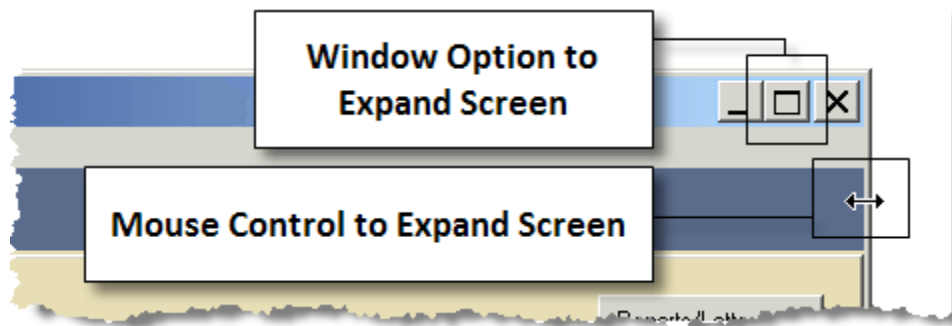
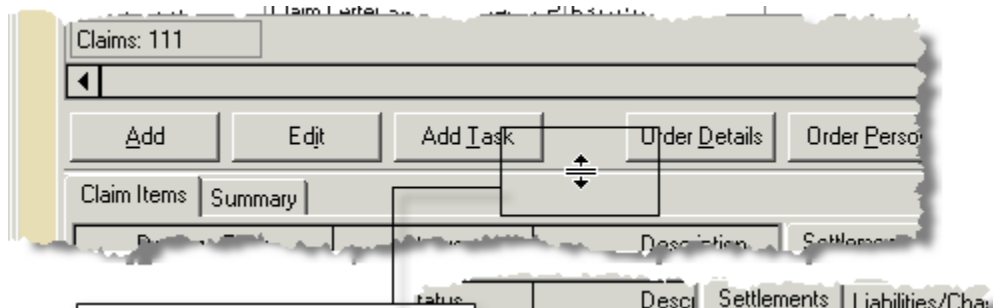


Figure 12: Expanding screen options

When the screen expands, so do all the sections within the interface. This makes it easier for a user to display a lot of information into one viewing area.

Each section within the Claims tab can be resized, as well. This is done in the same manner as using the mouse to expand the entire window, but instead, click and drag one of the lines that separate the sections from each other.



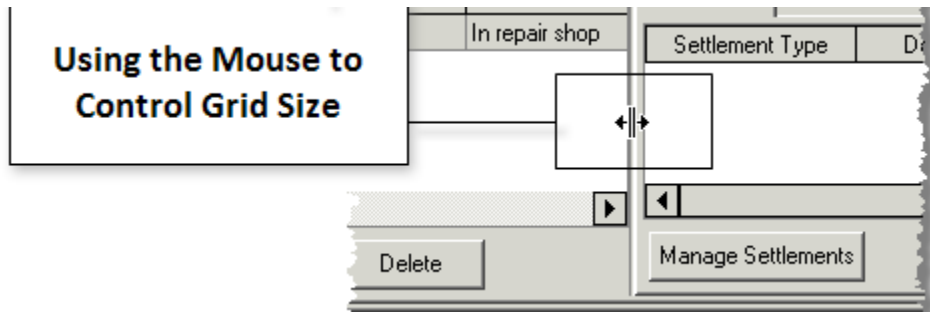


Figure 13: Grid size control

## Setting and Arranging Visible Columns in Claims

This is a valuable feature that allows the user to pick and choose which columns of data are to be displayed within the main grid.

### Setting Visible Data Columns

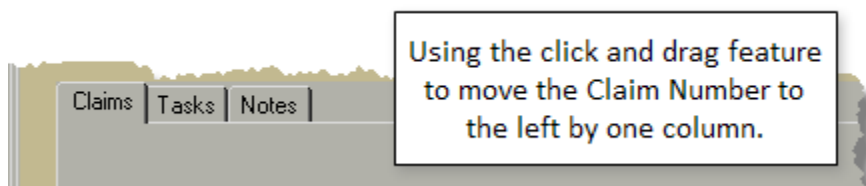
1. Access the **Claims** tab within the **Claims** interface,
2. Access the grid options through a **right-mouse click** within the grid,
3. Select the **Customize Columns** option and the Select Visible Columns dialog should appear,
4. **Place a check in the box** next to the name of column to be displayed and repeat until all desired columns have been selected or unselected,
5. Click **OK** to keep the change and to exit the dialog.

Once accepted, the grid will automatically be reset to display only the columns that the user selected.

### Arranging Columns in Claims

The columns displayed within the grid can also be rearranged, if desired, by placing more useful columns within the user's visible area.

Simply drag a column heading to the intended location within the heading row and release it and the column headings will adjust to accommodate the placement.



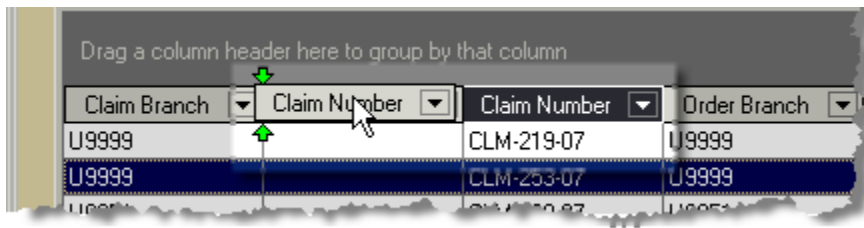


Figure 14: Click and drag to move column

To reset the visible columns back to their default setting, use the **Reset Grid Layout** option available through the right-mouse click (see [Resetting the Main Grid Layout section](#)).

## Sorting, Grouping, and Filtering Data in Claims

This section covers the following options available within the main grid:

- Sorting
- Grouping
- Filtering

Some of these options will work with other grids, as well.

## Sorting Claims Records

Data can be sorted by values from any column. Click on the column heading to have the entire grid sort by the selected value. For example, clicking on the “Type” column heading will cause the table to be sorted by the claim type. An arrow will appear to indicate whether the sort was ascending (arrow pointing up, shown in the illustration below) or descending (arrow pointing down).

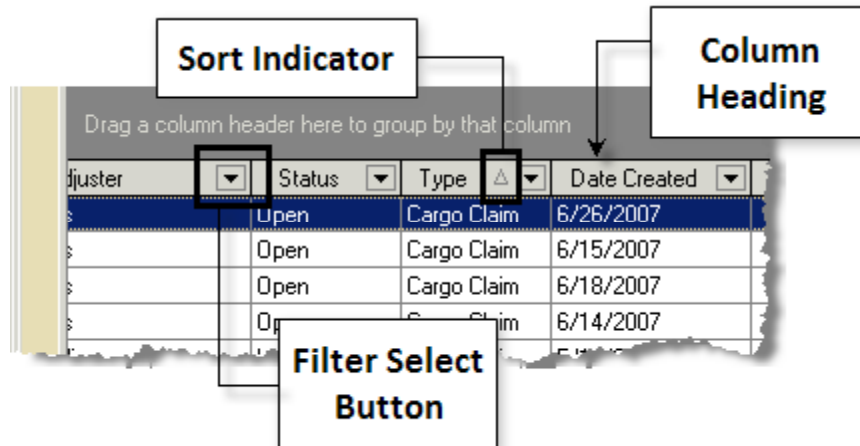


Figure 15: Sorting and filter select buttons

The sorting feature can be moved to another column heading by simply clicking on a different heading.

To remove the sort completely from the grid, use the **Reset Grid Layout** option available through the right-mouse click (see [Resetting the Main Grid Layout section](#)). **Note:** Selecting this option will overwrite any customized settings that were in effect.

## Grouping Claims Records

Data grouping can be invoked by using the click and drag feature to place column headings into the “Drag a column header here to group by that column” (group by) row above. Once placed there, the data will automatically be grouped by the item.

Once a column has been selected and dragged into the group by area, summary data and breakdown features will appear. To access records for a particular value, click on the expand button (box containing a plus “+” sign) and the records will be listed below.

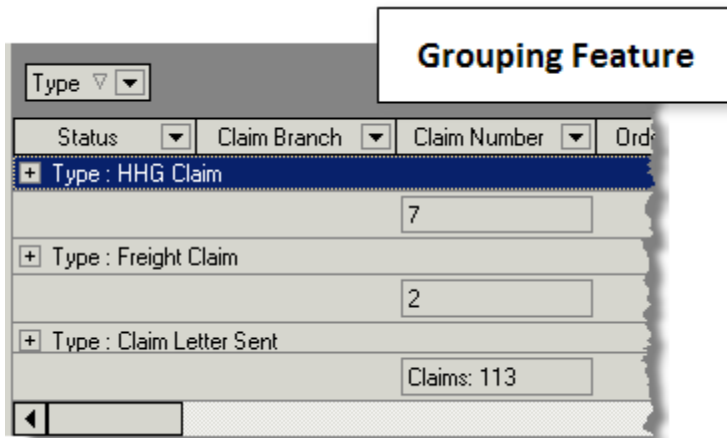


Figure 16: Grouping by Type within the main grid

Multiple levels of grouping can occur, as well, by placing additional column headings into the group by area.

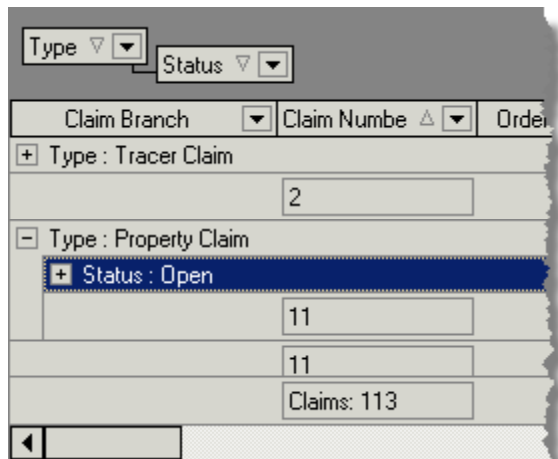


Figure 17: Sub-grouping in effect based upon Type and then Status field values

To un-list the detail rows associated to a group, press the collapse button (box containing a hyphen “-”) and to remove the grouping all together, click and drag the column heading(s) from the group by area back into the row below it.

## Filtering Claims Records

Data within the main grid can be filtered, which means only specific data can be selected and viewed. Listed below are several ways in which to filter the data within the main grid:

- Basic Filter Select
- Custom Filter
- Filter Builder

In addition to these methods, the **Find** feature used originally to populate the main grid is also a great way to filter data. See the [Finding and Listing Claims Records](#) section for more information.

One way to filter data is to click on the **Filter Select** button and choose from the data value options listed in the drop-down menu.

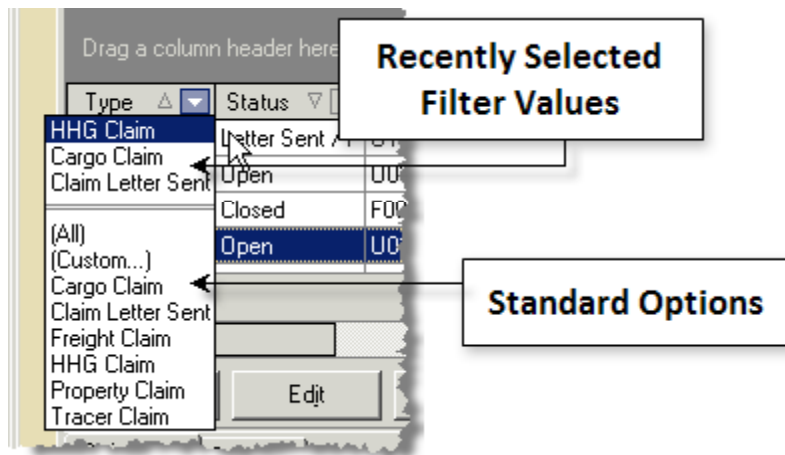


Figure 18: Filter drop-down menu option for the Type field

Choosing an option from this drop-down menu will cause the grid to be repopulated with only those values that match the type selected. For example, choosing “Property Claim” from the list of Types will only return data records that contain this value within the Type field.

Further, a filter information bar will be displayed just below the grid that illustrates the filter in use, an option to select other recently used filters, and several other options.

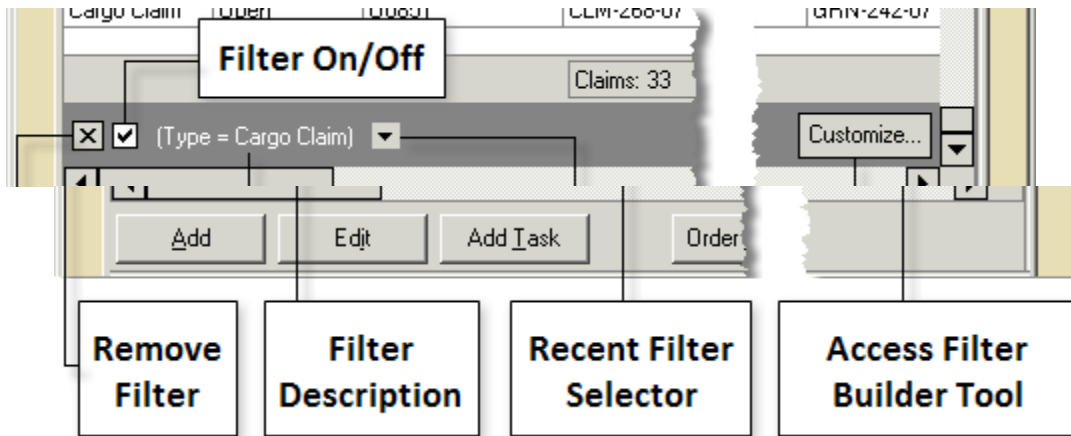


Figure 19: Accessing filter options within the main grid

Selecting (All) from the filter options will cause all values of that type to be included within that column only. The filter placed on other column headers will remain in effect.

## Custom Filtering of Claims Records

In addition to the basic filter options, there are two filter tools to help one customize the selection. One is the **(Custom...)** option available from the main grid within the filter drop-down menu options. This option invokes the Custom Filter dialog which is considered a basic filter.

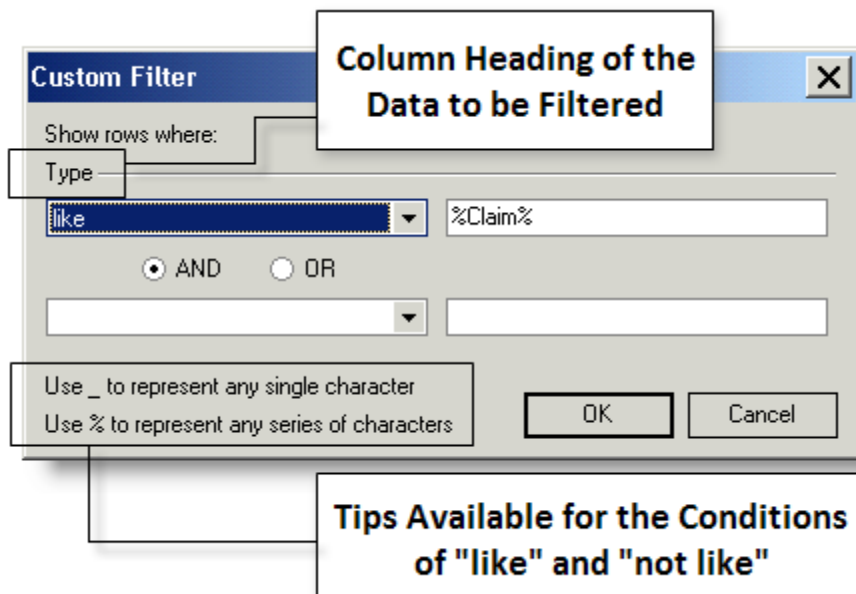


Figure 20: Custom Filter option

This simple dialog allows a user to select a preset condition based on the data value chosen ("Type" in the example above). An optional second condition can be placed, as well.

**TIP:** Leaving the second condition blank will cause the logic to ignore it when filtering.

Wildcards can be used to broaden searches and they apply to the conditions of “like” and “not like” and they can be used to represent a single character (underscore mark) or a series of characters (percentage mark). For example, to search for all values containing the word “claim”, a statement of “%claim%” can be used. This search is not case-sensitive and will find all uppercase and lowercase matches.

## Claims Filter Builder

The second, and more complex filter, is in the **Filter Builder**. This interface is more graphical than the Custom Filter and allows for an unlimited number of conditions to be set. By clicking within the row control box (box containing ellipses), more row options will appear to the user.

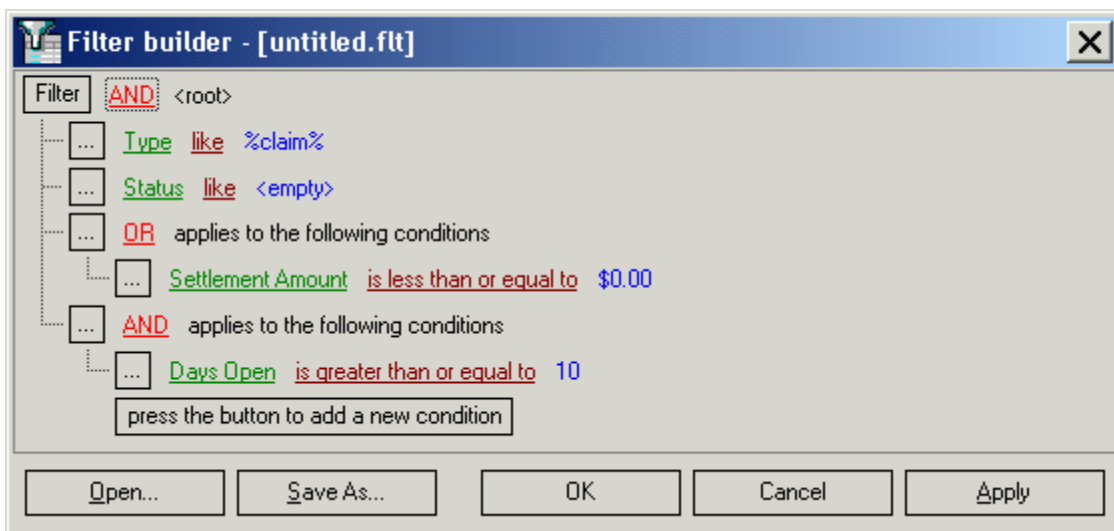


Figure 21: Filter Builder

Further, it allows for grouping of conditions that are evaluated only if the upper level condition is satisfied. Click in the row control box and select from the following options:

- Add Condition
- Add Group
- Remove Row

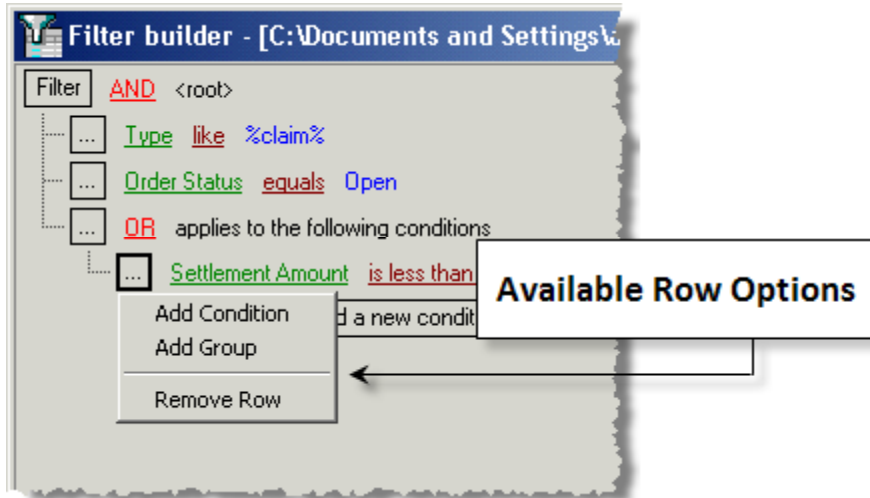


Figure 22: Row options within the Filter Builder

Adding a condition will prompt the user to select from a list of fields to base the filter on. Referring to the above example, *Order Status* is the selected field and it is “conditional” upon equaling the value of “Open”.

The following conditions can be placed on a field:

- equals
- does not equal
- is less than
- is less than or equal to
- is greater than
- is greater than or equal to
- like
- not like
- is blank
- is not blank
- between
- not between
- not in

Once the condition is set the user will need to set a value to base the condition on. In our example, the *Order Status* would need to equal the value of “Open”, as specified by the user.

As with the Custom Filter, wildcard characters can be used to replace a series of characters or a single character within this field. See the [Filter Builder](#) section for more information on wildcard searches.

Adding a Group will allow the user to specify a group of conditions to base the evaluation upon. Multiple groups and multiple levels of groups can be added.

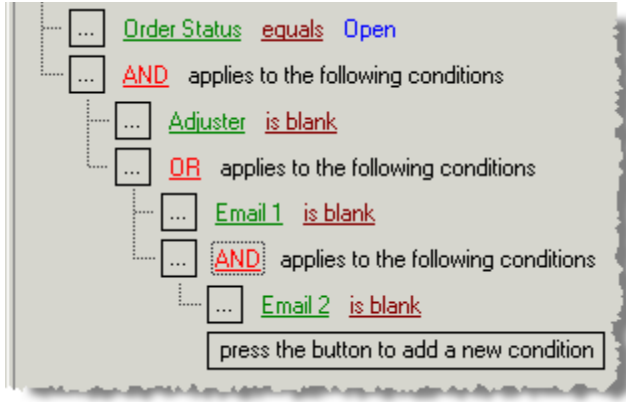


Figure 23: Grouping example within the Filter Builder

The example above will find all claim records with the order record still open and the *Adjuster* is blank or if both email address are blank.

Any filter defined within the Filter Builder tool can be saved and referenced again, through the **Save As**, **Open** and **Apply** functions. The product of the Filter Builder will also be displayed within the filter description and be available for quick reference from the filter information bar; this applies to all filtering methods.



Figure 24: Filter information bar

Additionally, for all filter methods, the column headings will indicate that the data within the column is being filtered by means of a blue arrow within the filter select button.

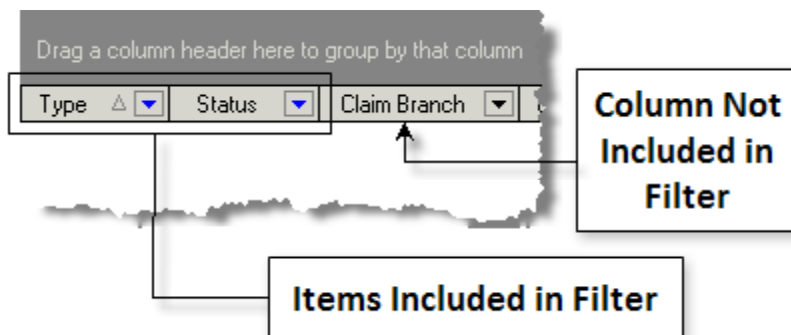


Figure 25: Filters in use example

**Note:** All the features described in this section can be used concurrently. One can sort, group, and filter data all at the same time.

## Saving Claims Grid Settings

All customizing features described above are designed to give the user the best work space possible. Further when the user exits the interface or the application, all together, most customizations made by them will be saved and made available the next time they access the Claims interface.

The following user settings will be saved upon leaving the Claims interface:

- Visible columns
- Column groupings
- Column sorting
- Section spacing within the Claims tab

Filtering created and saved through the **Filter Builder** can be reapplied by the user at any time. Refer to the [Filtering](#) section for more details.

Settings not saved when a user leaves the Claims interface:

- Search criteria and record selection
- Screen size (will default to initial startup settings after exiting the application)

**Note:** The settings are saved to the **registry** of the user accessing Microsoft Windows.

## Resetting the Claims Main Grid Layout

The main grid of the Claims tab can have the visible columns restored back to their default values. By doing so, however, the application will also reset any column visibility, move, resizing, grouping, etc. that may have been in place at the time of the reset.

### Resetting the Grid Layout

1. Access the **Claims** interface,
2. **Click the right-side of the mouse** within the main grid of the Claims tab and the grid options dialog should appear,
3. Select **Reset Grid Layout** and the grid's layout should automatically revert back to the default.

**Note:** Filtering options in use at the time of the reset will remain in effect.

# Managing Claims

The Claims interface allows a user to quickly establish claim records against existing order records. As soon as a claim, or potential claim, arises, they can be entered with little effort and a claim notification can be generated against the record through the **Claim Alert** feature (see [Claim Alerts, Notes, and Tasks](#) section for more information).

At its simplest level, a claim record can be generated to record that a claim has been established against a move and all relative information can be entered in one place, including an initial amount for the potential cost to the moving company.

From here, the record can be built upon to include the specific costs of the claim and associate responsibility and payments (realized, unrealized, and potential) to these items, as well. Additionally, handling expenses and handling revenue can be included in the cost and settlement of the claim.

In the following categories, one can learn a little bit more about what is needed to manage a claim. This section includes the following topics:

- Accessing the Claims interface,
- Finding and listing Claims records
- Creating a Claim record
- Establishing Claim details and including Settlements, Liabilities (Chargebacks), and Receivables
- Generating posting transaction and invoices
- Associating Handling Revenue and Handling Expenses to a claim
- Editing and Deleting Items
- Closing a Claim
- Claim Alerts, Notes, and Tasks

## Accessing the Claims Interface

There are two ways to bring up the Claims interface:

1. Access the **Contents** page and press the **Claims button** from the list of **Common Services** listing,
2. Through the application's main toolbar by **Go To > Common Services > Claims**.

## Finding and Listing Claims Records

Upon initial access into the Claims interface, the main grid is empty. In order to populate this grid the user must first locate records using the **Find** feature. A variety of information can be used to select records to be displayed in the main grid, including partial data values based on claim or order record information.

Listed below is the Find dialog. From it, a user can specify any, and all, fields to find the records they need to manage.

Use the **Find** dialog to locate claim records by **Claim Information** and/or **Order Information** from either claim and/or order records.

The screenshot shows a window titled "Find" with a close button (X) in the top right corner. Below the title bar, there are two tabs: "Claim Information" (which is selected and highlighted with a dotted border) and "Order Information". To the right of the tabs are two buttons: "Find" and "Cancel".

Under the "Claim Information" tab, the following fields are visible:

- Branch: A dropdown menu with "None selected" and a downward arrow.
- Claim Number: A text input field.
- Claim Adjuster: A dropdown menu with "None selected" and a downward arrow.
- Claim Status: A dropdown menu with "None selected" and a downward arrow.
- Claim Type: A dropdown menu with "None selected" and a downward arrow.
- Open Longer Than: A text input field followed by the word "days".
- Date Created: Two dropdown menus for month and year, separated by a hyphen.
- Date Closed: Two dropdown menus for month and year, separated by a hyphen.
- Multiple Loss Alert Number: A text input field.

Figure 26: Claims Find dialog on Claim Information tab

The fields available within the Order Information tab include the following:

- Last Name/Company Name
- First Name & MI
- Estimate Number
- Order Number (along with Partial, Overflow, and Set-Off sub-fields)
- GBL Number
- SSN
- National Account

The "None selected" value and the drop-down menu button (boxed button with down arrow) indicates that the field contains a drop-down of values that a user can select from.

A user can also use the initial part of a partial **Claim Number** to allow the search to select a broader range of records. For instance, entering “CLM-102” will retrieve all claim records that begin with “CLM-102”.

The same can be done for all other, non-drop-down fields, except for the **Multi Loss Alert Number** field. This field, along with any field that allows direct data entry, allows for the use of the wildcard values of “%” and “\_”, which allows for replacement of a series of characters or a single character, respectively. See the [Filter Builder](#) section for more information on wildcard searches.

The search ignores the case of the search value, so “CLM” would be treated the same as “clm”.

If the search is successful, then claims record information will display within the main grid of the Claims tab, and selecting a record in this grid will activate all other grids and tabs of the interface with information on that specified claim.

If there are no records, then the “<no data to display>” indicator will appear within the grid.

Another technique a user can employ is to enter only one date for either the **Date Created** or **Date Closed** ranges. This will return all records from that date into the future; no ending date will need to be specified.

Notice that the **Multiple Loss Alert Number** can also be part of the search criteria. The data for this field is set within the Claims Detail dialog and is used to organize multiple records as part of a larger claim.

Reference the [Find](#) topic for more information.

## Creating a Claim Record

A Claim Record consists of the following components:

- Claim record definition
- Claim Details
- Summary Data
- Handling Revenue and Handling Expenses

The process to defining a claim record is simple and begins with finding and associating an order record to the claim. A claim must be associated to an existing MoversSuite order record.

### Create a Claim Record

1. Access the **Claims** interface within the MoversSuite application,
2. Click on the **Add** button and the Find dialog box will appear. This is similar to the Find used to locate existing claims and order records in use throughout the application. In addition to selecting a record by Order Information, a user can also find by Dispatch Information and/or Store Information, as well.

Figure 27: General Find dialog used to locate order records to place a claim against

3. **Specify information** in any, or all, tabs within the dialog to find the order record that the claim is to filed under,
4. Press the **Find** button and either a warning will appear indicating that no records were found, or the Claim Details dialog will appear with information painted in to some fields,

**Note:** If multiple records were found as part of the search, then a selection grid will appear within the Find dialog and will require the user to select a record or refine their search.

Figure 28: Claim Detail dialog

5. **Fill in all necessary data** as it relates to the claim, using the table below as a guide,

Claim Detail Field	Description
<b>Last Name, First Name</b>	This is the initial company or individual’s name from the order record. <u>It can be changed to that of the actual claimant</u> , which may be

<b>(required)</b>	different than that of the order. Changing these fields will not affect the order record.
<b>Adjuster</b>	Claim adjuster assigned to work the claim.
<b>Task Definition, Task Group</b>	Assign this claim to be part of a task definition and group, such as the “Claims” group.  Task Group is dependent upon what is specified in the Task Definition field.
<b>Type (required)</b>	Associate the claim to a specific, preset type of claim.
<b>Status (required)</b>	Indicate the state of the claim as one of the predefined values available from the drop-down menu.
<b>Branch (required)</b>	Associate the claim to a branch.
<b>Claim Assigned To</b>	Name of person assigned to manage the claim. This may be a third-party entity, for example.
<b>Multiple Loss Alert Number</b>	If this claim record is part of a larger claim, then enter the number assigned to that grouping of multiple loss claims.  This field is also part of the claim information included in a find.
<b>Amount Claimed</b>	Initial or estimated amount of the claim.

6. Press **Save** to keep the information and create a claim record under the order.

Once a claim record has been created, specifics associated to the claim can be done by adding Claim Items.

**Important:** Once a claim has been created within MoversSuite, it cannot be deleted.

## Multiple Loss Claims

A claim may involve multiple claim records and can span multiple order records, as well. In order to associate these records to one, larger claim, a user can enter a common **Multiple Loss Alert Number** to each record involved.

Often this number is pre-assigned by an outside agency, such as an insurance provider, but a user can enter any value needed to help identify all that belong to the group. When using this feature, a user can locate the group by use of the Multiple Loss Alert Number field available through the **Find** dialog.

Enter the entire Multiple Loss Alert Number within the Find dialog to select only those records belonging to the group and to have them display within the main grid. While the search criteria is not case-

sensitive, the user can specify wildcard values of “%” and “\_” that will replace a series of characters or a single character, respectively. See the [Filter Builder](#) section for more information on wildcard searches.



Figure 29: Multiple Loss Alert Number field within the Find dialog

## Assigning a Multiple Loss Alert Number

1. Access the **Claims** interface within the MoversSuite application,
2. Use the **Find** feature to locate the existing claim record,
3. Once found, **select the claim record** within the main grid,
4. Press the **Edit** button that is just below the main grid and the Claim Detail dialog should appear,  
**Tip:** An alternate way to access the edit option is to right-mouse click on the selected record and click Edit.
5. Enter the data for the **Multi Loss Alert Number**,
6. Press **Save** to keep the changes and to exit the dialog.

Repeat the above process to add the multiple loss alert number to other records. Once complete, a user can search and retrieve only those records associated to the group claim.

## Claim Details

While the Amount Claimed (as entered for the Claim itself) initially can be seen as the original estimate of the loss, the **Claim Items** are what make up the actual cost component of the claim. If the claim as a whole is one of damage incurred during a household goods moved, then the Claim Items would be the tangible cost of, say, a broken lamp, fence replacement, or loss wages for a delay in the move.

Generally speaking, the Claim Items are the line-item cost of the claim.

Once identified and entered into MoversSuite, the Claim Items can be settled in a number of ways by defining records under the following categories:

### Settlements

Amounts that are expected to be paid to settle a Claim Item(s) are tracked as Settlement Items within the Settlements tab. The **Manage Settlements** interface allows a user to assign vendors the responsibility to fix some portion, or all, of a claim, while providing a means to verify the allocations expected.

## Liabilities (Chargebacks)

Amounts assessed to drivers and other service providers can be documented as Liabilities (chargebacks) and managed as part of the claim, as well.

The **Manage Liabilities and Chargebacks** function can be used to specify liability (chargebacks) to any of the following parties:

- A Liable Person (employee of the moving company)
- Third-Party
- Participating Agent
- Warehouse Location

The **Participating Agents** and **Warehouse** Location items can be applied as a chargeback, if needed.

## Receivables

Insurance payments or van line reimbursements that are applied to company expenses as part of claim be tracked as Receivable items.

Data is summarized for all three areas for the Claim Items within the **Summary** tab.

More information on each of these items is listed in the following sections.

## Claim Items

Once a tangible component of the claim is assessed, a Claim Item should be created to log it.

Keep in mind that a claim can be closed without having any Claim Items created for it. The larger purpose of the Claim Item is to create a link of culpability for all, or a portion, of a claim and to allow for the management of its settlement.

### Create a Claim Item

7. Access the **Claims** interface within the MoversSuite application,
8. Use the **Find** feature to locate the existing claim record,
9. Once found, **select the claim record** within the main grid,
10. Press the **Add** button within the Claims Items panel and the Add Claim Item dialog should appear,

Figure 30: Add Claim Item dialog

11. Fill in data as needed (use the table below as a guide),

Claim Item Fields	Field Description
<b>Damage Type (required)</b>	Enter the type of damage to associate to the item from the list.
<b>Item Status</b>	Enter the status of the Claim Item from the list of presets available in the drop-down menu.
<b>Denial Code</b>	Enter the predefined code from the available list of denial reasons.
<b>Description</b>	Enter up to a 50-character description of the Claim Item. <b>Note:</b> The Description will <u>display in all output</u> .
<b>Exceptions Noted</b>	Enter any exceptions that need to be noted for this item (up to 128 characters in length).
<b>Tag Color and Tag Number</b>	Packaging specifics on the location of the damaged item. This information is typically a reference to the driver's inventory and is important for validation.
<b>Amount (required)</b>	The amount claimed for damage listed under this Claim Item. A \$0.00 (zero) amount can be specified.

12. Press **Save** to create the Claim Item.

If successful, there should be a Claims Item record listed within the Claims Item grid, where it can be edited, deleted, or be assigned for settlement.

## Claims Settlement Items

Payments expected to be made to a vendor to address certain aspects of a claim's settlement are entered as **Settlement Items**. One Settlement Item can, potentially, satisfy all the Claim items established for the record.

The **Manage Settlements** interface allows a user to define a Settlement Item for payments made to vendors and associate those payments with one or more Claim Items, hence settling them.

The **Manage** feature used within the Claims interface has been designed to make it easy for a user to create a record and allow it to be associated to one, or more, other items without leaving the screen. It also employs the ability to select and apply one or more items at a time with the use of the double-arrow buttons (“>>” and “<<”) buttons. See the [Claim Items Tab](#) section for more details on the Manage feature.

### Creating a Settlement Item

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Activate the **Claims Items** tab,

**Note:** There must be at least one Claim Item defined in order to access the Manage Settlements button and related functionality.

6. Select the **Settlements** sub tab,
7. Press the **Manage Settlements** button and the Settlement Entry dialog should appear,
8. Click on the **Add** button,
9. Select a preset **Apply To** from the list available through the drop-down:

    Liable Person

    Participating Agent

    Third-Party

    Warehouse

10. Select data from that pertains to the particular Apply To value:

**1099 Flag** is available for Liable Person and Third-Party

**Chargeback Type** is needed for the Participating Agent and Warehouse

**Note:** Report cash transactions on liabilities by setting the 1099 Flag.

11. Enter a **Description** for this entry,
12. Select the **Claim Item(s)** from the [list of items on the left](#),
13. Press the “>>” button to move the selected items to the [settlement grid on the right](#),

14. Enter **Amount** for each (\$0.00 (zero) can be entered),
15. Press **Save** to keep the changes,
16. **Repeat** adding records as needed,

**Note:** All Settlement Items can be managed (added, edited, and deleted) from this one dialog.

17. Press **Close** to exit the dialog.

The Settlement Item(s) added should appear in the Settlements grid and will be visible any time one of the Claim Items associated to the settlement is selected.

## Claims Liabilities and Chargebacks Items

As described earlier, a liability is a potential amount assessed to a driver, or other service provider, for their part of the claim. Further, any amount already realized can be considered a chargeback.

**Important:** A Claims Liability does not necessarily indicate a general ledger entry; it is a potential cost that may, or may not, ever be realized.

You may need to assign all, or a portion, of the responsibility of the claim to a participating agent or person, such as a driver, for example, for their part of the settlement. This information, along with the amounts agreed to be paid, would be maintained in the **Liability and Chargebacks** tab, where users can assign the potential amount of the claim as a liability and the actual chargeback to the contracted driver or their agent.

### Creating Liabilities/Chargeback Items

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Activate the **Claims Items** tab,

**Note:** There must be at least one Claim Item defined in order to access the Manage Liabilities and Chargebacks button and related functionality.

6. Select the **Liabilities/Chargebacks** sub tab,
7. Press the **Manage Settlements** button and the Liability and Chargeback dialog will appear,
8. Click on the **Add** button,
9. Select a preset **Apply To** from the list available through the drop-down:

    Liable Person

    Participating Agent

    Third-Party

    Warehouse

10. Select data from that pertains to the particular Apply To value:

**1099 Flag** is available for Liable Person and Third-Party

**Chargeback Type** is needed for the Participating Agent and Warehouse

**Note:** Report cash transactions on liabilities by setting the 1099 Flag.

11. Enter a **Description** for this entry,

12. Select the **Claim Item(s)** from the list of items on the left,

13. Press the “>>” button to move the selected items to the assignment grid on the right,

14. Enter an amount for **Liability** and/or **Chargeback**,

15. Press **Save** to keep the changes,

16. **Repeat** adding records as needed,

**Note:** All Liability and Chargebacks items can be managed (added, edited, and deleted) from this one dialog.

17. Press **Close** to exit the dialog.

The Liability and Chargeback Item(s) added will appear in the Liabilities/Chargebacks grid and will be visible any time one of the Claim Items associated to the liability is selected.

## Claims Receivables Items

Insurance payments or van line reimbursements that are applied to company expenses as part of a claim can be tracked as Receivable items. These items are directly associated to a specific Claim Item and can be considered a cost-settlement of the claim.

### Create a Receivables Item

1. Access the **Claims** interface within the MoversSuite application,

2. Open the **Claims** tab,

3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,

4. **Select** the claim record from those available within the main grid,

5. Activate the **Claims Items** tab,

**Note:** There must be at least one Claim Item defined in order to access the Add button within the Receivables tab.

6. Select the **Receivables** sub tab,

7. Press the **Add** button and the Receivables dialog should appear,

Figure 31: Receivables dialog

8. Enter appropriate **Customer** from the drop-down list, an **Amount**, and other information, as needed,
9. Click on the **Save** button to add the record and to close the dialog.

Any number of Receivables can be entered for any claim and to assist in managing these, and other claim detail items, the Summary tab contains summarized information on each.

## Summary Data in Claims

The Summary tab provides a listing of all the detailed items related to the settlement of the claim, as well as providing an illustration of the total amount of money involved for the claim.

In the example below, listed on the left are each of the specific, monetary areas associated with a claim and their corresponding summary amounts on the right.

Name	Posted	Open
+ : Chargebacks by Branch	Settlement Amount:	\$0.00 \$150.00
+ : Handling Expenses by Vendor	Chargebacks:	\$0.00 \$25.00
+ : Handling Revenue by Customer	Receivables:	\$0.00 \$150.00
+ : Receivables	Handling Revenue:	\$0.00 \$650.00
+ : Settlement Amounts by Branch	Handling Expenses:	\$0.00 \$375.00

Figure 32: Summary tab example

This information is also displayed in a more formal manner within the **Claims Out of Balance** report (see the [Claims Out of Balance](#) section for more information).

### Accessing Summary Information

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,

3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Activate the **Summary** tab, if data is present for the selected item, then the Summary grid will be populated with one of the following categories and composite information will display on the right:
  - Chargebacks by Branch
  - Handling Expenses by Vendor
  - Handling Revenue by Customer
  - Receivables
  - Settlement Amounts by Branch

**TIP:** Click on the collapse button (box with a hyphen (“-”) sign in it) next to the category listing to hide details and click the expand button (box with a plus (“+”) sign) to display all the details.

## Generating Claims Transactions

Within the Summary tab is the option to generate transactions for payments received, or anticipated, and send them to the Payment Management interface for further processing.

### Generating a Transaction

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Select the **Summary** sub tab,
6. Click on **Generate Transaction** button and the Transaction Dates dialog box will appear,
7. Enter **Journal Date** and **Document Date** for the posting,
8. Press the **Generate Transactions** button to send non-posted transactions to Payment Management.

When successful, the transactions associated to the claim record will appear in **Payment Management** and will be available for further processing.

This subject will be covered in more detail in other documentation.

## Claims Invoicing

Create, view, and print invoices for claim items related to [Handling Revenue](#) and [Receivables](#) directly from the Summary tab.

### Creating Invoices

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Activate the **Claims Items** tab,
6. Select the **Summary** sub tab,
7. Click on **Invoice** button and the Invoice Management dialog box will appear,
8. Complete the information necessary to generate the **New Complete** and/or **New Supplemental** invoice,
9. Click on **Done** to close the Invoice Management dialog.

This subject will be covered in more detail in other documentation.

## Handling Revenue and Handling Expenses in Claims

A moving company, or one of its agents, may manage a claim for a van line, or they may choose to have another party manage the claims for them, all together. Money coming in to manage a claim is considered Handling Revenue and money expected to be paid to have someone else manage the claim is Handling Expenses.

In either case, this money can be tracked within the Claims interface as part of the Handling Revenue/Expenses feature. Details of the transactions are listed in the Summary tab, along with other claims monetary details.

When these items are posted, it is up to the adjuster to view the data and determine whether they are to be applied to settle the claim.

### Creating a Handling Revenue Item

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Click on the **Handling Revenue/Expenses** button and the Revenue and Expenses tabs should appear,
6. Select the **Revenue** tab,
7. Click on the **Add** button and the Add Handling Revenue dialog box should appear,

8. **Enter** data within the necessary fields,

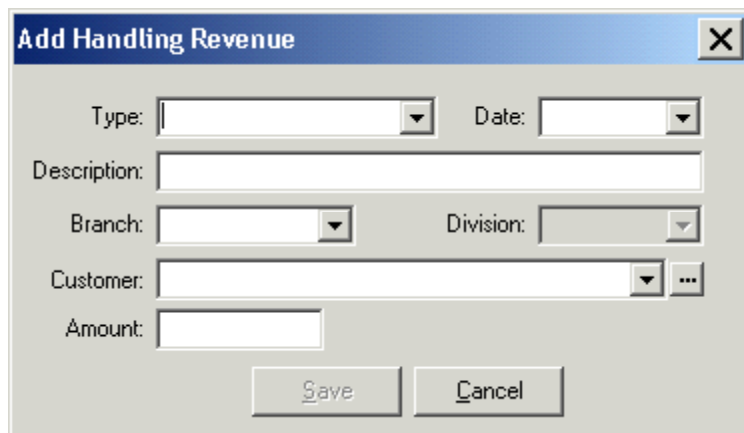


Figure 33: Add Handling Revenue dialog box

9. Press **Save** to keep the changes and to close the dialog.

Once an item has been added the saved record will appear within the grid of the Revenue tab.

### Creating a Handling Expense Item

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Click on the **Handling Revenue/Expenses** button and the Revenue and Expenses tabs should appear,
6. Select the **Expenses** tab,
7. Click on the **Add** button and the Add Handling Expense dialog box should appear,
8. **Enter** data within the necessary fields,

Figure 34: Add Handling Expense dialog box

9. Press **Save** to keep the changes and to close the dialog.

Once completed, an expense item should appear within the Expenses grid.

## Editing/Deleting Claims Items

As with a move order record, a claim cannot be deleted once it has been created. All the items related to a claim, such as Claim Items, Receivable Items, Settlement Items, and Revenue Items, etc. can all be edited and deleted until they have amounts posted against them.

To make a change to a record or to delete one, just follow the process for adding records and use the **Edit** or **Delete** features instead of the Add.

**Important:** When adding, editing, and deleting any item take care to ensure that the correct record is selected.

## Closing a Claim

For all intents and purposes, a moving company can close its responsibility of managing a claim, and this closure can be reflected within Claims by, simply, changing the Status of the claim record to “Closed” (or other indicative type).

Although there are no hard and fast rules for claims managements, we do suggest that each Claim Item have its own status set appropriately, and that all transactions related to the claim are in balance by viewing the information within the **Summary** tab and the **Claims Out of Balance** report.

## Closing a Claim

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records, or click on Add to define a claim record,
4. **Select** the claim record from those available within the main grid,
5. Press **Edit** and the Claim Detail dialog should appear,
6. Change the **Status** field to “Closed”,
7. Press **Save** to keep the changes and exit the dialog.

An alternate method of closing a claim is to select the claim record from within the main grid and set the Status through the options available from a **right-mouse click** (e.g. **Change Status > Closed**).

At any time, the status of the claim record can be changed, even if the record was previously closed.

## Claim Alerts, Notes, and Tasks

Notes and tasks associated to a claim record are similar to that of an order record, in general, and can be viewed from within the Claims interface through the **Tasks** and **Notes** tabs.

Further, the Tasks specific to the claim record are listed separately from those of the order, and a user can turn the **Show All** option on to enable all tasks associated with the order and claim records to be visible within the grid.

A special note type can also trigger a Claims Alert on the account, allowing all users that reference the record a visual cue of the pending or active claim.

### Claim Notes and Claim Alerts

Notes are used within the application to pass information from one functional area, or user, to another. Often they are imported from a van line or other outside source. In either case, referencing note information is no different in Claims than it is from any other place within the application.

The **Note Type** of “**Claims**” is required to use the Claims Notes functionality. It is a generic type that a user can associate general notes to a claim record by. A second, required type is that of the “**Claim Notification**” which, when a note is created with this type, will trigger a **Claim Alert** be placed at the order record level.

Typically an alert is placed upon initial notification of the claim being filed and is placed against the order record, therefore a claim record does not need to be initially set up to generate the alert.

**Important:** Once a Claim Alert has been placed on an order record, it cannot be changed or deleted. The same is true for any notes created within MoversSuite.

## Setting (or viewing) a Claim Alert,

1. Access the **MoversSuite** application,
2. **Locate** an order record,
3. Open the Claim Alert dialog through the application's main toolbar by **Tools > Claim Alerts**,

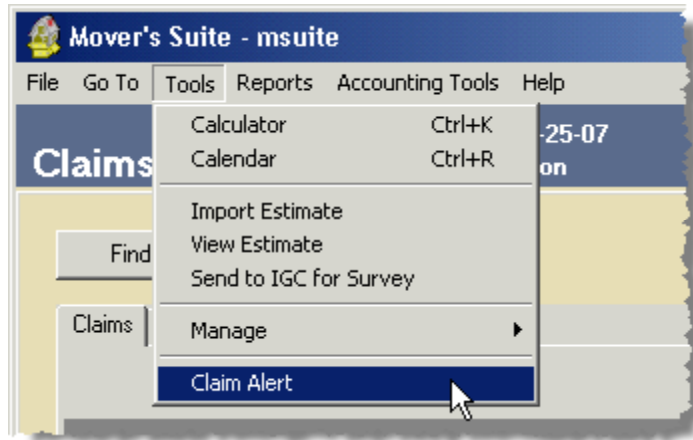


Figure 35: Accessing the Claim Alert

4. Enter a description within the **Memo** field,
5. Set the optional fields of **Note Scope** and **Send to Van Line**,
6. Click on the **Save** button to activate the Claim Alert for the record and to close the dialog.

Once set, anytime a record is being referenced that has a Claim Alert against it, any user in the system will be able to view the description of the notification through the application's main toolbar (**Tools > Claim Alerts**).

Only the first claim notification will be visible through the Claim Alerts feature. All other notes defined with a type of "Claim Notification" will only appear as notes for the order (claim) record.

Contact your system administrator to identify other types of claim-specific notes that can be used. They are defined within the **Note Type** table and can be accessed through the **Mover's Suite Administration** (refer to the [Note Types Definitions](#) section).

## Claims Tasks

A preset list of tasks, or duties, to be performed before, on, or after a specific date can be managed within the Claims interface. This list can be directly related to claim information that exists for the record and is established by setting the **Task Definition** and **Task Group** values within the Claims Detail dialog.

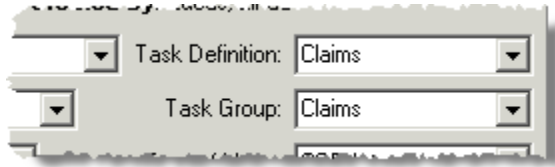


Figure 36: Setting Task Definition and Task Group within the Claim Details dialog

Manage the task list through the Tasks tab, which initially displays only those tasks specifically setup for Claims (Module value of the Task Definition), but a user can access all tasks associated to the entire order by placing a check in the box next to **Show All**.

Refer to the [Tasks Definitions](#) section for specifics on the task definition that may be in place on your system.

## Task List Report

View the standard **Task List** report to see information on what tasks are assigned under a user's profile or by the Coordinator Type; which can be that of the claims adjuster.

To view the report, launch it from the MoversSuite application's main toolbar by **Tools > Reports > Task List**.

# Claims Output

A variety of information can be presented based on claim record data. Described in this section are the following forms of output and their respective usage:

- Claims Out of Balance report
- Use of Bookmark to create custom forms and letters
- Exporting data in either HTML or XLS format

## Claims Out of Balance

The Claims Out of Balance report lists all claim records with an outstanding balance and is grouped by the Adjuster (set within the Claims Detail dialog). All out-of-balance records that do not have the Adjuster set will all be grouped and totaled under the “<no adjuster>” heading.

All the information that a user needs to evaluate the status of claim settlement(s) is viewable from this report.

The **Balance** amount is computed for each listed claim record as follows:

Total amount of all Settlement Items **LESS**  
Total amount of all Receivables Items **LESS**  
Total amount of all Chargeback Payable Items **PLUS**  
Total amount of all applied Chargebacks **EQUALS**  
Balance

To launch the report from within the MoversSuite application, access the main toolbar and select **Tools > Reports > Claims Out of Balance** and the Report Viewer dialog should appear with the contents of the report.

The report is grouped, alphabetically, by the adjuster and a user can optionally specify an individual adjuster to report on.

On the left side of the report are the basics used to identify the claim, along with its status.

## Claims Out of Balance

### Ann Exempli Gratia

<u>Claim Number</u>	<u>Order Number</u>	<u>Opened Date</u>	<u>Claimant</u>	<u>Status</u>
CLM-268-07	GRN-242-07	06/28/2007	Swing Dance	Open
CLM-291-07	1821-20-6- - -	07/10/2007	RED HEAD	Open
CLM-295-07	RKE-108-07	07/16/2007	JOHN DOE	Closed
<b>Total Claims: 3</b>				
<b>Total Claims: 3</b>				

Claims Out of Balance Page 1 of 1

Figure 37: Left half of the Claims Out of Balance report

To the right is listed the details of the amounts involved to settle the claim, including a balance field that is a sum of the amount to settle the claim, less amounts received, less the payable chargeback amounts, plus any chargeback amount already applied to the claim.

*for \*(all) Adjusters*

<u>Settlement</u>	<u>Receivable</u>	<u>Chargeback</u>	<u>Applied</u>	<u>Balance</u>
\$0.00	\$0.00	\$0.00	\$0.00	<b>\$0.00</b>
\$80.00	\$150.00	\$25.00	\$0.00	<b>(\$95.00)</b>
\$150.00	\$150.00	\$25.00	\$0.00	<b>(\$25.00)</b>
<b>\$230.00</b>	<b>\$300.00</b>	<b>\$50.00</b>	<b>\$0.00</b>	<b>(\$120.00)</b>
				<b>(\$120.00)</b>

10/9/2007 12:41:06 PM

Figure 38: Right half of the Claims Out of Balance report

Negative amounts appear in bracketed red numbers and represent that not enough money has been received to settle the claim.

## Claims Out of Balance Item Descriptions

Report Item	Description
<b>Claim Number</b>	Claim Number assigned to the claim.
<b>Order Number</b>	Order record number associated to the claim listed above.
<b>Opened Date</b>	Date that the claim record was established in MoversSuite.
<b>Claimant</b>	Name present on the Claim Detail dialog, which may be different than that of the name associated to the order record.

<b>Status</b>	Status of the claim record as seen in the Claim Details dialog.
<b>Settlement</b>	Total amount of all the Settlement Items.
<b>Receivable</b>	Total amount of all Receivables.
<b>Chargeback</b>	Expected payable amount of all the Chargeback Items.
<b>Applied</b>	The amount of the Chargeback that has already been applied.
<b>Balance</b>	<p>This value represents what is remaining to be received or paid to satisfy the claim. A balance of zero would indicate that the claim has been settled and a positive balance indicates that an amount still needs to be paid in order to settle the claim.</p> <p>The Balance field value is computed as follows:</p> <p style="text-align: center;"><u>Settlement Amount</u> <b>LESS</b> <u>Receivables Amount</u> <b>LESS</b> <u>Chargeback Payable Amount</u> <b>PLUS</b> <u>Applied Chargeback Amount</u> <b>EQUALS</b> Balance</p>
<b>Total Claims</b>	Running total of number of claims and balances for adjuster and a final totals line at the end of the report.

## Claims Bookmark Data Fields

Within the Claims interface there is an ability to quickly launch pre-formatted letters and forms containing bookmarked data fields within Microsoft Word documents. Fields specific to claims information is also available.

Refer to the [Bookmarks](#) topic for more information on defining and using documents containing bookmarked data fields.

Once the reports and letters are available, an adjuster can click on the **Reports/Letters** button and select the appropriate item to be generated. If setup to do so, a form can be generated listing claim-related data, and it would be incorporated directly within the Microsoft Word document that was generated.

## Exporting Claims Data

A great feature of Claims is the ability to send information directly to a Microsoft Excel spreadsheet or to a HTML file to be rendered by your system's default web browser, where it can be easily viewed or sent on for further processing and reporting.

Only the data present in the main grid of the Claims tab will be exported. If you have removed fields to customize your view, then data for these fields will not be exported. Further, any filtering, grouping, or sorting that is in use within the grid will also be reflected in the output. Refer to the [Customizing the Claims Interface](#) for details.

## Exporting Claims Data

1. Access the **Claims** interface within the MoversSuite application,
2. Open the **Claims** tab,
3. Use the **Find** feature to locate specified records,
4. Optionally, **customize** the main grid view to mimic what is desired for the layout of the output,
5. Once the grid is populated, **right-mouse click** within the grid and an options dialog should appear,
6. Click on **Export To**,
7. Click on either **Excel** or **HTML** and either the computer's default web browser or a Microsoft Excel window should appear containing all the data available from within the grid.

Whichever options is selected, the window will remain open and a user can refer back to it as they continue to work within the MoversSuite application.

All the features available through Microsoft Excel and the web browser to save, print, etc. are available for the generated export, as well.

Files generated in either format are automatically saved to a Window's local directory. The name of the file will appear in the title and a user can use the **Save As** feature of either program (**File > Save As**) to save the file to another name and/or location.

	A	B	C	D	E
1	Claim Number	Order Number	Status	Type	Date Closed
2	CLM-263-07	CLT-25-07	Open	Cargo Claim	
3	CLM-238-07	221-48-7- --	Letter Sent / Pre-Open	Claim Letter Sent	
4	CLM-213-07	851-165-7	Open	Cargo Claim	

Figure 39: Claim output in Microsoft Excel

# Claims Setup and Administration

Initially, Claims requires a somewhat extensive amount of setup, so we've divided it into two sections: One for the initial setup and the other that contains settings specific to Claims functionality.

There may, also, need to be modification outside of this listing.

Following this initial setup is a description of what is specific to Claims functionality in the Claims Specific Setting section.

## Initial Claims Settings

The preliminary setup of Claims involves defining claims-related variables in the following areas:

- Labor Types
- Reports and Report Profiles
- User Setup and Access
- Note Types
- Tasks

Use the chart below to understand the relationship between variables set within this section.

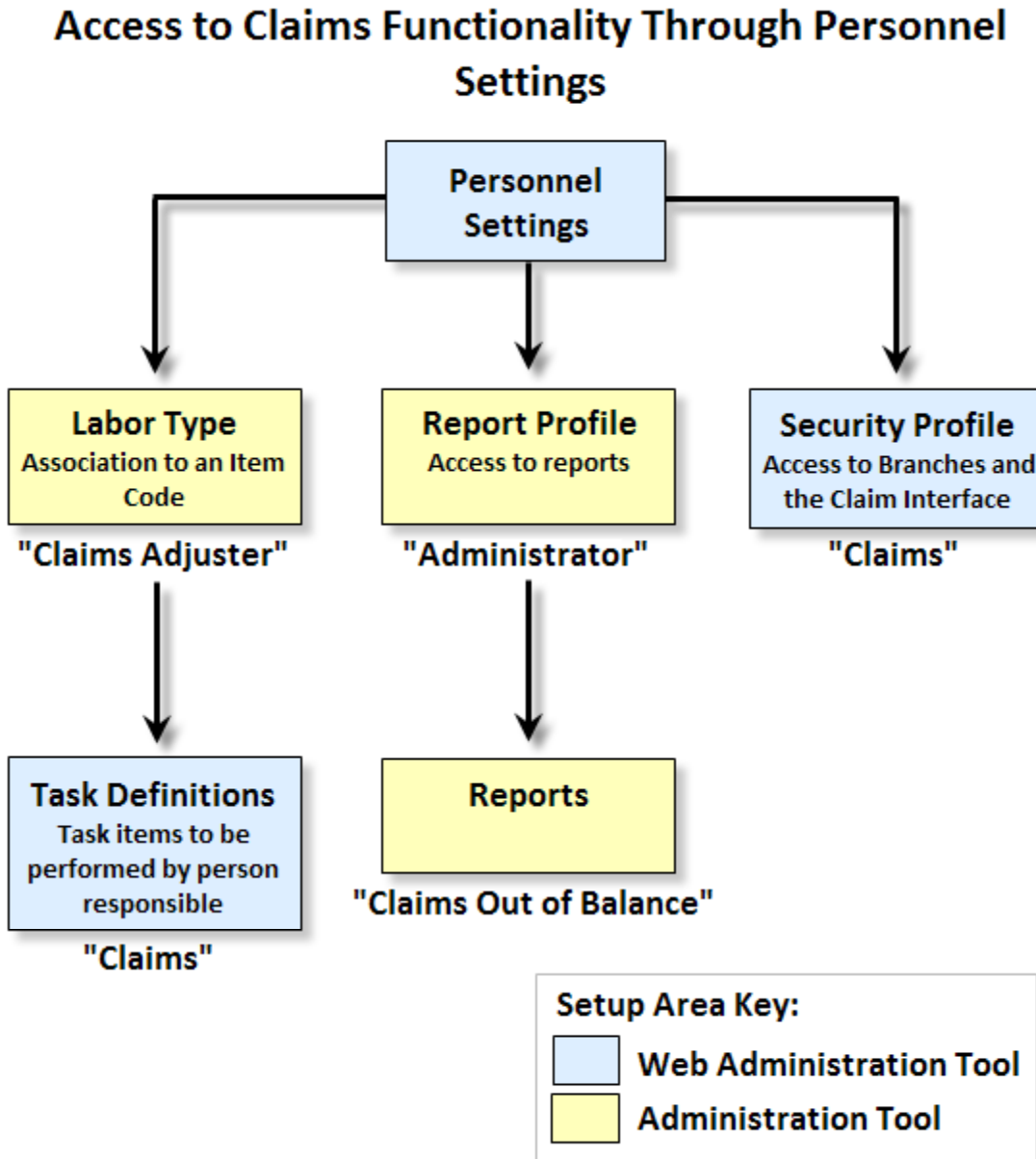


Figure 40: Access to Claims functionality through the personnel settings

## Labor Type Definitions for Claims

Use the **Mover's Suite Administration** to create **Labor Types** (through **MMS > General > Labor Type**) defining the roles of a user within the Claims interface, such as that of a claims adjuster. Any number of entries can be established, however, the following two must exist in order for Claims to work properly:

- Claims Adjuster
- Claims Expense

The “Claims Expense” setting will not actually be used as a labor type, but is needed to create a link between expenses entered within the Claims interface and the general ledger. This type will also need a **GL Number** associated to it and must have the **Is Long Distance** flag field checked, as well.

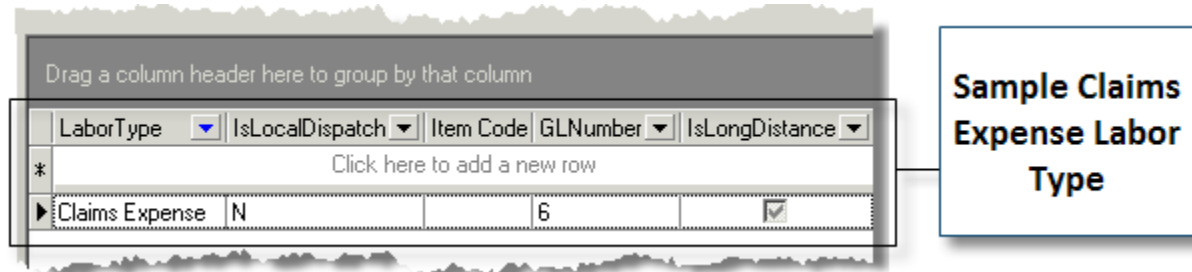


Figure 41: Labor Type setup in the Mover’s Suite Administration

**Important:** Labor Types of “Claims Adjuster” and “Claims Expense” must be defined in order to process and manage claims.

This setting will be referenced again later when defining user roles and access.

## Report Setup for Claims

This section covers defining a user profile for those who can access claims-related reports, forms, and letters, in addition to establishing which reports are available, and finally, creating a link between the user types and which reports they can access.

### Claims Report Profile Definitions

Optionally define a **Report Profile** setup (**Common > Reports > ReportProfile**) within the **Mover’s Suite Administration** to allow access to claim-specific reports. This profile will be used to grant user access to reports by an association established within the Report Profile Detail setup.

This setting is optional, and existing Report Profiles can be used to access the *Claims Out of Balance* report, as well as any other claims-specific reports, letters, and forms that may need to be referenced.  
Reports Definitions

Create references in the **Reports** setup (**Common > Reports > Reports**) within the **Mover’s Suite Administration** for any reports, forms, and letters that need to be accessed from within the application.

The **Claims Out of Balance** report will exist on a user’s system and will need to be defined in this setup in order to be accessible by Report Profiles.

Other claim-specific documents may need to be established as well. If the document is to be rendered through the **Reports/Letters** button within the Claims interface, then the System ID should be set to “CLAM”. **Note:** The Claims Out of Balance report will not work with a System ID.

Refer to the [Reports Setup](#) section for more information on report settings.

Once all the letters, forms, and reports have been defined in the Reports setup, refer to this list of reports when defining which users (Report Profile) can access them, as part of the Report Profile Detail setup.

### **Report Profile Detail Definitions**

Finally, with the documents defined in Reports setup and the user profile established, an administrator can link the reports to a specific type of user within the **Report Profile Details (Common > Reports > ReportProfileDetail)** setup of the **Mover's Suite Administration**.

Define which documents can be referenced by the users defined in the Claims Report Profile setup.

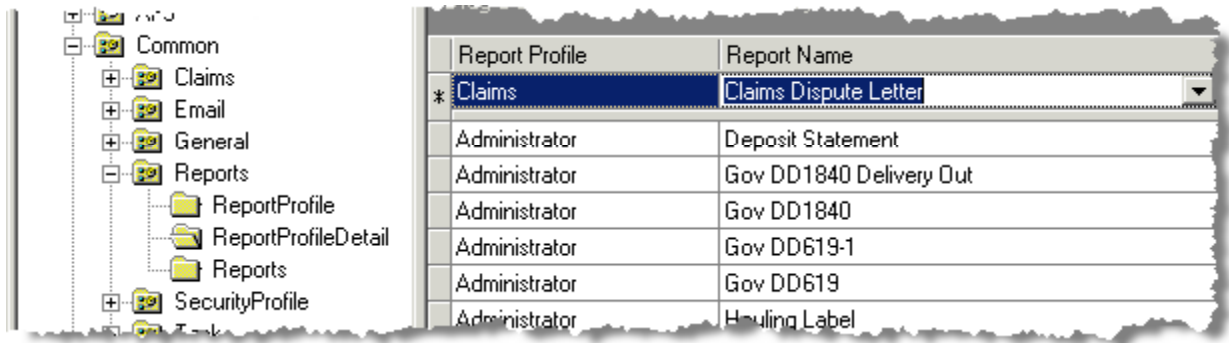


Figure 42: Report Profile being assigned a report in the Mover's Suite Administration

The Report Profile will be used to link personnel to the list of reports assigned here. See the [User Setup and Access](#) section below for more information.

### **Claim's User Setup and Access**

Define in this section those who will be using the Claims interface and to set any needed access and report permissions, as needed.

### **Security Profiles Settings**

Define, or update existing, **Security Profiles** to access the Claims interface through the Security Profiles setup with the **User Setup** category of the **MoversSuite Administration - web**.

Users of the Claims functionality must be mapped to a Security Profile that has the "Claims" **Module** setup for the appropriate **Branches**. To access the full functionality of the Claims interface a profile should be associated to both the "Claims" and "Tasks" Modules.

Set the **Access Type** to "Full" to allow persons assigned to the profile the ability to create, edit, and view claims information, or, set it to "Read Only" to only allow claims information to be viewable by the user.

### **Personnel Settings**

Use the Personnel setup section within the MoversSuite Administration - web to associate users to Security and Report Profiles that contain the claims-specific reference, if needed. Further, define adjusters with a Labor Type of "Claims Adjuster" within the General tab of the Personnel setup.

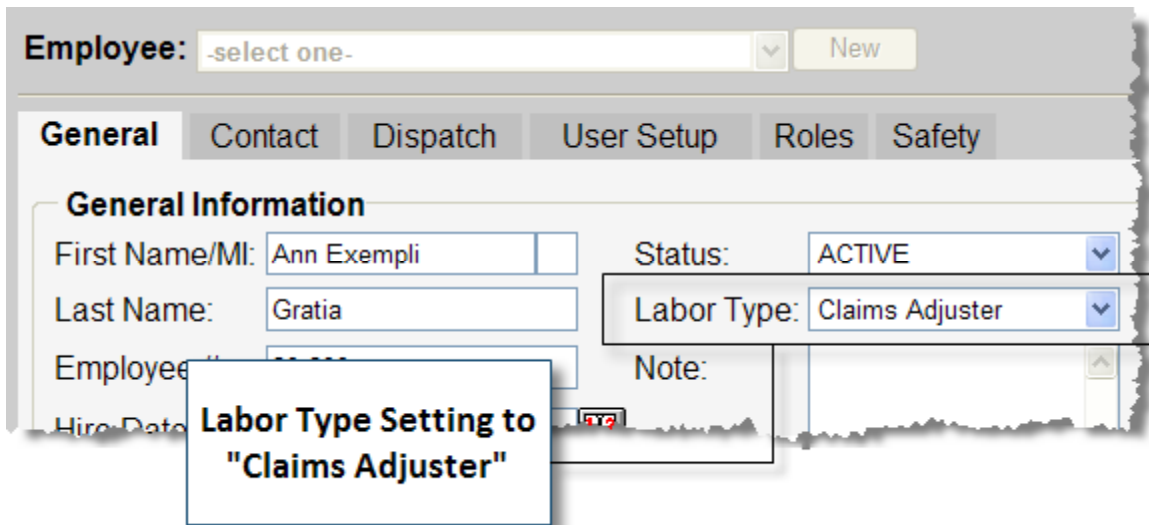


Figure 43: Labor Type setting within the Personnel setup

If a user is to access the Security and Report Profiles defined, or updated, for Claims, then set this information within the **User Setup** tab.

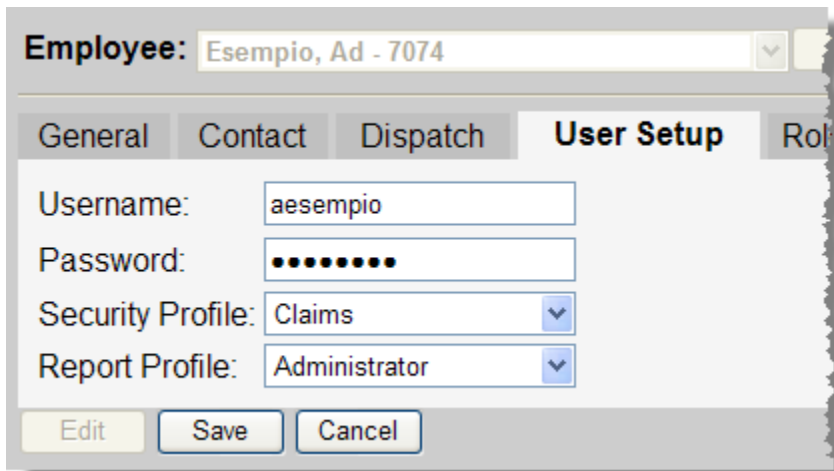


Figure 44: Accessing Security and Report Profile settings within Personnel setup

## Note Types Definitions for Claims

Use the **Mover's Suite Administration** to setup the following **Note Type** records and any others. Further, define any types that may need to be associated for a van line upload. This setting can be found within Note Type (**MMS > General > Note Type**) setup.

The following Note Types will need to be defined for claim tasks to work properly:

- Claims
- Claim Notification

The type of "Claims" is used in conjunction with the tasks and can also be used to specify general comments with. The "Claim Notification" type is used to establish a **Claim Alert** on the record (see the [Claim Notes and Alerts](#) section for more information).

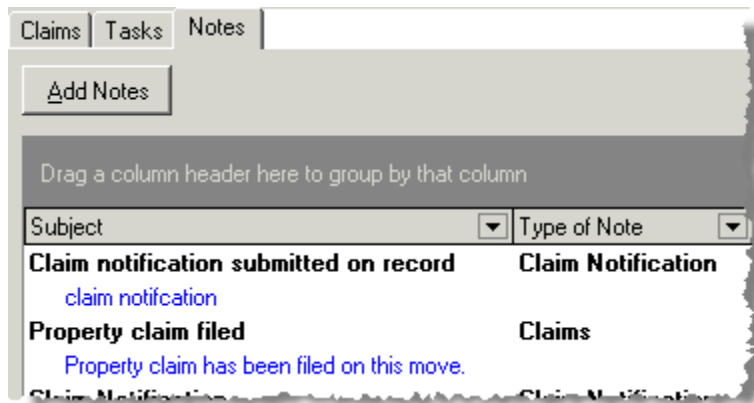


Figure 45: Notes tab within the Claims interface

Other claim-specific Note Types can be established to suit your needs, such as defining those for a general comment on a claim or one for delay in a claim, etc.

## Tasks Definitions for Claims

Create Task Definitions for claims-specific duties within the **MoversSuite Administration - web** that can be referenced to help coordinate the management of a claim.

Set general information regarding the claims tasks and other data, as needed, within the **Definitions** tab. The **Module** should be that of "Claims" and an **Account** must be specified, in addition to the **Task Definition Name**.

**Important:** The **Module** associated to a Task Definition must be that of "Claims" in order to have the task list available within the Claims interface.

**Task Definition:** Claims

Definition		Tasks	Groups	
		Description	Responsible Person	Dependency Date
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Start a File	Claims Adjuster	Claim Created Date
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Check on Status	Claims Adjuster	Claim Created Date
<input type="button" value="Save"/>		<input type="text"/>	-none-	-none-

Copy tasks from Task Definition: Auto

Figure 46: Task definitions for claim types

Define date-dependent tasks within the **Tasks** tab and associate them to a person responsible for completing the task. A user can select any value available from within the drop-down menu for the **Dependency Date** field, however the following dates specifically reference a claim record:

- Claim Closed Date
- Claim Created Date
- Claim Settlement Assigned to Vendor Date
- Claim Settlement Invoice Date

Set the **Due Days** for the number of days before or after the Dependency Date that a task must be completed by, as defined by the **Due Type**.

Set the **Active** flag to make the change available to the MoversSuite application.

Finally, associate the definition to a **Task Group**. There must be at least one group setup for any Task Definition. Set other fields within the **Groups** tab, as needed.

The list of users who have the ability to view and/or make changes to the list of tasks is defined within the Security Profile definition for each user. See the [User Setup and Access](#) and the [Claim Alerts, Notes, and Tasks](#) sections for more information.

## Claims Specific Settings

All the attributes that define what a claim is on your system will be set in this section. The following settings are specific to Claims and have little or no impact on areas outside its scope. Refer back to this section to make future modifications, where needed.

All the claims specific variables are set within the **Claims** setup (through **Common > Claims**) within the **Mover's Suite Administration**.

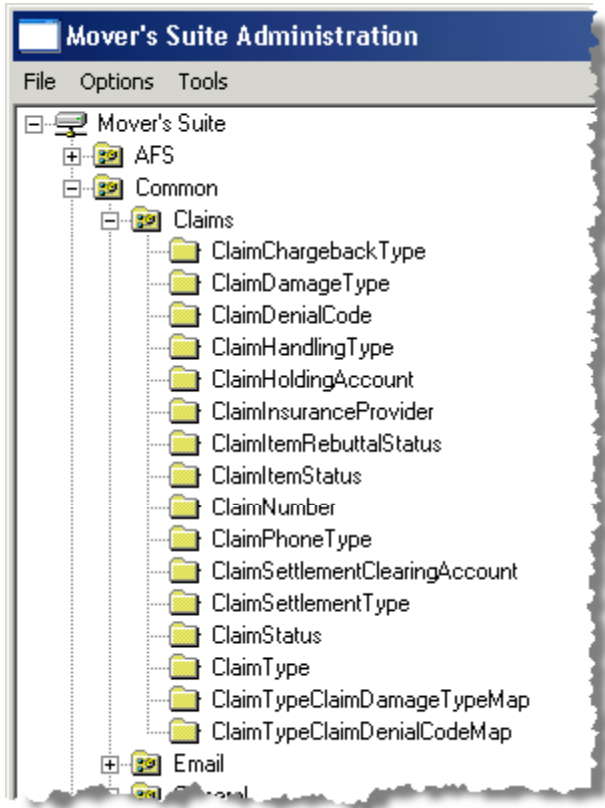


Figure 47: Breakdown of the Claims setup with the MoversSuite Administration - web

The order of operations for setting up the data in this section is important. Begin by defining the claim number and then work through the table that follows in the order in which it is presented.

## Claim Number Setup

Define the numbering format of a claim record, and how it will appear within the MoversSuite application, within the **Claim Number** section of the **Mover's Suite Administration**.

### Defining a Claim Number Format

1. Access the **Mover's Suite Administration**,
2. Navigate to the **Claim Number** section through **Common > Claims > ClaimNumber**,
3. Enter a **Description** for the format. This is what will appear within the listing when referencing a claim record through searches, reports, and invoicing, etc.,
4. Define the format of the **claim number**,

The claim number used within the application consists of three parts: a prefix, a system-assigned sequential number, and the year:

- a) Specify up to four characters for the **Prefix** of the claim number, such as "CLM",

- b) Following the Prefix is system-defined number within the range beginning with **Minimum** and running up to a **Maximum**. Enter the starting number for the claim records as Minimum,
- c) Enter the **Maximum** value that a claim number can go up to for the given year,
- d) Enter the number of digits to display for the year in which the claim was created in by setting the **Year Length**. Use the table and example below as a guide to selecting the correct number of digits for the Year Length field.

Assuming that the current year is “2007”, the prefix is “CLM” and the claim number is 99, then the following Year Length values would modify the number as illustrated below:

Value	Example
0	CLM-99-
1	CLM-99-7
2	CLM-99-07
3	CLM-99-007
4	CLM-99-2007

- 5. Tab through the **Next Year**, **Current Year**, and **Next Number in Sequence** fields, which are all system-generated and should not be altered. **Note:** The Next Year and Current Year fields are updated as part of end-of-year processing,
- 6. Enter the **Next Year Next Number**, which indicates the value to start the count at for following year’s claim numbers,
- 7. Press tab to keep the line changes and to save the record.

The next claim number generated on a system with the following Claim Number setup would be that of “CLM-298-007”, for example.

Description	Prefix	Minimum	Maximum	Year Length	Next Year	Current Year	Next No In Seq
* Click here to add a new row							
Claim	CLM	1	99999	2	2008	2007	298

Figure 48: Claim Number setup in the Mover’s Suite Administration

Multiple Claim Number formats can be defined. If one wanted to distinguish different claim types by a different claim number format, then they can add multiple records within this table.

Say that a type of claim was needed specifically for claims that are against a household goods move, then an administrator could possibly setup a Claim Number with a Description of “HHG Claim” and have a Prefix of “HCLM”, for example. Once the user selected a Claim Type (see [Claims Definition Setup](#) section) that had this Claim Number setup associated with it, then those claims would all have this description and prefix.

Description	Prefix	Minimum	Maximum	Yes
*				Click here
Claim	CLM	1	99999	
Household Goods Claim	HCLM	1	9999	

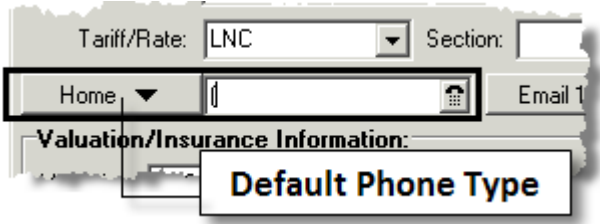
Figure 49: Sample of multiple Claim Number definitions

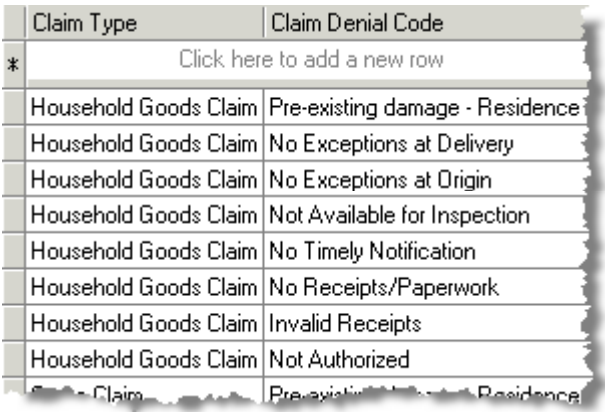
The following section contains the remaining variables used to define the Claims environment.

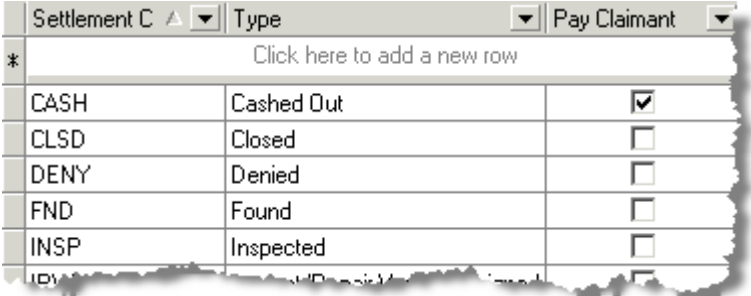
## Claims Definition Setup

Update the following tables within the **Mover's Suite Administration** in the order in which they appear. These items provide the parameters and framework used within the Claims functionality. Refer to the [Screen Layout Definitions](#) section for more examples of field usage.

Table Name	Setup Description
<b>Claim Type</b>	<p>Define the types of claims that need to be available on your system. They will appear as options available in a drop-down menu for the <b>Type</b> field within the <b>Claim Detail</b> dialog.</p> <p><b>EXAMPLES:</b></p> <ul style="list-style-type: none"> <li>Property Claim,</li> <li>Household Goods Claim,</li> <li>Cargo Claim,</li> <li>Property Claim.</li> </ul> <p>Associate the Claim Type to a <b>Claim Number</b> scheme.</p>
<b>Claim Status</b>	<p>Define the values to be used for the general state of the claim. These items will appear in the drop-down menu for the <b>Status</b> field on the <b>Claim Detail</b> dialog.</p> <p><b>EXAMPLES:</b></p> <ul style="list-style-type: none"> <li>Open,</li> <li>Closed.</li> </ul>
<b>Claim Phone Type</b>	<p>Define the phone types to be used for claim items. These will appear as options in a drop-down menu for the phone number in the Claims Detail interface.</p> <p>Set the <b>Is Default</b> flag on one of the types defined to have it display on the type button next to the phone number field in the Claim Detail dialog.</p>

	 <p><b>Defaults:</b>          Home,          Work,          Cell,          Fax,          Other.</p> <p>Important: If Claim Phone Types are defined and used within MoversSuite, then the phone number will not display within the</p>										
<p><b>Claim Damage Type</b></p>	<p>Define types of damage to be referenced when working with the specific claims items.</p> <p>These items appear for in the <b>Damage Type</b> field of the <b>Add</b> and <b>Edit Claim Item</b> dialog.</p> <p><b>EXAMPLES:</b>          Missing,          Broken,          Water Damage,          Upholstery Damage,          Lost (Documented),          Lost (Undocumented).</p> <p><b>Note:</b> If uploading this information to a van line, then enter the correct <b>Van Line Code</b> for each damage type supported by the van line.</p>										
<p><b>Claim Type Claim Damage Type Map</b></p>	<p>Use this table to link all defined <b>Damage Types</b> to the <b>Claim Type</b> records. For example, you may wish to associate the damage types of missing, broken and water damage to a <i>Household Goods Claim</i>. So, in the following example, if the Claim Type for the item was “Household Goods Claim”, then only the Damage Types of Missing, Broken and Water Damage would appear for options within the Add or Edit Claims Item dialog.</p> <p><b>EXAMPLE:</b></p> <table border="1" data-bbox="625 1533 1182 1743"> <thead> <tr> <th>Claim Type</th> <th>Claim Damage Type</th> </tr> </thead> <tbody> <tr> <td>*</td> <td></td> </tr> <tr> <td>Household Goods Claim</td> <td>Missing</td> </tr> <tr> <td>Household Goods Claim</td> <td>Building</td> </tr> <tr> <td>Household Goods Claim</td> <td>Broken</td> </tr> </tbody> </table> <p><b>TIP:</b> Multiple Claim Types can reference the same Claim Damage Type.</p>	Claim Type	Claim Damage Type	*		Household Goods Claim	Missing	Household Goods Claim	Building	Household Goods Claim	Broken
Claim Type	Claim Damage Type										
*											
Household Goods Claim	Missing										
Household Goods Claim	Building										
Household Goods Claim	Broken										
<p><b>Claim Denial Code</b></p>	<p>Setup reasons why a claim, or part of a claim, may be denied. These will be</p>										

	<p>used when a claim is denied and will appear in the <b>Add</b> and <b>Edit Claim Item</b> dialog for the <b>Denial Code</b> field.</p> <p><b>EXAMPLES:</b>          Owner Packed,          Pre-existing Damage,          Mechanical Failure,          Not Late,          Past Filing Deadline.</p> <p><b>Note:</b> If uploading this information to a van line, then enter the correct <b>Van Line Code</b> for each denial code supported by the van line.</p> <p><b>TIP:</b> Multiple Claim Types can reference the same Claim Denial Code.</p>																						
<p><b>Claim Type Claim Denial Code Map</b></p>	<p>Use this table to link all defined <b>Denial Codes</b> to your <b>Claim Type</b> records.</p> <p><b>EXAMPLE:</b></p>  <table border="1" data-bbox="625 735 1226 1144"> <thead> <tr> <th>Claim Type</th> <th>Claim Denial Code</th> </tr> </thead> <tbody> <tr> <td>*</td> <td>Click here to add a new row</td> </tr> <tr> <td>Household Goods Claim</td> <td>Pre-existing damage - Residence</td> </tr> <tr> <td>Household Goods Claim</td> <td>No Exceptions at Delivery</td> </tr> <tr> <td>Household Goods Claim</td> <td>No Exceptions at Origin</td> </tr> <tr> <td>Household Goods Claim</td> <td>Not Available for Inspection</td> </tr> <tr> <td>Household Goods Claim</td> <td>No Timely Notification</td> </tr> <tr> <td>Household Goods Claim</td> <td>No Receipts/Paperwork</td> </tr> <tr> <td>Household Goods Claim</td> <td>Invalid Receipts</td> </tr> <tr> <td>Household Goods Claim</td> <td>Not Authorized</td> </tr> <tr> <td>Household Goods Claim</td> <td>Pre-existing damage - Residence</td> </tr> </tbody> </table>	Claim Type	Claim Denial Code	*	Click here to add a new row	Household Goods Claim	Pre-existing damage - Residence	Household Goods Claim	No Exceptions at Delivery	Household Goods Claim	No Exceptions at Origin	Household Goods Claim	Not Available for Inspection	Household Goods Claim	No Timely Notification	Household Goods Claim	No Receipts/Paperwork	Household Goods Claim	Invalid Receipts	Household Goods Claim	Not Authorized	Household Goods Claim	Pre-existing damage - Residence
Claim Type	Claim Denial Code																						
*	Click here to add a new row																						
Household Goods Claim	Pre-existing damage - Residence																						
Household Goods Claim	No Exceptions at Delivery																						
Household Goods Claim	No Exceptions at Origin																						
Household Goods Claim	Not Available for Inspection																						
Household Goods Claim	No Timely Notification																						
Household Goods Claim	No Receipts/Paperwork																						
Household Goods Claim	Invalid Receipts																						
Household Goods Claim	Not Authorized																						
Household Goods Claim	Pre-existing damage - Residence																						
<p><b>Claim Item Status</b></p>	<p>Define the status associated to a claim item. These items will appear in the drop-down menu for the <b>Item Status</b> field on the <b>Add</b> and <b>Edit Claim Item</b> dialogs.</p> <p><b>EXAMPLE:</b>          Repaired,          In Progress,          Unknown.</p>																						
<p><b>Claim Chargeback Type</b></p>	<p>Define the types to be available for the <b>Chargeback Type</b> field within the <b>Liability and Chargeback</b> dialog and associate the type to an <b>Item Code</b>.</p> <p><b>EXAMPLES:</b>          Handling Fee,          Warehouse Processing Fee,          Packing Processing Fee,          Transportation Delay,          Goodwill.</p> <p>The Claim Chargeback Type will need to map to an Item Code that is setup as both revenue and expense. Refer to <b>Mover's Suite Administration &gt; Tools &gt;</b></p>																						

	<p><b>Item Codes &gt; Account Type.</b></p> <p><b>TIP:</b> MoversSuite recommends defining a limited number of Claim Chargeback Types.</p>																					
<p><b>Claim Handling Type</b></p>	<p>Define values for the <b>Type</b> field from the <b>Handling Expense</b> and <b>Handling Revenue</b> dialogs and associate them to an existing <b>Item Code</b>.</p> <p><b>EXAMPLES:</b></p> <ul style="list-style-type: none"> <li>Handling Fee,</li> <li>Warehouse Processing Fee,</li> <li>Packing Processing Fee,</li> <li>Transportation Delay,</li> <li>Goodwill.</li> </ul>																					
<p><b>Claim Settlement Type</b></p>	<p>Define the values that will be available for the <b>Settlement Type</b> drop-down menu item found in the <b>Settlement Entry</b> screen.</p> <p>Specify the <b>Settlement Code</b> for use with a van line upload. Set the <b>Pay Claimant</b> flag if this type will be paid by the moving company directly.</p> <p><b>EXAMPLE:</b></p>  <table border="1" data-bbox="625 919 1372 1213"> <thead> <tr> <th>Settlement C</th> <th>Type</th> <th>Pay Claimant</th> </tr> </thead> <tbody> <tr> <td>*</td> <td colspan="2">Click here to add a new row</td> </tr> <tr> <td>CASH</td> <td>Cashed Out</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>CLSD</td> <td>Closed</td> <td><input type="checkbox"/></td> </tr> <tr> <td>DENY</td> <td>Denied</td> <td><input type="checkbox"/></td> </tr> <tr> <td>FND</td> <td>Found</td> <td><input type="checkbox"/></td> </tr> <tr> <td>INSP</td> <td>Inspected</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Settlement C	Type	Pay Claimant	*	Click here to add a new row		CASH	Cashed Out	<input checked="" type="checkbox"/>	CLSD	Closed	<input type="checkbox"/>	DENY	Denied	<input type="checkbox"/>	FND	Found	<input type="checkbox"/>	INSP	Inspected	<input type="checkbox"/>
Settlement C	Type	Pay Claimant																				
*	Click here to add a new row																					
CASH	Cashed Out	<input checked="" type="checkbox"/>																				
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DENY	Denied	<input type="checkbox"/>																				
FND	Found	<input type="checkbox"/>																				
INSP	Inspected	<input type="checkbox"/>																				
<p><b>Claim Holding Account</b></p>	<p>Set the <b>General Ledger Account</b> for each <b>Branch</b>, if necessary, to be used as the holding account for Claims items. Optionally set the <b>General Ledger Sub Account</b> and <b>Is GL Default</b> flag, which will cause the selected item to be the default holding account for all branches.</p>																					
<p><b>Claim Settlement Clearing Account</b></p>	<p>Set the <b>General Ledger Account</b> for each <b>Branch</b>, if necessary, to be used as the settlement clearing account for Claims items. Set the <b>General Ledger Sub Account</b> and <b>Is GL Default</b> flag, which will cause the selected item to be the default settlement clearing account for all branches.</p> <p>There can only be one record that has the <b>Is GL Default</b> flag set and this account will be referenced default account (has the Is GL Default flag set) is referenced by the Generate Transactions. See <a href="#">Generating Claims Transactions</a> for more information.</p>																					
<p><b>Claim Insurance Provider</b></p>	<p>Define which insurance providers to use within the Claims Module. These will display in the drop-down menu for the <b>Insurance Provider</b> field on the <b>Claim</b></p>																					

	<b>Detail dialog.</b>
--	-----------------------

**Important:** There are several tables that involve claim expense accounts which are not available within the Mover's Suite Administration. We recommend that they never be modified unless by MoversSuite.

# Claims Payment Processing

Processing of payments for items related to Claims will be handled by the current payment processing methods and will not be covered in detail here.

In a future release of MoversSuite software, we will provide a payment processing tool within Claims, making it easier for an adjuster to do work related to a claim and its payment settlement all in one place.

Below we've highlighted some of the common transactions to provide a little detail on how the accounting structure works for claim related items. This is followed by a graphical representation of the same transactions in the [Graphical Version of Transaction Examples](#) section that contains more specific information on each transaction, as well.

## General Claims Accounting Transactions

### Transaction #1: Cash out to settle with claimant for \$1,000.

Created within Claims this transaction affects the Accounts Payable:

<b>Claims Settlement</b>	
\$ 1,000.00	
<b>Account Payable</b>	
	\$ 1,000.00

### Transaction #2: Create an expected receivable for a van line for \$1,000.

Created within Claims this transaction affects the Accounts Receivable:

<b>Claims Settlement</b>	
	\$ 1,000.00
<b>Account Receivables</b>	
\$ 1,000.00	

### Transaction #3: Chargeback to packing vendor for \$100 on the claim.

Created within Claims this transaction affects the Accounts Payable:

<b>Claims Settlement</b>	
	\$ 100.00

<b>Account Payable</b>	
\$ 100.00	

### Transaction #3a: Chargeback to agent/warehouse on the claim for \$150.

Created within Claims this transaction and affects the Claims Settlement and the Agent/Warehouse Expense accounts as a journal entry:

<b>Claims Settlement</b>	
\$ 150.00	
<b>Agent/Warehouse Expense</b>	
\$ 150.00	

### Transaction #4: Van line reimbursement for settlement of \$1,000.

Created within Payment Management of Van Line Statements this transaction affects Claims Holding and the Van Line Clearing Account as a journal entry:

<b>Claims Holding</b>	
\$ 1,000.00	
<b>Van Line Clearing</b>	
\$ 1,000.00	

### Transaction #5: Van line chargeback to packing vendor in the amount of \$100.

Created within Payment Management of Van Line Statements this transaction affects Claims Holding and the Van Line Clearing Account as a journal entry:

<b>Claims Holding</b>	
\$ 100.00	
<b>Van Line Clearing</b>	
\$ 100.00	

### Transaction #5a: Van line chargeback to agent/warehouse in the amount of \$150.

Created within Payment Management of Van Line Statements this transaction affects Claims Holding and the Van Line Clearing Account as a journal entry:

<b>Claims Holding</b>	
-----------------------	--

\$ 150.00	
<hr/>	
<b>Van Line Clearing</b>	
	\$ 150.00

### Transaction #6: Apply van line reimbursement of \$150 to receivables.

Created within Claims this transaction affects Claims Holding and the Accounts Receivables:

<b>Claims Holding</b>	
<hr/>	
\$ 1,000.00	
<b>Accounts Receivables</b>	
<hr/>	
	\$ 1,000.00

### Transaction #7: Create matching entry for the chargeback to the packing vendor for the van line in the amount of \$100.

Created within Claims this transaction affects Claims Settlement and the Claims Holding accounts as a journal entry:

<b>Claims Settlement</b>	
<hr/>	
\$ 100.00	
<b>Claims Holding</b>	
<hr/>	
	\$ 100.00

### Transaction #7a: Create matching entry for the chargeback to the packing vendor for the van line in the amount of \$150.

Created within Claims this transaction affects Claims Settlement and the Claims Holding accounts as a journal entry:

<b>Claims Settlement</b>	
<hr/>	
\$ 150.00	
<b>Claims Holding</b>	
<hr/>	
	\$ 150.00

### Transaction #8: Create \$1,000 check for the claimant.

Created within Microsoft Dynamics GP Accounts Payables this transaction affects Accounts Payable and the Cash accounts:

<b>Accounts Payable</b>	
\$ 1,000.00	
<b>Cash</b>	
\$ 1,000.00	

**Transaction #9: Apply a \$100 credit to the packing vendor.**

Created within Microsoft Dynamics GP Accounts Payables this transaction affects Accounts Payable and the Cash accounts:

<b>Accounts Payable</b>	
\$ 100.00	
<b>Cash</b>	
\$ 100.00	

**Transaction #10: Bank reconciliation transaction to clear Van Line Clearing of \$750.**

Created within Microsoft Dynamics GP Accounts Payables this transaction affects Cash and the Van Line Clearing accounts:

<b>Van Line Clearing</b>		
\$ 1,000.00		From Transaction 4
\$ 100.00		From Transaction 5
\$ 150.00		From Transaction 5a
\$ 750.00		Transaction 10
<b>Cash</b>		
\$ 750.00		

## Reimbursement Transactions in Claims

**Transaction #3b: Reimbursement to packing vendor for an overcharge of \$10.**

Created within Claims this transaction affects Claims Settlement and Accounts Payable accounts:

<b>Claims Settlement</b>	
\$ 10.00	

<b>Accounts Payable</b>	
	\$ 10.00

### Transaction #5b: Reimbursement received from van line for \$10.

Created within Payment Management this transaction affects Claims Holding and Van Line Clearing accounts as a journal entry:

<b>Claims Holding</b>	
	\$ 10.00
<b>Van Line Clearing</b>	
\$ 10.00	

### Transaction #7b: Matching entry for the van line reimbursement to the original accounts payable transaction of \$10 (transaction #3b).

Created within Payment Management this transaction affects Claims Settlement and Claims Holding accounts:

<b>Claims Settlement</b>	
	\$ 10.00
<b>Claims Holding</b>	
\$ 10.00	

## Overcharge Transactions in Claims

### Transaction #11: Create a van line overcharge of \$25.

Created within Payment Management this transaction affects Claims Holding and Van Line Clearing accounts:

<b>Claims Holding</b>	
\$ 25.00	
<b>Van Line Clearing</b>	
	\$ 25.00

**Transaction #12: Create a receivable for the amount of \$25.**

Created within Claims this transaction affects Claims Settlement and Account Receivables accounts:

<b>Claims Settlement</b>	
	\$ 25.00
<b>Accounts Receivables</b>	
\$ 25.00	

**Transaction #13: Apply an overcharge of \$25 as a receivable item.**

Created within Payment Management this transaction affects Claims Settlement and Claims Holding accounts:

<b>Claims Settlement</b>	
\$ 25.00	
<b>Claims Holding</b>	
	\$ 25.00

## Graphical Version of Transaction Examples

Transaction Description	Transaction Source	Type
1. Cash out to settle with claimant - \$1000	Claims	AP
2. Create expected receivable for VL - \$1000	Claims	AR
3. Chargeback to packing vendor for claim - \$100	Claims	AP
3a. Chargeback to agent/warehouse etc... - \$150	Claims	JE
4. Van line reimbursement for settlement - \$1000	PM - VL Statement	JE
5. Van line chargeback to packing vendor - \$100	PM - VL Statement	JE
5a. Van line chargeback to agent/warehouse etc... - \$150	PM - VL Statement	JE
6. Apply van line reimbursement to receivable - \$1000	Claims	AR
7. Match VL charge back to charge back already setup - \$100	Claims	JE
7a. Match VL charge back to charge back already setup - \$150	Claims	JE
8. Check created for claimant - \$1000	Microsoft Dynamics GP - AP	AP
9. Apply credit to packing vendor - \$100	Microsoft Dynamics GP - AP	AP
10. Bank reconciliation transaction to clear VL clearing - \$750	Microsoft Dynamics GP - BR	BR
3b. Reimbursement to packing vendor overcharge - \$10	Claims	AP
5b. Reimbursement rec'd from van line - \$10	Payment Management	JE
7b. Match VL reimbursement to original AP - \$10	Payment Management	JE
11. Vanline Overcharge of \$25	Payment Management	AR
12. Create Receivable of \$25	Claims	AR
13. Apply overcharge to receivable - \$25	Payment Management	JE

Claim Settlement		Account Payable		Accounts Receivable	
1	1,000.00	1	1,000.00	2	1,000.00
2		3	100.00	6	1,000.00
3	100.00	8	1,000.00	12	25.00
3a	150.00	9	100.00		
7	100.00	3b	10.00		
7a	150.00				
3b	10.00				
7b					
12					
13	25.00				

Claims Holding		Van Line Clearing		Cash	
4	1,000.00	4	1,000.00	8	1,000.00
6	1,000.00	5	100.00	9	100.00
5	100.00	5a	150.00	10	750.00
5a	150.00	10	750.00		
7	100.00	5b	10.00		
7a	150.00	11	25.00		
5b	10.00				
7b	10.00				
11	25.00				
13	25.00				

Agent/Warehouse Expense	
3a	150

# Claims FAQs

In this topic, a user will find a list of commonly asked questions along with their answers arranged by subject.

## Claims Setup FAQs

---

**Q:** How can Claims be setup to avoid a potential fraud situation?

**A:** While no specific setup options in the Claims module were meant to directly affect potential fraud, the MoversSuite team strongly recommends separating the ability of a user to create and manage claims from being able to print checks. The MoversSuite Claim process specifically separates these two processes by putting the printing of checks back into the general accounting realm.

---

**Q:** Can the Claim Number be setup to distinguish a type of claim, such as those for HHG from a property claim?

**A:** Yes. Administrators can either setup unique claim number prefixes for each type or use a numeric range for one type and set aside another range for another. These settings are defined within the **Mover's Suite Administration > Common > Claims > Claim Number** setup. Refer to the [Claim Number Setup](#) section.

---

**Q:** Are there any special considerations in setting up Claims if each branch is also a separate company?

**A:** Yes. Administrators should set up each branch individually within the **Claim Holding Account** and **Claim Settlement Clearing Account** setup in **Mover's Suite Administrations > Common > Claims**. Further, the **Is GL Default** flag should not be set under either category. This will ensure that the Balance Sheet to be correct.

---

**Q:** What's the purpose behind the Pay Claimant option within Claims setup?

**A:** This administrative option instructs the application to create an A/P Invoice to the named claimant when a settlement is cashed out.

**Note:** The name assigned to the claim (claimant) within the Claim Detail screen will also be referenced for any cash settlement.

---

**Q:** How will the Claims settlement clearing accounts need to be defined?

**A:** The General Ledger accounts used to settle a claim will need to be defined as Balance Sheet. These accounts are setup and maintained in Microsoft Dynamics GP.

---

**Q:** How can our form letters be setup to appear within the Report/Letters option in Claims?

**A:** This is controlled through the System ID setting of “CLAM” as defined within the Reports setup. Refer to the [Claims Report Profile Definitions](#) or the [Reports Setup](#) for specifics.

---

**Q:** In order to offset claim settlement costs, how can Claims be setup to charge a fee between commonly owned branches?

**A:** A receivable can be assigned to a particular branch within the Handling Revenue tab to offset costs between branches. Doing so would require other branches to cut and remit checks to other internal branches.

Avoid recording these costs as part of the Settlement portion of the claim.

## General Claims FAQs

---

**Q:** What’s the purpose of the Declared Value on a claim?

**A:** The Declared Value exists in Claims for informational purposes only. It is meant to provide the claim adjuster with the declared value of the shipment as determined by the shipper on the original, signed Bill of Lading.

---

**Q:** What is the No Fault indicator used for?

**A:** The **No Fault** indicator is used by insurance companies to determine if van line points are affected or not. If No Fault is checked, then, potentially, the van line involved with the move will not be adversely affected by the claim.

---

**Q:** How is the Amount Claimed used?

**A:** The **Amount Claimed** from the Claim Detail screen is currently used to indicate the initial dollar amount of the claim.

---

**Q:** A user is able to modify the Type of Move for the order from the Claims Details screen. Why is this allowed?

**A:** The Type of Move can directly affect the general ledger account selected for expenses when charging warehouses and agents on the claim. The Type of Move is editable in the Claims Module to allow users to make corrections prior to posting transactions.

Changes made to the fields listed in the table below also affect the order.

Field Name	Order Location Affected by the Change
National Account	Billing Information > Account Number (and Name)
Type of Move	Move Information > Type of Move
Tariff/Rate	Billing Information > Tariff/Rate

<b>Valuation</b>	<b>Move Information &gt; Type</b>
<b>Declared Value</b>	<b>Move Information &gt; Amount</b>

Separate data is maintained for a claims record in all other fields within the Claim Detail screen. Name, Branch, Task Definition and Group, etc. are all unique to the claim record and will be separate from the order.

---

**Q:** Will the grid settings be saved or will they revert back to their default when the user exits the Claims module?

**A:** Yes, the grid settings are saved. Each user's grid settings are saved and made available to them the next time they access the Claims module.

---

**Q:** Under what circumstance would an adjuster process a claim that has a different branch than that of the Order?

**A:** On some systems a centralized branch is used to manage and settle claims. In such cases, the branch used to settle the claim "settlement branch" is also the branch assigned to the claim and the branch that will be receiving claim settlement fees paid by van lines and other agents.

The settlement branch can assign charge back and liability to the appropriate branches as necessary.

---

**Q:** Will interstate claims information download from UniGroup?

**A:** No. Currently, interstate claims data is not included in the information downloaded from the UniGroup mainframe.

---

**Q:** Is there a way to assign a chargeback to a driver under a foreign order, such as those created for Alliance?

**A:** Yes. If the driver is to receive a chargeback, then the long distance dispatcher can assign the driver to the original order. The claim can then be processed under the original order which will allow accounting to post the liability and chargeback to the driver.

---

**Q:** Will Claims be enhanced to allow for the user to add overages and shortages?

**A:** No. All claims transactions will need to balance. Refer to the [Claims Out of Balance](#).

---

**Q:** Why do phone number and email fields appear different in Claims? Do they auto-populate with data from the Order?

**A:** The phone number and email fields within the Claim Detail screen represent the next evolution of data entry. An unlimited number of types can be defined by administrators and used within either.

Instead of referencing multiple fields to track the work, cell, or fax number, for example, a user can press the button, select the appropriate type, and enter or view the corresponding number.

Refer to the [Claims Definition Setup](#) for information on the Claim Phone Type. The email address types are defined within the EmailAddressType database table (not currently under administrative setup).

When defining a new Claim record, data from the Order will populate most fields within the Claim Detail, including the phone number and email.

---

**Q:** What Claims reports are available?

**A:** Currently, the [Claims Out of Balance](#) is available. Feel free to submit report suggestions to your support professional.

## Claims Accounting FAQs

---

**Q:** Will a temporary vendor be created each time that more than one check is drawn for a customer?

**A:** The Claim Type involved in the cash-out transaction(s) determines the number of temporary vendors that are created and used. If the cash-out transactions involve only one Claim Type, then only one temporary vendor will be needed. Likewise, if a cash-out involves two Claim Types, such as HHG and Property Claim, then two temporary vendors will be created.

**Note:** Although MoversSuite will generate the temporary vendors, a vendor class for Claims must exist in Microsoft Dynamics GP. When a settlement is created, MoversSuite, along with Microsoft Dynamics GP, creates temporary vendors in the form of CLM1, CLM2, CLM3, etc.

---

**Q:** When payments are made to a temporary vendor, does that data stay in Microsoft Dynamics GP?

**A:** Yes. In fact, the data stored for a temporary vendor should be purged on a periodic basis.

---

**Q:** Can an interagency charge be applied (passed down) to a driver or participating agent that had a cash charge?

**A:** A fee can only be charged to a participating agent, not a driver. When generating the transactions in the Claims Handling Revenue/Expenses to apply the fee to the agent, use the same Item Codes defined for the Claim Chargeback.

---

**Q:** Does the Commission Statement list individual driver chargeback items?

**A:** Yes, they appear under the corresponding Order Number and not in the Other Transactions section.

---

**Q:** What intercompany transactions are created when charging back to a participating agent that is not an agent of the order?

**A:** The chargeback transactions are the same whether the agent is included as part of the order or not.

**Example:**

Assume that both branches belong to the same Microsoft Dynamics GP company and the following:

If both branches belong to the same company in Microsoft Dynamics GP and Branch 1 is the branch on the claim and Branch 2 is the participating agent receiving a \$500.00 chargeback.

The accounting transactions would be as follows:

Branch 1 Settlement Clearing Account	Branch 2 Account referenced through the Chargeback Type (Item Code)
\$500.00	\$500.00

**Note:** View the **Mover's Suite Administration > Common Claims > Claim Chargeback Type** setup for the Item Code matching the Chargeback Type in use.

If the branches belong to separate Microsoft Dynamics GP companies, then the following transactions would occur:

Transactions occurring to the branch assigned on the Claim for one company:

Settlement Clearing Account	Intercompany Account
\$500.00	\$500.00

Transactions occurring to the chargeback branch listed under a second company:

Account associated to the Chargeback Type (Item Code)	Intercompany Account
\$500.00	\$500.00

For more on accounting transactions, refer to the [Claims Payment Processing](#) section.

**Q:** Can a chargeback to driver be divided into weekly installments? If so, what's the correct way process the transactions?

**A:** Installments to a driver can be made for a chargeback by entering the chargeback and generating transactions with a separate Document dates for each in Microsoft Dynamics GP. For example, a \$1000.00 chargeback to a driver can be divided into four weekly installments of \$250.00. Four separate chargeback entries will be made along with transactions dated for 4/4, 4/11, 4/18, and 4/25.

This proceeding in this manner, all transactions will appear on the Commission

# Claims Glossary



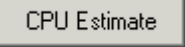


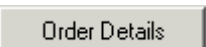
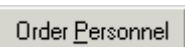
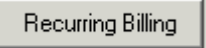
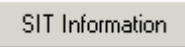
Listed below we've defined some of the key terms used within this guide.

Term	Definition
Adjuster	Person defined by the moving company to work on claims they represent. This can also be a third-party agent or other person as specified in the Claim <b>Assigned To</b> field of the <b>Claim Detail</b> dialog.
Agent	Contractor or other outside entity that does work for the moving company.
Claim	A claim is a statement of loss, damage, or delay to a shipment while in the care, custody, or control of the carrier or its affiliated agent.
Claim Item	An identifiable component of a claim that can be used to assign settlement, liabilities (chargebacks), and receivables to.
Claimant	Person, or persons, that are filing the claim. They are defined in the <b>Last Name</b> and/or <b>First Name</b> field of the <b>Claim Detail</b> dialog.
Customer	An entity that pays the moving company money for goods and services rendered.
Handling Expense	Amount paid to others for their part of managing the claim for the moving company.
Handling Revenue	Amount received by the moving company for managing the claim for them.
Liabilities (Chargebacks)	Total potential cost (liability) and realized cost (chargeback) to someone involved with the move for their part of the claim.
Receivables	Money received by the moving company to settle a portion, or all, of a claim.
Settlement	The act of satisfying (monetarily or non-monetarily) of a record claims.
Vendor	An entity that the moving company pays for goods and services rendered.

# Accessing Read-Only Information in Claims

Throughout the MoversSuite application there are a number of ways a user can access read-only information; the Claims interface is no exception.

The following buttons found within Claims will provide read-only information, allowing the user to remain within the Claims interface and still access key, related information.

Icon/Button	Description
	Located next to the data field for National Account, this lists the specifics for the listed account.
	Access to customer, vendor, and agent information is available by clicking this button.
	Opens the Containers, Packing and Unpacking dialog in read-only mode.
	View the extra stop information for the order record.
	Military Information dialog is activated when this button is pressed.
	This button will pull up the Order Details dialog containing all the basic order record information for the selected claim.
	Lists all personnel associated with the order (and claim) record for the selected claim.
	Opens the Recurring Billing Setup dialog in read-only mode.
	Storage-in-transit information is presented.

# Claims Site Map

The table below is designed to provide a quick reference of the layout of the Claims interface.

Section	Components		
<b>Title Bar</b>	“MoversSuite – “, name of logged in user, Window’s minimize, expand and close options		
<b>Main Toolbar</b>	File, Go To, Tools, Reports, Accounting Tools and Help		
<b>Heading Bar</b>	Module Name		
	Third-Party Error Management		
	Order Information		
	Claim Information		
<b>Button Row</b>	Find		
	Reports/Letters		
Detail Tabs	Tab Description	Sub-Tabs	Lowest Level Tabs
	<b>Claims</b>	Handling Revenue	
		Handling Expenses	
		Claim Items	Settlements
			Liabilities/Chargebacks
			Receivables
		Summary	
	<b>Tasks</b>		
	<b>Notes</b>		

# Claims Table Definitions

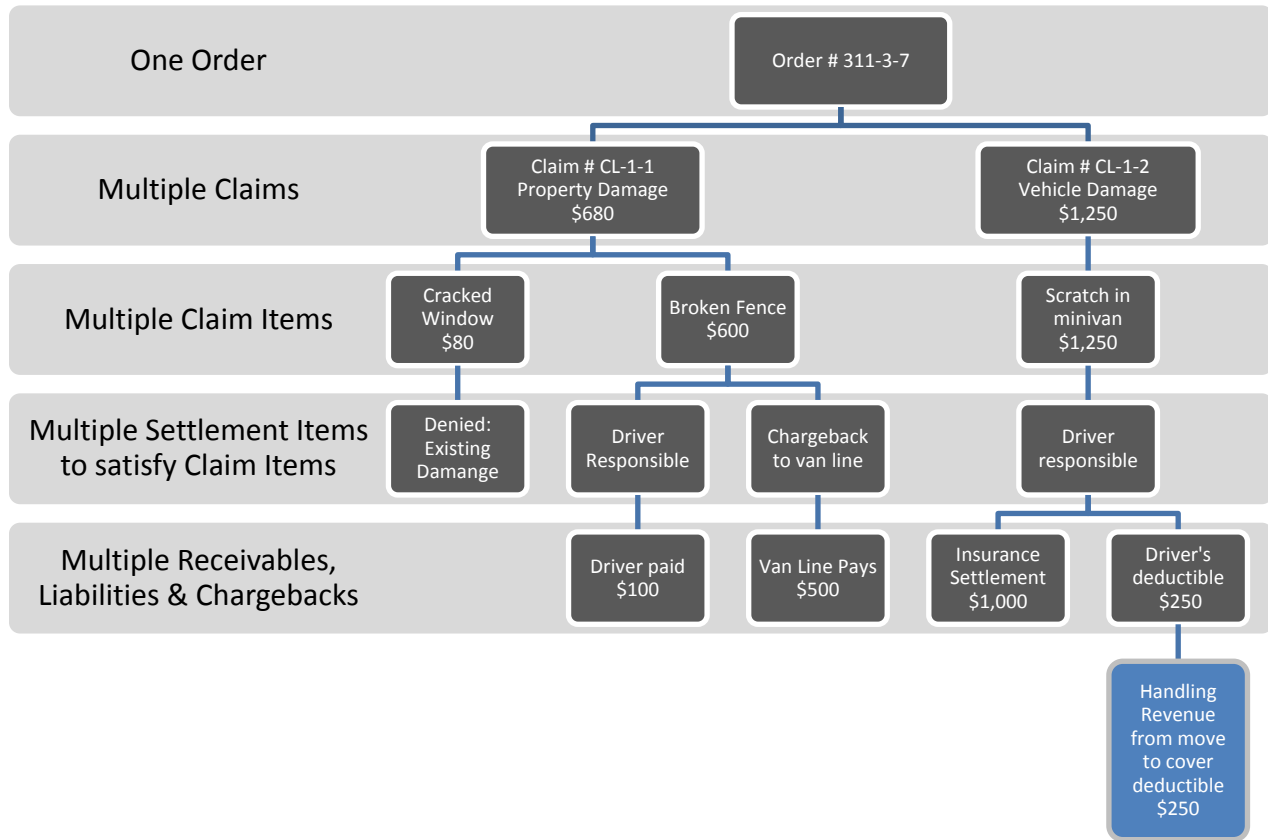
Listed here are the table definitions that are directly related to the Claims interface and processing. Not included here is what is specified within the [Claims Setup](#) section.

Table	Description
Claim	Details of a claim record, including which order record the claim is associated to, the Claim Number, Multi Loss Alert Number, etc., are stored here.
Claim Email Address	Contact emails, and respective types, for a claim record.
Claim Error Log	Error log for each claim record generated from an import.
Claim Handling Expense	Details of expenses associated to a claim record for handling of the claim record.
Claim Handling Expense Payment	Details of the posting record generated for expenses incurred for handling of a claim record.
Claim Handling Revenue	Details of revenue received on the part of the moving company for handling of a claim record.
Claim Handling Revenue Payment	Details of the actual payments generated from revenue received by the moving company for handling of a claim record.
Claim Item	Details of the specific cost item associated to a claim record.
Claim Item Due From	Specifics on the posting transactions associated with a claim item record.
Claim Item Due From Payment	Specifics on the actual payment transactions received for a claim item record.
Claim Liability	Detail record listing each liable entity associated to a claim item record.
Claim Liability Item	Specifics on the amount of the liability associated to a claim item record.
Claim Liability Item Payment	Specifics on the actual payment transactions received for a claim record's liability.
Claim Payee Contact	Details of the entity that is expected to be paid as part of a claim record, including name and address information.
Claim Payment Detail	Specifics on payments received and whether a transaction was

	generated for the payment.
Claim Phone Number	Details of the phone number and their type for each claim record.
Claim Settlement	Detail records listing the settlements associated to a claim record.
Claim Settlement Item	Details of the amounts associated to a claim record's settlement.
Claim Temporary Vendor Map	<p>This table is used to store the vendor information while the data is being verified.</p> <p>If the vendor does not exist in the system, then this information will be used to create one.</p>

# Detailed Example of the Claims Process

The diagram below provides a general idea of the claim process within the Claims Module.



As illustrated, there can be multiple claims for each order. For each of the claims there can be as many items as needed to make up the details of the claim and for each of which there can be a variety of ways that the claims will be settled.

In this example, there is Order Number 311-3-7 which has two claims against it; Claim Number CL-1-1 and CL-1-2. Claim CL-1-2 is made up of two items, a cracked window and a broken fence, that the claimant is requesting a total of \$680 for.

The driver denies cracking the window so the moving company will attempt to deny the claim. He admits, however, that he hit the fence and will be responsible for settling this item. The van line then decides to reward the driver for their good record, so they cover \$500 of the claim and leave only \$100 for the driver to pay.

Each of the items above can be tied to the claim as unique components of the claim and its settlement. When monetary transactions occur for these items (payments received and paid) they will be handled seamlessly by Payment Management processing.

Handling Revenue was also received from the move and used to cover part of the second claim in the above example. This item, along with Handling Expenses, is not considered a direct part of the claim but can be included if desired; as in this case where the revenue is used to cover a driver's deductible.

Each and every claim and its related settlement will be different. MoversSuite has anticipated this and has provided its users an incredible tool that will allow for managing this diversity in the claims process.