**Disclaimer:**

Please carefully review the following scenario regarding the creation and flow of a claim. Areas marked in Yellow Highlight indicate what the changes need to be made to correct the issue. Issues will be marked with a “ “

Please be aware for user changes within this scenario as they will be documented along the way in *Italics*.

*User: insurancebranchadmin//demodemo*

1. Create claim [multi inhouse1]
2. Assign to Insurance In-House Appraiser [insapr1]
3. Claim directed to “View/Print Claim”
   1. Claim not found in system
   2. Needs to be put into and directed to Assigned Claims (also be placed in Pending Assignment Acceptance + searchable)

*User: insuranceadjuster//demodemo*

1. Claim not found in system
2. Needs to be put into Assigned Claims (also be placed in Pending Assignment Acceptance + searchable)

*User: insapr1//demodemo*

1. Claim not found in system
2. Needs to be put into to New Claim Inbox and searchable

*User: insuranceadjsuper//demodemo*

1. Claim not found in system
2. Needs to be put into Assigned Claims (also be placed in Pending Assignment Acceptance + searchable)

*User: insurancecompanyadmin//demodemo*

1. Claim not found in system
2. Needs to be put into Assigned to Branch/Franchise + Assigned Claims + searchable

*User: insurancemanager+insurancedispatcher//demodemo*

1. Claim not found in system
2. Needs to be put into Assigned Claims (also be placed in Pending Assignment Acceptance + searchable)

*User: Cfs Manager + Cfs Emp + Cfs Tech + Cfs SGA + Cfs GA//demodemo*

1. Claim not found in system
2. Needs to be put into View Open Claims + searchable