



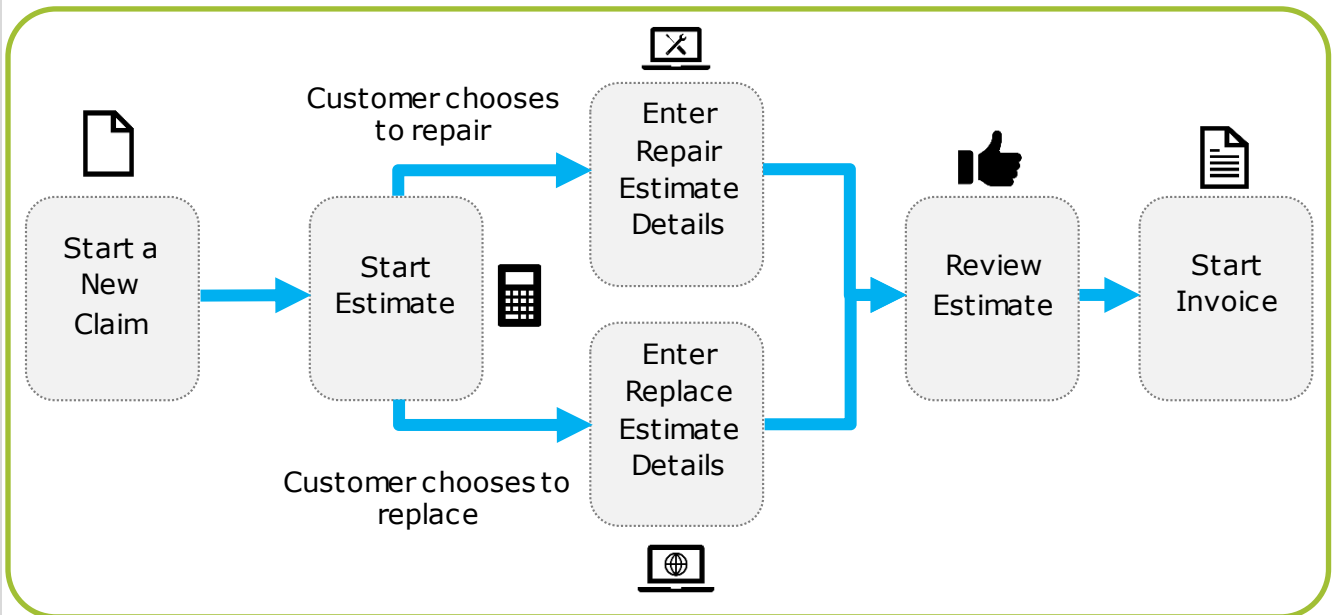
Purpose

This job aid will show you how to process a claim that is eligible for Windshield Repair in Glass Web Express (GWE).



Process Overview

The steps for processing a claim deemed eligible for windshield repair are quite similar whether the customer chooses to repair or replace their damaged windshield. The key difference is the estimate details required.





Start a New Claim and Estimate

All new claims start on the *Start New Claim* screen regardless of the options available for handling damaged windshields.

The screenshot shows the 'Start New Claim' interface. On the left, a sidebar contains 'Start New Claim', 'Retrieve Claim', 'Estimate Search', and a 'Tips' section. The main form area has the following elements:

- 1**: Plate Number input field.
- 2**: Registration Number input field.
- 2**: Date of Loss input field with a calendar icon and '(DDMMYYYY)' format.
- 3**: Cause Of Damage dropdown menu with options: Flying Object, Other, Shifting Cargo, Theft From Auto, Vandalism.
- 4**: Windshield Only Claim? field with Yes/No radio buttons.
- 5**: Windshield Damaged Section(s) grid with checkboxes for Driver-Top, Center-Top, Passenger-Top, Driver-Middle, Center-Middle, Passenger-Middle, Driver-Bottom, Center-Bottom, Passenger-Bottom.
- 6**: GST Registrant field with Yes/No radio buttons and a GST % input field (0.0).
- 7**: Create Claim button.

1. Enter the plate number and registration number associated to the claim.
2. Enter the date of loss. You can also select the appropriate date of loss by using the *Calendar* icon.
3. From the *Cause of Damage* drop down menu, select the appropriate cause for this claim.
4. In the *Windshield Only Claim?* field, select the appropriate radio button.
5. In the *Windshield Damaged Section(s)*, select the appropriate check boxes to indicate the damaged areas.

Note: The damaged sections of the windshield selected on this screen must align with the sections selected on the *Repair - Estimate Details* screen.

6. Enter the appropriate GST information.
7. Click the **Create Claim** button.

After confirming the policy info, reviewing, and accepting the terms and conditions, start an estimate for the claim.

Start Estimate

Name: GOYER, RAQUEL

Primary Phone: [] - [] - [] Alternate Phone: [] - [] - []

Email Address: []

Claim: GSE7349-1 Date of Loss: 02Jan2020 Plate: CT385C Windshield Repairable? Yes No

Customer Requested Replace Yes No

Registration Number: 11760416 VIN: KMHDU45D79U652351 Colour: Grey

Year: 2009 Make: HYUNDAI Model: ELANTRA/GT/TOURING

Estimate Date: 09Mar2020 Cause of Damage: Flying Object Glass Damaged: Windshield

PST Exempt: Yes No GST Registrant: Yes No GST %: 0.0

Odometer: []

Next Cancel

8. Enter the primary phone number for the customer.
9. Enter the email address of the customer for the purpose of the Glass Repair Program survey.
10. In the *Windshield Repairable?* field, select the appropriate radio button to indicate if the customer is requesting to replace the windshield.

Note: If the windshield is not repairable or the customer has requested to replace the windshield, GWE will guide you to complete an estimate for replacing the windshield.

11. In the *PST Exempt* field, select the appropriate radio button based on your customer's situation.
12. Enter the odometer reading.
13. Click the **Next** button.

Warning: The *Glass Damaged* field defaults to *Windshield* based on the input on the *Start New Claim* screen. An error message will display if this field has been manually changed and no longer matches the *Start New Claim* screen.



Enter Repair Estimate Details

If the damage has been determined safe and appropriate for repair, the customer may select to repair the windshield. In this case, enter the estimate details for the windshield repair.

ICBC Glass EXPRESS Facility: F107575 - GRANDCITY AUTOBODY LTD

Repair - Estimate Details

Insured: GOYER, RAQUEL Claim: GSE7349-1 Plate: CT385C

Registration Number: 11760416 VIN: KMHU45D79U652351 Colour: Grey
Year: 2009 Make: HYUNDAI Model: ELNTR

Estimate Date: 09Mar2020 Cause of Damage: Flying Object Glass Damaged: Windshield

Sections

Driver - Top	Center - Top	Passenger - Top
Driver - Middle	Center - Middle	Passenger - Middle
Driver - Bottom	Center - Bottom	Passenger - Bottom

Total Repair(s): 0

Comments

Save Cancel

1. From the drop down menus of each section, select the relevant numbers of repairs to be completed.

Note: The selections made on the *Repair - Estimate Details* screen must align with the sections selected on the *Start New Claim* screen.

2. In the *Comments* field, enter a description of the damage(s) on the windshield.
3. Click the **Save** button.



Warning: If the *Driver - Top* and/or *Driver - Bottom* section(s) are selected, a warning message will display asking you to confirm that the damage is not in the driver's critical viewing area.



Enter Replace Estimate Details

If the damage has been determined inappropriate to repair or the customer selected to replace the windshield instead of repairing it, enter the estimate details for the windshield replacement.

Similar to the *Repair – Estimate Details* screen, you can click the **Cancel** button, before clicking the **Save** button, to return to the *Terms and Conditions* screen to allow changing the estimate. If you have already clicked the **Save** button, click the **Modify Estimate** button instead.