

Rental Leasing Services

Subject:	Vehicle Incident Reports and Claims Set Up
Procedure No.	R 0101 -0210 R = Risk Tab 0101 = Section One – Procedure Number One 0210 = Month and Year Procedure Released
Distribution:	All Employees and Management
Date:	February 16, 2010
Placed on RLS Server:	February 17, 2010
Replaces Procedure:	Revisions 03-16-2007, Revision of 06/25/04
Other References:	Procedure No. F 0101-1204, Vehicle Damage Definitions and Vehicle Movement Process
Purpose	<p>To Communicate:</p> <ul style="list-style-type: none"> • Vehicle Incident Reporting (VIR) Process • Vehicle Damage Process • Claims Paperwork Process • RentWorks Claims Set Up Process • • • • • • • • • • •

Claims Processing Procedures For Branch Employees

The back side of the "New" Vehicle Incident Report (VIR)

1. Employees are to review each section of the VIR with the customer. Explain the purpose of the VIR starting with the back of the report first, continuing on to the front of the report.
2. The location employee will complete Section "C" on this side of the VIR and verbally inform the customer of the Risk Manager that will be handling the customer's claim.

IMPORTANT INFORMATION FOR OUR CUSTOMER

We regret that you have had an unfortunate experience with the rental vehicle while it was on rent to you. We sincerely hope there were no personal injuries related to this incident. Regardless of who was at fault, you must complete this report by the time you return the vehicle. Please provide us with as much information as possible, so that the claims process can be completed in a timely manner. We have prepared this guide to help you understand some of the steps involved with the insurance claims process. This process could take 2 to 4 weeks and frequently longer, to complete.

A. If you have accepted and purchased the optional (LDW) Loss Damage Waiver

Customers who have purchased the Loss Damage Waiver (LDW)

The LDW will protect you from the financial responsibility associated with the physical damage to the rental vehicle **provided that you:**

1. Complete a vehicle incident report with all the details required.
 2. Pay the rental charges in full at the time you return the vehicle.
 3. Cooperate completely with the investigation and legal defense of this incident.
 4. Have not violated any of the use restrictions listed in the rental agreement. The most common examples are unauthorized driver and/or providing false or misleading information.
 5. Have not experienced theft or encountered overhead or roof damage to the vehicle.
- If any of these above situations exist, follow part B.

B. If you have declined the Loss Damage Waiver (LDW)

Customers who did not purchase the Loss Damage Waiver (LDW)

You have agreed to return the rental vehicle in the same condition as when you received it and you have accepted the risk of financial responsibility for damages. **You should contact:**

1. Your credit card company's auto rental insurance program

In order to protect any benefits you may have, you should make a report to your credit card company immediately regardless of fault. Your credit card company requires you to file a report within a limited number of days from the date the damage occurred. Please call the credit card company imprinted on your rental agreement to determine your benefits.

American Express (800) 338-1670	Master Card (800) 622-7747	Visa (800) 847-2911
Diners Club (800) 346-3779	Discover (800) 347-2683	

2. The other vehicle insurance or responsible party insurance

If the driver of the other vehicle was at fault, you need to establish a claim for damages with the insurance company providing coverage for that vehicle. You should contact that insurance company and establish a claim. In most cases you will receive a claim number which **you should forward to the rental claims department within 48 hours.**

3. Your personal or business insurance

Regardless of who was at fault, you should file a report with your insurance company. They will provide you with a claim number. You must forward the claim number to our claims department within 48 hours. Your personal auto policy may not provide complete coverage for this incident. Consequently, you should expect to be charged for the amount of your deductible, any loss of rental revenue, and/or diminished resale value expenses. To determine your coverage, contact your insurance agent, and advise our claims department of your existing coverage.

As a courtesy to you, if the damage exceeds \$450.00 and providing there is coverage, we will accept payment on your behalf from the following relevant sources; your insurance company and/or your credit card company, or the responsible parties' insurance company.

Damage claims less than \$450.00 will be charged to you as soon as the amount of loss has been determined. Documentation will be forwarded to you so that you may seek reimbursement from any of the previously named sources.

You may expect up to five types of expenses to be associated with this incident. They are: physical damage to the vehicle, towing and storage, loss of rental revenue while the vehicle was being repaired, administrative and appraisal fees, and diminished resale value if the vehicle has sustained structural damage.

C. Should You Have Any Questions Or Comments Please Contact Us

Employee Writes the Risk Manager's Name and Telephone Number here for the Customer

Contact Name: _____

Telephone: _____

Rental Claims
c/o Risk Management Department
105 Main Street
Laurel, MD 20707

REV. 9/04

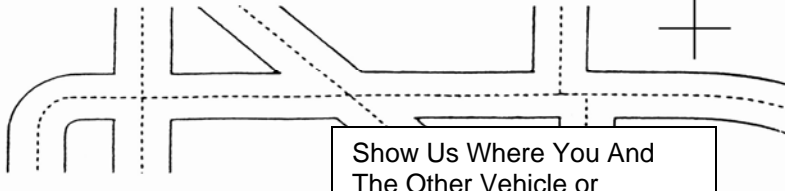
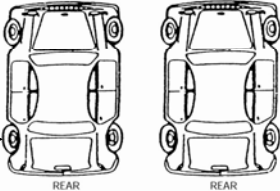
Claims Processing Procedures For Branch Employees

VEHICLE INCIDENT REPORT (PLEASE PRINT)			
Incident Information	INCIDENT INFORMATION DATE AND TIME OF INCIDENT _____ LOCATION _____ RENTAL MAKE & MODEL _____ RENTAL LICENSE PLATE, STATE _____ DESCRIBE DAMAGE _____	POLICE INFORMATION POLICE DEPARTMENT _____ OFFICER'S NAME _____ PRECINCT/STATION _____ POLICE DEPT. TEL. _____ POLICE REPORT NUMBER _____	INITIAL IF NONE Police Information
Renter Insurance Information	RENTERS INSURANCE INFORMATION INSURANCE COMPANY NAME _____ INS. TEL. _____ INS. POLICY NUMBER _____ INS. CLAIM NUMBER _____	OTHER VEHICLE DRIVER OR PROPERTY OWNER DRIVER'S NAME _____ DRIVER'S ADDRESS _____ CITY, STATE, ZIP _____ DAY TEL. _____ MOBILE TEL. _____ EVENING TEL. _____	INITIAL IF NONE The Other Driver's Information
Rental Vehicle Driver's Information	RENTAL VEHICLE DRIVER INFORMATION INITIAL IF NONE _____ DRIVER'S NAME _____ DRIVER'S ADDRESS _____ CITY, STATE, ZIP _____ DAY TEL. _____ MOBILE TEL. _____ EVENING TEL. _____	OTHER DRIVERS INSURANCE INFORMATION INITIAL IF NONE _____ INSURANCE COMPANY NAME _____ INS. TEL. _____ INS. POLICY NUMBER _____ INS. CLAIM NUMBER _____	INITIAL IF NONE Other Driver's Insurance Information
Injured Occupant's of Rental Vehicle	INJURED OCCUPANTS OF RENTAL VEHICLE INITIAL IF NONE _____ NAME & AGE _____ ADDRESS _____ NATURE OF INJURY _____	INJURED OCCUPANTS OF OTHER VEHICLE INITIAL IF NONE _____ NAME & AGE _____ ADDRESS _____ NATURE OF INJURY _____	INITIAL IF NONE Other Vehicle Injured Parties
Witness Information	WITNESS INFORMATION INITIAL IF NONE _____ WITNESS NAME _____ WITNESS ADDRESS _____ WITNESS PHONE _____	OTHER VEHICLE OR PROPERTY INFORMATION INITIAL IF NONE _____ MAKE & MODEL _____ LICENSE PLATE, STATE _____ DESCRIBE DAMAGE _____	INITIAL IF NONE Other Vehicle Information

DESCRIBE DETAILS OF THE SITUATION. ATTACH EXTRA PAGE IF ADDITIONAL SPACE IS NEEDED. INCLUDE INFORMATION ON TRAFFIC TICKETS ISSUED TO EITHER PARTY.

Tell Us What Happened Describe The Incident Here

Show Us Where Each Vehicle Has Been Damaged

<p>OF RENTAL VEHICLE "X"</p> <input type="checkbox"/> No Damage <input type="checkbox"/> Light <input type="checkbox"/> Heavy <input type="checkbox"/> Other DRIVEABLE <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>OF OTHER VEHICLE "X"</p> <input type="checkbox"/> No Damage <input type="checkbox"/> Light <input type="checkbox"/> Heavy <input type="checkbox"/> Other DRIVEABLE <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>COMPLETE THE DIAGRAM OF THE SCENE</p> <p>Indicate location of vehicles when accident occurred and direction of travel. Identify Rental Vehicle with "R" i.e. R</p> <p style="text-align: right;">Indicate points of compass (N, S, E, W)</p> 
	DATE _____ AGENT SIGNATURE _____	<p style="border: 1px solid black; padding: 5px; display: inline-block;">Show Us Where You And The Other Vehicle or Property Were Located. Use An "R" To Identify The Rental Vehicle's Position.</p>

EMPLOYEE USE ONLY (PLEASE PRINT)

RENTERS NAME _____ AGREEMENT NUMBER _____ LOCATION _____ VEHICLE NUMBER _____

DAY TEL. _____ MOBILE TEL. _____ EVENING TEL. _____ EMAIL _____

- Employee will verify that the VIR is complete, legible and understandable prior to completing the Employee Use Only section above.

Claims Processing Procedures For Branch Employees

Risk Manager

Risk Manager's Telephone Numbers

James Dorsey

Office - 240-581-1382 (For Customers)
Fax # - 240-581-1392 (For Customers)
Cell # - 240-417-8689 (Not for Customers)
Cell #'s are for employee use only.
E-Mail Address – dorseyj@rentone.com

Mike Radinsky

Office - 240-581-1388 (For Customers)
Fax # - 240-581-1392 (For Customers)
Cell # - 410-302-7922 (Not for Customers)
Cell #'s are for employee use only.
E-Mail Address – radinskym@rentone.com

Claims Processing Procedures For Branch Employees

Vehicle Incident Reporting Processing Steps

Once an Incident has been Reported:

1. Have the customer complete a Vehicle Incident Report (VIR)
2. For VIR sections that do not apply to the customer's incident, inform the customer to write their initials in the section where it states ... "**Initial if none ___.**"
3. Collect deductible of \$500.00 or whatever the customer's specific insurance deductible maybe.

Note: Customer may call his /or her insurance company to find out their specific deductible amount. Otherwise a minimum of \$500.00 is to be collected.

INSURANCE COMPANY	PHONE NUMBER
ALLSTATE	(800) 255-7828
ERIE	(800) 367-3743
FARM BUREAU	(800) 447-8323 or (800) 277-8323
FIREMAN'S FUND	(800) 347-3428
GEICO	(800) 424-6443
HARTFORD	(800) 637-5410
HENRY'S	(301) 735-8810
LIBERTY MUTUAL	(800) 241-3238
MAIF (MD AUTO INS. FUND)	(800) 492-7120
NATIONWIDE	(800) 421-3535
PROGRESSIVE	(800) 274-4499
PRUDENTIAL	(800) 437-3535
SAFCO	(800) 332-3226
STATE FARM	(888) 613-3966
TRAVELERS	(800) 252-4633
USAA	(800) 531-8222

4. Close the Rental Agreement.
5. Proceed to take pictures of the rental vehicle's damages
6. The employee taking the claim is to ensure that the Vehicle Incident Report is legible, understandable and the employee should make sure to collect glass and tow bills, etc.

Important Note: This is a stressful time for the customer and the customer's handwriting may be difficult to read. Therefore, **if necessary**, on a separate sheet of paper the **employee** should

7. Write the vehicle incident information as told in detail by the customer.
8. Ask questions so you may have a full understanding of the vehicle incident that has occurred. Having a full understanding of the incident will also help when you are entering the details into the RentWorks Claim Set Up – Notes Screen.
9. Employee is to further ensure that the Vehicle Incident Report is **completed, signed and dated by the customer**
10. Employee signs, records their agent ID# and continues to complete the *Employee Use Only* section on the Vehicle Incident Report (VIR)

***** Processing Steps continue on the next page...**

Claims Processing Procedures For Branch Employees

11. The yellow copy of the VIR is to be given to the customer
12. Employee documents (opens and saves) vehicle incident in the RentWorks Claims Entry Screen

Important Note: For every vehicle incident report taken ... there must be a matching RentWorks Claim Set Up. (see pages 5 to 19 for RentWorks Claim Set Up) For every RentWorks Claim Set Up ... there must be a matching Vehicle Incident Report (VIR).

13. Employee Faxes a copy of the Rental Agreement, (2nd carbon copy) the Vehicle Incident Report (VIR), the additional employee documentation sheet (if an additional sheet was needed), along with any glass and tow bills to their Area Manager.
14. Employee staples the location's copies of the RA, (2nd carbon copy) VIR, employee documentation sheet (if an additional sheet was needed), glass and tow bills, etc... along with the vehicle's pictures (if your store uses a camera that is non-digital) and files them in the "**new Claims accordion file**" **within the correct month's slot**. The documents will remain in the location's Claim file until January of the following year. The pictures maybe requested by the Risk Manager during the year. The location will be notified where to send the entire accordion Claim file in January.
15. Employee contacts the Area Manager for the vehicle's Body Shop Assignment
16. Employee *changes the status* of the vehicle to **BRV** (= Body Repair Vendor) in RentWorks.
17. Location gets the vehicle to the body shop or calls for a pick up on the *same day* the claim is received.
18. Employees must monitor daily their location's **Idle Status Report** for any vehicles needing to be picked up from the body shops. Promptly, pick the vehicles up and **in RentWorks change the vehicles to the appropriate status and location codes** (Example: NPFR = Not Prep'd For Rent status and your location code) Vehicles returning from a body shop should be cleaned and vacuumed before renting. Change the vehicle's status to Available only after the vehicle has been cleaned.

Claims Processing Procedures For Branch Employees

What Happens Next to the Vehicle ...

1. After the employee has received the vehicle's Body Shop assignment from the AM and has delivered the vehicle to the Body Shop or called for a pick up of the vehicle (vehicle delivery is to be the same day the employee processes the Claim's documentation) ...The Body Shop will fax a copy of the vehicle estimate to Risk Management
2. The assigned Risk Manager will issue a start or stop work order
3. If a start work order is issued ...the Risk Manger will enter the District Number, Repair Cost and the Estimated Time of Completion Date in the *Vehicle's Fleet* folder's *Service* tab under the *Warranty Terms* section in RentWorks
4. If a stop work order is issued ...the Risk Manger will enter the District Number and the appropriate Stop Work Order Code in the *Vehicle's Fleet* folder's *Service* tab under the *Warranty Terms* section in RentWorks

What Happens Next to the Claim I Set Up In RentWorks ...

1. Your Area Manager (AM) will review the Vehicle Incident Report (VIR), Rental Agreement (RA) and the additional employee documentation sheet (if an additional sheet was needed) that you previously faxed.
2. The Area Manager (AM) will verify that your claim documentation is thorough and that you have a matching Claims Entry Set Up screen in RentWorks
3. After reviewing the incident, the AM will reassign the claim from its Pending status to one of the following:
 - Assign to AM
 - Assign to Claims, or
 - Closed
4. Claims with an *Assign to AM* status ... the AM will take the necessary steps to bring the claim to a successful close
5. The location will be involved in claims the AM statuses *Assign to Claims*. The original Claim's documentation in the location's Claims accordion file, i.e.... Rental Agreement (RA 2nd carbon copy), the Vehicle Incident Report (VIR), the additional employee documentation sheet (if an additional sheet was needed) along with any glass and tow bills will be requested to be faxed to the location's Risk Manager.
6. After the location employee has faxed the claim's documents to their location's Risk Manager, they are to re-file the documents in the Claims accordion file within the correct month's slot. The documents will remain in the location's Claims file until January of the following year. The location will be notified on where to send the entire accordion Claims file in January.
7. The location will send the Claim's photographs (with the claim number written on the back of each photograph) to the location's Risk Manager in the appropriate courier envelope
8. If the AM statuses the claim *Closed*, the location will still maintain its original Claim's documentation properly filed in the *Claims* accordion file until the entire folder is requested in January.

Claims Processing Procedures For Branch Employees

RentWorks Claims Processing

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Claims Processing Procedures For Branch Employees

Overview













The Claims Management Process


Many unanticipated situations can happen when customers rent a vehicle. Such situations can also occur when our vehicles are being prepped, transported or during any other company business use. When vehicle incidents happen we need an easy, thorough and quick way to record and document the facts of the event. The Claims Entry screen in RentWorks is used to record the facts of all vehicle incidents.

The Claims Entry screen is set up for employees to record the initial incident information at the time the occurrence is reported. Once the information is saved the system will create a pending claim record. This pending claim record starts the Claims Management process.

The Claims Management process is an automated way of tracking and successfully managing vehicle incident claims from beginning to end. However, the process cannot successfully be managed, tracked and closed without the thorough and accurate completion of the initial Claims Entry screens.

Claims Processing Procedures For Branch Employees

Claims Entry Screen Icons	
Icon	Function
	Go to the first record.
	Previous
	Next
	Go to the last record.
	Lookup a record.
	Add a new record.
	Clone or copy the current record.
	Change the current record.
	Cancel or undo any changes you have just made.
	Save the changes you have just made.
	Delete the current record.
	Exit RentWorks
<i>FIELDS</i>	Where you type in information. We will call the spaces “fields” in the procedures.

Pull Down Arrow Menu / Boxes	Action To Take ...
Check Boxes <input checked="" type="checkbox"/>	Check boxes are used when multiple choices can be made. To select or remove the indicator in a check box ... tab to the desired box and Click on the box with the mouse or tab to the box and press Enter or the Space bar.
Combo Box/Pull-Down Arrow Menu 	Combo boxes are used to make a selection from a pre-set list. Click on the drop-down arrow to view your choices. Use the arrow keys on your keyboard to highlight the desired code and press Enter. Or, you can Click on your selection with the mouse. You may also type in the first letter of the desired code to alphabetically list all the codes beginning with that letter.

Claims Processing Procedures For Branch Employees

RentWorks Claims Processing

Getting To The Claims Entry Screen:

The Claims Entry screen is accessed through the RentWorks Main Menu.

- Click on the Claims folder under the RentWorks file folders on the left side of the Main Menu.

The screenshot shows the 'Rental and Leasing Services' application window for user 'PAT BOWIE'. The left-hand navigation pane shows a tree view under 'RentWorks' with folders for Front Counter, File, Admin, Fleet, Marketing, Counter, Inquiries, Reports, Mail, Claims, Time Clock, KCI, and Help. An arrow points to the 'Claims' folder. The right-hand pane displays a 'Company Message' with closing and opening procedures. Below the message is a data table with columns for various metrics and rows for 'Prep'd', 'Un Prep'd', 'Reserved', 'VIP Res', 'Due Back', and 'Balance'. A status bar at the bottom indicates 'You have mail.'

LR	Total	CC	IC	SE	F6	LC	HI	HL	H2	EC	EI	CS	EF	IF	SF	FF	MV	FV	PU	CT	14	24
Prep'd	38	0	2	1	0	0	2	1	2	0	0	0	2	0	2	1	2	5	0	1	12	5
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reserved	12	2	1	1	1	0	1	0	0	0	0	0	1	0	1	1	3	0	0	0	0	0
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Due Back	9	2	1	1	0	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	1
Balance	35	0	2	1	1	0	2	1	3	0	0	0	2	0	1	1	1	5	0	1	12	6

Claims Processing Procedures For Branch Employees

Notice the Claims Entry folder to the right of the Main Menu.

To access the Claims Entry Screen


- Click on Claims Entry

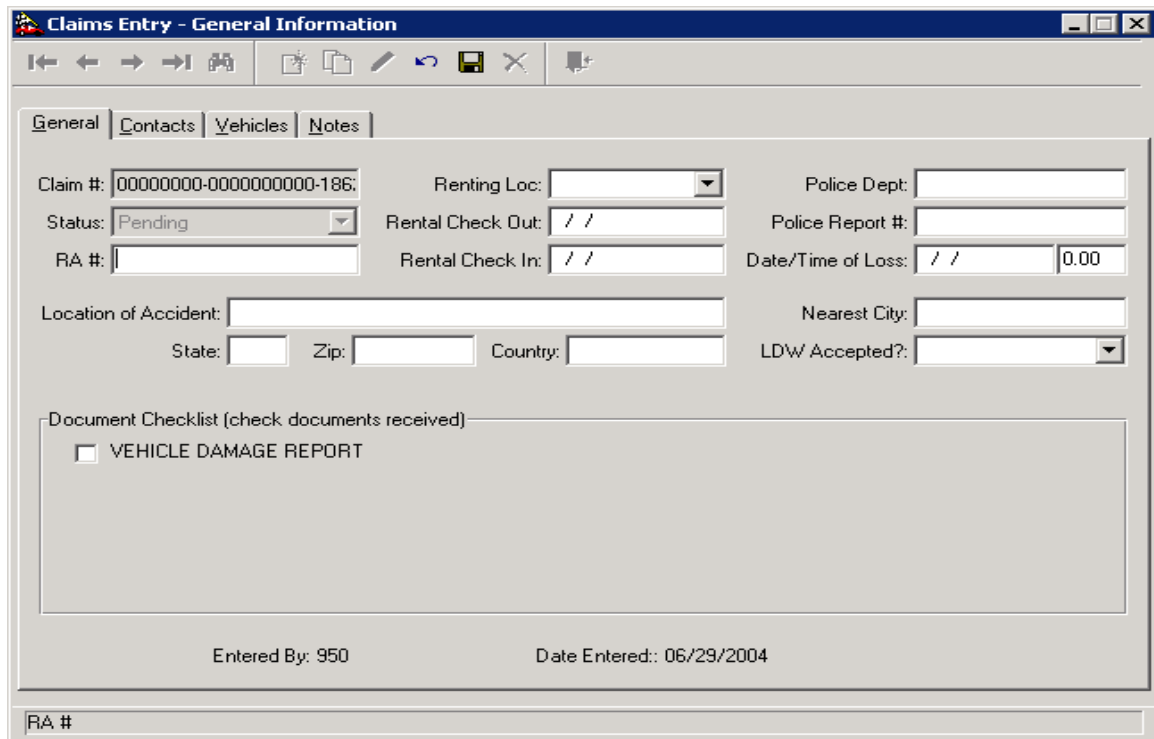
LR	Total	CVFK	CRCA	CTCJ	HMCJ	SVFK	SRCA	STCJ	SYCJ	SFCA	SPMA	SUMI	SUMM	SLMI	RYCJ	RPCA	RUC
Prep'd	215	22	7	30	15	1	5	25	2	3	3	1	3	5	3	1	
Un Prep'd	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Reserved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
VIP Res	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Due Back	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Balance	215	22	7	30	15	1	5	25	2	3	3	1	3	5	3	1	

Claims Processing Procedures For Branch Employees

The Claims Entry – General Information Screen has four screen Tabs:

- General
- Contacts
- Vehicles
- Notes

Important Note: Once you fill in information on a screen's tab, you must click on the save icon  before proceeding to any other tab.




To add a new Vehicle Incident Claim

- Click on the **Add A New Record Icon** - 
- Fill in the Fields with the information requested

Note: The fields to be completed will be white. Field boxes that are grey do not require the input of information. If you need assistance completing fields on the Claims Entry - General Information Screen, feel free to use the General Information Screen Field Descriptions guide on pages 14 & 15. The guide will let you know what information is to be placed within each field.

Once you have completed filling in the fields on the General Information Screen

- Click on the **Save Icon**  before moving on to the next screen tab, which will be the Contacts Screen.

Claims Processing Procedures For Branch Employees

Claims Entry - General Information Screen Field Descriptions

Field	Description
Claim #	<p>This will automatically be assigned by the system once a claim has been added. It is comprised of three parts, the unit number of the rental vehicle, the date of loss and the transaction number. The unit number and date of loss will be added to the claim number as they are added to the claim.</p>
Status	<p>When claims are entered using this screen, they are all given the initial status of <i>Pending</i>. The pending status allows your Area Manager and the Risk Management Department to easily identify new claims that have been entered. Once identified, the status will be changed to an open (or equivalent) status by your Area Manager.</p>
RA#	<p>Enter the Rental Agreement number with which the claim is associated. Upon entering the RA#, the following question appears: <i>“Do you wish to automatically load Renter and Unit information?”</i> When you select Yes, the following screen displays:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; margin: 0;">Load Claim Information x</p> <p style="text-align: center; font-size: small; margin: 5px 0;">The system can automatically load the renter information and the rental unit information into the claim record. Uncheck either of the boxes below if you do not want to do load a particular record or choose Cancel to quit.</p> <p style="margin: 5px 0;">RA Number:</p> <p style="margin: 5px 0;">Renter:</p> <p style="margin: 5px 0;">Product: Vehicles</p> <p style="margin: 5px 0;">Unit #: 1005</p> <p style="margin: 5px 0;"><input checked="" type="checkbox"/> Load Renter</p> <p style="margin: 5px 0;"><input checked="" type="checkbox"/> Load Unit</p> <p style="text-align: center; margin: 10px 0;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </p> </div> <p>Uncheck either of the boxes if you <u>do not</u> want to load a particular record then Click on OK, or Click on Cancel to quit.</p> <p><i>Important Note: Always check Yes whenever a RA is associated with the claim.</i></p>

Claims Processing Procedures For Branch Employees

Field	Description
Renting Location	Use the drop down arrow to select the correct renting location.
Rental Check Out	The date the rental contract was opened.
Rental Check In	The date the rental contract was closed.
Police Department	Which neighborhood Police Department took the report or responded to the vehicle incident? Enter the name of the Police Department involved with the claim.
Police Report #	The police report number from the police report.
Date/Time of Loss	Date and time of the vehicle incident.
Location of Accident	Location where the vehicle incident happened.
Nearest City	The nearest city to where the vehicle incident happened.
State	State where the vehicle incident happened
Zip Code	Zip Code where the vehicle incident happened.
Country	Country where the vehicle incident happened.
LDW Accepted?	Select if the renter accepted LDW.
Document Checklist	<p>All of the Documents previously defined in Claims Setup by the Risk Management Department will appear on this list.</p> <p>Collect the documents requested and Click the box next to the name of the documents you have collected. The checked boxes will let your Area Manager and the Risk Management Department know what documentation to look for with the new Pending Claim.</p>

Claims Processing Procedures For Branch Employees

Claims Entry - Contacts Screen

The second screen to be completed will be the Contacts Screen.

- Click on the Contacts Tab to get to the Contacts Screen.

This screen is used to list all of the contacts that have anything to do with the vehicle incident being reported. If a rental contract customer was involved in the vehicle incident and you Clicked **Yes** on the General Screen to bring in the RA and Unit#, the renter and unit (vehicle) information will automatically show on the Contacts Screen.

Claims Entry - Contacts

General Contacts Vehicles Notes

Claim #: 00000000-0000000000-1862 Unit #: Renter:

Type: E-Mail:

First Name: Last Name:

Address: City:

State: Zip: DL #:


Home Phone: [] - Fax: [] - Ins Co:

Work Phone: [] - Policy #:

Reporting Contact Injured


What is this contact's relationship to the claim?

To add another contact to this vehicle incident claim...

- Click on the **Add A New Record Icon** - 
- Fill in the Fields with the information requested

Note: If you need assistance completing the fields on the Claims Entry - Contacts Screen, feel free to use the Contacts Screen Field Descriptions guide on pages 17, 18 and 19. The guide lets you know what information is to be placed within each field.

Once you have completed filling in the fields on the Contacts Screen

- Click on the **Save Icon**  before moving on to the next screen, which will be the Vehicles Screen.

Claims Processing Procedures For Branch Employees

Claims Entry – Contacts Screen Field Descriptions	
Field	Description
Type	Using the drop down arrow select the type of Contact you are adding. Choices are: <ol style="list-style-type: none"> 1. Renter 2. Third Party 3. Additional Driver 4. Unauthorized Driver 5. Adjuster 6. Agent 7. Shop Contact
E-Mail	Enter the e-mail address of this contact.
First Name	The first name of the contact that has something to do with the vehicle incident claim.
Last Name	The last name of the contact that has something to do with the vehicle incident claim.
Address	The address where the contact lives.
City	The city where the contact lives.
State	The state where the contact lives.
Zip	The zip code to where the contact lives.
DL #	The contact's drivers license number.
Home Phone	The contact's home phone number.

Claims Processing Procedures For Branch Employees

Claims Entry – Contacts Screen Field Descriptions	
Field	Description
Work Phone	The contact's work telephone number.
Fax	The contact's fax number.
Insurance Company	The contact's insurance company name.
Policy	The contact's insurance company's policy number.
Reporting Contact	Check if this contact was the one who reported the claim.
Injured	Check if this contact was injured.

Claims Processing Procedures For Branch Employees

Claims Entry - Vehicles Screen

The third screen to be completed will be the Vehicles Screen.

- Click on the Vehicles Tab to get to the Vehicles Screen.

This screen is used to list the vehicles involved in the vehicle incident claim being reported. If a rental contract was involved in the vehicle incident and you had Clicked **Yes** on the General Screen to bring in the RA and Unit#, the Unit (vehicle) information will automatically show on the Vehicles Screen.

Claims Entry - Vehicles

General Contacts Vehicles Notes

Claim #: 00000000-0000000000-1862 Unit #: Renter:

Driver: [Dropdown]

Product: [Dropdown] Unit #: [Text Box]

Odom: 0 VIN #: [Text Box]

Lic #: [Text Box] Lic. St.: [Text Box]

Year: 0 Make: [Text Box]

Model: [Text Box] Color: [Text Box]


Driver's name

To add another Vehicle to this vehicle incident claim...

- Click on the **Add A New Record Icon** 
- Fill in the Fields with the information requested

Note: If you need assistance completing the fields on the Claims Entry - Vehicles Screen, feel free to use the Vehicles Screen Field Descriptions guide on page 21. The guide lets you know what information is to be placed within each field.

Once you have completed filling in the fields on the Vehicles Screen

- Click on the **Save Icon**  before moving on to the next screen, which will be the Notes Screen.

Claims Processing Procedures For Branch Employees

Claims Entry – Vehicle Screen Field Descriptions

Field	Description
Driver	The driver of this vehicle. If you are adding a vehicle, use the pull-down menu to associate a previously entered Contact record with this vehicle.
Product	<p>If the vehicle is in your fleet, select <i>Vehicles</i>. Otherwise, select <i>N/A</i>.</p> <ul style="list-style-type: none"> • For every vehicle that is not apart of our fleet, you will select N/A and complete the screen without having to fill in a Unit# • A vehicle contact person should be prepared first on the Contacts tab to match any vehicle that does not belong to our fleet.
Unit #	If the vehicle is in your fleet, enter the Unit Number, and all of the vehicle information will appear automatically.
Odometer	Enter the Odometer reading (mileage) of this vehicle.
VIN #	Enter the VIN (Vehicle Identification number) of this vehicle.
Lic #	Enter the License (Tag) number of this vehicle.
Lic St	Enter the state of the license number of this vehicle.
Year	Enter the model year of this vehicle.
Make	Enter the maker of this vehicle.
Model	Enter the model name of this vehicle.
Color	Enter the color of this vehicle.

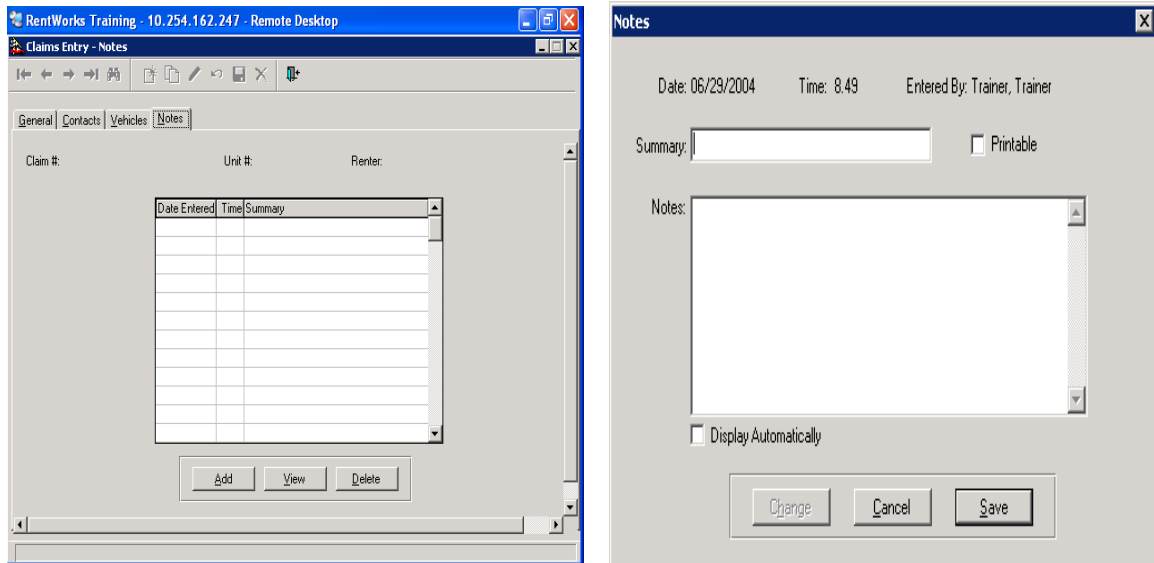
Claims Processing Procedures For Branch Employees

Claims Entry - Notes Screen

The fourth and final screen to be completed will be the Notes Screen.

- Click on the Notes Tab to get to the Notes Screen.

This screen is used to document as much information as possible concerning the vehicle incident claim being reported. If a rental contract customer was involved in the vehicle incident and you had Clicked **Yes** on the General Screen to bring in the RA and Unit#, the Unit (vehicle) and Renter Information will automatically show on the top of the Notes Screen where indicated.



To add a Note to this vehicle incident claim ...

- Click on the **Add Button** at the bottom of the notes screen
- In the Summary field type in a brief description of the vehicle incident
- In the Notes field **describe the vehicle damage first**, then continue to record **all** of the information known about the vehicle incident
- Check the **Printable** Box
- Check the **Display Automatically** Box
- Click on the Save Button

Note: If you need assistance completing the fields on the Claims Entry - Notes Screen, feel free to use the Notes Screen Field Descriptions guide on page 23. The guide lets you know what information is to be placed within each field.

Once you have completed filling in the fields on the Notes Screen

- Click on the **Exit Icon**  to exit and return to the RentWorks Main Menu

The RentWorks Clams Set Up is now complete.

Claims Processing Procedures For Branch Employees

Claims Entry - Notes Screen Field Descriptions

Field	Description
Date Entered	The Date this vehicle incident note was added.
Time	The Time this vehicle incident note was added.
Summary	A description of the vehicle incident.
Add Button	To Add a <i>new</i> vehicle incident note.
View Button	To view or read the full summary of the vehicle incident note.
Delete Button	To delete the vehicle incident note.