



Ando Portal – View Motor Claims Training Guide

Track your motor claims status quickly and easily via the Ando Portal.

1. How to track your motor claims

- 1.1. To track the status of your motor claims, hover over 'View Claims' on the Home page navigation bar and select 'View Motor Claims' in the drop down.

The screenshot shows the Ando Portal interface. At the top, there is a navigation bar with 'Home', 'Quote', 'View Claims', and 'Search' options. A red box highlights the 'View Claims' menu item, which has a dropdown menu open showing 'View Motor Claims'. A red circle with the number '1.1' is placed over the 'View Claims' menu item. Below the navigation bar, there are statistics for 'Quotes' (95), 'Referrals' (11), and 'Renewals' (14). The 'Active Quotes' section is highlighted in yellow and contains a table of quotes.

Quote No.	Name	Details	Type	Date Created
PER-Q0010031	Mr TestRicit Automation	Vehicle	QUOTE	05/03/2019
PER-Q0010030	Mr TestRicit Automation	Vehicle	QUOTE	05/03/2019
PER-Q0010029	Mr TestRicit Automation	Vehicle	QUOTE	05/03/2019
PER-Q0010028	Mr TestRicit Automation	Vehicle	QUOTE	05/03/2019
PER-Q0010019	Mr TestPndwx Automation	Vehicle	QUOTE	04/03/2019
PER-Q0010016	Mr TestZufpi Automation	House, Vehicle	QUOTE	04/03/2019
PER-Q0010015	Mr TestGqrdg Automation	Vehicle	QUOTE	04/03/2019
PER-Q0010014	Mr TestPepck Automation	Vehicle	QUOTE	04/03/2019
PER-Q0010013	Mr TestByqoy Automation	Vehicle	QUOTE	04/03/2019
PER-Q0010012	Mr TestFlbxc Automation	Vehicle	QUOTE	04/03/2019

- 1.2. This will connect to Hello Claims by opening a new browser tab.

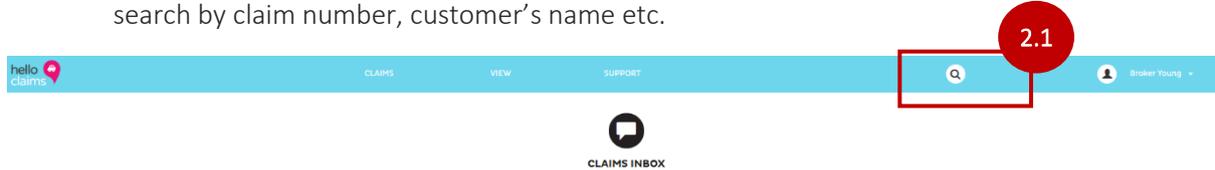
Note: Please disable any 'pop-up blockers' on this site to enable the new tab to load.

Connecting to Hello Claims ...

2. How to search for an existing claim

When the 'Hello Claims – Claims Inbox' page has loaded, the easiest way to find a specific claim is to either:

- 2.1. Search for the claim using the search functionality in the top navigation bar e.g. you can search by claim number, customer's name etc.



- 2.2. You can also search by scrolling through the Job Summary tables. When you've found the claim you want to track, select it by clicking on the row.

2.2

Digital, Live and On Road Assessments												
Assessment Type	Claim No.	Job No.	Date Claim Received	Claimant	Vehicle	Rego	Client	Approval	Assessor	Broker	Status	Follow Up Date
Digital Car Assessment	COM-XXXXXXXX	JOBXXXXXX	05/02/2019	Frances Frog	2010 Mazda Axeta	ABC853	Ando Insurance Group Limited	\$4,642.07	Joe Bloggs	Broker Group	Assessed And Approved	03/03/2019
Digital Car Assessment	COM-XXXXXXXX	JOBXXXXXX	05/02/2019	Frances Frog	2010 Nissan Tiida	ABC456	Ando Insurance Group Limited	\$2,400.76	Joe Bloggs	Broker Group	Assessed And Approved	03/03/2019
Digital Car Assessment	COM-XXXXXXXX	JOBXXXXXX	05/02/2019	Frances Frog	2006 Honda Fit	ABC235	Ando Insurance Group Limited	\$1,692.45	Joe Bloggs	Broker Group	Assessed And Approved	03/03/2019

Glass Claims												
Assessment Type	Claim No.	Job No.	Date Claim Received	Claimant	Vehicle	Rego	Client	Approval	Assessor	Broker	Status	Follow Up Date
Glass Claim	COM-XXXXXXXX	JOBXXXXXX	25/02/2019	Jane Doe Limited	2015 HOLDEN COLORADO	ABC123	Ando Insurance Group Limited	Assess Without Prejudice		Broker Group Ltd -	Assessor Not Allocated	25/02/2019

END OF CURRENT ACTIVE / VALID JOBS

- 2.3. This will open the 'View Claim' page with a detailed view of that claim.

2.3

CAR

Own Vehicle Assessment
Repairable
2011 Mazda
ABC123
DOL: 20 January 2019

INSURER

Name: Sam Sample
Phone: motorclaims@ando.co.nz
Email: motorclaims@ando.co.nz

Claim No: COM-XXXXXXXX
Excess: \$400.00
Assess and Authorize

Approval Instructions:
Email: sam.sample@ando.co.nz
Date: 05 February 2019
Time: 11:17 AM

CUSTOMER

Name: Frances Frog
Address: 123 Sample St, Auckland, Auckland, 1010, New Ze...
Phone: 021123456
Email: frances.frog@email.com

BROKER

Company: Broker Group Ltd - Auckland
Email: brokeryoung@brokergroup.com
Phone: Not provided
Name: Broker Young
User: Active

ASSESSOR

Name: Joe Bloggs
Phone: 09 456 1234

Company: Hello Claims
Email: joebloggs@helloclaims.co.nz
Status: Accepted

DIGITAL CAR ASSESSMENT

JOB NO: JOBXXXXXX

PANEL & PAINT

Phone: 090090009
Email: auckland@panelpaint.co.nz

INVOICE: [DOWNLOAD INVOICE PDF](#)

Start Date: 05/02/2019
Completion Date: 17/02/2019
Repair Cost Incl Tax: \$1,207.50
Less Excess: \$400.00
Repair Cost, after excess: \$807.50

CLAIM INFO

CLIENT RULES

CLAIM NOTE

MESSAGE CENTRE

REMINDERS

Job Status: Assessment Completed | Follow Up: 03/03/2019 | Next Steps: ?

3. View Claim page

This page provides detailed information under the following sections: Car, Insurer, Customer, Broker, Assessor and Job Status. Here's some key information you will find on this page:

- 3.1. **Assessor's repair costs/invoice** – this section details the repair costs including the excess applied. When the invoice is received from the Assessor, a PDF copy will be available to download.
- 3.2. **Own Vehicle Assessment** – this shows if the vehicle is Repairable or a Total Loss.
- 3.3. **Insurer** – this shows who is handling the claim at Ando.
- 3.4. **Excess** – check here for the claim Excess.
- 3.5. *Note: This section is only accessible by our team, so you won't be able to select these links.*
- 3.6. **Job Status** – this timeline shows you the status of the claim.
- 3.7. **Follow Up** – this shows our follow up date for the current step in the timeline.

The screenshot shows the 'View Claim' page with the following callouts:

- 3.1**: Points to the 'INVOICE' section in the Assessor panel, which includes a 'DOWNLOAD INVOICE PDF' button and a table of costs:

Start Date:	05/02/2019
Completion Date:	17/02/2019
Repair Cost Incl Tax:	\$1,207.50
Less Excess:	\$400.00
Repair Cost, after excess:	\$807.50
- 3.2**: Points to the 'Own Vehicle Assessment' section in the Car panel, showing 'Repairable' and '2011 Mazda'.
- 3.3**: Points to the 'INSURER' panel, showing the Ando logo and contact details for Sam Sample.
- 3.4**: Points to the 'Excess' field in the Insurer panel, showing '\$400.00'.
- 3.5**: Points to the navigation bar containing 'CLAIM INFO', 'CLIENT RULES', 'CLAIM NOTE', 'MESSAGE CENTRE', and 'REMINDERS'.
- 3.6**: Points to the 'Job Status' timeline, which shows a sequence of steps from 'CLAIM SUBMITTED' to 'CLAIM CLOSED'.
- 3.7**: Points to the 'Follow Up' date in the Job Status section, which is '03/03/2019'.

IMPORTANT: Please do not use the listed functions below.

- 3.8. Update 'My Profile'.
- 3.9. Change Broker user using the 'Change' button.

The screenshot shows the 'View Claim' page with the following callouts:

- 3.8**: Points to the user profile dropdown menu in the top right corner, which includes options for 'My Profile', 'Support', and 'Log Out'.
- 3.9**: Points to the 'CHANGE' button in the Broker panel, which is used to update the broker user.

4. Hello Claims – Claims Inbox

The 'Claims Inbox' page provides a dashboard summary of all the claims for your office.

Here's some helpful features:

- 4.1 **Traffic lights** – this shows you and our claims team an overview of how your office's claims are tracking based on assessment type:
Green = on track Amber = coming up for action Red = overdue action
- 4.2 **Filters** – this section allows you to refine the dashboard summary view by applying various filters.
- 4.3 **Job Summary** – all motor claims for your office will appear in this section. They will appear in separate tables based on what 'Assessment Type' they are classified as.

The screenshot shows the 'CLAIMS INBOX' dashboard. At the top, there are three traffic light indicators: 'Digital, Live and On Road Assessments' (12 Green, 2 Amber, 2 Red), 'Glass Claims' (4 Green, 0 Amber, 0 Red), and 'No Assessment Claims' (0 Green, 5 Amber, 0 Red). Below these are filter controls for States, Shops, Assessors, Claim Handlers, and Brokers. There are also dropdowns for 'Select Assessment Type' (6 of 8 selected) and 'Select Status' (15 of 19 selected), along with 'Date Claim Received' fields and 'APPLY FILTERS' and 'CLEAR FILTERS' buttons. The main content area contains two tables: 'Digital, Live and On Road Assessments' and 'Glass Claims'. The first table has 13 columns: Assessment Type, Claim No., Job No., Date Claim Received, Claimant, Vehicle, Rego, Client, Approval, Assessor, Broker, Status, and Follow Up Date. The second table has the same columns. At the bottom, it says 'END OF CURRENT ACTIVE / VALID JOBS'.

- 4.4 As each claim is loaded by Assessment Type, you can use the 'Select Assessment Type' filter to refine your search.

Note: If the Assessment Type is highlighted pink in the drop down, then it is selected. If it is not highlighted pink, then it will not display in the Job Summary tables.

This close-up shows the 'Select Assessment Type' dropdown menu. The menu is open, showing a list of assessment types: Smart Assessment, Digital Car Assessment (highlighted in pink), Live Assessment, On Road Physical Inspection, Digital Assessment, Glass Claim, No Assessment, and Client Custom Assessment Type. The '6 of 8 selected' text is visible above the dropdown. Below the dropdown, a portion of the table from the previous screenshot is visible, showing a claim with 'Date Claim Received' 05/02/2019, 'Claimant' Frances Frog, 'Vehicle' 2010 Mazda Axela, 'Rego' ABC853, 'Client' Ando Insurance Group Limited, 'Approval' \$4,642.07, 'Assessor' Joe Bloggs, 'Broker' Broker Group Ltd -, 'Status' Assessed And Approved, and 'Follow Up Date' 03/03/2019.

5. Repairs complete notification update

You will also receive the total repair cost (including the excess applied) on your 'Repairs completed' notification – meaning one less email.



Hi,

Repairs have been completed for the following claim.

Our Reference:	HC00000
Claim Reference:	PER-C9000000
Insured:	Frances Frog
Vehicle:	2007 Mitsubishi Outlander
Registration:	GZF560
Repair Cost:	\$1,207.50
Less Excess:	\$400.00
Repair cost, after excess:	\$807.50

The repairer has submitted a Repair Invoice, and shall contact your customer to collect the vehicle.

If you have any questions regarding the claim, please do not hesitate to contact our office on

Ando claims team
p 0800 567 333
e motorclaims@ando.co.nz

Questions?

If you have any questions about our motor claims tracking feature, please contact our **Personal Lines Underwriting team** on **09 377 1432** and **select option 2**.

Query about a specific claim? Please contact the **Claims team** on **0800 567 333** or email **claims@ando.co.nz**

If anyone else in your office needs access to the Ando Portal to track claims, please [click here](#) and we'll look after you.