| Claims and Safety User Guide |                              |  |
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|                              | Claims and Safety User Guide |  |
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Special Note: Check with NTD for the latest changes or updates. The information contained herein, is subject to change without notice, and may not be reflected in this On-Line Help File.

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#### **Product Description**

Fleet-Net's Claims and Safety module is a stand alone module designed to maintain information on accidents and/or incidents reported as well as data pertinent to safe driving. The data can be compiled for standard NTD reporting. The module records claims, settlement history on lawsuits, attorney costs and claimant payments. It also provides the ability to insert objects, pictures or documents related to the specific cases for future reference. Fleet-Net provides standard reporting of accident data, settlement history and complete report history. The ability to run an inquiry on any accident or incident is provided. Finally, a safe driving award list is maintained in the Claims and Safety module.

#### Claims and Safety User Guide

#### **About This Guide**

This guide contains standard cycles and checklists for operation and a description of each feature released with the module. The module description provides the intended application or use of the module and any comments that relate to this specific module.

The standard cycles are to be used when operating the software to ensure that all necessary steps are being taken in the correct order, i.e., Daily Service Cycle and the Monthly Service Cycle.

As with all Fleet-Net® for Windows modules, the module must first be installed as directed in the System Administrator Guide.

To correctly exit a form, or exit out of Fleet-Net® completely click on the

Fleet-Net<sup>®</sup> Icon always located in the upper right of every form.

When the binoculars search function is not

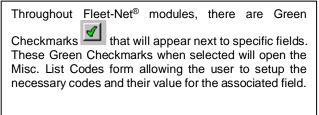
available, nor a drop down list, select 'Ctrl F' as a

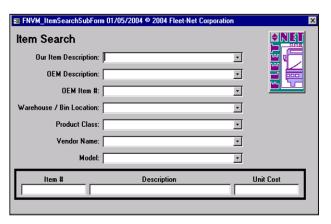
search tool. When using the button to search the following sample form will open up. Use any of the search item criteria down to find your item select it and it will populate at the bottom of this form. To populate the previous form with the selected item simply hover over the item # and double click it. Close the search form.

The clock button allows for changing the time entry.

The calendar button allows for quick selection of a specific date via a calendar.

The calculator button allows for quick simple calculations on the fly. It opens up your systems calculator.











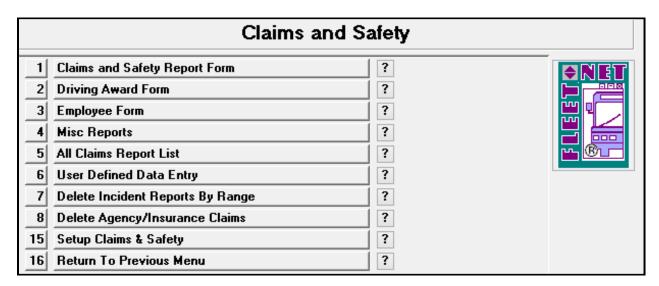
Claims and Safety User Guide

#### **Claims and Safety Implementation**

It is understood that the Systems Administration Guide had been followed completely and that all other modules are working prior to the Claims and Safety installation.

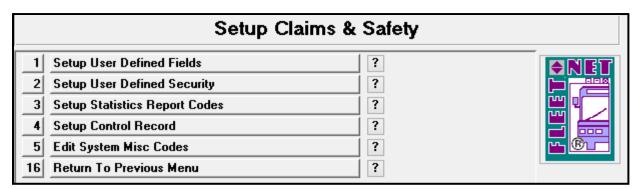
As with all Fleet-Net<sup>®</sup> for Windows modules, the module must first be installed as directed in the System Administration Guide. Briefly, this includes (1) copying the data files, program files, server database, and the client master database, (2) running the configuration program, (3) copying the client master for individual use.

### Claims & Safety



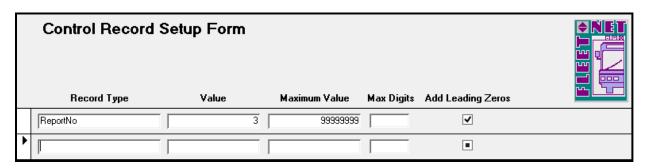
## **Setup Claims & Safety**

Upon completion of the Claims and Safety Implementation, Control Records and Miscellaneous Codes applicable to Claims and Safety must be set up.



#### **Control Record Setup**

This feature is used to track the *Report Number* that will be automatically generated in the **Claims and Safety Report** Form.



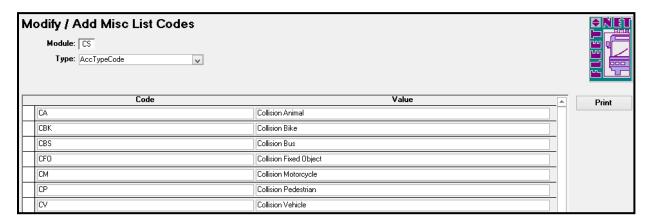
| Field             | Description  |
|-------------------|--|
|                   |  |
| Record Type       | This field is case sensitive and must be entered as ReportNo   |
| Value             | This is the last report number used. In the example above, the next report number that will be generated will be <b>6.</b> The report number size limit can be <b>12</b> characters either alpha or numeric  |
| Value             | 12 orial actors clarer alpha of Hameric  |
| Maximum Value     | Maximum number of reports.   |
|                   | Check if you want the system to add leading zeros to the report number. The field will hold 12 characters so in the example above, if <i>Add Leading Zeros</i> is checked the report number that would be assigned would be 00000004. For ease of sorting, Fleet-Net recommends that you add |
| Add Leading Zeros | leading zeros.   |

#### **Edit Miscellaneous Codes List**

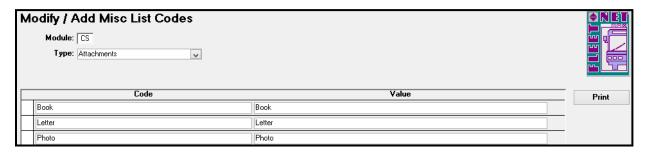
This is the main section for setting up CS codes that will be used throughout the CS application. **Type** defines each code that is utilized in the CS application. The FNW CS database comes with the different Types of miscellaneous codes needed for CS. Codes can be added by first selecting the Type and then completing the first blank line with the applicable data.

The PRINT button will print a listing of all Miscellaneous Codes. The report will display the TYPE, CODE and VALUE.

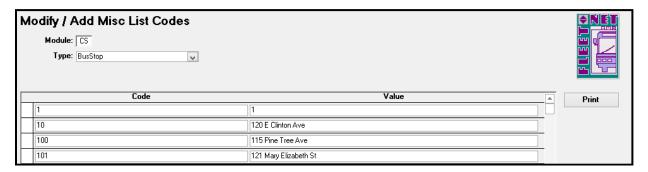
AccTypeCode: (User Defined) - Types of accidents



Attachments: (User Defined) - List of the types of attachments

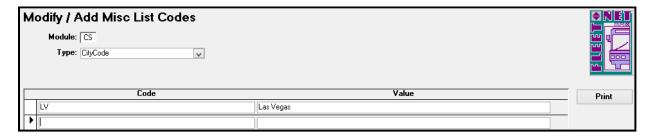


BusStop: (User Defined): List Bus Stops

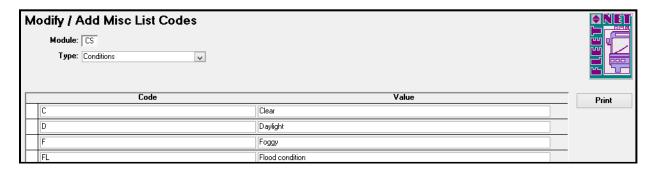


#### Claims and Safety User Guide

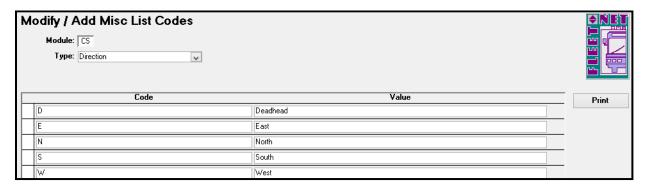
CityCode: (User Defined) - If the transit supports one or more cities each city should be entered here



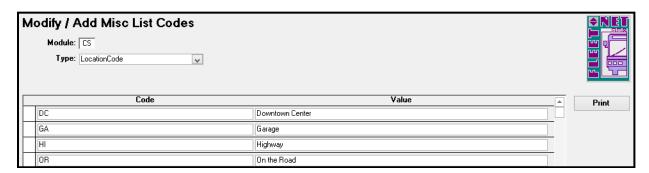
Conditions: (User Defined) - List of the types of road and/or weather conditions at the time of the accident/incident (20)

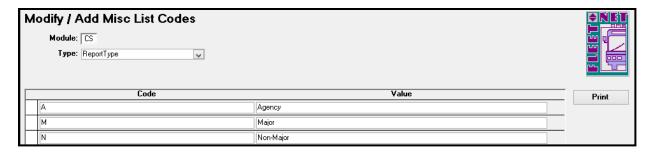


Direction: (User Defined) - List of the direction the bus was traveling at the time of the accident/incident

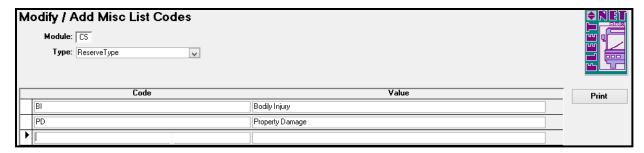


LocationCode: (User Defined) - List of the location of the accident/incident. This is not the street address but a general area

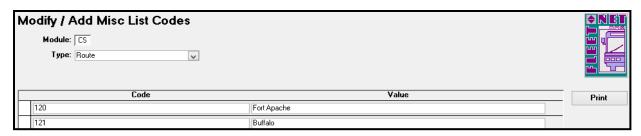




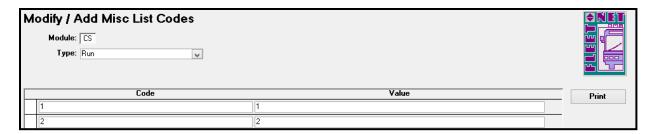
ReserveType: (User Defined) - Code to indicate reserves set for this incident/accident



Route: (User Defined) - All Route numbers should be listed here

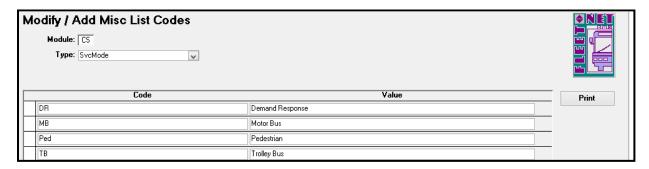


Run: (User Defined) - List of all Run Numbers.

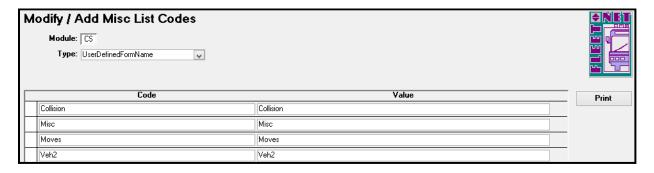


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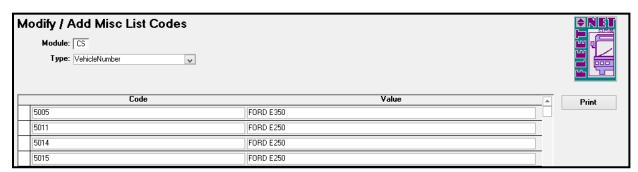
SvcMode: (User Defined) - Codes for the modes of service



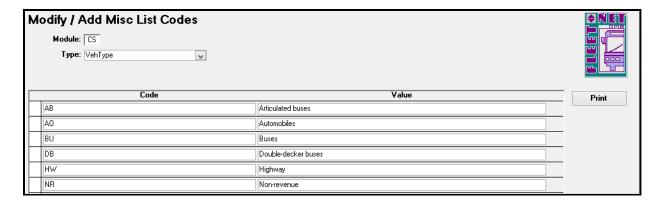
UserDefinedFormName: (User Defined)



VehicleNumber: (User Defined) - Vehicle number as defined in Fleet-Net's *Vehicle Maintenance Module*. If user is not using Vehicle Maintenance Module, vehicle numbers can be assigned as desired by user (up to 8 characters)



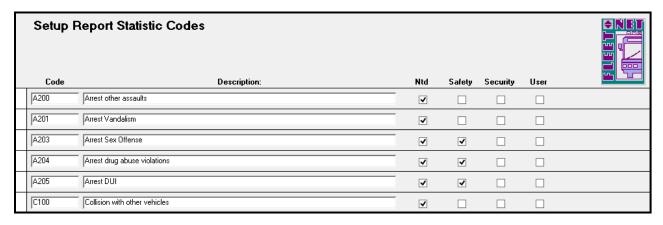
VehType: (User Defined) - These codes are based on vehicle types as defined by the NTD



Claims and Safety User Guide

# **Setup Report Statistic Codes**

The Report Statistic Codes are used to identify statistical data for NTD (Nation Transit Database) reporting. The user may also add codes that are specific to the transit that are not necessarily reportable to NTD, but allow further defined categories for internal statistical analysis.

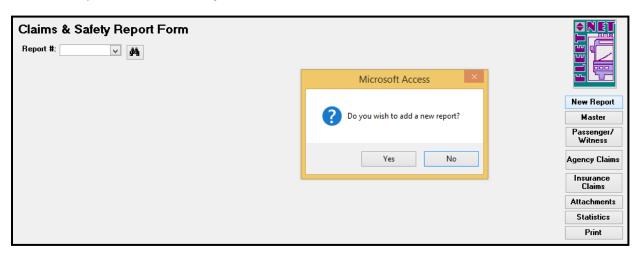


| Field Name  | Description   |
|-------------|---|
| Code        | Used to identify the NTD and User-defined Accident codes identified by up to 6 alphanumeric characters  |
| Description | Description of the statistic code   |
| NTD         | This check box identifies if this code is reportable to NTD. If checked it is reportable and will appear on reports used to submit to NTD   |
| Safety      | This check box identifies the code as a safety item in accordance with the guidelines outlined by NTD. If the code is not NTD reportable then this can be used for internal purposes          |
| Security    | This check box identifies the code as a security item in accordance with the guidelines outlined by NTD. If the code is not NTD reportable then this can be used for internal purposes        |
| User        | This check box identifies the code as a user specific code <u>not</u> reportable to NTD but used for internal tracking and recording of issues relevant to the localized transit jurisdiction |

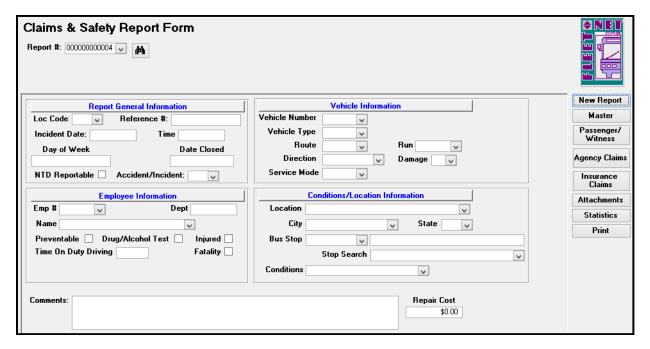
# **Claims & Safety Report Form**

#### **New Report**

To generate a new report, click on New Report and Yes.



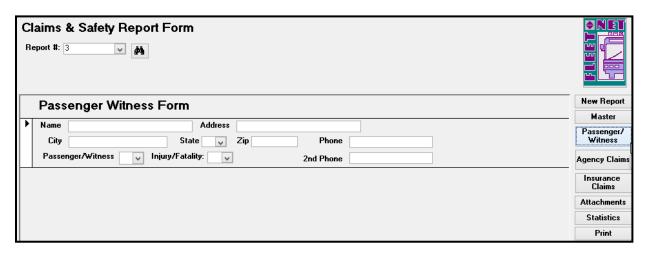
The following window will open with an automatically assigned Report Number.



| Field Name           | Description  |
|----------------------|--|
| Report #             | Automatically generated  |
| Loc. Code            | Select from the drop down menu   |
| Reference #          | If importing from <i>FN Comet</i> the old report number is imported over for reference in the <b>Reference #</b> field. When new reports are entered this field is not used however, the user may decide to enter a reference designator of their choosing and use this field in that capacity |
| Incident Date        | Enter the date of the incident (MM/DD/YYY)   |
| Day of Week          | Automatically defaults to the actual day of the week of the incident based on incident date  |
| Time                 | Enter the time of the incident/accident, HH:MM AM/PM   |
| NTD Reportable       | Check this box indicates if this is an NTD reportable accident/incident  |
| Accident/Incident    | Select A for Agency (for tracking by the transit only and not reporting to NTD), M for Major (as defined by NTD) or N for Non-Major (as defined by NTD)  |
| Emp#                 | Select the Employee number from the drop down menu   |
| Dept.                | Automatically populated based on the employee selected   |
| Name                 | Automatically populated based on the employee selected   |
| Preventable          | Check this box if the accident/incident was preventable  |
| Drug/Alcohol Test    | Check this box if the employee was or will be tested due to the accident/incident  |
| Injured/Fatality     | Check either of these boxes if applicable for the selected employee  If this is a driving accident/incident, enter the number of hours the employee had been on  |
| Time on Duty Driving | duty prior to the accident/incident  Select the vehicle involved in the accident/incident from the drop down menu, if  |
| Vehicle Number       | applicable   |
| Vehicle Type         | Select the type of vehicle involved in the accident/incident from the drop down menu, if applicable  |
| Route                | Select the route from the drop down menu, if applicable  |
| Run                  | Select the run from the drop down menu, if applicable  |
| Direction            | Select the direction that the bus was traveling from the drop down menu, if applicable   |
| Damage               | Select Yes or No from the drop down menu   |
| Service Mode         | Select the service mode from the drop down menu, if applicable   |
| Location             | Enter the location where the accident/incident occurred (general location i.e., corner of 1 <sup>st</sup> & 4 <sup>th</sup> Streets) (30 character max)  |
| City/State           | Select the City and State from the drop down menu where the accident/incident occurred   |
| Conditions           | Select the weather and/or road conditions at the time the accident/incident occurred, if applicable  |
| Comments             | Enter any comments applicable to this accident/incident  |

#### Passenger/Witness

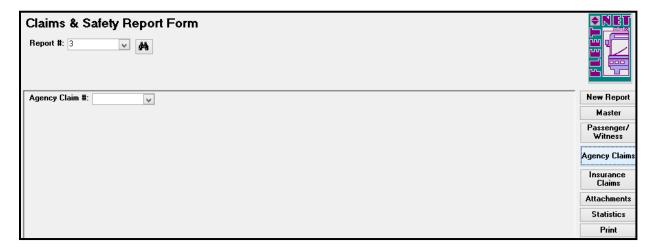
To enter information regarding a passenger and/or witness to the accident/incident, click on *Passenger/Witness* button and the following form will open.



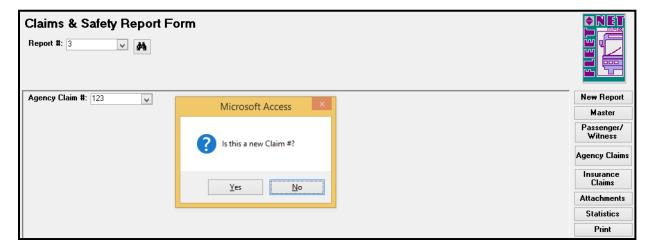
| Field Name        | Description  |
|-------------------|--|
| Name              | Enter the name of the passenger and/or witness for the accident/incident   |
| Address           | Enter the address of the passenger and/or witness for the accident/incident  |
| City State Zip    | Enter the city, state and zip of the passenger and/or witness for the accident/incident  |
| Phone             | Enter the phone number of the passenger and/or witness for the accident/incident   |
| Passenger/Witness | Select from the drop down list 'P' if this person was a passenger or 'W' if this person is a witness to the accident/incident witness  |
| Injury/Fatality   | Select 'l' if this person was injured, 'F' if this person was killed   |
| 2nd Phone         | If there is a second contact number for the passenger and/or witness for the accident/incident, this field is available for that entry |

#### **Agency Claims**

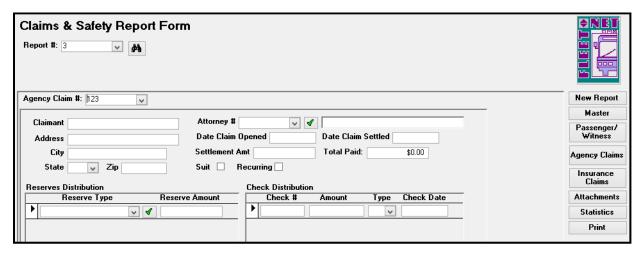
To enter information regarding a **claim against the agency** for this accident/incident, click on the *Agency Claims* button and the following form will open.



Enter a user defined number in the **Agency Claim #** and press enter and the following prompt will appear:



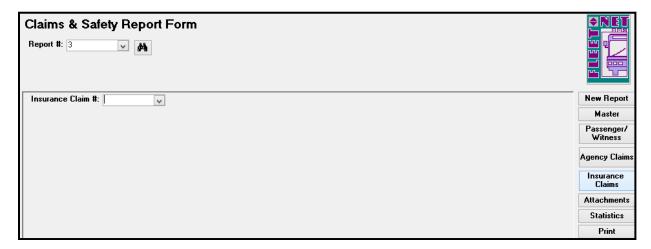
Click on Yes to enter the data regarding the claim against the transit for this accident/incident.



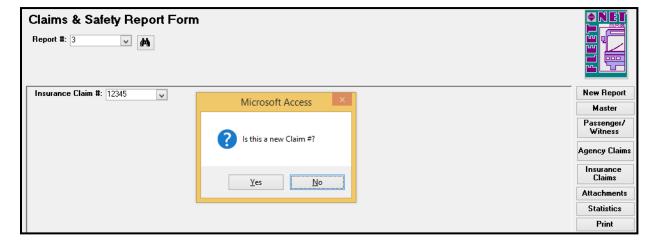
| Field Name         | Description   |
|--------------------|---|
| Claimant           | Enter name of the claimant. The claimant is the person filing a claim against the transit agency  |
| Address            | Enter claimant's address  |
| City, State Zip    | Enter claimant's City, State and Zip  |
| Attorney #         | Select from the drop down list or use the green check box to enter a new Attorney # and Attorney Name   |
| Date Claim Opened  | Enter the date the claim was opened (MM/DD/YYYY)  |
| Date Claim Settle  | When the claim is settled, enter the date (MM/DD/YYY) here  |
| Settlement Amt     | Enter settlement amount. Leave blank if it's undetermined at this time.   |
| Total Paid         | Tracks total amount paid out for selected claim, automatically calculates and updated when payment is added   |
| Suit               | Check if there is a <b>lawsuit against the agency</b> for this accident/incident  |
| Recurring          | A check in this box indicates this is a <b>recurring claimant</b> who has filed claims against the transit agency in the past   |
|                    | Reserves Distribution   |
| Reserve Type       | Select the reserve type or use the green check box to enter a new reserve type for this accident/incident.  |
| Reserve Amount     | Enter the dollar amount for the applicable type of reserve  |
| Check Distribution | Enter check #, dollar amount, type and date. This tracks all checks the transit agency paid to this claimant on this claim #. Note: Claims and Safety is a stand alone module as such, accounts payable does not report check information here. |

#### Insurance Claims

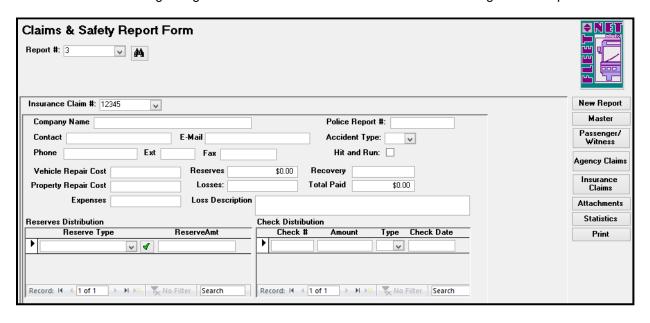
To enter information regarding an insurance claim for this accident/incident, click on the *Insurance Claims* button and the following form will open.



Enter a user defined number in the *Insurance Claim* # or enter the claim number assigned by the insurance company, if available. Press enter and the following prompt will appear:



Click on Yes to enter the data regarding the claim for this accident/incident. The following form will open:

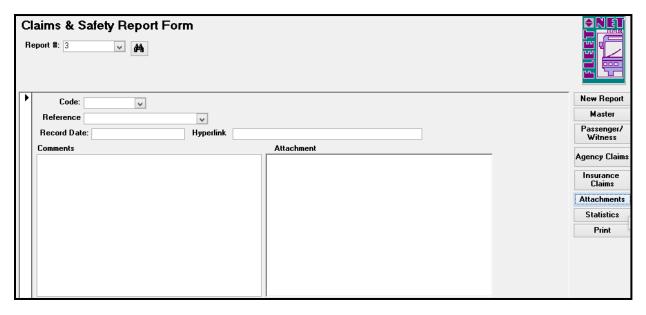


| Field Name              | Description  |
|-------------------------|--|
| Company Name            | Enter the name of the increase for this plains   |
| Company Name            | Enter the name of the insurance for this claim   |
| Contact                 | Enter the name of the insurance company contact person for this claim  |
| E-Mail                  | Enter the email address of the insurance company contact person for this claim. (Maximum number of characters for this field is 19)  |
| Phone                   | Enter the phone number for the insurance contact person for this claim   |
| Ext                     | Enter the extension for the insurance contact person for this claim  |
| Fax                     | Enter the fax number for the insurance contact person for this claim   |
| Police Report #         | Enter the police report number for this accident/incident  |
| Acc Type                | Select the accident/incident type from drop down list 'BI' (bodily injury) or 'PD' (property damage)   |
| Hit and Run             | Check if this accident/incident was a hit and run  |
| Vehicle Repair Cost     | Enter the vehicle repair cost  |
| Property Repair<br>Cost | Enter the cost to repair property, other than vehicles   |
| Expenses                | This is a user defined dollar amount for any other expenses incurred as a result of this accident/incident   |
| Reserves                | This field will automatically populate based on entry in the <i>reserves</i> Distribution section  |
| Losses                  | Enter actual losses incurred in the claim. Can be user defined as to how the Transit wants to track any losses attributed to the Accident/Incident. Define the losses in the Loss description field. |

| Field Name               | Description  |
|--------------------------|--|
| Recovery                 | Enter amounts recovered by the agency  |
| Total Paid               | This field is automatically calculated and updated when payments are added     |
| Loss Description         | Enter any additional information, as desired, pertinent to this claim          |
| Reserves<br>Distribution | Enter the dollar amount for the applicable type of reserve                     |
| Check Distribution       | Enter check #, payment amount, type and date of any checks paid on this claim. |

#### **Attachments**

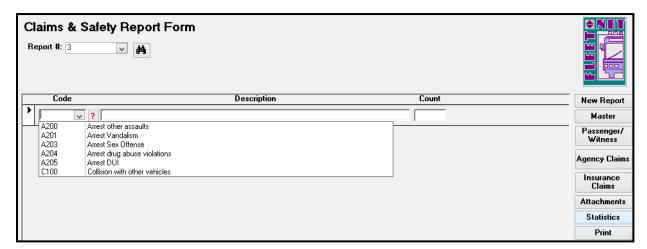
To enter notes and/or attach documents for this accident/incident, click on the *Attachments* button and the following form will open:



| Field       | Description  |
|-------------|--|
| Code        | Select from the drop down list the code that best defines the document being attached. Note: CODES must be first defined in the Claims and Safety Miscellaneous Codes Form   |
| Reference   | Enter a user defined reference associated with this attachment record, if desired  |
| Record Date | This field will automatically populate with current date and time  |
| Hyperlink   | A hyperlink is a link that allows you to jump to another location. The location can include another file on your hard disk or company's network (such as a Microsoft Word document or a Microsoft Excel) or out to the World Wide Web. Whenever this record is viewed this link will be available for linking to another location. |
| Comments    | Enter any comments associated with this attachment   |
| Attachment  | Text or picture files can be copied in to this area  |

#### Statistics

To enter statistics for NTD reporting, click on the *Statistics* button and the following form will open:



| Field Name  | Description  |
|-------------|--|
|             |  |
| Code        | Select the code applicable to this accident/incident from the drop down menu |
|             |  |
| Description | The description will automatically populate based on the code selected       |
|             | List the number of people involved, including all offenders, witnesses, and  |
| Count       | victims.   |

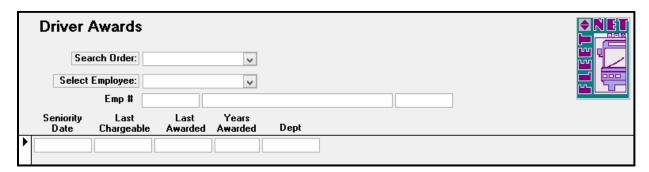
#### Print

To print the accident/incident report, click on the *Print* button.

|  |  |  | ent/Incide<br>REPORT NU                              |                       | <u> </u>   |                      |
|--|--|--|--|-----------------------|--|----------------------|
| Report # 3   |  | Date   | 2/1/2  | 018 <b>Time</b>       | 6:00 am  | Incident             |
| Division OR E  | mp# 0100 Name  | Larry Hook   | Dept   | DP Drug/A             | icohol Test Yes                                      | NTD Reportable Yes   |
| Location Flaming   | p RD   |  | Route 120 DI   | rection North         | Chargeable Y   | es Driver Injury Yes |
| City Las Vegas   | State NV   | Run 1  | Damage   | Y Mode MB             | Veh Ty   | pe BU                |
| Weather Rain con   | dition   | Veh#: 5008   | VIN#: FO   | RD E350               | Closed:  |                      |
| Bus Stop: 10   |  |  |  |                       |  |                      |
| Accident Descripti   | on:  |  |  |                       |  |                      |
| INSURANCE CLA  | AIMS   |  |  |                       |  |                      |
| Claim # 12345  | Police Report#   |  | HIT&Run No In  | surance Contact       | John   |                      |
| Vehicle Repair   | Cost   | Property Repa                                      | Ir Cost  | Contact Phor          | 10   | Ext                  |
| Expenses   | Losses   |  | Total Paid   | 20.02                 | Recovery   |                      |
| Loss Description   |  |  |  |                       |  |                      |
|  |  | I .  |  |                       |  |                      |
| Bodity Injury  AGENCY CLAIM  Claim # 123   | S<br>Date Claim Opene  | d  | Date Settled   |                       | Recurring No   |                      |
| AGENCY CLAIM   | Date Claim Opene   | d<br>Address                                       | Date Settled   |                       | Recurring No   | Sult No              |
| AGENCY CLAIM   | Date Claim Opene   | _  |  |                       | Recurring No   | Sult No              |
| AGENCY CLAIM<br>Claim # 123<br>Claimant  | Date Claim Opene   | Address  | Settie   | ment Amt              | •  | Sult No              |
| AGENCY CLAIM<br>Claim # 123<br>Claimant  | Date Claim Opene   | Address  | Settie   | ment Amt              | Attorney#  | Suit No              |
| AGENCY CLAIM Claim # 123 Claimant Claim # 1234 Claimant John Smith   | Date Claim Opene  Date Claim Opene  Date Claim Opene                   | d 2/2/20<br>Address 1111F                          | Settle<br>13 Date Settled<br>larmingo Rd<br>e Settle | ment Amt<br>Las Vegas | Attorney#  | Suit No              |
| ACENCY CLAIM Claim # 123 Claimant Claim # 1234 Claimant John Smith Check Date Che 2/2/2018 12  | Date Claim Opene  Date Claim Opene  Date Claim Opene                   | d 2/2/20 Address 1111 F: t Typ ,000.00 BI          | Settle<br>13 Date Settled<br>larmingo Rd<br>e Settle | ment Amt<br>Las Vegas | Attorney #  Recurring No  NV 89117                   | Suit No              |
| Claim # 123 Claim # 1234 Claim # 1234 Claim # 1234 Claim # 1234 Claim # 120hn Straith Check Date Ch | Date Claim Opene  Date Claim Opene  Date Claim Opene  Amount  S4 \$500 | d 2/2/20 Address 1111F: t Typ 0,000.00 BI          | Settle<br>13 Date Settled<br>larmingo Rd<br>e Settle | ment Amt<br>Las Vegas | Attorney #  Recurring No  NV 89117                   | Suit No              |
| Claim # 123 Claim # 1234 Claim # 1234 Claim # 1234 Claim # 1234 Claim # 120hn Straith Check Date Ch | Date Claim Opene  Date Claim Opene  Amount 34 \$500  Type Reserv       | d 2/2/20 Address 1111F: t Typ 0,000.00 BI          | Settle<br>13 Date Settled<br>larmingo Rd<br>e Settle | ment Amt<br>Las Vegas | Attorney #  Recurring No  NV 89117                   | Suit No              |
| Claim # 123 Claim # 1234 Claim # 1234 Claim # 1234 Claim # 1234 Claim # 126th Smith Check Date Chec | Date Claim Opene  Date Claim Opene  Amount 34 \$500  Type Reserv       | d 2/2/20 Address 1111F: t Typ 0,000.00 BI          | Settle<br>13 Date Settled<br>Izmingo Rd<br>Pe Settle | ment Amt<br>Las Vegas | Attorney #  Recurring No  NV 89117                   | Suit No              |
| Claim # 123 Claim # 1234 Check Date Check D | Date Claim Opene  Date Claim Opene  Amount 34 \$500  Type Reserv       | Address  d 2/2/20 Address 1111F: t Typ 0,000.00 BI | Settle  1S Date Settled  Izmingo Rd  e Settle        | ment Amt<br>Las Vegas | Attorney#  Recurring No NV 89117 ,000.00 Attorney# 5 | Suit No              |

# **Driving Award Form**

To enter information regarding driving awards, click on *Driving Award Form* and the following form opens:



| Field Name      | Description   |  |  |  |
|-----------------|---|--|--|--|
| Search Order    | Select how you want to conduct the search for the employee: employee number, employee first/middle/last name or employee last/middle/first name |  |  |  |
| Select Employee | Select employee by the search chosen  |  |  |  |
| Employee #      | This field automatically populates based on the employee chosen   |  |  |  |
| Employee Name   | This field automatically populates based on the employee chosen   |  |  |  |
| Seniority Date  | Enter the seniority date for the selected employee (mm/dd/yyyy)   |  |  |  |
| Last Chargeable | Enter the date for the last chargeable accident for the selected employee (mm/dd/yyyy)  |  |  |  |
| Last Award      | Enter the date that the last safety award was earned by the selected employee (mm/dd/yyyy)  |  |  |  |
| Years Awarded   | Enter number of years the award has been earned for the selected employee   |  |  |  |
| Department      | This field automatically populates based on the employee chosen   |  |  |  |

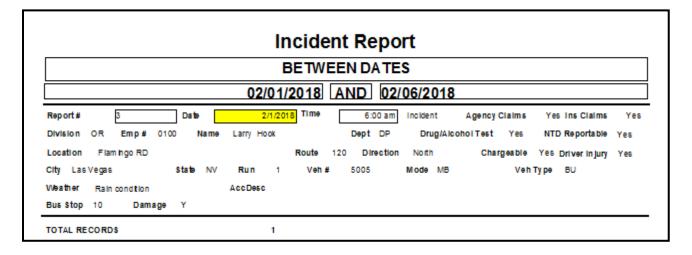
#### **Miscellaneous Reports**

To run reports, click on *Misc Reports* and the following form opens:

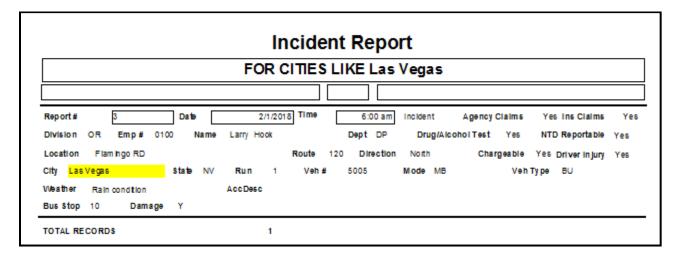


Following are samples of the report results by each of the five options shown above:

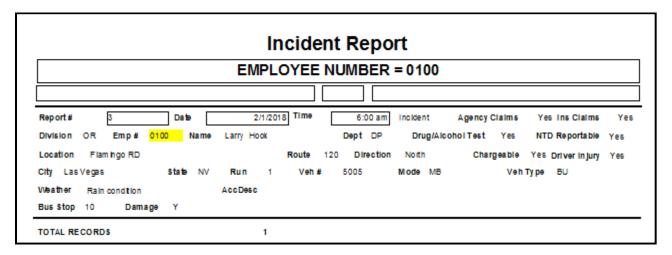
#### Incidents with Date Selection



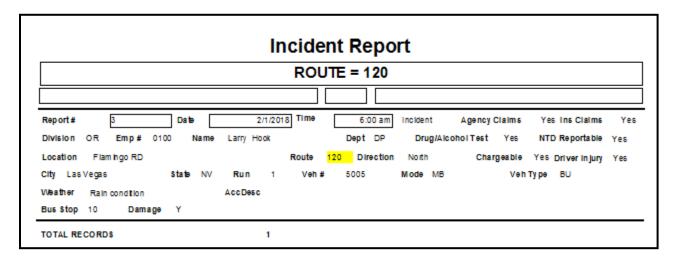
#### Incidents by City



#### Incidents by Employee Number



#### Incidents by Route



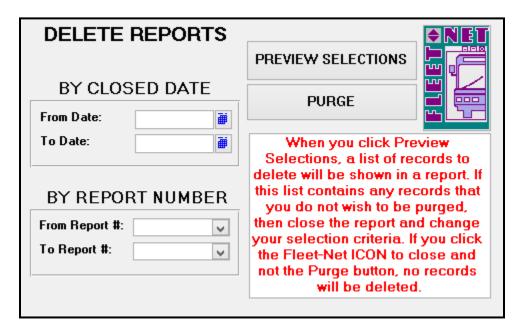
# **All Claims Report List**

To run a listing of all claims, click on All Claims Report List and the following report opens:

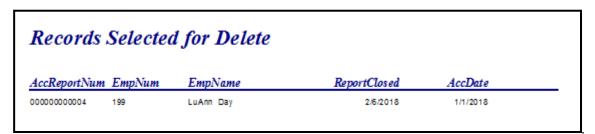
| REPORT NUMBER | INSURANCE CLAIM | AGENCY CLAIM |  |
|---------------|-----------------|--------------|--|
| 00000002      | 100             | 100          |  |
| 00000004      | SB 0709         |              |  |
| 00000022      | SB 0718         |              |  |
| 00000025      | SB0713-TS       |              |  |
| 00000036      | SB0719 TS       |              |  |
| 00000037      | SB0717-TS       |              |  |
| 00000038      | SB0715-TS       |              |  |
| 00000039      | SB0712-TS       |              |  |
| 00000045      | SB0722-TS       |              |  |
| 00000073      | SB0801-TS       |              |  |
| 00000117      | SB0808-TS       |              |  |
| 00000118      | SB0809-TS       |              |  |
| 00000145      | SB0811-TS       |              |  |
| 00000160      | SB0814          |              |  |
| 00000189      | 100             | 100          |  |
| 00000190      | C100            | A100         |  |
| 1             | 100             | 100          |  |

# **Delete Incident Reports by Range**

To delete reports by date range or report number range, click on **Delete Incident Reports by Range**. The following form will open:



Once you've entered the desired date range, using the report closed date, click on the *Preview Selections* button and the following report will display.

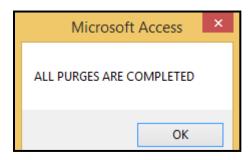


When you close the report after reviewing, both the *Preview Selections* and *Purge* buttons are now available. If you want to continue with the deletion of all items on the report, click on *Purge*. The following prompt will appear:



Click yes to continue with the purge, No to stop the purge.

If **Yes** is selected, the following message appears:



### **Delete Agency/Insurance Claims**

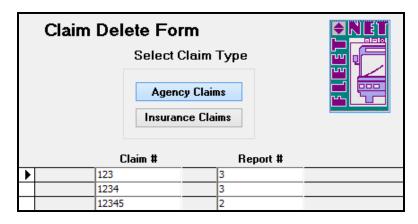
To delete Agency/Insurance claims, click on **Delete Agency/Insurance Claims** The following form will open:



#### Select Claim Type:

Agency Claims - Select this button to display a list of agency claims available for deletion.

Insurance Claims - Select this button to display a list of insurance claims available for deletion.



Note: Claims are deleted one at a time. Any claim selected that has checks written against it will disable the delete option because claims with check information cannot be deleted.

To delete the claim, **right click** on the black arrow in the far right column. Select *Cut* from the menu. You will be prompted to verify the deletion. If you want to continue with the deletion, select *yes*, if you want to cancel the deletion, select *No.* If you select *yes*, you will receive a message confirming that the claim has been deleted, click on *OK*. If you select *No*, you will be returned to the claim selection screen.