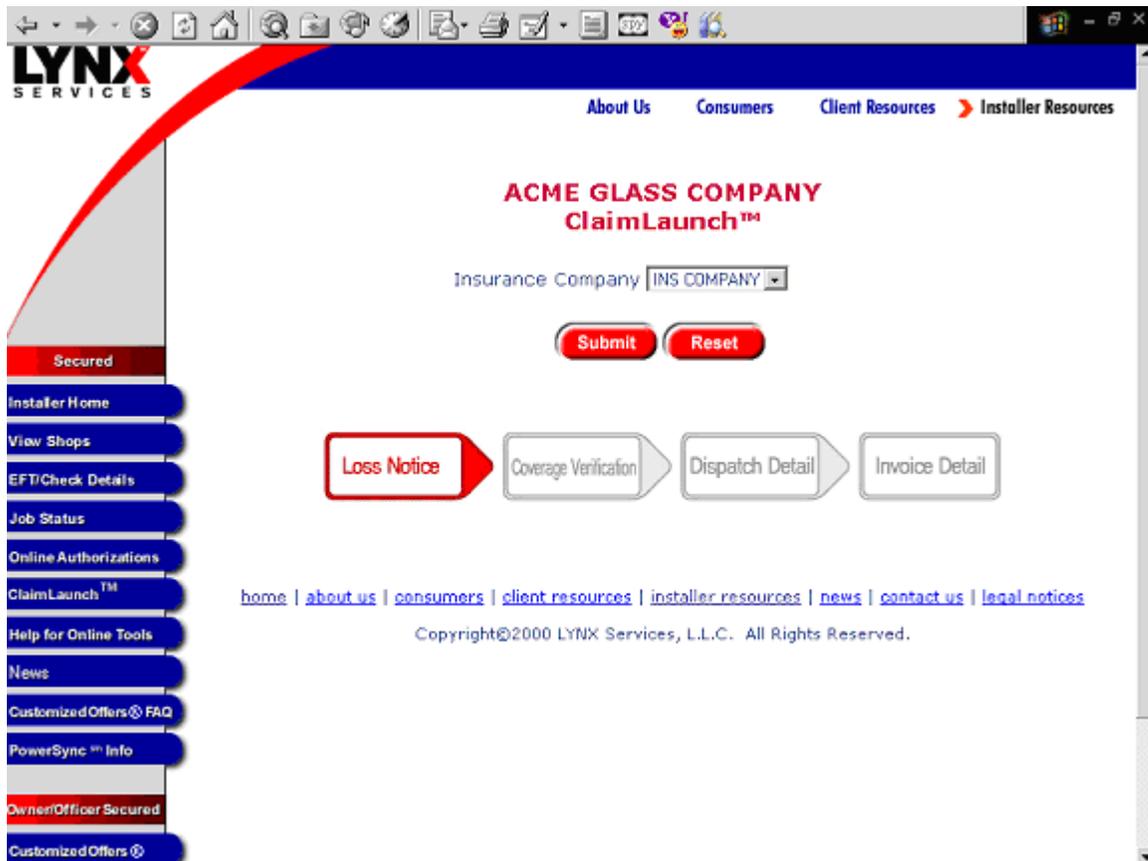


LYNX Services' ClaimLaunch™ User Guide

ClaimLaunch is an easy to use tool designed to self-dispatch jobs via the Internet. To open **ClaimLaunch**, click the **ClaimLaunch** button from the menu bar on the left side of the screen.

Remember, not all insurance companies permit claims to be dispatched by **ClaimLaunch**. Also, user access for **ClaimLaunch** is controlled by a registered user of your company with the appropriate authorization to grant access.

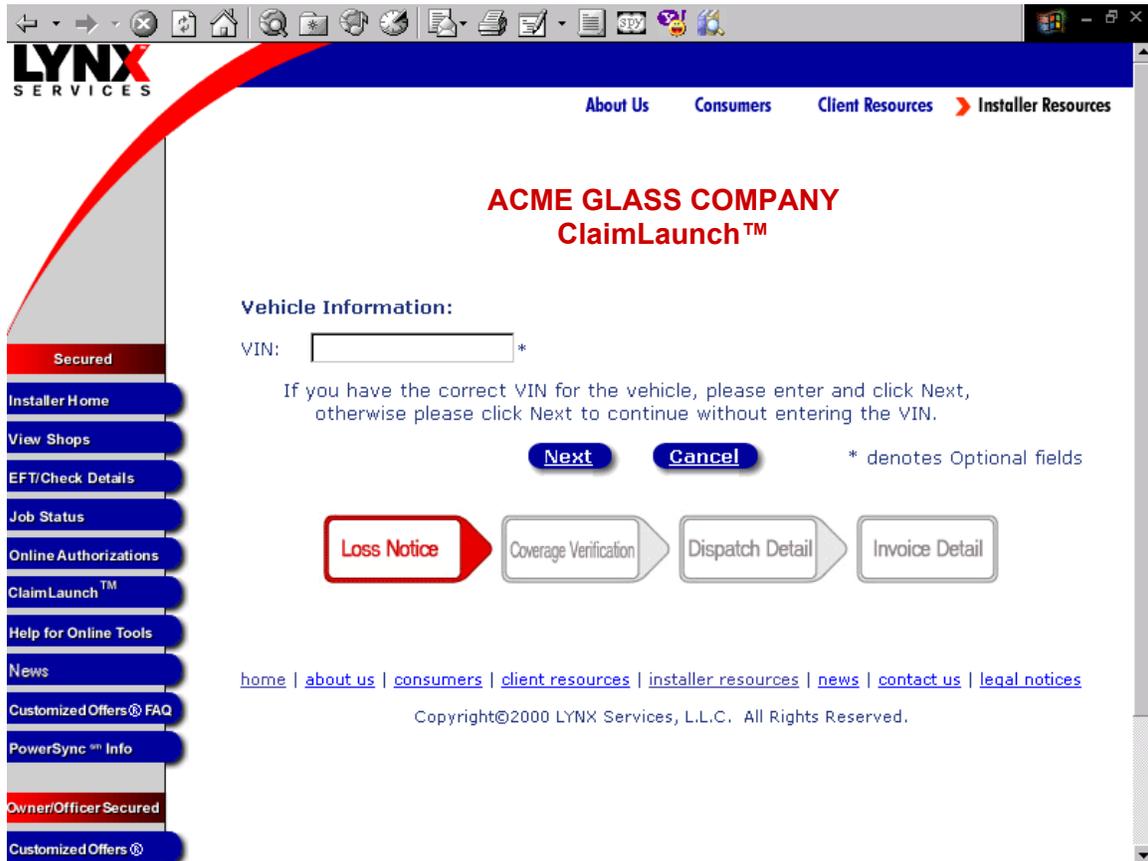
On the initial screen, select the Insurance Company for which the online dispatch is being requested by clicking on the arrow, then click the **Submit** button.



LYNX Services' ClaimLaunch™ User Guide

The next *ClaimLaunch* screen will be displayed.

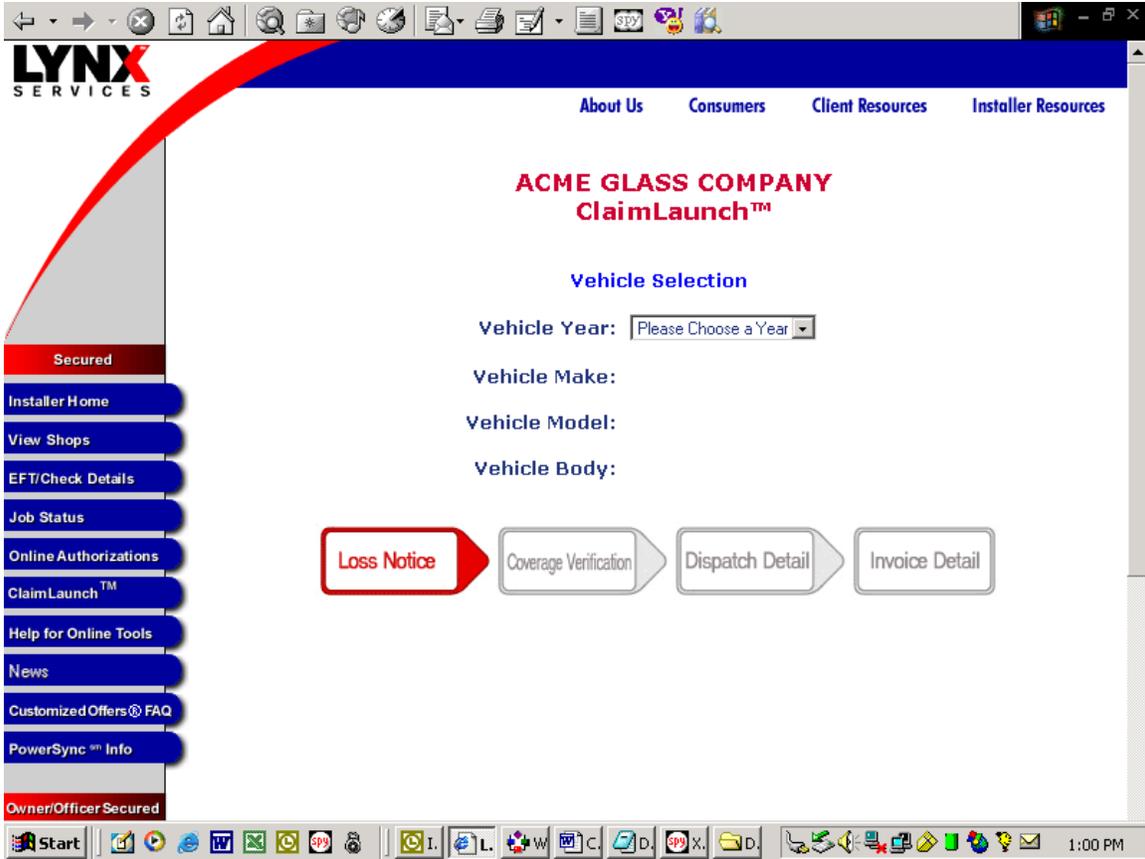
If available, enter the policyholder vehicle's VIN and click the *Submit* button.



If you do not enter a VIN or if the VIN you enter can not be converted to a year, make, model by LYNX Services, you will be asked to identify the Year, Make, Model and Body Style of the Vehicle.

LYNX Services' ClaimLaunch™ User Guide

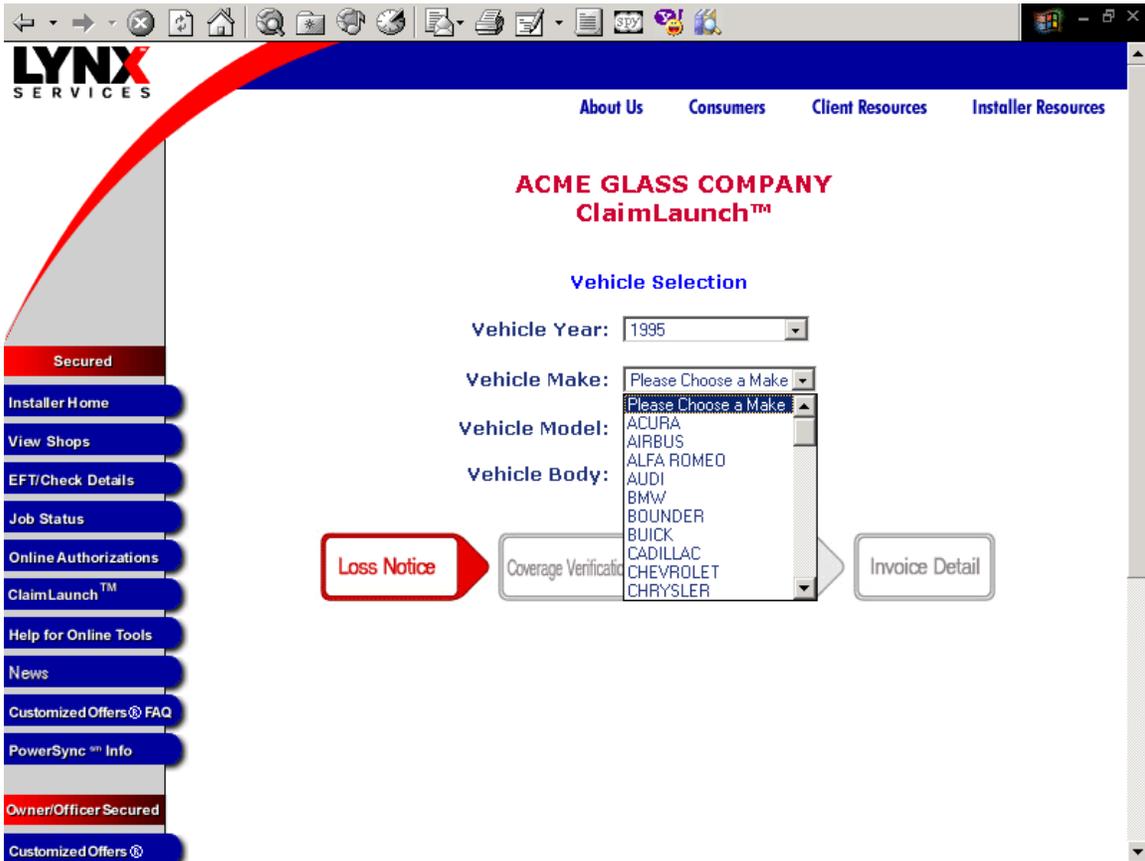
Select the Vehicle Year.



Once the vehicle Year has been selected, the makes for that year are available to the user.

LYNX Services' ClaimLaunch™ User Guide

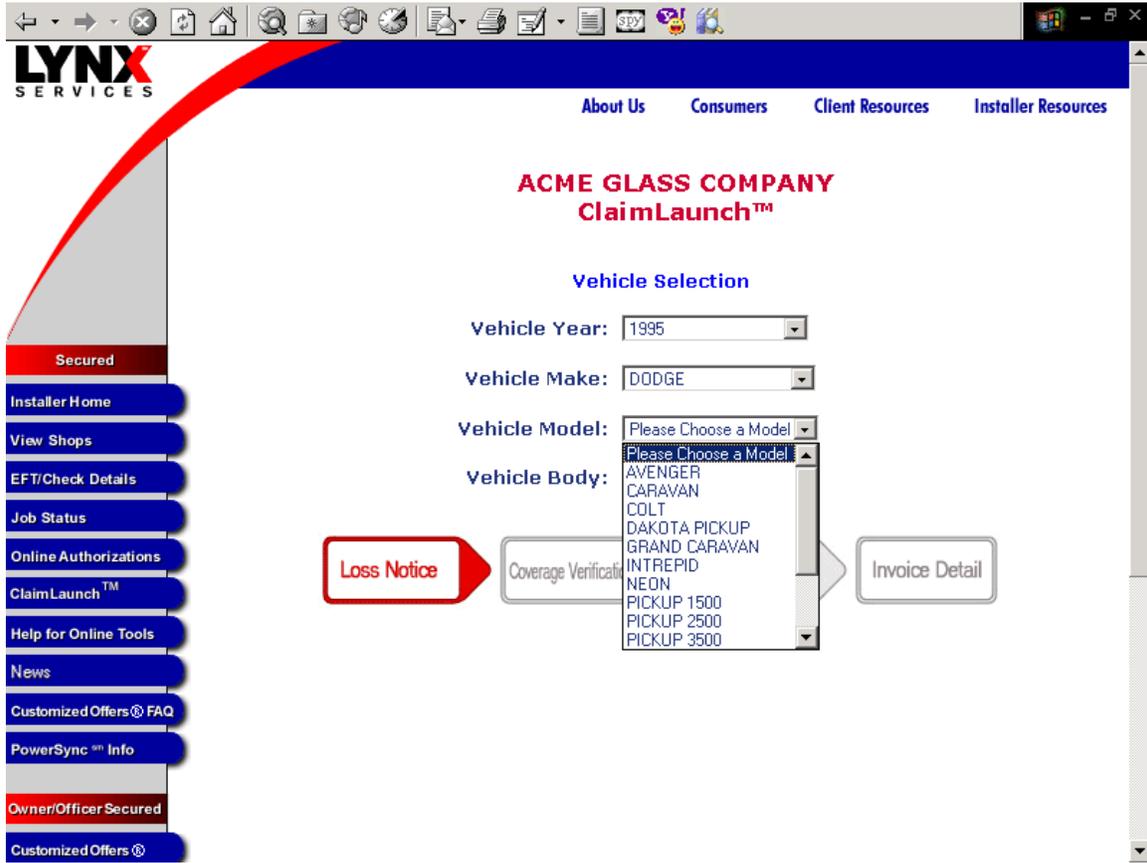
Select the Vehicle Make.



Once the vehicle's make has been selected, the models for the vehicle year and make are available to the user.

LYNX Services' ClaimLaunch™ User Guide

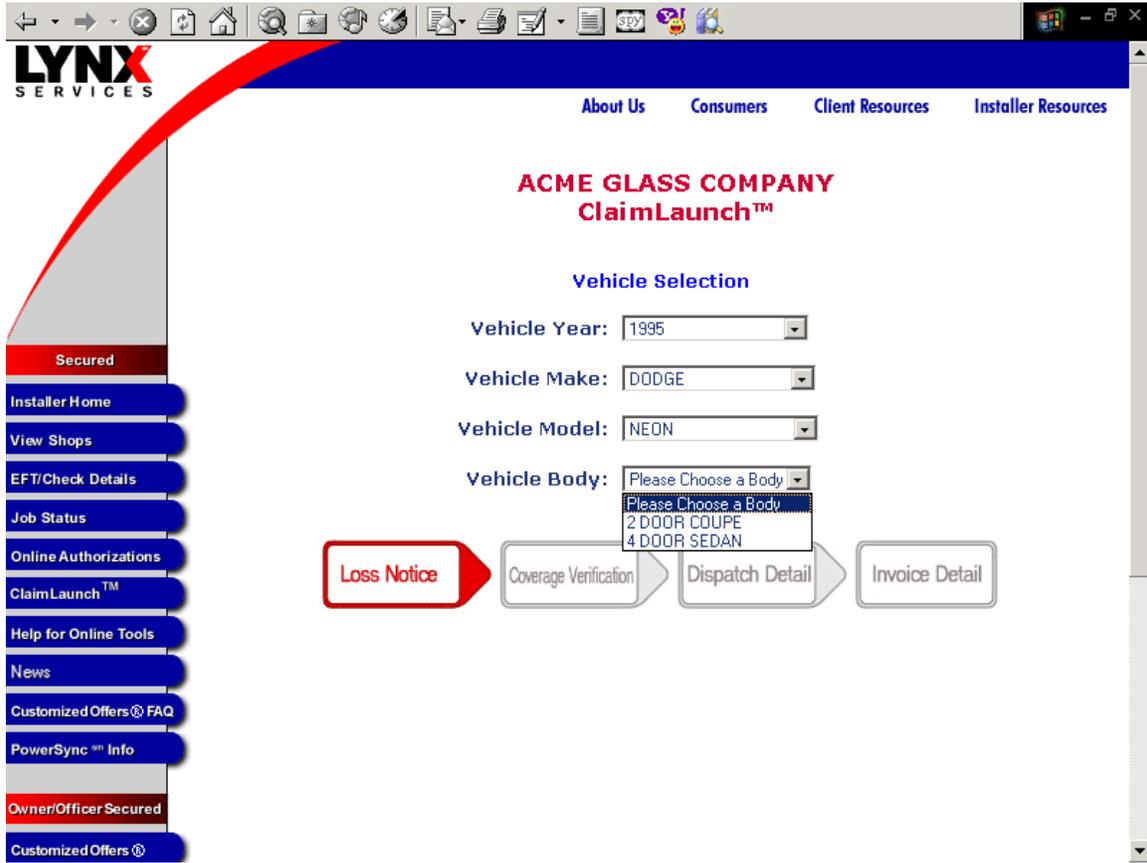
Select the Vehicle Model.



Once the vehicle's model has been selected, the bodies for the vehicle year, make, and model are available to the user.

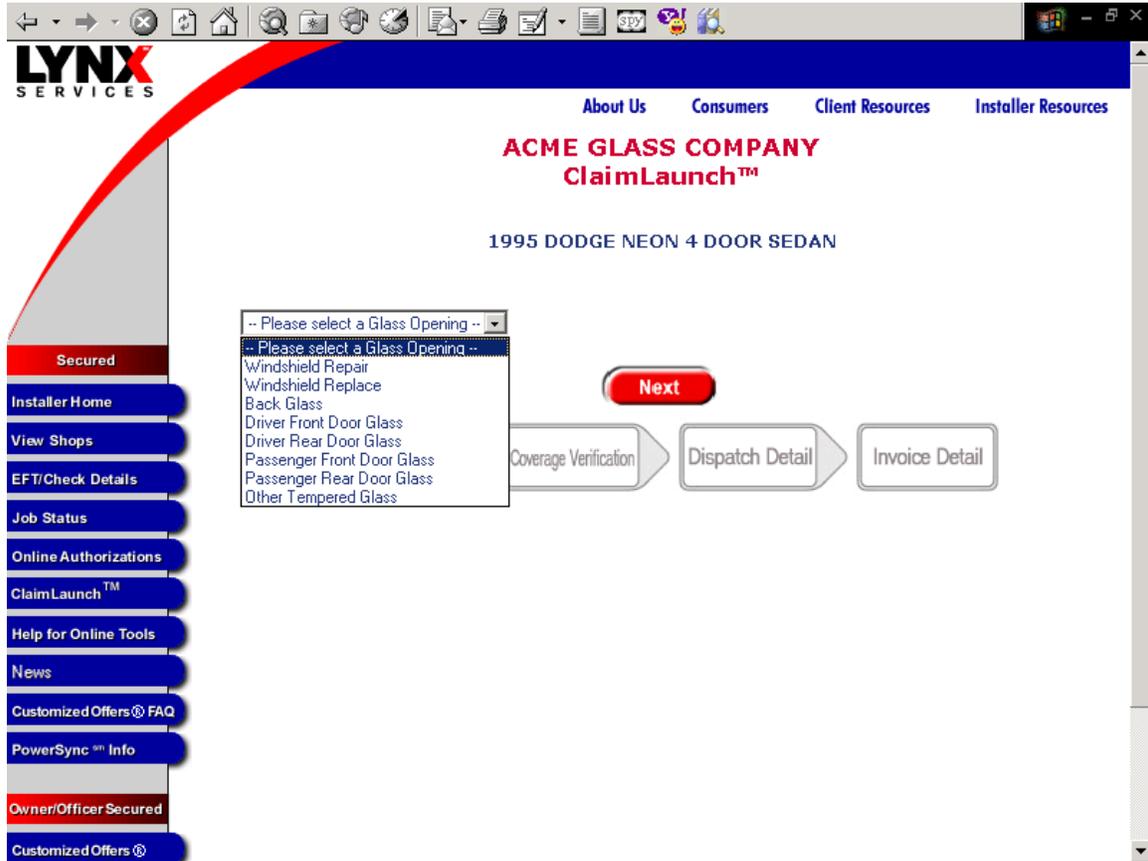
LYNX Services' ClaimLaunch™ User Guide

Select the Vehicle Body.



LYNX Services' ClaimLaunch™ User Guide

After the vehicle has been identified, select the glass damage. Select all of the glass part(s) to be repaired an/or replaced before clicking the next button. This information will be sent back to you on the LYNX Services job fax (if you receive job assignment via facsimile) or through your Point Of Sale work management system (if you receive job assignments electronically).



LYNX Services' ClaimLaunch™ User Guide

When finished identifying the glass damage, click the *Next* button.

The screenshot displays the LYNX Services ClaimLaunch™ web application. The interface includes a navigation menu on the left with options like 'Secured', 'Installer Home', 'View Shops', 'EFT/Check Details', 'Job Status', 'Online Authorizations', 'ClaimLaunch™', 'Help for Online Tools', 'News', 'Customized Offers (i) FAQ', 'PowerSync™ Info', 'Owner/Officer Secured', and 'Customized Offers (i)'. The main content area shows the company name 'ACME GLASS COMPANY ClaimLaunch™' and the vehicle model '1995 DODGE NEON 4 DOOR SEDAN'. Below this is a dropdown menu with the text '-- Please select a Glass Opening --'. A table lists the selected glass openings:

| Opening | Quantity | |
|-------------------------|----------|---------------------------------------|
| Windshield | 1 | <input type="button" value="Remove"/> |
| Back Glass | 1 | <input type="button" value="Remove"/> |
| Driver Front Door Glass | 1 | <input type="button" value="Remove"/> |

Below the table, there is a text prompt: 'To Select additional Glass Openings choose from the drop down list above'. A red 'Next' button is positioned above a sequence of four buttons: 'Loss Notice', 'Coverage Verification', 'Dispatch Detail', and 'Invoice Detail'. The 'Loss Notice' button is highlighted with a red border and a red arrow pointing to the right.

If you've made an error in your selection, you may use the Remove buttons to remove openings and select additional openings before you click the Next button.

LYNX Services' ClaimLaunch™ User Guide

If a Windshield Replacement glass opening has been selected, the Windshield Repair screen with the Windshield Repair question is displayed. Answer the windshield repair question and click the *Next* button.

It's smart!
Repairs decrease your shop's average cost per claim to the Insurance company.

It's free!
The deductible will be waived for your customer... leading to high satisfaction.

Bullseye **Star**

Half Moon **Combination**

Driver-Middle Driver

ACUTE AREA

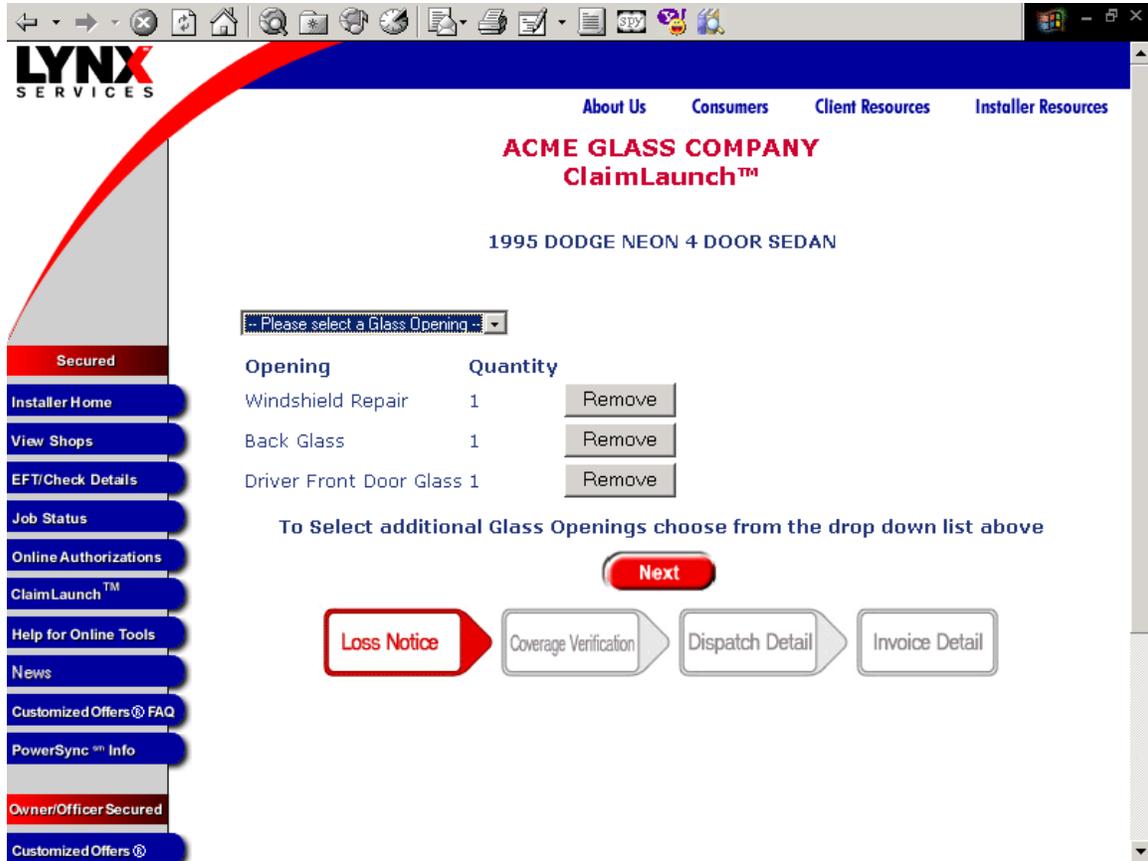
You have selected Windshield Replace. Typically, small breaks not in the acute area (see example above) can be repaired. No cracks extending from the damage longer than the length of a dollar bill (approximately six inches).

Is it possible to repair this windshield?

Next

LYNX Services' ClaimLaunch™ User Guide

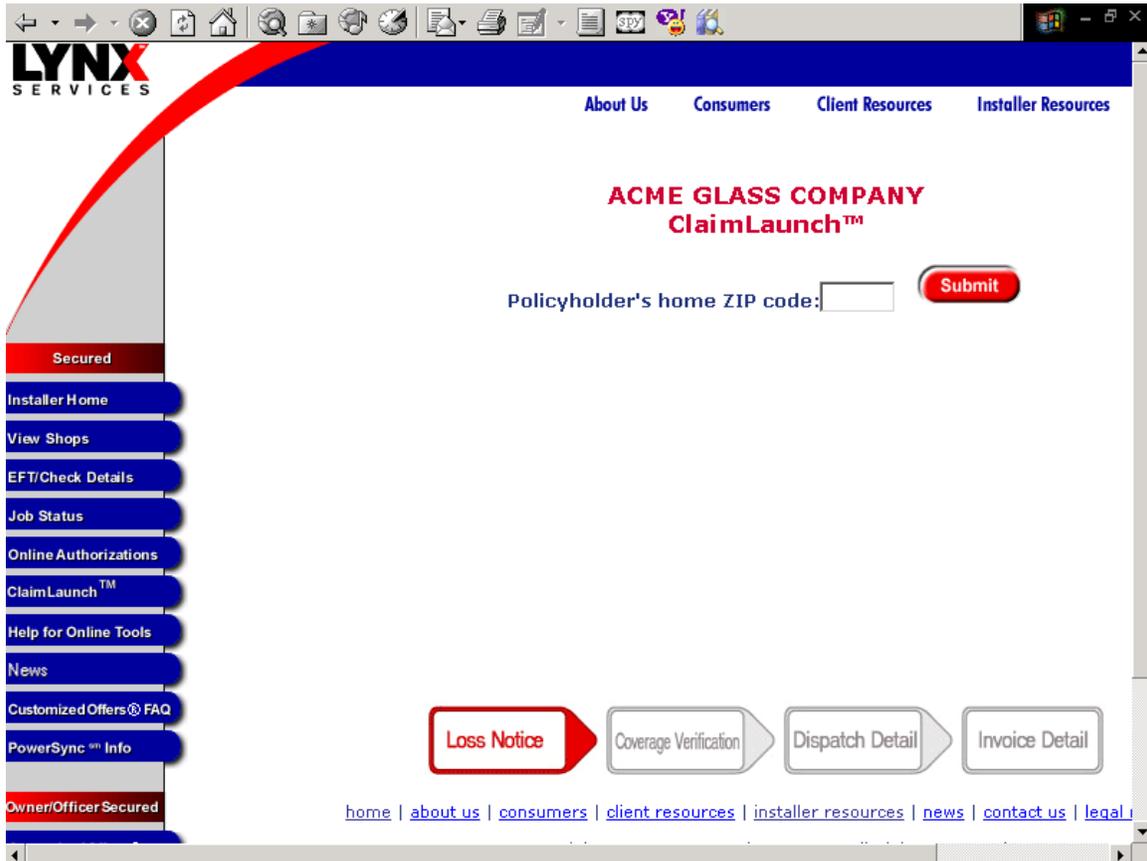
If you answer the question YES, then you are returned to the glass damage screen and the Windshield Replacement will be changed to Windshield Repair. Click the *Next* button.



The next *ClaimLaunch* screen will be displayed.

LYNX Services' ClaimLaunch™ User Guide

Enter the policyholder's home ZIP code and click the **Submit** button.



LYNX Services' ClaimLaunch™ User Guide

A list of your company's service centers eligible to receive the *ClaimLaunch* initiated work assignment will be displayed. Highlight by moving your cursor over the row and then click the desired service center.

The screenshot displays the ClaimLaunch web application interface. At the top, there is a navigation menu with links for "About Us", "Consumers", "Client Resources", and "Installer Resources". Below the menu, the company name "ACME GLASS COMPANY" and the "ClaimLaunch™" logo are prominently displayed. A search field labeled "Policyholder's home ZIP code:" contains the value "15272", with a "Submit" button to its right. Below the search field, a message reads "Please select (click) one of your service centers listed below to perform the repairs." A table with three columns: "Retailer", "Address", and "PowerSync" lists several service centers. The first row is highlighted in yellow.

| Retailer | Address | PowerSync |
|---------------------------|---|-----------|
| ACME GLASS COMPANY #59544 | 59544 Main St NEW KENSINGTON, PA 15068 | |
| ACME GLASS COMPANY #52348 | 52348 Main St SARVER, PA 16055 | |
| ACME GLASS COMPANY #52349 | 52349 Main St ELLWOOD CITY, PA 16117 | |
| ACME GLASS COMPANY #59543 | 59543 Main St BURGETTSTOWN, PA 15021 | |
| ACME GLASS COMPANY #90511 | 90511 Main St KITTANNING, PA 16201 | |
| ACME GLASS COMPANY #53106 | 53106 Main St NORTH HUNTINGDON, PA 15642 | |

LYNX Services' ClaimLaunch™ User Guide

If none of your service centers meet the insurance company criteria for a ClaimLaunch™ initiated work assignment, a message will be displayed to enter a new zip code or click Cancel and contact LYNX Services to complete the Loss Report.

The screenshot shows a web browser window with a blue header bar containing navigation links: [About Us](#), [Consumers](#), [Client Resources](#), and [Installer Resources](#). Below the header, the text "ACME GLASS COMPANY ClaimLaunch™" is displayed in red. A form field labeled "Policyholder's home ZIP code:" is present, followed by two red buttons: "Submit" and "Cancel". Below the buttons, a message states: "There are not any valid retail locations meeting the ALLSTATE INS COMPANY criteria for ClaimLaunch™ processing. Please enter another Zip Code or contact LYNX SERVICES to complete the Loss Report." At the bottom of the browser window, a tab bar shows four tabs: "Loss Notice" (highlighted in red), "Coverage Verification", "Dispatch Detail", and "Invoice Detail".

LYNX Services' ClaimLaunch™ User Guide

After the service center has been selected, the Loss Report screen will be displayed. Enter the requested information in the open boxes. NOTE: Any item denoted with an asterisk (*), is an optional field.

The screenshot shows a web browser window displaying the 'ACME GLASS COMPANY ClaimLaunch™' interface. The page is titled 'ACME GLASS COMPANY ClaimLaunch™' in red text. Below the title, there are several sections for data entry:

- Vehicle Information:** Includes a VIN field with the value '1B3ES67CXSD624985' and an asterisk. A note states: 'If the VIN is updated, you may be asked to update the glass damage openings and the retail service center.' The vehicle is identified as '1995 DODGE NEON 4 DOOR SEDAN'. There is a blue button labeled 'Update Glass Damage Openings'.
- Glass Damage:** A table with two columns: 'Glass Damage Opening' and 'Quantity'. The first row shows 'Windshield Repair' with a quantity of '1'.
- Service Center Information:** The service center is 'ACME GLASS COMPANY, 123 Main Street, Town, PA 15555'. There is a blue button labeled 'Change Service Center'.
- Policyholder Information:** Fields for 'Policyholder First Name', 'Policyholder Last Name', 'Policyholder Phone', 'Alternate Phone', 'Policy Number', 'Loss Date', 'State', and 'Was anyone injured?'.

LYNX Services' ClaimLaunch™ User Guide

After you have finished entering the remaining fields on the Loss Report screen, you may review the Loss Report, change or modify the Loss Report information (including VIN, Policyholder name, policy number, phone number). You may also change or modify the Glass Damage by clicking the **Update Glass Damage Openings** button. You may also change or modify the service center by clicking the **Change Service Center** button. If you need to discard this data or start over, click the **Cancel** button. Once you are ready to submit the Loss Report, click the **Submit Loss Report** button.

The screenshot shows a web browser window displaying the 'ACME GLASS COMPANY ClaimLaunch™' interface. The page is titled 'ACME GLASS COMPANY ClaimLaunch™' in red and black text. Below the title, there are several sections for entering information:

- Vehicle Information:** Includes a VIN field with the value '1B3ES67CXSD624985' and a note: 'If the VIN is updated, you may be asked to update the glass damage openings and the retail service center.' The vehicle is listed as '1995 DODGE NEON 4 DOOR SEDAN'. A blue button labeled 'Update Glass Damage Openings' is visible.
- Glass Damage:** A table with two columns: 'Glass Damage Opening' and 'Quantity'. The first row shows 'Windshield Repair' with a quantity of '1'.
- Service Center Information:** The service center is 'ACME GLASS COMPANY, 123 Main Street, Town, PA 15555'. A blue button labeled 'Change Service Center' is visible.
- Policyholder Information:** Fields for 'Policyholder First Name' (TEST), 'Policyholder Last Name' (USER), 'Policyholder Phone' (412 344 4170), 'Alternate Phone', 'Policy Number' (308240820), 'Loss Date' (1/17/2005), 'State' (PA), and 'Was anyone injured?' (Yes).

LYNX Services' ClaimLaunch™ User Guide

Once LYNX Services has confirmed coverage with the insurance company, the vehicles on the policyholder's policy that match the criteria you have provided will be displayed. To dispatch the work to the service center identified in the Loss Report, select the vehicle by clicking in the circle to the left of the description then click the **Submit** button.

LYNX SERVICES

About Us Consumers Client Resources Installer Resources

ACME GLASS COMPANY ClaimLaunch™

Please review the policy information displayed below. If the policy information is correct, select a vehicle and click "Next" to continue.

ABHIJEET WADKAR
1 Bag End
Hobbiton, PA
15237

| Coverage Verification Results | | | | |
|----------------------------------|---|------------------|----------|------------|
| | Vehicle Description | VIN (last four) | Coverage | Deductible |
| <input checked="" type="radio"/> | 1995 DODGE NEON | XXXXXXXXXXXX4985 | Y | \$50.00 |
| <input type="radio"/> | Select this option if the vehicle is not listed above | | | |

Submit **Reset**

Secured

- Installer Home
- View Shops
- EFT/Check Details
- Job Status
- Online Authorizations
- ClaimLaunch™
- Help for Online Tools
- News
- Customized Offers® FAQ
- PowerSync™ Info
- Owner/Officer Secured
- Customized Offers®

LYNX Services' ClaimLaunch™ User Guide

Once you have submitted the Loss Report and selected the vehicle, a work assignment is issued and a dispatch number will appear on the **ClaimLaunch** dispatch screen. At this point, the work assignment is automatically faxed or delivered electronically to your Point of Sale (POS) system. The **Back** button will return you to the beginning of the **ClaimLaunch** process to submit another Loss Report.

The screenshot shows a web browser window displaying the ACME GLASS COMPANY ClaimLaunch™ interface. The browser's address bar and toolbar are visible at the top. The page title is "ACME GLASS COMPANY ClaimLaunch™". Below the title, the status is "Status below as of 10:32:59 AM 1/17/05". The main content area displays the following information:

| | |
|---|--|
| Dispatch # 194873374 | |
| Status: A successful invoice has not been processed for this dispatch. | |
| Claim Type: WS Repair | |

| | |
|----------------------|---|
| Service Center name | ACME GLASS COMPANY 123 Main Street Town, PA 15555 |
| Date Dispatched | 17-jan-2005 |
| Policyholder name | ABHJEET WADKAR |
| Policyholder vehicle | 1995 DODGE NEON 4 DOOR SEDAN |
| Deductible amount | 0 |

[Go to the Job Status Lookup application for further details on the dispatch](#)

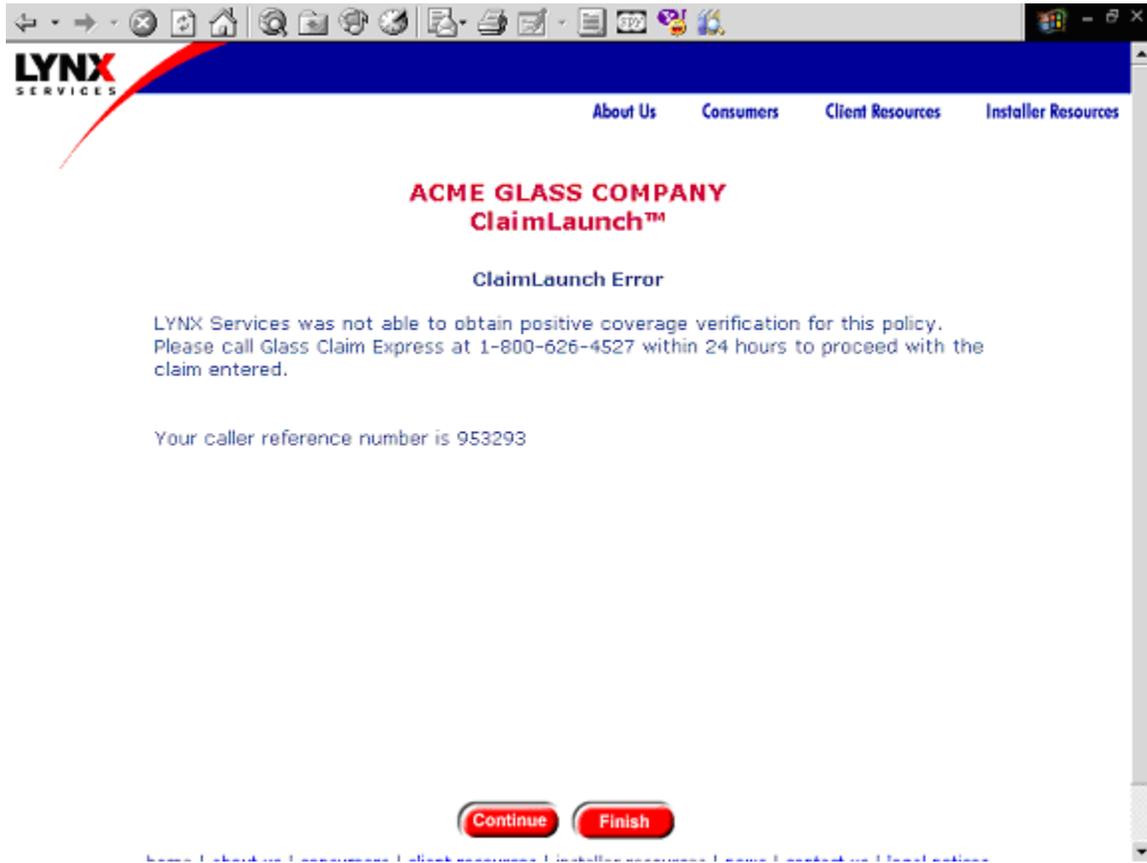
Navigation buttons: Loss Notice, Coverage Verification, **Dispatch Detail** (highlighted in red), Invoice Detail, and **Back** (highlighted in red).

Footer: [home](#) | [about us](#) | [consumers](#) | [client resources](#) | [installer resources](#) | [news](#) | [contact us](#) | [legal notices](#)
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Left Sidebar Navigation: Secured, Installer Home, View Shops, EFT/Check Details, Job Status, Online Authorizations, ClaimLaunch™, Help for Online Tools, News, Customized Offers® FAQ, PowerSync™ Info, Owner/Officer Secured, Customized Offers®, Rebalance Discounts, Account Info, Logout.

LYNX Services' ClaimLaunch™ User Guide

After the Loss Report has been submitted to LYNX Services, if for any reason the claim cannot be completed online, a message will instruct you to contact LYNX Services using the policyholder's insurance company's phone number for reporting glass claims. A caller reference number may be provided. This caller reference number will allow the LYNX Services Customer Service Representative to quickly find the claim and assist with completing the work assignment.



Potential Error Message and Corrective Actions

Allstate Insurance Company Claims

Listed below are potential error messages you may receive and the accompanying corrective action. Please follow the prompt on the screen to proceed with the claim.

Claims with injury or additional damage

“Per insurance company requirements, glass claims with an accompanying injury to any person, or glass damage resulting from a collision, require LYNX Services' intervention. Please call Glass Claims Express at 1-800-626-4527.”

Existing claim record with same policy number, loss date, and VIN that has already been reported

“This claim may be a duplicate to a previously entered claim and cannot be completed online. Please call Glass Claims Express at 1-800-626-4527 within 24 hours to proceed with the claim.” Please note: the policyholder may also be required with the LYNX Services' Representative.

Vehicle with glass damage not listed after successfully policy coverage verification

“If you have verified the policy information is correct and the vehicle you submitted on the Loss Report is not listed, please call Glass Claims Express at 1-800-626-4527 for coverage confirmation. Your caller reference number is XXXXXXXXX”

Coverage cannot be confirmed

“If you have verified the policy information is correct, please call Glass Claims Express at 1-800-626-4527 for a manual coverage authorization. Your caller reference number is XXXXXXXXX.”

Coverage verification unsuccessful for policy

“LYNX Services was not able to verify this policy. Please call Glass Claims Express at 1-800-626-4527 within 24 hours to proceed with the claim entered. Your caller reference number is XXXXXXXXX.”

Coverage verification unsuccessful for vehicle

“LYNX Services was not able to verify this vehicle. Please call Glass Claims Express at 1-800-626-4527 within 24 hours to proceed with the claim entered. Your caller reference number is XXXXXXXXX.”

An unknown error occurred during the creation of the Loss Report or the creation of the dispatch

LYNX Services' ClaimLaunch™ User Guide

“LYNX Services is currently unable to complete this transaction. Please call Glass Claims Express at 1-800-626-4527 within 24 hours to proceed with the claim entered. Your caller reference number is XXXXXXXX.”