



Vendor Training Guide

Created by: Christine LeBlanc
2006.03.15

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What is SMART?

SMART is an Internet-based claim tool used by adjusters and vendors to communicate during the handling of a claim.

SMART replaces the telephone, fax and email as a primary communication tool.

All messages on SMART are automatically captured in the claim file for future reference.

Signing in to SMART

Open a Microsoft Internet Explorer browser.


Key in the address:

<https://www.smartit.cgi.com/smartv1/start.aspx>

You require your user id and your password.

Demo System Version 1.9.1.0

Login:
 Password:


SMART INSURANCE TECHNOLOGY
<https://www.smartit.cgi.com/smartv1/start.aspx>


SMART is the revolutionary e-Business process improvement tool for the property and casualty claims industry.

The information furnished in this site is to be used only for the adjudication and management of applicable claims and for no other purposes

[Terms of Service Use](#)

Enter your login id and password, and click "Sign In". The first time you enter your password you will be prompted to change it.

SMART Sunday, March 05, 2006 Demo System Version 1.9.1.0



[Claims](#) | [Messages](#) | [Find](#) | [User](#) | [SMART](#)

My SMART Activities

New Messages	4
Active Tasks	2
Open Files	1

SMART News and Notes Sunday, March 05, 2006

Date	Notifications
6/6/2005 10:00:00 AM	Please be sure that you have reviewed the Terms of Service Use.

You will see the SMART main page. From here you can choose from the menu tab across the top, or click on New Messages to see your message list.

Viewing and Responding to Messages

Adjusters and other claims participants will send you messages on claims through SMART. You can view and respond to messages through the message function in SMART.


The screenshot displays the SMART web interface. At the top, it shows the SMART logo, the date "Sunday, March 05, 2006", and the version "Demo System Version 1.9.1.0". Below this is a navigation bar with tabs for "Claims", "Messages", "Find", "User", and "SMART". The "Messages" tab is highlighted. Underneath, there is a section titled "My SMART Activities" with a table showing counts for "New Messages" (4), "Active Tasks" (2), and "Open Files" (1). Below that is a "SMART News and Notes" section for "Sunday, March 05, 2006", containing a notification table with one entry: "6/6/2005 10:00:00 AM" with the message "Please be sure that you have reviewed the Terms of Service Use.". A yellow callout box at the bottom of the interface says "Click on 'New Messages' to see your message list."

My SMART Activities	
New Messages	4
Active Tasks	2
Open Files	1

SMART News and Notes	
Sunday, March 05, 2006	
Date	Notifications
6/6/2005 10:00:00 AM	Please be sure that you have reviewed the Terms of Service Use.

Click on "New Messages" to see your message list.


SMART Sunday, March 05, 2006 Demo System Version 1.9.1.0

 [Claims](#) [Messages](#) [Find](#) [User](#) SMART

Message Overview Messages for: Michell

Include: My Messages All Available Peers' Supervised Users'

Reference

From	Message	Reference	Insured
 Various	<i>There is 4 messages for this claim.</i>	CL123	LeBlanc

Messages Found 1

1

The message list is grouped by claim number. If a message is red, then you are late in responding and should do so immediately. To view and respond to a message, simply highlight and click on the message.

Reference CL123 View: [Claim](#) / [Journal](#) / [Summary](#)

Customer: LeBlanc, Jacques Created by: Generic Adjuster1

Insurer: CGI

The messages to you on the claim will appear in chronological order for you to read. Messages in red, usually from an adjuster, require you to respond.

Signments	Service	Supplier	Requested	Start	End	Status
	Car rental	Discount	3/3/2006	3/9/2006	3/12/2006	Open
	Car rental	Discount	3/3/2006	(Unknown)	(Unknown)	Open
	Body shop	Garage Gendron	3/3/2006	3/6/2006	3/12/2006	Open
	Internal Adjuster	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)	Open
	Internal Adjuster	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)	Open
	Auto Appraiser	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)	Open
	Auto Appraiser	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)	Open

From: SMARTIT Administrator on behalf of Generic-Adjuster2 DemoSystem [Reply to sender](#)

To: Discount 3/3/2006 2:42:53 P

Message: *New Assignment: your services as a 'Car rental' have been requested. Please review and adjust dates if necessary. Reply to the sender of this message.*

Attachments: (none)

Response requested by Generic-Adjuster2 DemoSystem. Message Rea

Service	Supplier	Requested	Start	End	Status
Car rental	Discount	3/5/2006	(Unknown)	(Unknown)	Open
Body shop	Garage Gendron	3/5/2006	2/15/2006	2/20/2006	Open
CP Internal Adjuster				(own)	Open
CP Auto Appraiser				(own)	Open

You can see all of the other participants on the claim who received a copy of the message.

From: SMARTIT Administrator on behalf of Generic Adjuster1 [Reply to sender](#)
To: Garage Gendron 3/5/2006 8:22:51 PM

Message: New Assignment; your services as a 'Body shop' have been requested. Please review and adjust dates if necessary. Reply to the sender of this message.

Attachments: (none)

Response requested by Generic Adjuster1. Message Read

From: Generic Adjuster1 [Reply to sender](#)
To: Garage Gendron 3/5/2006 8:26:37 PM

Message: I have a truck with front end damage. Can you give me a repair date.

Attachments: (none)

Message Read

[Next Message Set](#)

From: SMARTIT Administrator on behalf of Generic-Adjuster2 DemoSystem [Reply to sender](#)
To: Discount 3/3/2006 2:46:24 PM

Message: New Assignment; your services as a 'Car rental' have been requested. Please review and adjust dates if necessary. Reply to the sender of this message.

Attachments: (none)

Response requested by Generic Adjuster1. Message Read

Once you have read a message, you must click "Message Read" and then "Reply to sender" If this is not done your message will not be forwarded to journal and will remain in your inbox.

From: Generic Adjuster1 [Reply to sender](#)
To: Discount 3/3/2006 2:47:24 PM

Message: Please make arrangements for a rental car for Jacques Leblanc, mid size car.

Attachments: (none)

Message Read

From: Generic-Adjuster2 DemoSystem [Reply to sender](#)
To: Discount 3/4/2006 8:37:33 AM

Message: Please make arrangements for car rental for Jacques Leblanc, mid size car.

Attachments: (none)

Message Read

The following messages have been dispatched:

No Pending Messages

N/T/CC : Note/File Description:

When replying, you can copy any of the other participants in the claim by clicking the "N" checkbox beside their name and entering your message. Do not click "T" when replying to an adjuster, as "T" creates a task.

<input type="checkbox"/>	<input type="checkbox"/>	Discount (Car rental)
<input type="checkbox"/>	<input type="checkbox"/>	Garage Gendron (Body shop)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Generic Adjuster (Internal Adjuster)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Generic Adjuster1 (Auto Appraiser)

*Notify/T/CC

Main Adjuster

Files:

Add

Remove File

0 / 12000 KB limit

View Current Claim Go to My SMART Send Message / Task

The following messages have been dispatched:

No Pending Messages

N/T/CC : Note/File Description:

Thank you, we will get back to you

When your message is ready to send, click "Send Message/Task".

<input type="checkbox"/>	<input type="checkbox"/>	Discount (Car rental)
<input type="checkbox"/>	<input type="checkbox"/>	Garage Gendron (Body shop)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Generic Adjuster1 (Internal Adjuster)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Generic Adjuster1 (Auto Appraiser)

*Notify/T/CC

Main Adjuster

Files:

Add

Remove File

0 / 12000 KB limit

View Current Claim Go to My SMART Send Message / Task

SMART
CGI Insurance

Saturday, March 11, 2006 Demo System Version 1.9.1.0

Claims Messages Find User SMART

New List

The following messages have been dispatched:

To: Generic Adjuster1, Generic Adjuster1.
Message: Thank you, we will get back to you

I'd like to:

[View Current Claim](#) [Go to My SMART](#) [Send another message](#)

You will get a screen showing you confirmation that your message was sent. You can click "Send another message" to send another message on this claim, or click "Smart" – 'My Smart' to return to the main page.

Printable Summary

The details of claim assignments can be viewed in one screen called the Printable Summary. The Printable Summary is designed to be easy to read and print, and it will appear different to each type of participant since each type of participant needs different information in order to perform their tasks.

address <http://smartit-demo.cgftp.com/SmartV1/Secure/Message/MessageView.aspx> Go Links

Reference CL123 **View:** [Claim](#) / [Journal](#) / [Summary](#)

Customer: LeBlanc, Jacques **Created by:** Generic Adjuster1

Insurer: CGI Insurance **Loss Date:** 3/3/2006

Assignments

Service				End
Car rental				3/12/2006
Car rental				(Unknown)
Body shop	Garage Gendron	3/3/2006	3/6/2006	3/12/2006
CP Internal Adjuster	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)
CP Internal Adjuster	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)
CP Auto Appraiser	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)
CP Auto Appraiser	Generic Adjuster1	3/3/2006	(Unknown)	(Unknown)

From: SMARTIT Administrator on behalf of Generic-Adjuster2 DemoSystem [Reply to](#)

To: Discount 3/3/2006 2:4

Message: New Assignment; your services as a 'Car rental' have been requested. Please review and adjust dates if necessary. Reply to the sender of this message.

Attachments: (none)

Response requested by Generic-Adjuster2 DemoSystem. Message

address <http://smartit-demo.cgftp.com/SmartV1/Secure/forms/static/Auto/BodyShop.aspx> Go Links

Policy information

Policy No.: 123456 Date of loss: 2006-03-03

From: 0001-01-01 To: 0001-01-01 File: CL123

Insured Information

Insured name: Jacques LeBlanc Driver Name:

Address: 1 Baker St. Postal code: G1A1A1
QUEBEC, QC

Home phone: 416-888-1212 Business phone: 416-888-2121

Vehicle Information

Make & Model: Year:

VIN: Plate number:

Location of the vehicle: Estimation date: 2006-02-28

Air Bags: Yes No Total Loss: Yes No

Accident: **Body Shop and Adjuster Printable Summary**

Coverage Information

Policy No.: 123456		Date of loss: 2006-03-03	
Insured Information			
Policy No.:	123456	From:	0001-01-01
File:	CL123	To:	0001-01-01
Insured name:	Jacques LeBlanc	Home phone:	416-888-1212
Driver Name:		Business phone:	416-888-2121
Policy information			
Date of loss:	2006-03-03	Equivalent category:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Vehicle:		Year:	
Is the vehicle drivable?:	<input type="radio"/> Yes <input type="radio"/> No	Taxes payable by insured:	<input type="radio"/> Yes <input type="radio"/> No
Coverage:	Car Rental Printable Summary		
Authorization information			
Authorized vehicle category:	Compact	Total days:	
		Authorized rate:	

Date of loss:	Cause:	Appraiser Assignment	
File:	Policy No.:		
Insured name:	Home phone:		
Address:	Business phone:		
Postal code:	Other phone:		
Make & Model:	Year:	Color:	
VIN:	Plate number:	Kms:	
Air Bags:	<input type="radio"/> Yes <input type="radio"/> No	Is the vehicle drivable?:	<input type="radio"/> Yes <input type="radio"/> No
Accident Description:	Appraiser Printable Summary		
Damage description:			
Location of the vehicle:	Phone Number:		

SMART Saturday, March 11, 2006 Demo System Version 1.9.1.0

CGI

Claims Messages Find User SMART

My SMART Log Out

My SMART Activities

New Messages	3
Active Tasks	1
Open Files	2

SMART News and Notes Saturday, March 11, 2006

Date	Notifications
6/6/2005 10:00:00 AM	Please be sure that you have reviewed the Terms of Service Use.

You can continue to follow the same process with your next message.

Changing Your Profile

Every SMART user has a profile that can be modified by the user. You can change information in your profile through SMART, including your password.

Some information cannot be changed for security reasons.

Trouble logging in? Contact the SMART helpdesk
Insurance Users please contact +1 888 430 9906
SMART Vendors please contact +1-866-762-7801

Demo System Version 1.9.1.0

Login:
Password:




SMART is the revolutionary e-Business process improvement tool for the property and casualty claims industry

To change your profile, you must first sign in to SMART.

The information furnished in this site is to be used only for the adjudication and management of applicable claims and for no other purpose

[Terms of Service Use](#)

SMART **Sunday, March 05, 2006** Demo System Version 1.9.1.0

 [Claims](#) [Messages](#) [Find](#) [User](#) [SMART](#)

[Profile](#) [Peers](#) [Supervise](#) [Operations Report](#)

My SMART Activities

New Messages	1
Active Tasks	0
Open Files	1

SMART News and Notes Sunday, March 05, 2006

Date	Notifications
6/6/2005 10:00:00 AM	Please be sure that you have reviewed the Terms of Service Use.

On the top menu, click on "User->Profile" on the top menu.

Company Name:	CGI Insurance	Phone:	905-882-6555
User Name:	Generic Adjuster1	fax:	
Address:	95 Mural Street	Additional Phone:	
		Contact:	First Generic-Adjuster
City:	Richmond Hill	E-mail:	a1@ins.com
Province:	Ontario	Display Name:	Generic Adjuster1
Postal:	L4B 3G2	Web:	
Direction/Intersection:	West of 404 and South of 16th Ave	Employee ID:	
		Office ID:	
Role:	SM		

Your profile will appear. You can change information in some of the fields, such as shown in the Direction text box, for the adjuster to share with the customer

Services: Internal Adjuster Auto Appraiser

Change SmartIT Password

Login: a1@ins.com

Old Password:

New Password:

Confirm New Password:

From the Profile screen you can also change your password if you wish

Finding a Claim

You can find a claim in SMART if the adjuster has included you as a participant in the claim. In the Find Claim function of SMART you can search for a claim by claim number or by insured name.

The screenshot shows the SMART web application interface. At the top, it displays "SMART" and "CGI" logos, the date "Sunday, March 05, 2006", and "Demo System Version 1.9.1.0". Below the logos are navigation tabs: "Claims", "Messages", "Find", "User", and "SMART". Under "Claims", there are sub-tabs: "List", "Current", and "Journal".

Below the navigation tabs is a section titled "My SMART Activities" with the following data:

Activity	Count
New Messages	4
Active Tasks	2
Open Files	1

Below this is a section titled "SMART News and Notes" for "Sunday, March 05, 2006". It contains a table with the following data:

Date	Notifications
6/6/2005 10:00:00 AM	Please be sure that you have reviewed the Terms of Service Use.

A yellow callout box at the bottom of the screenshot contains the text: "To find a claim, from the main screen, click on 'Claims->List'."

SMART Sunday, March 05, 2006 Demo System Version 1.9.1.0

CGI Claims Messages Find User SMART

Quick Filters Claims For: Micheline P
 Reference: 123456 My Claims Peers Supervised Users Closed
 Keyword: Insured Participant Insurer Third Party Search

Reference	Insured	Insurer	Owner(C)	Date of loss
CL123	LeBlanc, Jacques	CGI Insurance	Generic Adjuster1	03/03/2006

Claims found: 1

1

Your list of claims will appear. If you need to find a specific claim, you can enter the claim number and click "Search".

SMART Sunday, March 05, 2006 Demo System Version 1.9.1.0

CGI Claims Messages Find User SMART

Quick Filters Claims For: Micheline P
 Reference: 123456 My Claims Peers Supervised Users Closed
 Keyword: Insured Participant Insurer Third Party Search

Reference	Insured	Insurer	Owner(C)	Date of loss
CL123	LeBlanc, Jacques	CGI Insurance	Generic Adjuster1	03/03/2006

Claims found: 1

1

To open the claim, simply click on it.

Sunday, March 12, 2006 Demo System Version 1.9.1.0

SMART
CGI Insurance

Claims Messages Find User SMART
List Current Journal

Status:Open Claim Overview Created:3/5

Policy: 123456 CPID: 871
Reference: Created By: Generic Adjuster1
Loss Date: 3/5/2006 Journal: [View](#)
Insurer: CGI Insurance
Policy Holder:

Claim Summary View

The claim overview screen will appear, showing you all of the other participants in the claim. (The Printable Summary is available from this screen, top right corner)

Assignments

Service	Supplier	Requested	Start	End	St
Car rental	Discount	3/5/2006	2/9/2006	2/17/2006	Op
Body shop	Garage Gendron	3/5/2006	2/15/2006	2/20/2006	Op

Creating a message

You can respond to a message in SMART by replying to a message sent to you by another participant.

You can also create a new message in SMART by clicking on the recipient's name in the Claim Overview screen.

CGI Insurance

Claims Messages Find User SMART

List Current Journal

Status: Open Claim Overview Created: 3/3/2006

Policy: 123456 CPID: 867

Reference: CL123 Created By: Generic Adjuster1

Loss Date: 3/3/2006 Journal: [View](#)

Insurer: CGI Insurance

Policy Holder: LeBlanc, Jacques

Claim Summary: [View](#)

Hover your mouse over the contact name. Once the pop-up box appears with the contact information, simply click your left mouse button to create a new message.

Assignments

Service	Supplier	User Profile Data	Start	End
Car rental	Discount	Name: Discount	3/9/2006	3/12/2006
Car rental	Discount	Address: 12, ave Morin bureau 12	(Unknown)	(Unknown)
Body shop	Garage G	City: Berthierville	3/6/2006	3/12/2006
Internal Adjuster	Generic A	Postal: J0K 1A0	(Unknown)	(Unknown)

CGI Insurance

Claims Messages Find User SMART

List Current Journal

New Messages / Tasks / Documents

The following messages have been dispatched:

To Generic Adjuster1 Thank you, we will get back to you

N/T/CC :

Note/File Description:

The vehicle will not be ready for three weeks, the parts are on order.

- Discount (Car rental)
- Garage Gendron (Body shop)
- Generic Adjuster1 (Internal Adjuster)
- Ge (A)

The message box will appear. Click on the checkbox to indicate who you are sending the message to. You can include as many recipients as you wish. Do not click "T" to send a task to an adjuster. Instead, click "N" to send a notification.

*Notify/T/CC

Main Adjuster

Add

Remove File

0 / 12000 KB lin

Setting dates

SMART allows you to set the start and end dates, showing the adjuster and other participants when you will begin working on a claim and when you will be done your part of the claim. This is very helpful to other claim participants, since they can then coordinate their activity with yours.

Status:Open	Claim Overview	Created:3/
Policy: 123456	CPID: 867	
Reference: CL123	Created By: Generic Adjuster1	
Loss Date: 3/3/2006	Journal: View	
Insurer: CGI Insurance		
Policy Holder: LeBlanc, Jacques		
Claim Summary: View		
Forms: Policy Holder Information		
Assignment:	Beside your shop name, click on the Start Date and choose a date from the calendar. Do the same on the end date.	
Service		
Car rental	Discount	3/3/2006 3/9/2006 3/12/2006
Car rental	Discount	3/3/2006 (Unknown) (Unknown)
Body shop	Garage	3/12/2006
CP Internal Adjuster	Generi	(Unknown)
CP Internal Adjuster	Generi	(Unknown)
CP Auto Appraiser	Generi	(Unknown)
CP Auto Appraiser	Generi	(Unknown)

February 2006	March 2006	April 2006
S M T W T F S	S M T W T F S	S M T W T F S
1 2 3 4	1 2 3 4	1
5 6 7 8 9 10 11	5 6 7 8 9 10 11	2 3 4 5 6 7 8
12 13 14 15 16 17 18	12 13 14 15 16 17 18	9 10 11 12 13 14 15

SMART
CGI Insurance

Claims Messages Find User SMART
 List Current Journal

Status: Open Claim Overview Created: 3/5/2006

Policy: 123456 CPID: 871
 Reference: Created By: Generic Adjuster1
 Loss Date: 3/5/2006 Journal: [View](#)
 Insurer: CGI Insurance
 Policy Holder:
 Claim Summary: [View](#)

Former: [Policy Holder Information](#)

Once you have set your dates, they will appear for every claim participant.

Assignments

Service	Supplier	Requested	Start	End	Status
Car rental	Discount	3/5/2006	2/9/2006	2/17/2006	Open
Body shop	Garage Gendron	3/5/2006	2/15/2006	2/20/2006	Open
CP Internal Adjuster	Generic Adjuster1	3/5/2006	2/16/2006	2/23/2006	Open

Viewing the Journal

You can view previous activity and messages in a claim by viewing the journal. All messages are recorded in the journal through the life of the claim, and become part of the permanent record.

Messages cannot be deleted once they are sent.

Sunday, March 12, 2006 Demo System Version 1.9.1.0

MART
CGI Insurance

Claims Messages Find User SMART
List Current Journal

Status: Open Claim Overview Created: 3/5/2006

Policy: 123456 CPID: 871
Reference: Created By: Generic Adjuster1
Loss Date: 3/5/2006 Journal: [View](#)
Insurer: CGI Insurance
Policy Holder:
Claim Summary: [View](#)

From the claim overview screen, available by opening the claim from the claim list, you can click on "Journal" to see the journal of activity.

Assignments

Service	Supplier	Requested	Start	End	Status
Car rental	Discount	3/5/2006	2/9/2006	2/17/2006	Open
Body shop	Garage Gendron	3/5/2006	2/15/2006	2/20/2006	Open
Internal Adjuster	Generic Adjuster1	3/5/2006	2/16/2006	2/22/2006	Open

3/5/2006 42:53 PM	requested. Please review and adjust dates if necessary. Reply to the sender of this message.	Generic-Adjuster2 (on behalf of Generic-Adjuster2 DemoSystem)	Discount (T)
3/2006 46:23 PM	New Assignment; your services as a 'Car rental' have been requested. Please review and adjust dates if necessary. Reply to the sender of this message.	SMARTIT Administrator (on behalf of Generic-Adjuster2 DemoSystem)	Discount (T)
3/2006 47:24 PM	Please make arrangements for a rental car for Jacques Leblanc, mid size car.	Generic-Adjuster2 DemoSystem	Discount (N)
4/2006 37:33 AM	Please make arrangements for car rental for Jacques Leblanc, mid size car.	Generic-Adjuster2 DemoSystem	Discount (N)
5/2006 09:51 PM	Thank you, we will get back to you.	Discount Garage Gendr (N)	
5/2006 14:18 PM	The beginning and end dates of 2/13/2006 and 2/16/2006 have been authorized by Micheline Perron for Generic Adjuster1 providing service 'Internal Adjuster'.	SMARTIT Administrator (on behalf of Discount)	
5/2006 14:55 PM	The beginning and end dates of (Unknown) and (Unknown) have been authorized by Micheline Perron for providing service 'SMART	SMARTIT Administrator (on behalf of	

The journal will appear, allowing you to see all conversations that include you. Conversations on the claim that do not include you will not be shown.

Attaching a File

You can attach other files to messages in SMART. These attachments include Word, Excel, PDF documents, pictures, police reports, and others.

For example, your final invoice can be attached and sent directly to the adjuster for payment.

Address <http://smartit-demo.cgip.com/SmartV1/Secure/Claim/ClaimView.aspx> Go Link

Status: Open Claim Overview Created: 3/3/2006

Policy: 123456 CPID: 867

Reference: CL123 Created By: Generic Adjuster1

Loss Date: 3/3/2006 Journal: [View](#)

Insurer: CGI Insurance

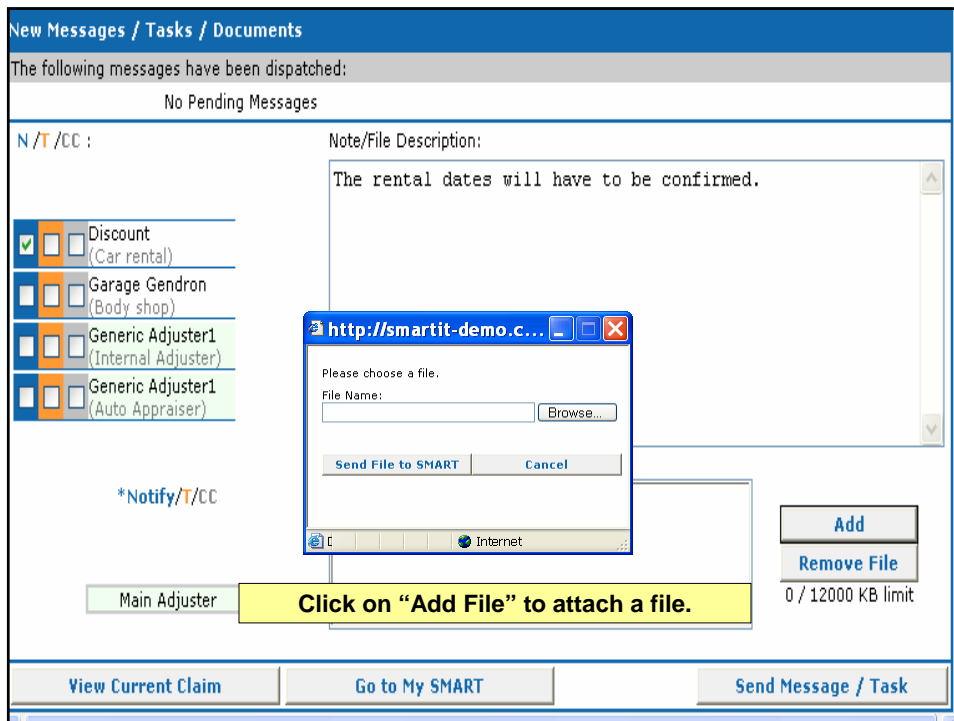
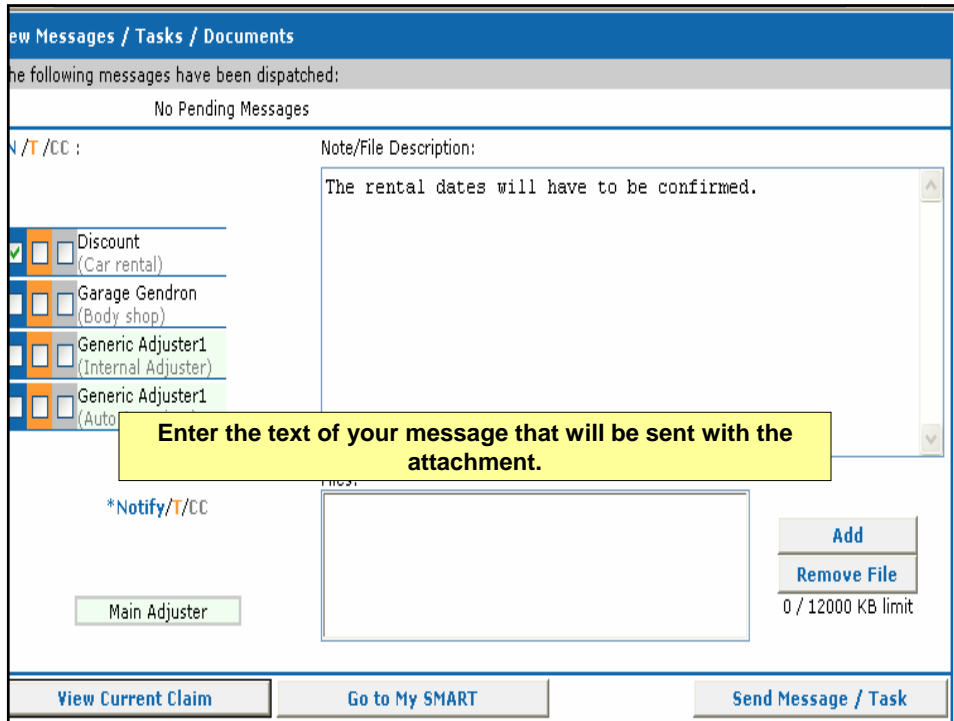
Policy Holder: LeBlanc, Jacques

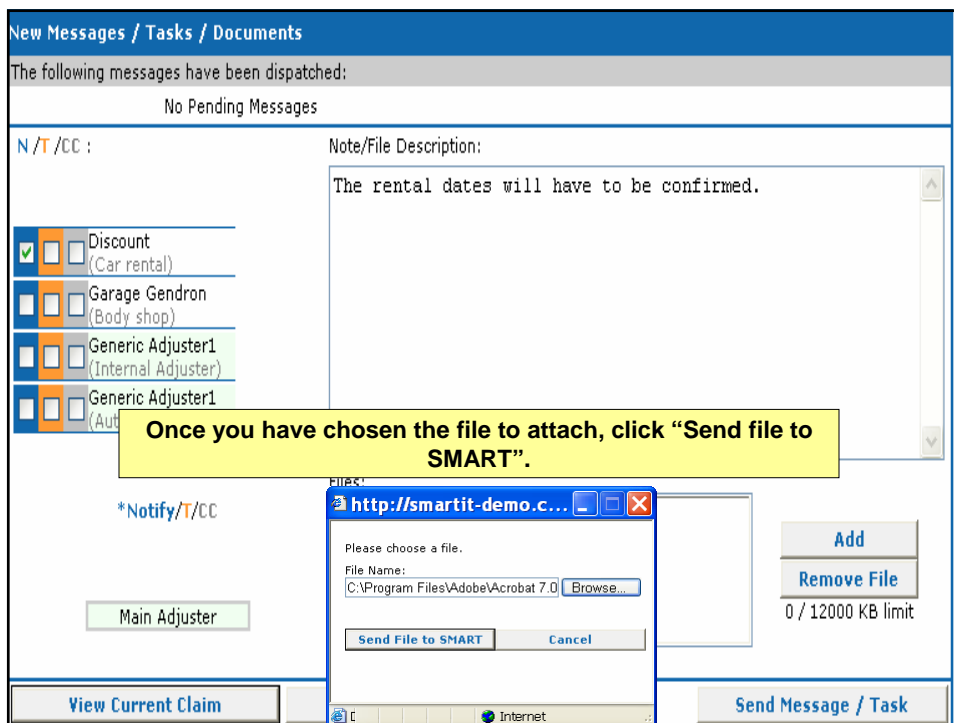
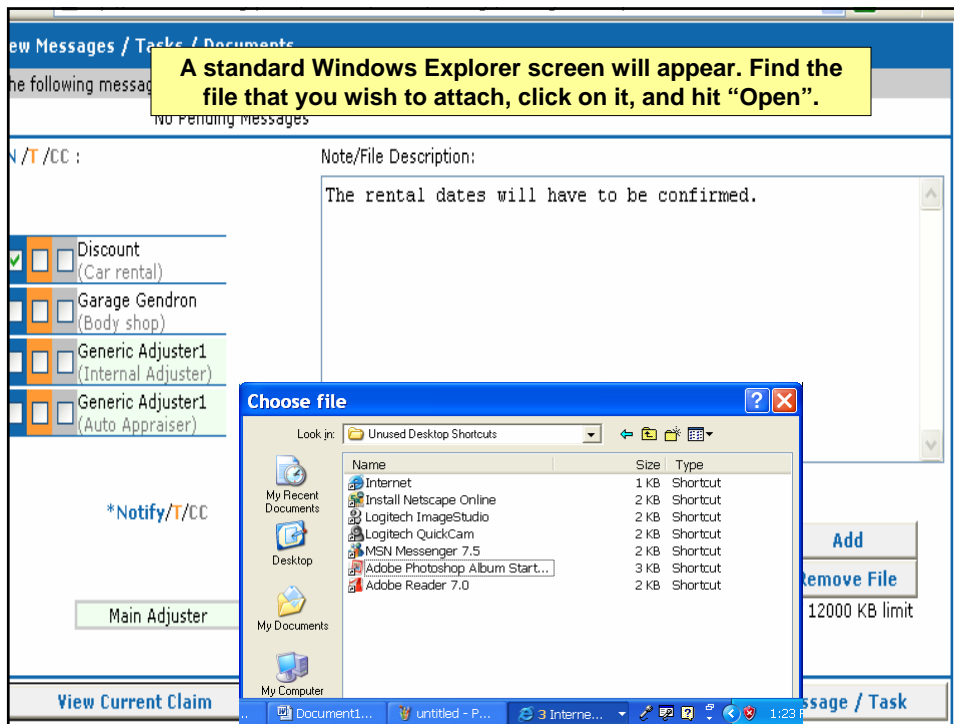
Claim Summary: [View](#)

Forms: [Policy Holder Information](#)

Create a new message by clicking on the recipient name on the claim overview screen. Usually this will be the Adjuster.

Assignment:	Service	Supplier	User Profile Data	Start	End
	Car rental	Discount	Name: Generic Adjuster1	/9/2006	3/12/2006
	Car rental	Discount	Address: 95 Mural Street	Unknown	(Unknown)
	Body shop	Garage Gendron	City: Richmond Hill	/6/2006	3/12/2006
CP	Internal Adjuster	Generic Adjuster	Postal: L4B 3G2	Unknown	(Unknown)
CP	Internal Adjuster	Generic Adjuster	Province: ON	Unknown	(Unknown)
CP	Auto Appraiser	Generic Adjuster	Phone: 905-882-6555	Unknown	(Unknown)
CP	Auto Appraiser	Generic Adjuster	Fax:	Unknown	(Unknown)





SMART
CGI Insurance

Claims Messages Find User SMART

New Messages / Tasks / Documents

The following messages have been dispatched:
No Pending Messages

N/T/CC : **The name of the "Files" section of the message. You can attach as many files as you want, simply by repeating the attach process until all files are attached. Click "Send Message/Task" to send the file.**

- Discount (Car rental)
- Garage Gendron (Body shop)
- Generic Adjuster1 (Internal Adjuster)
- Generic Adjuster1 (Auto Appraiser)

*Notify/T/CC

Main Adjuster

Files:
Car Insurance agreement.doc

Add
Remove File
21 / 12000 KB limit

Sunday, March 12, 2006 Demo System Version 1.9.1.0

SMART
CGI Insurance

Claims Messages Find User SMART

Reference: , (March 05, 2006) CGI Insurance

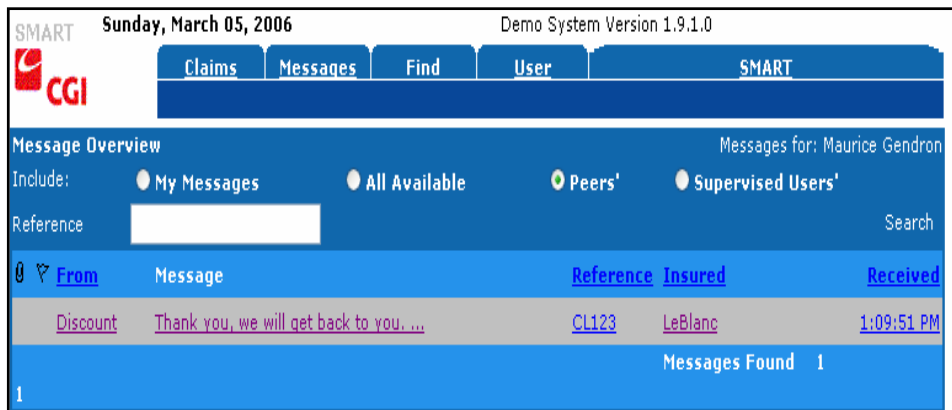
Journal

Date	Entry	From	To
3/5/2006 8:22:51 PM	New Assignment; your services as a 'Body shop' have been requested. Please review and adjust dates if necessary. Reply to the sender of this message.	SMARTIT Administrator (on behalf of Generic Adjuster1)	Garage Gendron (T/V)
3/5/2006 8:26:37 PM	I have a truck with front end damage. Can you give me a repair date.	Generic Adjuster1	Garage Gendron (N)
3/11/2006 1:17:41 PM	Thank you, we will get back to you	Garage Gendron	Generic Adjuster1 (N)
3/11/2006 1:17:41 PM	Thank you, we will get back to you	Garage Gendron	Generic Adjuster1 (N)
3/12/2006 2:28:19 PM	The dates are good. Attachments: Car Insurance agreement.doc	Garage Gendron	Generic Adjuster1 (N)

In the Journal, the attached file will appear below your message. Attached files become a permanent entry in the claim file and cannot be changed. If you need to make a change to a file, change it on your computer and send a new copy.

Viewing other mailboxes in your “Peer Group”

In a call centre environment where several vendor locations are being managed from one place (car rental), users can view messages sent to all locations in their “peer group”. This allows a call centre representative to monitor and respond to messages sent to multiple locations.



The screenshot shows the SMART system interface. At the top, it displays the date "Sunday, March 05, 2006" and "Demo System Version 1.9.1.0". The main navigation bar includes "Claims", "Messages", "Find", "User", and "SMART". Below this, the "Message Overview" section is visible, with "Messages for: Maurice Gendron" on the right. The "Include:" section has four radio buttons: "My Messages", "All Available", "Peers'" (which is selected), and "Supervised Users'". There is a "Reference" input field and a "Search" button. Below the filters is a table of messages with columns: "From", "Message", "Reference", "Insured", and "Received". One message is listed with "Discount" as the sender, "Thank you, we will get back to you..." as the message, "CL123" as the reference, "LeBlanc" as the insured, and "1:09:51 PM" as the received time. At the bottom of the table, it says "Messages Found 1".

When you are opening a message, click on “Peers” and then click “Search”. All messages sent to all locations will appear. Clicking on any message will open that message, and you can respond to messages normally.

How do I get HELP?

If you need help using SMART, you can email or call CGI's SMART vendor help desk. The help desk is operated by ISB Canada.

Email to SmartHelp@isbc.ca

or call

1-866-SMART01 / 1-866-762-7801

Remember the "S" in HTTPS.
SMART is a secure site.

<https://www.smartit.cgi.com/smartv1/start.aspx>