



Create and Edit an ACC Customer Claim - Tutorial Video Script

To create an ACC claim, go to the Menu and select

- **Application**

then

- **Claim**

This will take you to a page containing all the Claims you have created and from here you can select any of your Claims to view or edit.

To create a new Claim, click the **Create** button.

Begin by using the magnifying glass next to the customer field.

If the customer you are looking for is not in your list, you can search for the customer using the **Find Customer Page**, select the Customer Menu and click Edit.

Navigate the claims section and create a Claim by clicking **Create Claim**.

Fill in the fields on the page, making sure to enter the mandatory fields marked with a red Asterix.

If you are an Assessor, you can select a Case Owner for this Claim on this page.

However, if you are a Case Owner, it will auto populate with your name.

Now click '**Create Claim**'.

This will take you to the **Edit Claim Page**, where you can confirm the details you entered, see the **ACC Claim Validation Status**, and view any solutions or applications tied to this Claim.

If you make any changes to the Claim, make sure to click the **Save** button at the bottom of the page when complete.