





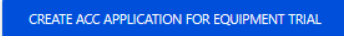
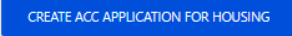
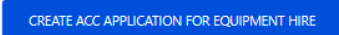
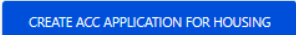


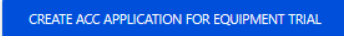
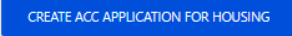
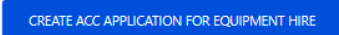
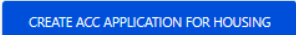


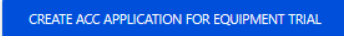
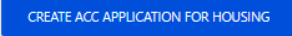
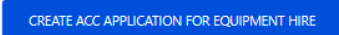
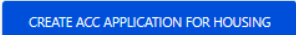


## Create an Application from 'My Customers' - ACC

Step	Description										
1.	Click 										
2.	Click 										
3.	Click  for the customer, and click 										
4.	<p>Click the relevant button for the type of application to be created</p> <p><b>Note:</b> The application types depend on your role:</p> <table border="1" data-bbox="327 831 1163 1137"> <thead> <tr> <th>ACC Assessor</th> <th>ACC Case Owner</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	ACC Assessor	ACC Case Owner								
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5.	<p>In the Confirmation of Customer and Application Details page, enter required fields marked with an asterisk which have not auto-populated:</p> <table border="1" data-bbox="264 1357 1369 1895"> <thead> <tr> <th>Section</th> <th>Enter required fields</th> </tr> </thead> <tbody> <tr> <td>Personal Information (auto-populated fields)</td> <td> <ul style="list-style-type: none"> <li>• First Name*</li> <li>• Last Name*</li> <li>• Date of Birth*</li> <li>• Gender*</li> </ul> </td> </tr> <tr> <td>Customer Contact Information (auto-populated field)</td> <td> <ul style="list-style-type: none"> <li>• Phone Number*</li> </ul> </td> </tr> <tr> <td>ACC Claims</td> <td> <ul style="list-style-type: none"> <li>• Select Existing Claim</li> <li>• Enter New Claim Number*</li> <li>• Case Owner*</li> </ul> </td> </tr> </tbody> </table> <p><b>Note:</b> If required, enter Safety Risks details</p>	Section	Enter required fields	Personal Information (auto-populated fields)	<ul style="list-style-type: none"> <li>• First Name*</li> <li>• Last Name*</li> <li>• Date of Birth*</li> <li>• Gender*</li> </ul>	Customer Contact Information (auto-populated field)	<ul style="list-style-type: none"> <li>• Phone Number*</li> </ul>	ACC Claims	<ul style="list-style-type: none"> <li>• Select Existing Claim</li> <li>• Enter New Claim Number*</li> <li>• Case Owner*</li> </ul>		
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	<ul style="list-style-type: none"> <li>Click <input type="button" value="SAVE AND NEXT"/></li> <li><b>Note:</b> The Application number is generated and displays in the Application Summary section</li> <li>In the Application Delivery Details page, complete the relevant check-boxes</li> </ul> <table border="1" data-bbox="268 517 1369 2016"> <thead> <tr> <th data-bbox="268 517 667 573">Section</th> <th data-bbox="667 517 1369 573">Checkbox</th> </tr> </thead> <tbody> <tr> <td data-bbox="268 573 667 701">Application Summary</td> <td data-bbox="667 573 1369 701"> <ul style="list-style-type: none"> <li>Tick <input type="checkbox"/> <b>Urgent Delivery</b> if the application is Urgent</li> </ul> </td> </tr> <tr> <td data-bbox="268 701 667 1783">Delivery Address</td> <td data-bbox="667 701 1369 1783"> <ul style="list-style-type: none"> <li>The customer primary address is selected by default <input checked="" type="checkbox"/> <b>Use Existing Customer Primary Address</b></li> <li>To change the address from the Customer Primary Address, tick one of the other options:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Use Alternate Customer Address</li> <li><input type="checkbox"/> Use Assessor's Address</li> <li><input type="checkbox"/> Enter Other Delivery Address</li> </ul> </li> </ul> <p><b>Note:</b> If an address cannot be found, click <input type="checkbox"/> <b>Manually enter address if not already found</b> and populate the required fields Address Line 1 and Suburb</p> <p><b>Note:</b> To Use Alternate Customer Address, click <input type="button" value="🔍"/> and select address from lookup list</p> <p><b>Note:</b> Use <input type="button" value="Address Finder - start typing address here"/> to Enter Other Delivery Address. To save the Other Delivery Address as the customer's primary address, tick <input type="checkbox"/> <b>Save new address as customer primary</b></p> </td> </tr> <tr> <td data-bbox="268 1783 667 2016">Delivery Contact Details</td> <td data-bbox="667 1783 1369 2016"> <ul style="list-style-type: none"> <li>Tick one of the options:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Use Customer Details</li> <li><input type="checkbox"/> Use Alternative Contact Details</li> <li><input type="checkbox"/> Use Assessor Details</li> <li><input type="checkbox"/> Add Other Details</li> </ul> </li> </ul> </td> </tr> </tbody> </table>	Section	Checkbox	Application Summary	<ul style="list-style-type: none"> <li>Tick <input type="checkbox"/> <b>Urgent Delivery</b> if the application is Urgent</li> </ul>	Delivery Address	<ul style="list-style-type: none"> <li>The customer primary address is selected by default <input checked="" type="checkbox"/> <b>Use Existing Customer Primary Address</b></li> <li>To change the address from the Customer Primary Address, tick one of the other options:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Use Alternate Customer Address</li> <li><input type="checkbox"/> Use Assessor's Address</li> <li><input type="checkbox"/> Enter Other Delivery Address</li> </ul> </li> </ul> <p><b>Note:</b> If an address cannot be found, click <input type="checkbox"/> <b>Manually enter address if not already found</b> and populate the required fields Address Line 1 and Suburb</p> <p><b>Note:</b> To Use Alternate Customer Address, click <input type="button" value="🔍"/> and select address from lookup list</p> <p><b>Note:</b> Use <input type="button" value="Address Finder - start typing address here"/> to Enter Other Delivery Address. To save the Other Delivery Address as the customer's primary address, tick <input type="checkbox"/> <b>Save new address as customer primary</b></p>	Delivery Contact Details	<ul style="list-style-type: none"> <li>Tick one of the options:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Use Customer Details</li> <li><input type="checkbox"/> Use Alternative Contact Details</li> <li><input type="checkbox"/> Use Assessor Details</li> <li><input type="checkbox"/> Add Other Details</li> </ul> </li> </ul>
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