

Purpose

This SOP is intended to outline the process for Canadian claims and the process to file them correctly.

Teams Impacted

- Claims

Procedure

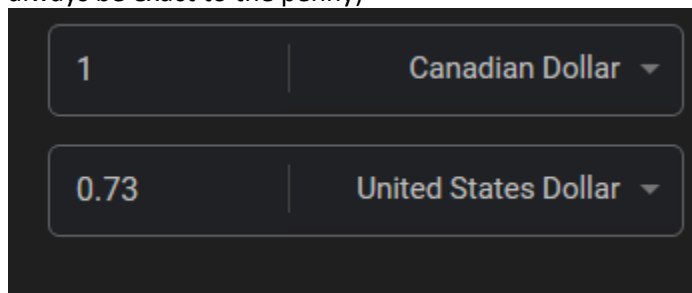
When you start a claim please verify if the Repair Facility is giving totals in USD or CAD. This is crucial with clarification due to the currencies being different.

1. Follow steps in **Reporting a Breakdown SOP**.
2. Take all the information and diagnosis.
 - a. In Forte make sure to change the currency over to Canada. (If MSRP does not populate in Forte switch back to US enter the part number and then switch back to CAD.)



The screenshot shows the FORTÉ DATA SYSTEMS interface. At the top, there are buttons for 'Clear All', 'Print', and an email address 'm.northcutt@americanautoshield.com'. Below this is the 'Vehicle Input' section with fields for 'VIN', 'Select year', and 'ACUR'. A 'Canada' button is visible on the right, highlighted with a red arrow. Below the input fields are 'Add Part' and 'Add Labor' buttons.

- b.
- c. If RF is giving totals in CAD make sure you are doing the proper conversion. (<https://www.xe.com/>) (Please note and inform the RF that due to constant changes in currency conversion, it may not always be exact to the penny)



The screenshot shows a currency conversion tool. It displays '1' next to 'Canadian Dollar' and '0.73' next to 'United States Dollar'.

- d.
- e. Place detailed notes in claim including all out of pocket and if currency was given is USD or CAD.

Note. It is important to use proper conversion to not cause any delays or issues with payments or out of pocket cost.

Important! Make sure the conversion has been done properly and confirmed if you have any questions get with your direct supervisor.
Reminder! We do not ship PA parts to Canada, use in house sourcing to source parts that we can send.

Approval & Revision

Date Created [Date]	Created By [Creators Name]	Date Approved [Date]	Approved By [Approver's Name]	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]