# Claims Component

## Description:

The claims component is used for the management and viewing of claims for both clients and customers.

## Requirements:

The claims component will provide an area for **backoffice admins** to view, edit and add claim information. It will also provide an area for clients and customers to view claim details.

## Functions:

Admin Claims:

* list all claims
* add new claim
* view claim
* upload photos – public areas
* list all claim photos – public areas
* list all units/public areas within a claim
* list all companies associated with a claim
* add company
* list all clients associated with a claim
* add client
* list all customers associated with a claim
* list all comments
* list work history
* list claim visits (bodo, marty, walkthroughs)
* list all tickets
* list all closed tickets
* list all pending tickets
* view selected ticket
* list messages
* list reminders
* list notes
* list documents
* list claim phases/changes history
* list claim delays
* list floorplans for building
* view selected floorplan

Admin Claim Units

* view unit details
* edit unit details
* upload unit photos
* list all unit photos
* edit individual photo details
* upload photos
* list all companies associated with a unit
* add company
* list all clients associated with a unit
* add client
* list all customers associated with a unit
* add customer
* list all comments
* list work history
* list all tickets
* list all closed tickets
* list all pending tickets
* view selected ticket
* list messages
* list reminders
* list notes
* list documents
* list claim unit visits (bodo, marty, walkthroughs)
* list claim unit phases/changes history
* list claim unit delays
* list claim unit customer availability
* view floorplan

Client Claims: \*varies by Client type – this is the MOST a client can view – need to confirm with Paul for each client time

* list all claims
* view claim
* list all claim photos – public areas
* list all units/public areas within a claim
* list all companies associated with a claim
* list all clients associated with a claim
* list all customers associated with a claim
* list work history
* list claim visits (bodo, marty, walkthroughs) \*confirm with Paul
* list messages
* list reminders
* list notes
* list documents
* list claim phases/changes history
* list claim delays
* list floorplans for building
* view selected floorplan

Customer Claim Units – viewable by specific clients

* view unit details
* list all unit photos \*may not be viewable by some clients (eg: landlord)
* list all companies associated with a unit
* list all clients associated with a unit
* list all customers associated with a unit
* list all comments
* list work history
* list messages
* list reminders
* list notes
* \*\*\* check with Paul on these below items:
* list claim unit visits (bodo, marty, walkthroughs)
* list claim unit phases/changes history
* list claim unit delays
* list claim unit customer availability
* view floorplan

Claim Fields:

jobNumber

calledInBy

calledInPhoneNumber

callInDate

timeCalledIn

deductable

policyNumber

asbestosTestRequired

enteredByStaff (firstname lastname)

workAuthorizationReceiveDate

ClaimType

ClaimType\_other

dateReceived

InsuranceCategory

ProjectAddress

OnCallCallInstance (line item from on-call list)

parentClaim

current leadHandStaff

projectManager

completionDate

sourceUnit

sourceOther

isActive

contactName

contactTelephone

reason

estimate

currentClaimPhase

contentsNeeded

currentClaimsStatus

unassignedJobNumber (the emergency call jobnumber generated before PM assigned)

Scheduled Access Fields:

unit

date

fromTime

toTime

notes

Claim Phases History Fields:

startDate

scheduledEndDate

changed by Staff

notes