



# LAM Claims Portal

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Repairer Instruction Guide



Linkfield *Accident* Management Ltd

## LAM Claims Portal

Welcome to the LAM Claims Portal.

User type: \*

Please select...

Login >

User  
Selection

Select "Repairer" as User type.



Linkfield Accident Management Ltd

## LAM Claims Portal

### Repairer login

Welcome to the LAM Claims Portal. Please sign in to view all active repairs currently assigned to your company.

[Download user guide >>](#)

Username / email address: \*

Password: \*

**Login >**

Show all login types

Login

Enter your Username and Password.



Linkfield Accident Management Ltd

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## LAM Claims Portal

### Welcome

All repairs that we have assigned to your company can be administered via our portal.

To review a list of all open claims, please click on the link below.

Please select relevant status per claim and add any associated notes to update the present position.

If you have any queries relating to these repairs, please contact us on 03300 023 331 - Option 4.

Alternatively, if you would like to speak to Envoy Associates (our independent engineer), then please contact them directly on 0118 979 7319.

Any estimates or invoices should be emailed to [newclaims@lamclaims.co.uk](mailto:newclaims@lamclaims.co.uk)

[Show all open claims](#)

### Open tasks and actions

VRN	Reference	Incident date	Status	Action SLA
DX41DGF	BT/TI/000120/TEST	12/05/2021	Estimate authorised	06/05/2022 <a href="#">select</a>
DX54DGF	BT/TI/000016/TEST	02/10/2021	Estimate authorised	23/05/2022 <a href="#">select</a>

Welcome  
Page

Click on *"Show all open claims"* (on the left-hand side of the screen) to see a list, and status, of each repair we have assigned to you.

Tasks shown in **red** on the *"Open tasks and actions"* list (on the right-hand side of the screen) are past the original SLA set.



Linkfield Accident Management Ltd

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## LAM Claims Portal

### Search

Vehicle registration:

Incident date: (dd/mm/yyyy)

Claim reference: (what is this?)

Surname / company:

Active repair:

Repair status:

Open task or action:

Find

Reset

### Search results

VRN	Reference	Incident date	Status	Action SLA	
DX41DGF	BT/TI/000120/TEST	12/05/2021	Estimate authorised	06/05/2022	<a href="#">select</a>
DX41DGF	BT/TI/000114/TEST	02/03/2021	n/a	n/a	<a href="#">select</a>
DX41DGF	BT/TI/000109/TEST	09/05/2021	Repair in progress	n/a	<a href="#">select</a>
DX41DGF	BT/TI/000086/TEST	29/04/2021	Parts delayed	n/a	<a href="#">select</a>
DX44DGF	BT/TI/000017/TEST	08/11/2021	n/a	n/a	<a href="#">select</a>
DX54DGF	BT/TI/000016/TEST	02/10/2021	Estimate authorised	23/05/2022	<a href="#">select</a>
DX43DGF	BT/TI/000015/TEST	08/12/2021	n/a	n/a	<a href="#">select</a>

Open Claims

Hover over the "Status" of each repair to see an explanatory note. If n/a is shown, it means our in-house FNOL team needs to update the status for you to then continue updating the progress.

Click on "select" (on the right of the search results) on the repair to be updated.

Alternatively use the search options on the left-hand side of the screen.

# Claim Details

LAM Claims Portal

### Vehicle details

Vehicle registration: [REDACTED]  
Vehicle make: MERCEDES-BENZ  
Vehicle model: EQC EQC 400 300KW AMG LINE 80KWH SDR AUTO 1CC  
Vehicle colour: Unknown  
Vehicle declared drivable: Yes  
Policy number: [REDACTED]  
[Back to search](#)

### Claim details

Claim reference: LAMPSAL200104 [REDACTED]  
Driver name: [REDACTED]  
Driver main telephone: [REDACTED]  
Incident date and time: 17 June 2022 at 17:30  
Incident description: Third Party was reversing out of her parking bay and hit parked Policy Holders vehicle.  
Details of the damage: Damaged to drivers side front bumper. Scratched and dented right side bumper front.  
VAT status: Registered  
Excess payee: Driver

### Repair status

- Current status: Vehicle booked in
- Date vehicle booked in: 27/07/2022
- Pending task / action: n/a

[Update status](#)

### Repair history

Repair status	Date set	Set by	Task / action
Mobile vehicle Awaiting estimate	20/06/2022 13:02	LAM	<a href="#">Completed</a>
<a href="#">Parts ordered</a>	21/06/2022 15:49	Reparer	<a href="#">Completed</a>
Estimate authorized	22/06/2022 11:23	LAM	<a href="#">Completed</a>
<a href="#">Vehicle booked in</a>	11/07/2022 13:53	Reparer	<a href="#">Handled</a>

### File uploads

File:

File type / name
No records found

Click on "Update status" to update the status of the repair.

Please add notes, or dates, on statuses where applicable.

# Progressing Claim Details

## Vehicle details

Vehicle registration:

Vehicle make:

Vehicle model:

Vehicle colour:

Vehicle declared drivable:

Policy number:

[Back to search](#)

## Claim details

Claim reference:

Driver name:

Driver main telephone:

Incident date and time:

Incident description:

Details of the damage:

## Repair status

- Current status: Repair in progress
- Estimated completion date: 17/05/2022
- Pending task / action: n/a

### Update the repair status

Repair status: \*

Please select...

[Update](#)

[Cancel](#)

## Repair history

Repair status	Date set	Set by	Task / action
<a href="#">Repairer confirmed</a>	16/05/2022 08:29	BJIB Test	<a href="#">Completed</a>
<a href="#">Vehicle booked in</a>	16/05/2022 08:33	Repairer	<a href="#">Completed</a>
<a href="#">Repair in progress</a>	16/05/2022 08:34	Repairer	<b>Handler</b>

Repair history will build up as each job progresses, with statuses being added by you and our in-house FNOL team.

# Document Uploading

## Repair status

- **Current status:** Drivable awaiting estimate
- **Pending task / action:** Due 11/07/2022 at 15:58

### Update the repair status

Repair status: \*

Please select...

**Update**

Cancel

## Repair history

Repair status	Date set	Set by	Task / action
Mobile vehicle Awaiting estimate	07/07/2022 15:58	LAM	<b>Supplier</b>

## File uploads

File:

File type / name

No records found

To upload correspondence, click on "Select" underneath "File uploads".

# Document Uploading

## File uploads

**File:**

**Name: \***

**Type: \***

**Comment: (optional)**

After selecting the file, you wish to transfer from your own PC/Server, the "File" field will be populated.

You can then amend the "Name" field if you wish.

Then select, from the drop-down list in the "type" field, the correct document type.

# Document & File Types

Document Types
Damage Photograph
Diagram
Driver Correspondence
Email Correspondence
Engineers Approval
Engineers Report
Estimate
Invoice
Letter or Correspondence
Miscellaneous
Payment Pack
Repairer Images
Supplementary Estimate
Repairer Correspondence
ADAS

File Extension Type
.doc
.docx
.gif
.html
.jpeg
.jpg
.pdf
.xls
.xlsx
.msg

## Status Options

<b>Repair statuses used by repairers</b>
Drivable awaiting estimate
Parts on back order
Parts ordered
Parts received
Repair completed
Repair Declined
Repair in progress
Repair on hold
Repairer confirmed
Repairer unable to contact Driver
Vehicle booked in
Vehicle moved to specialist / main dealer
Vehicle on site
Vehicle with customer

These are the statuses you can set via the Portal which provides updates for our In House Team.

You will also see the Current status of the claim providing you with updates.