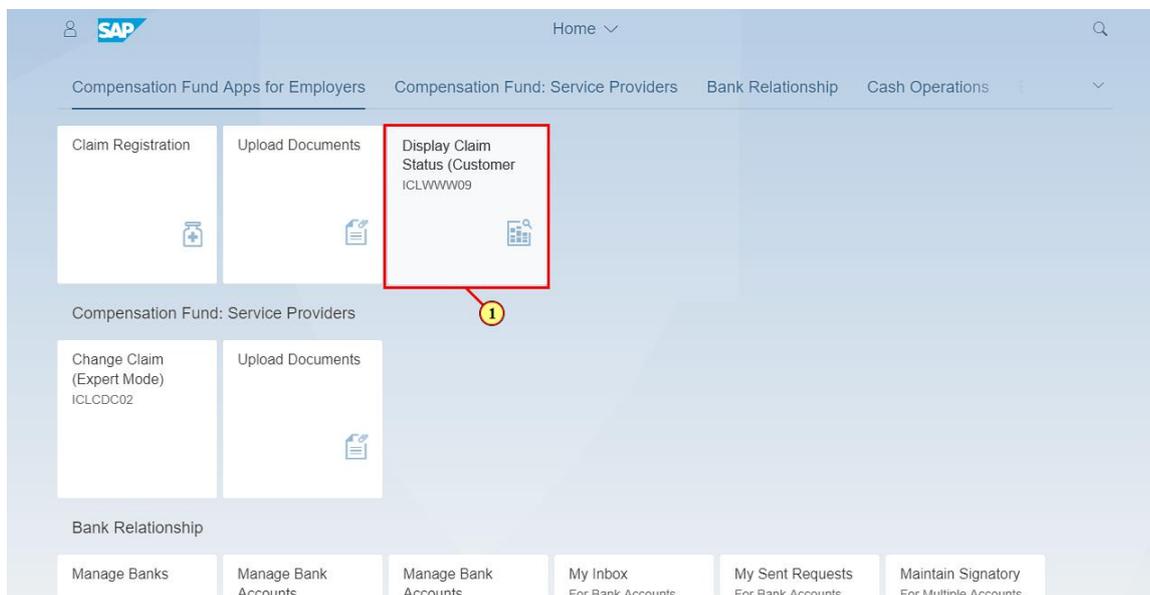




1.1. ICLWWW09 - Display Claim Status (Customer View)

Purpose
The purpose of this transaction is to display the processing status of a claim.
Business Scenario
In this scenario the Authorised Third Party, in this example, a Health Care Provider (HCP), previously called Medical Service Provider (MSP), displays the processing status of a claim in the CompEasy System. As the third party acts on behalf of the employer, the claim is lodged in CompEasy using the Compensation Fund App for Employers App .
Prerequisites
The following prerequisites are applicable when processing this transaction: <ul style="list-style-type: none">• An existing claim number.• Authorised third party user access to CompEasy.

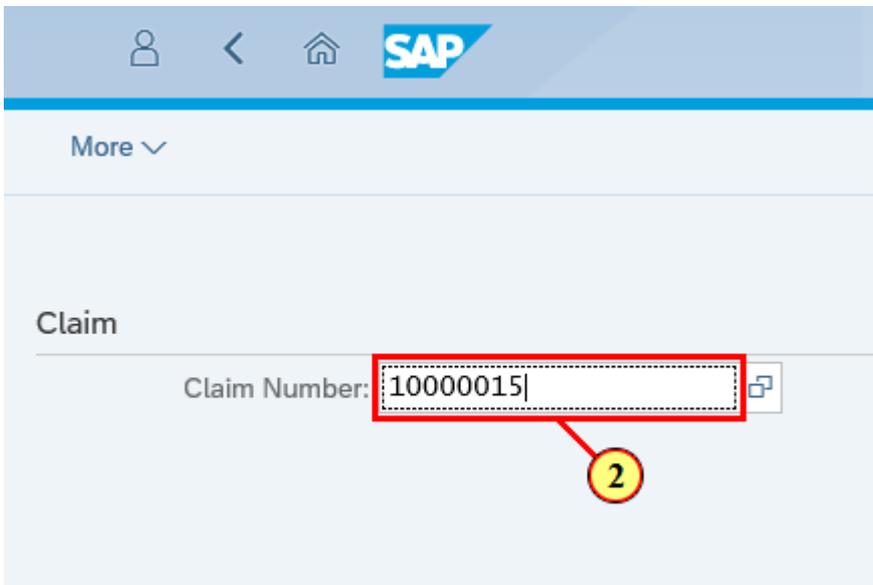
1.1.1. Home - Internet Explorer



Step	Action
[1]	Click on the Display Claim Status (Customer View) Display Claim Status (Customer ICLWWW09 ICLWWW09 to access the transaction.

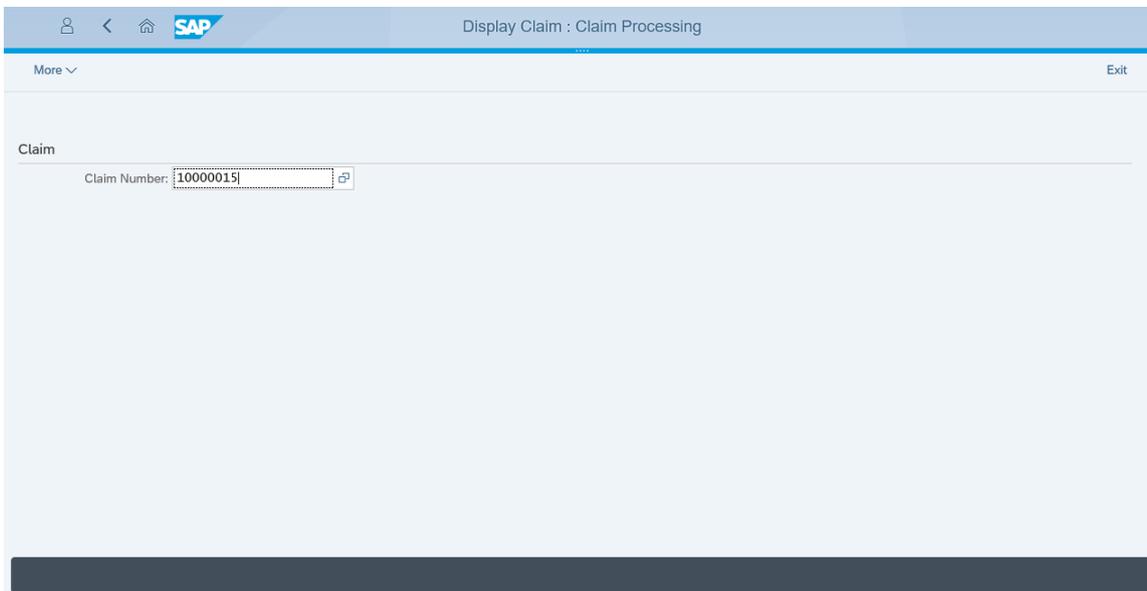


1.1.2. Display Claim : Claim Processing - Internet Explorer



Step	Action
[2]	Enter 10000015 in the Claim Number field.

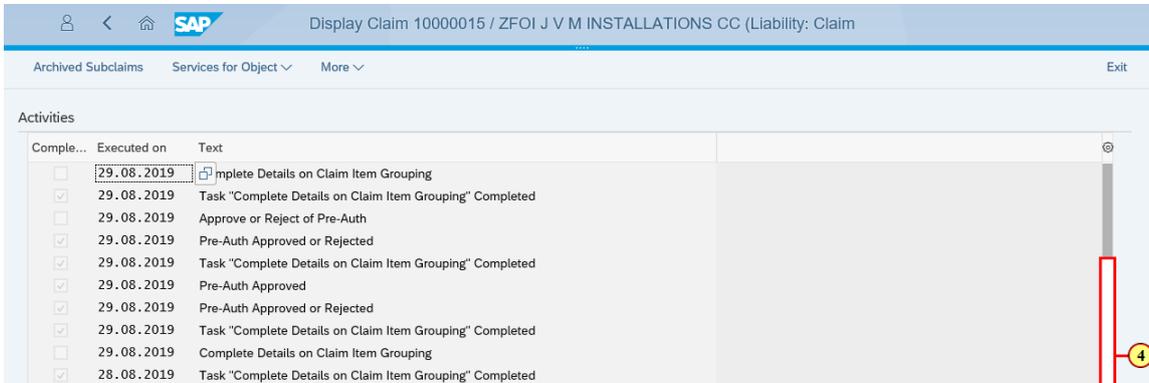
1.1.3. Display Claim : Claim Processing - Internet Explorer



Step	Action
[3]	Please press the Enter key on the keyboard to display the claim.



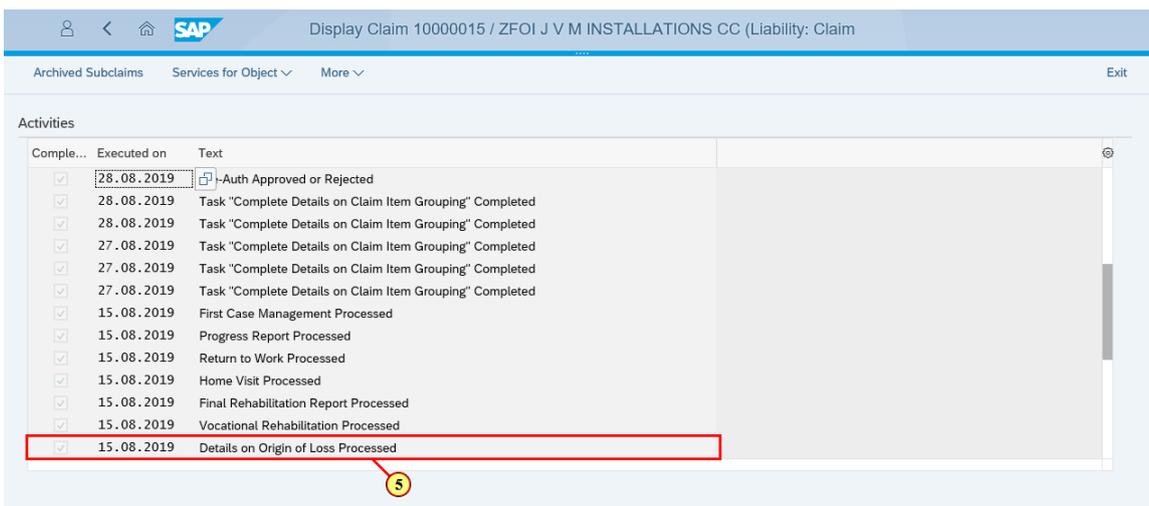
1.1.4. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer



 All activities including the claim performed against the specific claim are displayed on the **Display Claim 10000015/ ZFOI JVM** screen .

Step	Action
[4]	Click in the area below the scroll bar to scroll down.

1.1.5. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

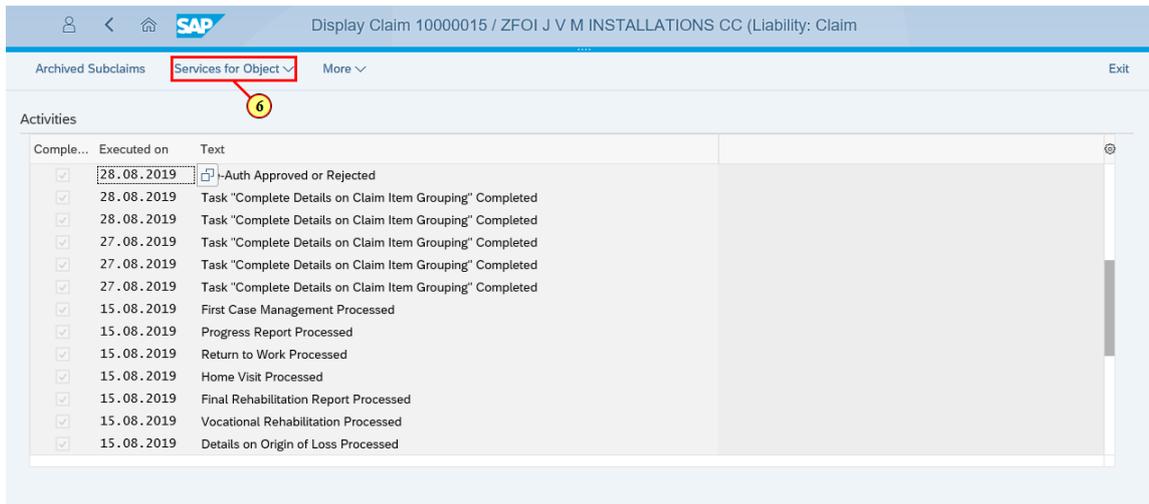


Step	Action
[5]	Click the Details on Origin of Loss Processed Details on Origin of Loss Processed



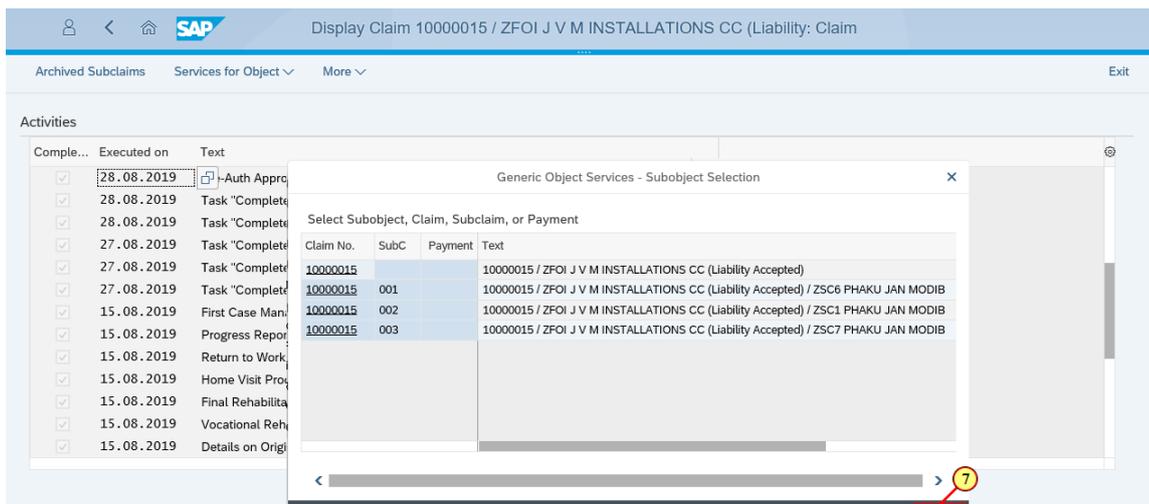
Step	Action
	entry to select the line item.

1.1.6. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer



Step	Action
[6]	Click the Services for Object  tab to display claim status.

1.1.7. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer





The claim and a list of sub-claims, with the claim status is displayed in the **Generic Object Services - Subobject Selection** pop up window.

The following statuses may appear:

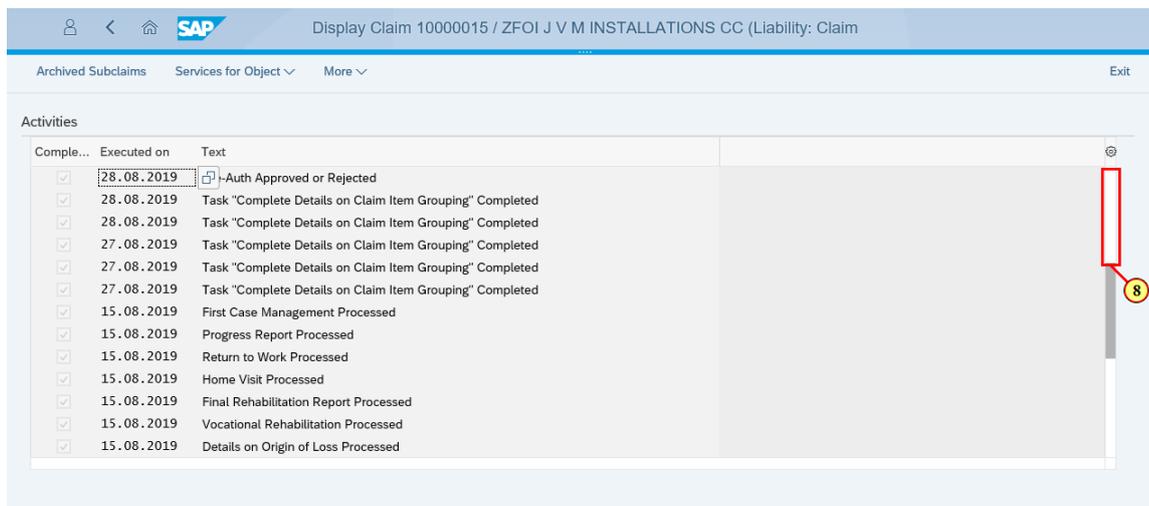
- Liability Accepted.
- Liability Repudiated.
- Waiting for further information.
- Under Investigation.

In this scenario the claim status is '**Liability Accepted**'.

Should you require any further information on a claim or have a query on the claim status, contact **Customer Care**.

Step	Action
[7]	Click the Cancel  button to close the pop up window.

1.1.8. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer



Step	Action
[8]	Click in the area above the scroll bar to scroll up.

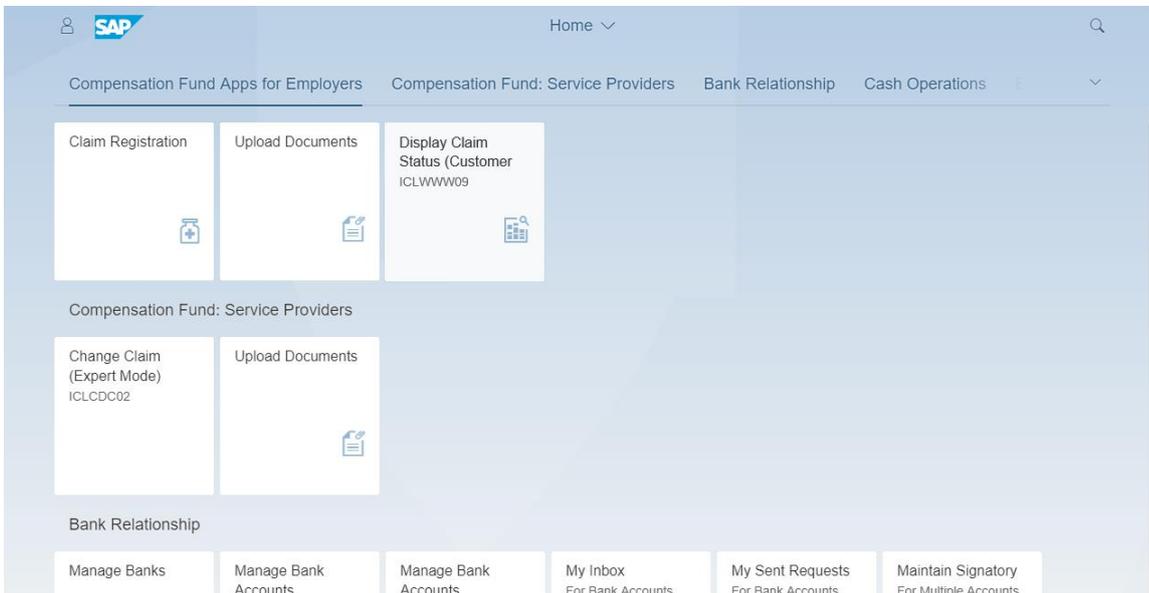


1.1.9. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer



Step	Action
[9]	Click the Exit  button to exit the transaction.

1.1.10. Home - Internet Explorer



 Well done! You have successfully completed displaying a claim status.