FRONTLINE
INSURANCE

FRONTLINE INSURANCE
VENDOR PORTAL USER GUIDE

March 2019, Version 2.0

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USER GUIDE
TIPS & TRICKS

KEY TERMS / ICONS

As you interact with Frontline Pro there are a few key terms and associated icons, which will help you get the most out of this user guide.

Titles

Titles appear at the top of your main screens when you log-in to Frontline Pro or pull up a service request.

SERVICE REQUESTS

Tabs

Tabs are displayed on the landing page in a tile format. When selected, they will display all claims that fall within that category.

| REQUESTED | IN PROGRESS |

Buttons

Buttons appear at different screens with the purpose to execute a desired action such as accepting a requested service or finishing a started project by clicking the Complete Work button.

ACTIONS

Next Step   PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

COMPLETE WORK   **MORE** ▾

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QUICK START GUIDE:
LOGIN SCREEN

1. Go to the Frontline Claims Vendor Portal site:

   http://vendor.frontlineinsurance.com/

2. Proceed through First Time User steps

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PLEASE LOGIN

Username or email

Password

Forgot Password?

LOG IN

3. If you forget the password click on the Forgot Password? link. enter your username or email address and click the Submit button and we will send you instructions on how to create a New password.

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PLEASE LOGIN

Username or email

« Back to Login

SUBMIT

Enter your username or email address and we will send you instructions on how to create a new password.

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QUICK START GUIDE:
TOP MENU

The Top Menu on the Frontline Vendor Portal includes the links to view Frontline resource links and the Log Out Feature.

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Frontline Claim Portal Home

Why Frontline   Coverage Areas   Resources   Log Out

- **Service Requests**:

  - The Service Request Screen provides the user with the tools needed to search for service claims, filter all services per status and the full list of all services including the following information:

    Claim number, service due date, service next step, action required, type of service and insureds/claimants name.

  - The user can also order the list displayed by any of the fields displayed by selecting the column names such as **ID**, **DUE**, or **NEXT STEP.**

ID	DUE	NEXT STEP	ACTION	TYPE	SERVICES	CUSTOMER

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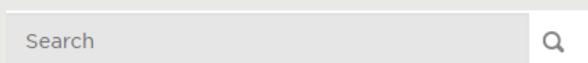
SERVICE REQUESTS:
SEARCH CLAIMS

When the user logs into the portal the Service Requests screen will be the first page to appear.
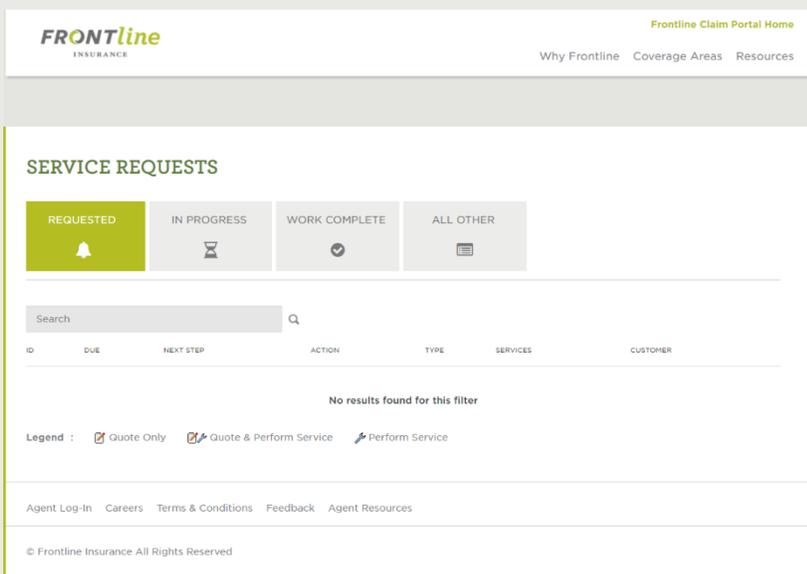
To **search** for a claim you first must specify the status of the claim and search within the corresponding tab.

> For example, if you have just received an assignment, the unaccepted status will fall underneath the requested category.

Once you have determined in which category to search in, you are now able to type in the claim number and select the magnifying glass to execute the search.

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SERVICE REQUESTS:

DETAILS

When the user clicks on a claim number link in the Service Request Screen, the portal will redirect the user to the Service Request

Details Screen with the following Information:

- Claim Information: claim number, loss date, request date, due date, services.
- Actions: Specifies the next step for the vendor related to the service request by selecting the actions button, you are able to perform functions such as Accept the Work, Complete the Work, etc. This information is relayed to Frontline's claim management system.
- Loss location and claimant contact information.
- Assigned Adjuster contact information.
- The bottom of the screen displays the Additional Instructions Section, that includes the following tabs: invoices, history and documents.

FRONTLINE WEBSITE:

www.frontlineinsurance.com

« SERVICE REQUEST DETAILS

Claim	01000018150
Loss Date	December 20, 2018
Request Date	February 27, 2019
Due Date	March 28, 2019
Services	Adjusters report/Estimate

ACTIONS

Next Step   Finish the work

COMPLETE WORK   MORE ▾

SERVICE ADDRESS

1311 SE 13TH ST, CAPE CORAL, FL, 33990

CUSTOMER CONTACT

RICHARD BOWIE

noreply@flhi.com

CLAIM HANDLER
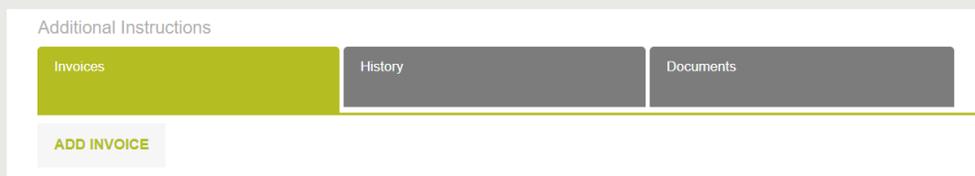
Judd Hart
3215250587
noreply@flhi.com

Additional Instructions

Invoices	History	Documents

ADD INVOICE

SERVICE REQUESTS:

INVOICES

Service Request Invoices are located in the Additional Instructions section in the bottom of the Service Request Details screen.

Additional Instructions

| Invoices | History | Documents |

ADD INVOICE

To add an Invoice:

ADD

1. Click on the Add button.

2. On the New Invoice Screen add the Total Amount

3. Must be in PDF Format

   Document Type = Invoice.

4. Click on the + Upload Document button. **+ UPLOAD DOCUMENTS**

5. Select the document from the user's PC and click save. A blue bar will appear while the document is still loading. Once the document has successfully loaded, you will see the document type and the description listed.

6. If you want to remove a selected document just click the remove button and click yes. 🗑

You will not be able to complete the service until you upload an invoice

SERVICE INVOICES

INVOICE DETAILS:
Service Request Invoice Information:
- Total Amount
- Date Submitted
- Status
- Paid Date
- Withdraw

In the Totals section the screen displays the following information:
- Outstanding Invoices
- Payments Made
- Rejected and Withdrawn
- Total

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SERVICE REQUESTS:
ADDING A DOCUMENT

1. Click on the Documents tab

2. Click on the Add Document button

3. Select the document type and select Upload Documents

4. Select the document to upload and click Open

5. To upload another document with the same document type, select upload document and select another document on your local

6. New document will be seen in the documents tab

7.

DOCUMENT UPLOAD

* Document Type   -- Choose Document Type --   ▼

* Document   + UPLOAD DOCUMENTS

CANCEL   SAVE

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SERVICE REQUESTS: HISTORY

Service Request History will be available in the Additional Instructions section in the bottom of the Service Request Details screen.

The History Tab displays a detailed log of every action performed upon the
service request sent to the vendor. The log registers actions such as when the user requested a service from a vendor and creates the service, when vendor accepted the work, when vendor completed work, and every time a vendor uploads an invoice.

SERVICE INVOICES

HISTORY LOG:

Service Request History Information:

- Date and Time
- Initiator (Message Sender)
- Description

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Additional Instructions

Invoices	History	Documents

DATE	INITIATOR	DESCRIPTION
2/27/19 1:34 PM	Judd Hart	Vendor accepted work, service expected on 03/28/2019
2/27/19 1:34 PM	Judd Hart	Requested service from vendor
2/27/19 1:34 PM	Judd Hart	Created services

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SERVICE REQUESTS:
DOCUMENTS

Service Request Documents will be available in the Documents tab within the Service Request Details screen.

The Documents Tab displays the list of all documents related to the service request. Once a request is sent over by the assigned adjuster, the coverage summary will be present in this section.

The documents list includes all documents uploaded by the adjuster and the vendor, including reports and invoices.

To preview the documents, click on the document name link and the document preview will appear in a new browser tab.

Please note that all documents including the invoices need to be uploaded in a PDF format into the portal.

SERVICE REQUESTS:
ACTIONS

Requested Service Requests

For all requested services, these will appear on the list of services requests with an Agree button   on the Action column of the list.

To accept the work:

1. Click on the Agree button on the Action column.

01000001952	September 3, 2018	Agree to perform service	Agree	🔧	Adjusters report/Estimate	MARLENE FERNANDEZ

2. Select the Expected Quote Completion Date and set the date to 14 days after requested date and click the Accept button.

3. User can also click on the claim number link on the service request, and in the Service Request Details screen in the Actions section click on the Accept Work button

To

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SERVICE REQUESTS:
ACTIONS

In Progress Service Requests

For all In Progress services, these will appear on the list of services requests with a Finish button [Finish] on the Action column of the list.

To finish the work:

1. Click on the Finish button on the Action column.

COMPLETE WORK

Are you sure you want to complete this service request?

CANCEL   COMPLETE

2. Click on the Complete button [COMPLETE]

3. The Service Request Details screen is displayed and the Actions section next step updates to – Wait for: Pay invoice.

SERVICE REQUEST DETAILS

Claim	01000000006	
Reference	None ✎	
Loss Date	March 8, 2017	
Request Date	March 8, 2017	
Due Date		
Services	Adjusters report/Estimate	

ACTIONS

Next Step   Wait for: Pay invoice

ADD INVOICE

SERVICE ADDRESS

3000 W LAKE MARY BLVD, LAKE MARY, FL, 32746-6024

CUSTOMER CONTACT

E2E Test 30

g@mail.com

CLAIM HANDLER

User3 Cat
8006750145

Cancel Work:

To cancel a service request: [Cancel]

1. On the Service Request screen search for the service request with next step Wait for: Submit request
2. Click on the cancel button

CANCEL WORK

* Reason

CANCEL   CANCEL WORK

3. On the Cancel Work screen, enter the reason for cancelation and click the Cancel Work button

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FRONTLINE CLAIMS
SUPPORT CONTACTS

Customer Solutions

Director of Vendor Services
Ed Porter – (321.249.8108)

edporter@flhi.com

Assistant Vendor Coordinator

Sam Ross – (407.915.8066)

sross@flhi.com

Frontline Vendor Portal: http://vendor.frontlineinsurance.com

RESOURCES

PORTAL TRAINING HELP:
407-915-8066

TECHNICAL SUPPORT:
407-915-8064

FRONTLINE WEBSITE:
www.frontlineinsurance.com