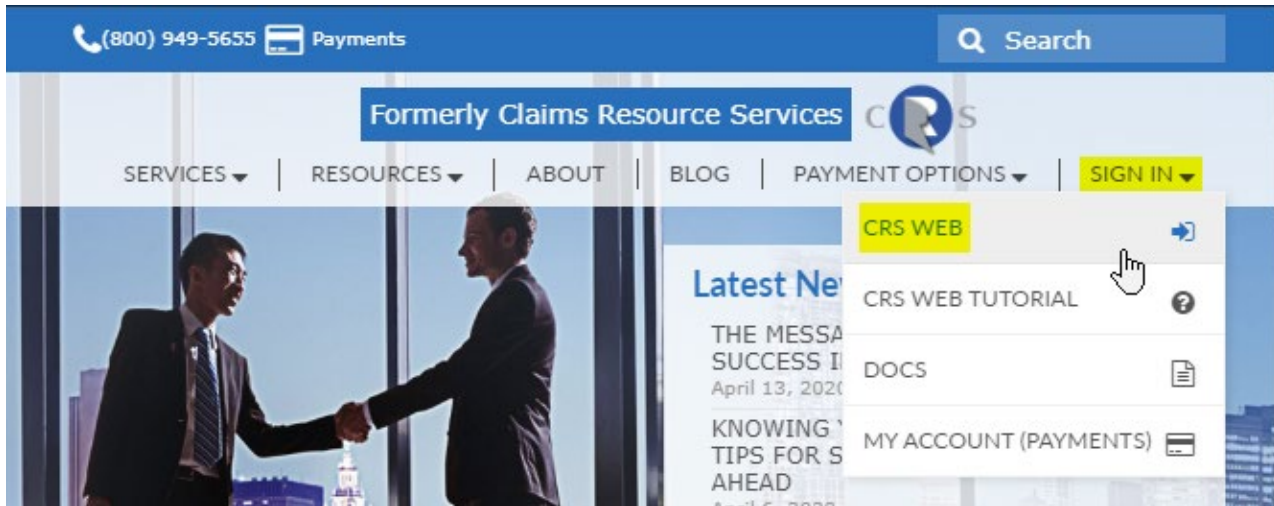
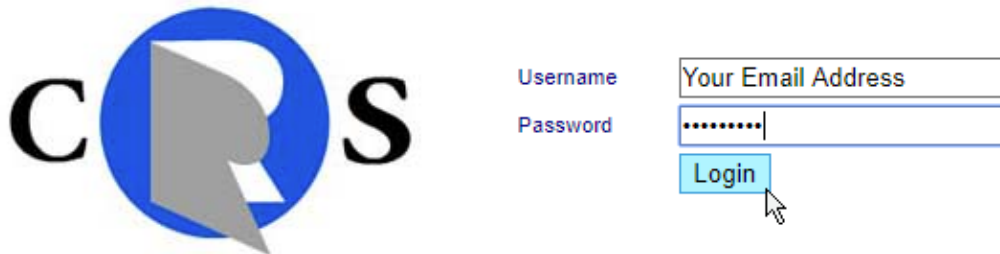


How To Login

- From the subroclaims.com website hover over **SIGN IN** and click on **CRS WEB**.

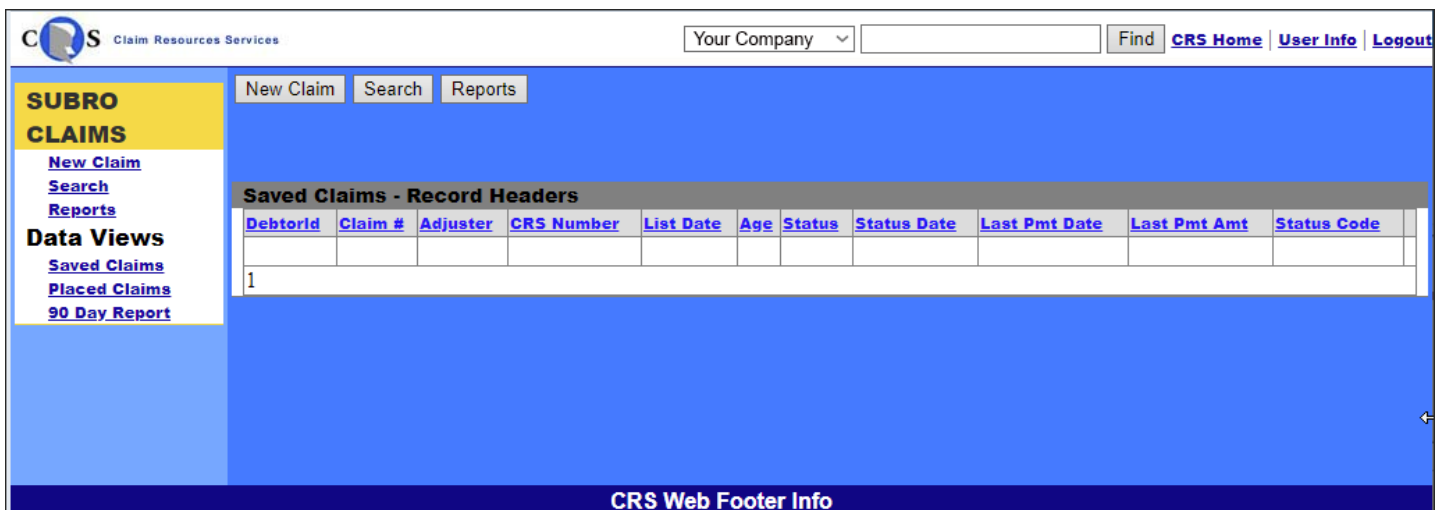


- On the next page enter your email address and password then click **Login**.



The login form features the CRS logo on the left. To the right, there are two input fields: 'Username' with the placeholder text 'Your Email Address' and 'Password' with a masked field of dots. Below the password field is a blue 'Login' button with a mouse cursor hovering over it.

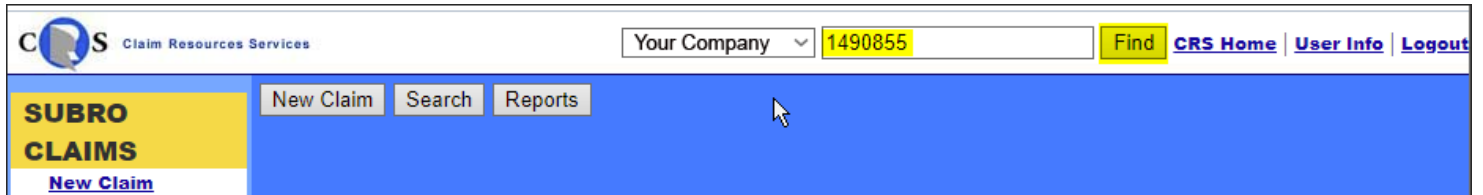
- You will see the screen below.



The screenshot shows the main interface of the CRS web application. On the left is a sidebar with navigation links for 'SUBRO CLAIMS', 'New Claim', 'Search', 'Reports', and 'Data Views'. The main content area displays a table titled 'Saved Claims - Record Headers'. The table has columns for DebtorId, Claim #, Adjuster, CRS Number, List Date, Age, Status, Status Date, Last Pmt Date, Last Pmt Amt, and Status Code. A single row with the number '1' is visible in the first column. At the top of the interface, there is a search bar and navigation links for 'CRS Home', 'User Info', and 'Logout'.

Finding Information by Claim Number

- Your Company will already be preselected from the drop-down menu.
- Enter a **full** or **partial claims number** in the field next to it and click **Find**.



- A list of files will be shown.
- Click **Open** for the file you are interested in.

Placed Claims - Record Headers											
DebtorId	Claim #	Adjuster	CRS Number	List Date	Age	Status	Status Date	Last Pmt Date	Last Pmt Amt	Status Code	
		RMS		6/8/2015	1781	Open	6/8/2015			Claimant/RO has agreed to a settlement on the claim	Open
		RMS		6/1/2011	3249	Open	9/19/2019			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		3/28/2014	2218	Open	3/28/2014			*We are unable to make personal contact with the claimant. We will continue to attempt direct contact at all known locations	Open
		RMS		6/20/2014	2134	Open	6/20/2014			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		5/4/2015	1816	Open	3/14/2017			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		6/15/2015	1774	Open	6/15/2015			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		10/5/2015	1662	Open	6/14/2016			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		10/8/2015	1659	Open	3/28/2016			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		10/13/2015	1654	Open	10/13/2015			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open
		RMS		12/11/2015	1595	Open	12/11/2015			*Claimant is currently on a Payment Plan, making partial payments on this claim.	Open

1 2 3 4 5 6 7 8 9 10 ...

- General claim information is displayed at the top and claimant information below.
- Note that there are several tabs that provide Claimant Information.

Placed Claim Data Form

Debtor ID	<input type="text" value="1570958"/>	CRS Number	<input type="text" value="SC127-000001"/>	Collector ID	<input type="text" value="Paul"/>		
Placement Type	<input type="text" value="Subrogation"/>	File has been entered or rea:					
List Date	<input type="text" value="4/23/2020"/>	Acct Status	<input type="text" value="Open"/>	<input type="text" value="4/23/2020"/>	Claim #	<input type="text" value="222888333555"/>	
Adjuster	<input type="text" value="TOM SCOTT"/>	Insured Vehicle	<input type="text"/>			State of Loss	<input type="text" value="CA"/>
Loss Description	<input type="text" value="CV R/E IV"/>						
Comments	<input type="text" value="CARRIER PURSUED"/>						

Claimant	Adverse Carrier	Registered Owner	Financial Info	Debtor Activity notes	Payment History
First Name	<input type="text" value="Smith"/>	Last Name	<input type="text" value="Richard"/>		
Home Phone #	<input type="text" value="5555555555"/>	Location	<input type="text"/>		
Work Phone #	<input type="text" value="8888888888"/>	Location	<input type="text"/>		
Address	<input type="text" value="3030 PALM"/>				
City	<input type="text" value="PALMS"/>	State	<input type="text" value="CA"/>	Zip	<input type="text" value="95008-"/>
Social Security #	<input type="text"/>	DOB	<input type="text"/>		
Driver License #	<input type="text" value="DLCLAIMS"/>				

Claimant Information Tabs

Account Operation

Discuss
Close
Extend

- In the Account Operations section, you can enter notes and messages for the Subroclaims staff. Options are **Discuss**, **Close** or **Extend** the file.
- Once information has been entered and one of the 3 buttons (Discuss, Close or Extend) has been clicked, an email is sent to the Subroclaims team member who is responsible for this file. In addition, the notes are added to the CRS Web database for documentation.

Common Tasks

Most commonly **Activity Notes** and **Payment Activity** information needs to be accessed.

Activity Notes:

- Click on **Debtor Activity notes** and a chronological list of activities is displayed with the most recent activity at the top.

Claimant	Adverse Carrier	Registered Owner	Financial Info	Debtor Activity notes	Payment History
Date	Collector	Comments			
4/6/2020	jacob	Post DRAFT (1299) FOR			
3/3/2020	jacob	Post DRAFT (1296) FOR			
2/10/2020	jacob	Post Check (1291) FOR			
1/7/2020	jacob	Post Check (1284) FOR			
12/6/2019	jacob	Post Check (1279) FOR			
11/4/2019	jacob	Post Check (1275) FOR			
10/23/2019	msanchez	Next Contact Date changed from 10/7/2019 to 11/7/2019 by msanchez 10/23/2019 3:16:41 PM. Deferred 31 Days. Explanation: x			
10/23/2019	MSanchez	PTP STATUS CHANGED Old: 10/07/2019 \$80.00 New: 11/07/2019 \$80.00 By: MSANCHEZ 10/23/2019 15:16:41			
10/8/2019	jacob	Post Check (1273) FOR			
9/13/2019	nibarra	Next Contact Date changed from 8/8/2019 to 10/7/2019 by nibarra 9/13/2019 12:46:47 PM. Deferred 60 Days. Explanation: x			
9/13/2019	nibarra	PTP STATUS CHANGED Old: 08/08/2019 \$80.00 New: 10/07/2019 \$80.00 By: NIBARRA 09/13/2019 12:46:47			
9/6/2019	jacob	Post Check (1269) FOR			

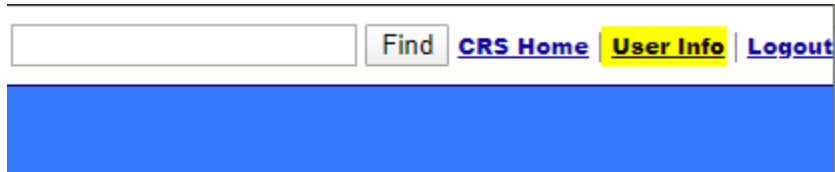
Payment History:

- Click on **Payment History** and a chronological list of payments is displayed with the oldest payment at the top.

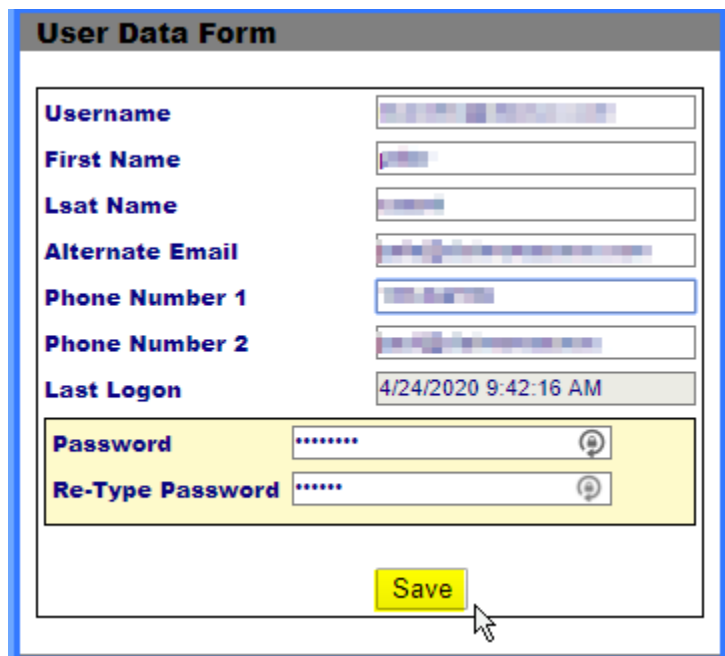
Claimant	Adverse Carrier	Registered Owner	Financial Info	Debtor Activity notes	Payment History
Pmt #	Date	Amount	Remit Amount	Fee Rate	
284441	3/25/2016				
291109	6/17/2016				
296243	8/15/2016				
302078	10/17/2016				
306504	12/5/2016				
309963	1/14/2017				
312807	2/14/2017				
315699	3/16/2017				
318025	4/13/2017				
320044	5/6/2017				
323385	6/12/2017				
326816	7/21/2017				
330398	8/24/2017				

Changing Your Password and other User Information

- Click on **User Info** on the top right corner



- The following form will appear that allows you to change your user information including the password.

A screenshot of the 'User Data Form' in the CRS Web application. The form is titled 'User Data Form' and contains several input fields. The fields are: 'Username', 'First Name', 'Last Name', 'Alternate Email', 'Phone Number 1', 'Phone Number 2', and 'Last Logon'. The 'Last Logon' field displays the date and time '4/24/2020 9:42:16 AM'. Below these fields are two password fields: 'Password' and 'Re-Type Password', both containing masked characters (dots). A yellow 'Save' button is located at the bottom right of the form, with a mouse cursor pointing to it.

- Make the necessary changes and click **Save** when done.

Questions About CRS Web

- If you have questions about CRS Web that are not covered in this tutorial, please send an email to info@claimsresource.com and an expert will get back to you shortly.