# State Farm® Shop Claim View

## For Registered Shops Only

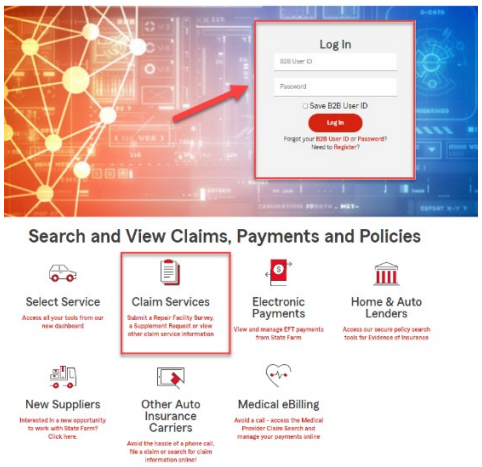
### Welcome to the new and improved Shop Claim View

Additional claim information has been added including Deductible, Loss Details, link to State Farm estimate, and additional payment details. A previously requested supplement is no longer required to view claim information.

### Log in is required to view Shop Claim View

Access State Farm B2B web page (b2b.statefarm.com) and login with your B2B ID and password. If you forgot your B2B ID or password, use the corresponding Forgot your B2B ID or Password links within the B2B Login section. After logging in, select continue to the steps below.

1. **Claim Services icon** located on the home page




2. **Auto Repair Request Supplement icon** located on the claim Services page



Auto Repair
Request Supplement

3. **Shop Claim View icon** on the Auto Repair Supplement page

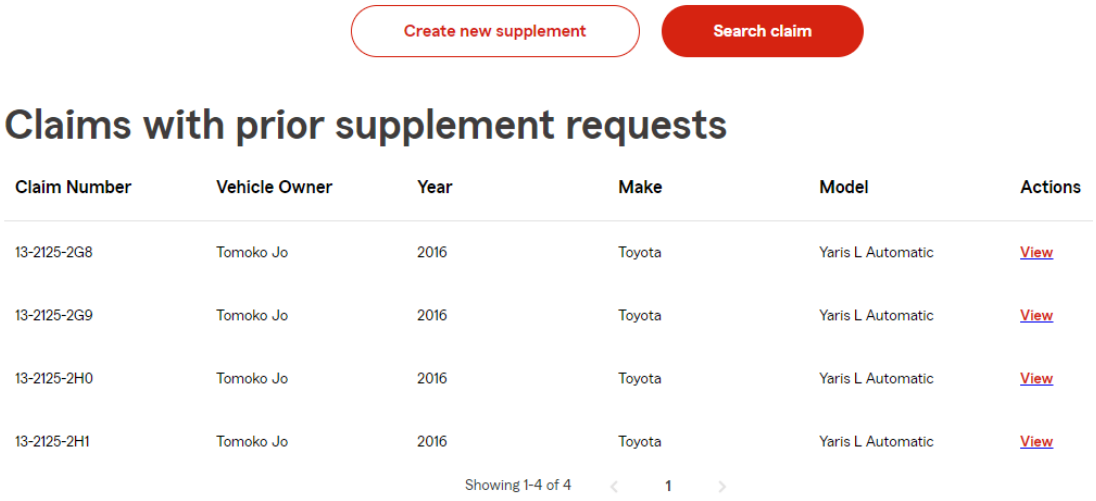


## Shop Claim View Homepage

The **Shop Claim View** homepage includes a list of claims associated to supplement requests your facility has submitted through the B2B site within the last 30 days. From this page you can:

- View details regarding a supplement or claim by clicking the **View** link on the right of that entry
- Navigate through the list by using the navigation buttons at the bottom of the page
- Search for a specific claim by clicking the **Search Claim** button at the bottom of the page. *This no longer requires an already submitted supplement request to view
- Navigate to the **Request Supplement** screens by selecting the **Create New Supplement** button at the top of the page

### Shop Claim View Homepage




## Claim Details Page

The **Claim Details** page is reached by selecting **View** next to a claim listed on the **Shop Claim View** homepage or by searching for a specific claim, using the **Search Claim** button at the top of the page. The **Claim Details** page includes information on the vehicle, loss details, prior supplement requests, approved estimate versions, and issued payments.

### New Features

- Previously submitted Supplement request by your shop is no longer required to view claim information. Utilize the **Search Claim** button to view claim information on claims that do not show on your **Shop Claim View** homepage.
- New information provided, where available, includes:
    - Deductible
    - Principle damage
    - If a vehicle is a Confirmed Total Loss
    - Loss Details
    - Link to State Farm written estimates
    - Additional Payment Details (Payment #, Type of Payment, Payment Status”

You may route back to the **Shop Claim View** homepage or search for another claim by utilizing the buttons at the bottom of the page.

# Claim Details

If you have questions regarding the information listed, contact the claim team at the number listed in the Control information section of the State Farm, Estimate or call 800 SF Claim to obtain the Claim contact.

| Claim Number | Vehicle Owner | Year | Make | Model |
|---|---|---|---|---|
| 13-2125-2H1 | Tomoko Jo | 2016 | Toyota | Yaris L Automatic |

New: Deductible, Principal Damage, Confirmed Total Loss, and Loss Details

| Deductible | Principal Damage | Confirmed Total Loss | Loss Details |
|---|---|---|---|
| 500 | None | Yes | Collision |

## Supplement Requests

| Request | Submitted | Amount | Items Uploaded | Submitted By | Repairer Comments |
|---|---|---|---|---|---|
| Supp Request 16 | 05/27/2023 | $800.00 | 21 | Complex Auto Body | aaaa |
| Supp Request 15 | 03/24/2023 | $4500.00 | 1 | America's Best Certified Auto Body Inc | Testing SubIntake on 03-14-2023,Testing SubIntake Form Upload |
| Supp Request 14 | 03/16/2023 | $500.00 | 1 | America's Best Certified Auto Body Inc | Testing SubIntake on 03-14-2023,Testing SubIntake Form Upload |

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New: Copy of State Farm approved estimates (when available)

## Estimate Details

| Estimate Version | Date | Approved Amount |
|---|---|---|
| State Farm Original | 11/04/2022 | $1000.00 |
| State Farm Supplement | 11/04/2022 | $2355.00 |
| State Farm Supplement | 11/04/2022 | $2890.00 |

## Payment Details

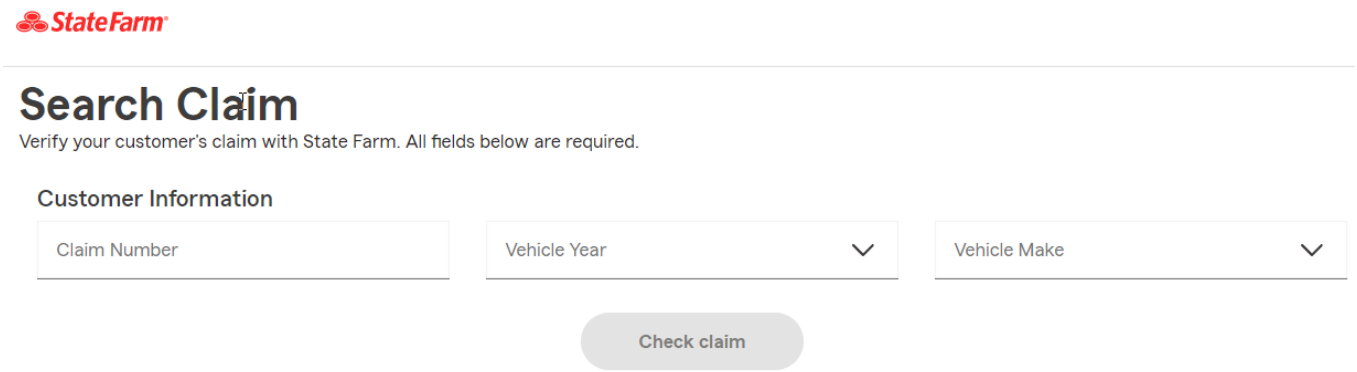
| Payment # | Date Issued | Paid To | Payment Amount | Type of Payment | Payment Status |
|---|---|---|---|---|---|
| 10100112Oj | 11/08/2022 | Tomoko Jo, 2304 Wendy Way Dr, Belleville, IL 622213143 | $500.00 | Mailed To Customer | Outstanding |

New: Payment Number, Paid To, Type of Payment, and Payment Status

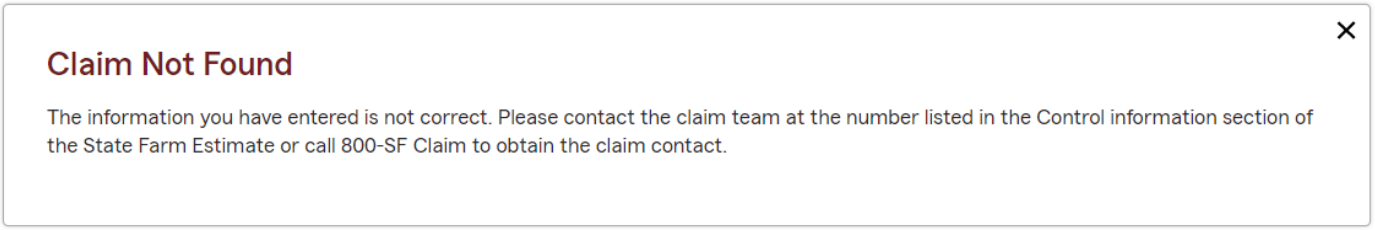
Search claim | Home page

## Navigation

The "**Search Claim**" navigation button allows you to search for a specific claim and can be accessed from either the **Claims Details Page** or the **Shop Claim View Homepage**. *Please include the hyphens in the claim number (e.g. xx-xxxx-xxx).*




If any of the information entered does not match our records, you will receive the following error message.




The **"Create New Supplement**" navigation button allows you to create a new supplement by routing you directly into the Request Supplement application.

