

State Farm® Shop Claim View

For Registered Shops Only

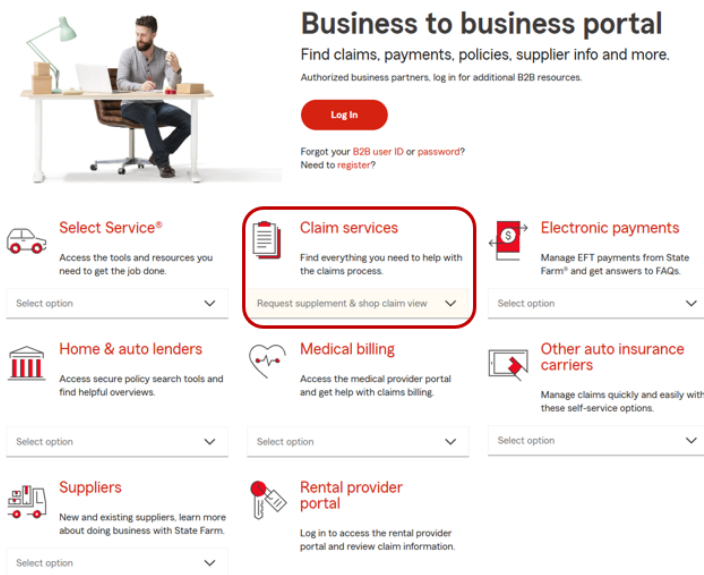
Welcome to the new and improved Shop Claim View

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.

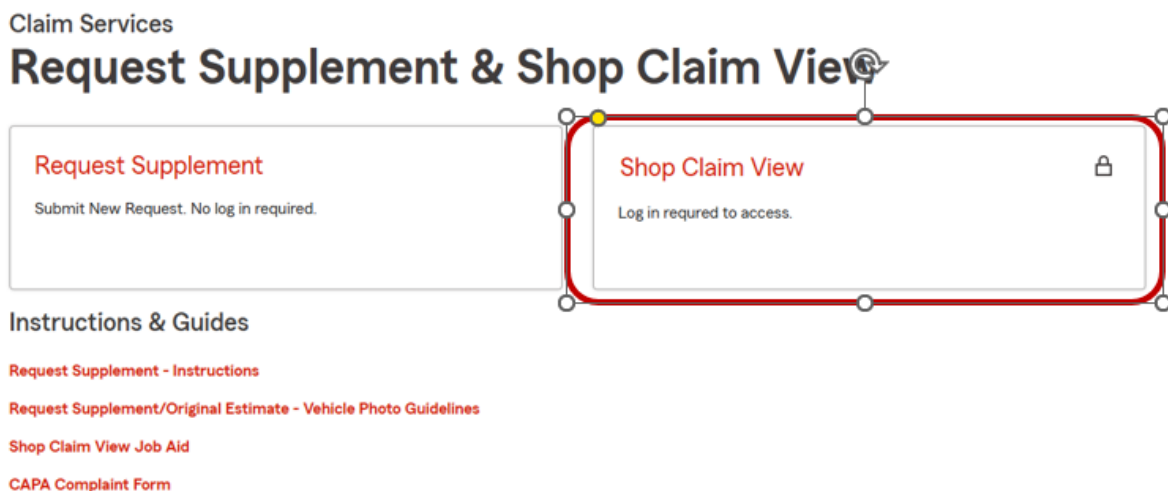
Log in is required to view Shop Claim View

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, select Request Supplement & Shop Claim View from the dropdown menu
- 2.



3. **Shop Claim View icon** on the Claim Services 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

Create new supplement

Search claim

Claims with prior supplement requests

Claim Number	Vehicle Owner	Year	Make	Model	Actions
13-2125-2G8	Tomoko Jo	2016	Toyota	Yaris L Automatic	View
13-2125-2G9	Tomoko Jo	2016	Toyota	Yaris L Automatic	View
13-2125-2H0	Tomoko Jo	2016	Toyota	Yaris L Automatic	View
13-2125-2H1	Tomoko Jo	2016	Toyota	Yaris L Automatic	View

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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	2015	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 15	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	03/15/2023	\$900.00	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
101001120j	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).



Search Claim

Verify your customer's claim with State Farm. All fields below are required.

Customer Information

<input type="text" value="Claim Number"/>	<input style="text-align: right; border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Vehicle Year"/> ▾	<input style="text-align: right; border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Vehicle Make"/> ▾
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Check claim

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

✕

Claim Not Found

The information you have entered is not correct. Please 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.

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



Home Profile & Settings



Request Supplement - Validate Claim

Verify your customer's claim with State Farm. All fields below are required.

If a supplement is required on a vehicle make not listed, such as a trailer, commercial truck, travel trailer, recreational vehicle (RV), all-terrain vehicle (ATV), motorcycle, stake bed, or box bed type truck, please contact the claim handler displayed on the State Farm estimate to send an Estimate Assist assignment to you.

<input style="border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Claim Number"/> ?	<input style="text-align: right; border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Vehicle Year"/> ▾	<input style="text-align: right; border-bottom: none; border-top: none; border-left: none; border-right: none;" type="text" value="Vehicle Make"/> ▾
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Check Claim