



B2B Select Service® Create Assignment – Frequently Asked Questions

How do I reset my password on B2B?

You can easily reset your password for B2B by clicking “Forgot your B2B User ID or Password?” found on the B2B login page. You will first verify the email address that was used to setup the account and then answer a security question to reset your password.

How can I obtain my B2B ID?

If you forgot your B2B ID to log in, simply click “Forgot your B2B User ID or Password?” on the B2B login page. You will need to enter the email address that was used to setup the account to retrieve your ID.

How do I access the new “Create Assignment” tool?

If you have a Select Service role, once you log in and go to the “Select Service” webpage, you will see a “Create Assignment” icon. Click to launch the tool.

If you have a Select Service - Employee role, once you log in you will see the “Select Service-Employee” link that upon click will launch the “Create Assignment” tool only. If you need to get this role added, talk to the facility Administrator at your shop.

Are all the fields on the “Validate Claim” page required?

Yes, you must enter the customer claim number, year and make of vehicle in order to validate the claim. This information has to match the information the customer reported to State Farm®.

What if the claim is not verified?

If we are unable to find a claim that matches the information you entered, the application will advise what did not match. The errors you will see are the following:

Reason for Error	Error Message
If claim number is not found	Claim number not found. Try re-entering the 9 digit claim number below or call us at 800-SF-CLAIM for help.
If vehicle information does not match what is on the claim file	Vehicle information entered does not match claim number. Try re-entering vehicle information below or call us at 800-SF-CLAIM for help.



What does 'claim not eligible' mean?

We will systematically confirm if the claim is eligible for you to create an assignment. Not all claims will be eligible. This tool was designed to accommodate most simple claims, more complex claims will need claim handler review.

A customer is asking our repair facility to assist with corrective repairs for work performed at another State Farm Select Service shop. Can I use the assignment tool to create an assignment for our facility's handling?

No. Corrective repairs are not handled through Select Service assignments. State Farm Claims will need to arrange State Farm estimatics review in the customer's repair concerns. This may involve an in-person inspection from a State Farm appraiser or a discussion and request for photos from your facility to assist in State Farm creating a virtual estimate.

How do I know the assignment went through?

You will see a confirmation page in the tool verifying the assignment was sent. You will receive the assignment through the estimating vendor portal.

Do you have additional questions regarding the "Create Assignment" tool or have ideas for future enhancements?

Please email non-claim related questions to: B2B-WebTeam-SYS-HOME

We are continuously trying to share information at the right time with our valued Select Service® repairers to streamline the process and prevent the need to call for additional information.