



## Loss Run Solutions Success Tracker

In order to further automate the process of tracking your loss run requests according to the timeline established in our New Member Instructions, we've developed the "Loss Run Success Tracker" Now, rather than having to keep up with the ten business day, twenty four hour timeline yourself, the website will notify you when further action is required.

**In order to start this tracking process, you need to enter the date that you faxed the signed request to the carrier into the tracking field on your request**

In your [Loss Run Request Vault](#) , find the request and click the " + ".

	INSURED	CARRIER	Date (desc)	1st Req	2nd Req	Rcvd
+	Nave Motors, Inc.	Mid Century Insurance Company - California	02/12/2016 -	-	-	-
+	Nave Motors, Inc.	Farmers Insurance Exchange - CA	02/12/2016 -	-	-	-
+	Jay's Towing	State Compensation Insurance Fund of California	02/10/2016 -	-	-	-

Then, **edit** .

- Nave Motors, Inc.
Mid Century Insurance Company - California
02/12/2016 -
-
-

	INSURED Details	CARRIER Details
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px; display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">✎</span> Edit           </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px; display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">🖨️</span> View and print           </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px; display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">⚠️</span> 2nd request           </div> <p style="font-size: 0.8em; margin: 0;">* DO NOT SEND UNTIL 11th BUSINESS DAY!</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px; display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">🗑️</span> DELETE           </div>	<p style="font-size: 1.2em; margin: 0;"><b>Nave Motors, Inc.</b></p> <p style="font-size: 1.1em; margin: 0;"><b>Matt Temple</b></p> <p style="margin: 0;">1029 First St Novato, CA 94947</p> <p style="margin: 0;">415-897-4137 (voice) (insured fax)</p> <p style="margin: 0;"><b>Return Fax</b> 866-422-6449</p>	<p style="font-size: 1.2em; margin: 0;"><b>Mid Century Insurance Company - California</b></p> <p style="margin: 0;"><b>Worker's Comp Fax</b> 866-683-6359</p> <p style="margin: 0;"><b>General Liability Fax</b> 866-683-6359</p> <p style="margin: 0;"><b>Property Fax</b> 866-683-6359</p> <p style="margin: 0;"><b>Additional Info</b></p>



This will bring you back to the Loss Run Request Builder form, where you will now notice the following tracking fields:

In the blank for **1st Request**, enter the date that you faxed the signed first request to the carrier.

Click **Update the Loss Run Retrieval Request** to save this date in our system.

Once you've taken the steps outlined above, the Loss Run Success Tracker will begin tracking the timeline on your request, and you will be notified via email on the **tenth business day** after faxing your signed first request.

If neither you nor the insured have received the requested loss runs at this time, you will be directed to the next step, which is to submit a second request to the carrier. This second request gives the carrier an additional twenty four hours only to respond to your request. Also, the second request does **not** require a signature, once a signed first request has been submitted.

Immediately after this twenty four hour time period expires, you will receive another email notification linking you to the submission form to submit your request to our **Loss Run Help Desk**. Follow the instructions on the form. You will be required to include a **signed first request** and the most current **proof of carrier** for the policy numbers listed on the request. Proof can be in the form of a carrier issued declaration page, bill, or prior year loss runs . Please look over the [Common Mistakes](#) document before you submit to the Help Desk as these are all reasons why your request may not have been complied with by the carrier and are also reasons why the Help Desk may not be able to assist with procurement.

If you do not enter a first request date into the loss run request tracker, you will receive an automatic email from our website asking you to enter that date. These automatic emails will go out on the on the second and fifth days following the creation of the request. Typically loss runs will be received before the tenth business day. In these cases, use the edit option to enter the date that the loss runs were received. Doing so will prevent you from receiving unnecessary tracking emails from our website.