ROC
Renasa Online Claims

1. Logging In, and Forgot Password

You will receive the login name once you are loaded on the system

You choose your password

Login to ROC using the login button, click on the button and not next to it

Click in the box for ROC to keep your details on the screen. If you tick it you do not have to complete it every time you use ROC

Once you are logged in on roc you will have the home screen in front of you where you can search for the claim that was registered or you can add a new claim on ROC

SPM number

Click on the word claim for the drop down to open with more options

If you have the SPM number you enter it on the open search bar and click on the search button for the claim to open
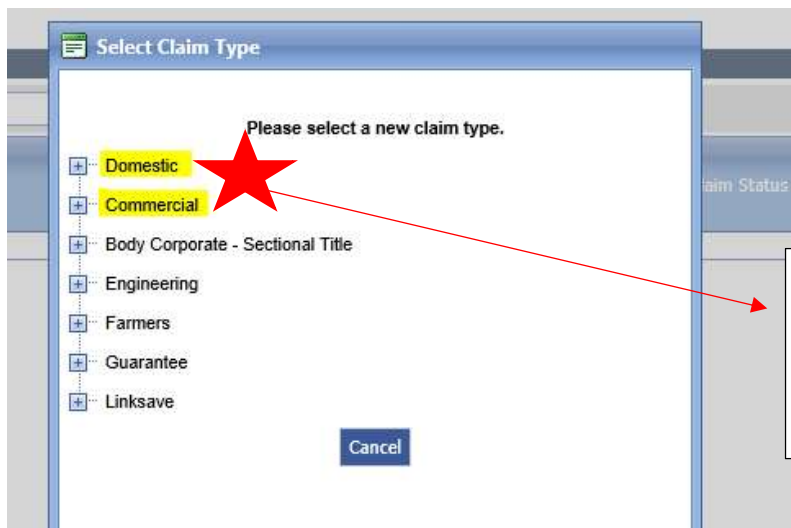
2. Registering a new claim on ROC

| Claim | Administration | Salvage Register | Suppliers | Reports | Downloads | Payments Bordereaux | My Tasks | Logoff |

Add New
Search
Assign Service Provider

nline Claims

| Search | Everything ▼ | For : | | Search | Advanced |

The claim option list has the option – Add New

Select the -add new- option. Click on the word -add new-

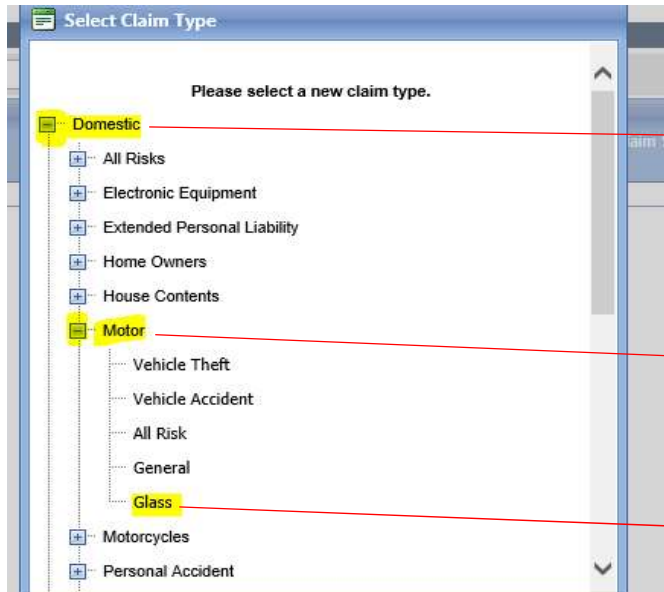The next screen will come up for you to select if it is a domestic claim or commercial

Select Claim Type

Please select a new claim type.

- ⊞ Domestic
- ⊞ Commercial
- ⊞ Body Corporate - Sectional Title
- ⊞ Engineering
- ⊞ Farmers
- ⊞ Guarantee
- ⊞ Linksave

Cancel

Select the domestic or commercial option – click on the + sing for the list to open.

Domestic – RGT41134 policy number
Commercial – RSG30562 / GBR30563

You now have to select the section and sub section for the claim

Select Claim Type

Please select a new claim type.

- ⊟ Domestic
  - ⊞ All Risks
  - ⊞ Electronic Equipment
  - ⊞ Extended Personal Liability
  - ⊞ Home Owners
  - ⊞ House Contents
  - ⊟ Motor
    - Vehicle Theft
    - Vehicle Accident
    - All Risk
    - General
    - Glass
  - ⊞ Motorcycles
  - ⊞ Personal Accident

If it is domestic – select the + for the domestic dropdown

The list with section wil be available select the section – motor – for glass claims

Select glass for the windscreen claims

1. Insurer – this will always be Renasa

2. Broker – Renasa claims will be Smit&Kie and Xenturion claims will be Xenturion. Choose from dropdown

3. Refer to email–this will be the task nr mail. Your mail will be on the claim once you start – change to task number mail

4. Branch – this will always be Smit&Kie – do not change it to something else, only use Smit&Kie

5. Scheme and Claim type is what you choose when you start to register new claim-make sure you choose the correct options

6. Policy number – this is your Flexi policy number – RGT41134/RSG30562

7. Insurer claim number is the claim number you get on Flexi when you register your claim – it will be filled in with Renasa claims for you

1. Insured – the clients name that is found on Flexi

2. Telephone no 1 – the insureds contact number – on claim form/quote or flexi

3. Risk address post code –if it is Tzaneen – 0850 – area for the claim

4. Telephone no2 – if you have a second number for the client, if you do not have a second number use the same number that you used at telephone number 1

5. ID number – if you have the ID number fill it in or leave it blank if you do not have it

1. Make – the make of the vehicle – Ford/Mazda/Volkswagen

2. Model – model of vehicle – 4.2 D/C – the description after the make of the vehicle

3. Year of manufacture – the year model of vehicle – 2017/1998/2002

4. Vehicle location – where is the vehicle – see on claim form for town/province – Polokwane/Tzaneen

5. Province – if the vehicle is in Tzaneen – province is Limpopo – see which province vehicle is in

6. Type of damage – choose from dropdown – normally stone damage

7. Vehicle registration number – if it is not on Flexi use the reg number on the claim/quote form

8. VIN no – this will be on the policy schedule with the vehicle details or on the claim form

9. Engine no - this will be on the policy schedule with the vehicle details.

10. Lost between and – this is your date of loss, use same date at both sections, use your own time if you don't have one

11. Description of loss – stone damage / what happen according to claim form

12. Excess – type out the excess not just amount – 25% min R350 or excess waiver or no excess

Where is Vehicle

❌Please fill in all home OR all work address details

Home Address		Work Address	
Unit No, Complex Name		Unit No, Complex Name	
Street No.		Street No.	
Street Name		Street Name	
Suburb		Suburb	
Postal Code		Postal Code	

Additional Details

OGS Accepted By	not accepted
OGS Appointed	NO

Submit | Cancel

1. Address – insured address on flexi schedule
2. Select submit for the claim to be register on ROC – do not click cancel because you will lose all the information you typed

Once you submit the claim – the page wil reload and you will have your SPM number.

The first page you were working on has closed and will look like this:

1. SPM number – you will be able to see the SPM number in the search bar
2. Claim and SPM number will show if you completed the first page
3. Select use to go ahead with the claim on ROC – the page will open again once you select use

Now your claim is register on ROC and you have the SPM number.
See page marked – completed first page – before submit and after submit so that you can make sure you did not skip any information.

3. Attaching your documents after registration

1. On the top of the page you have a selection bar with different options – select ATTACHMENTS
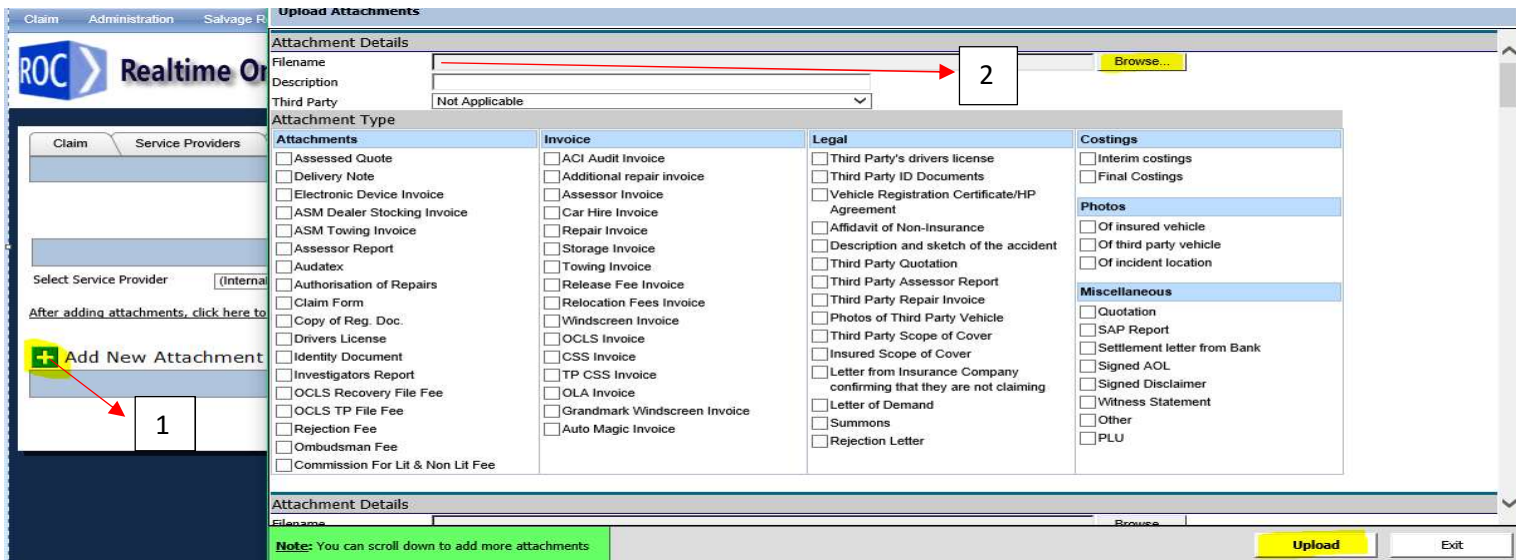*click on the word attachments for the page to open*

The page will now give you the option to attach your documents on ROC:
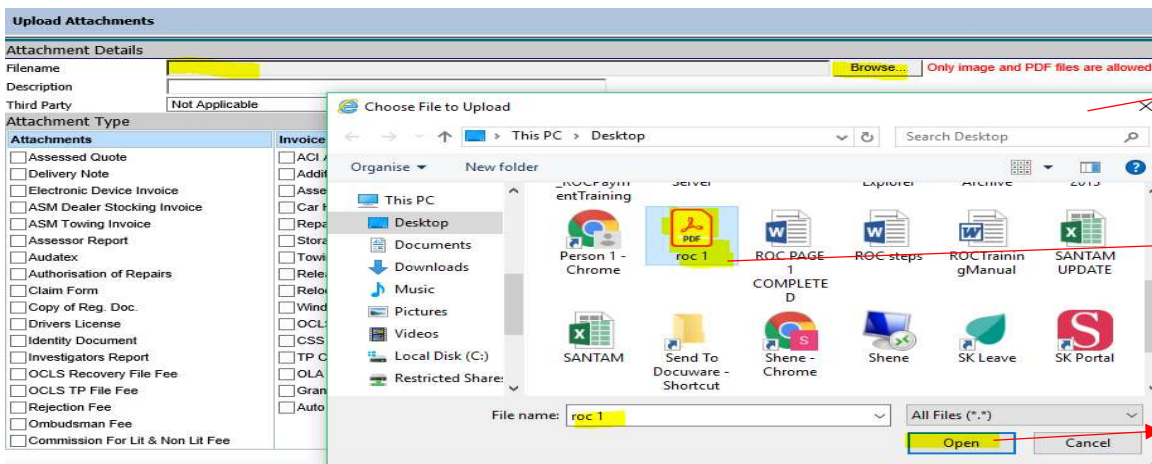

2. Select the word: + add new attachment and you will have a screen to attach documents

1. After selecting 'add new attachment' the screen for attachments will be open
2. At the top of the new page, click in the open space next to where it says 'filename' or click on the word **browse,** a new screen will pop up for you to select from


This screen will open, giving you the option to attach a document

Select the document you saved on the desktop – claim documents and the other documents

Once you clicked on the document you want to upload –click on the word open

you cannot attach more than one document on the same tab but you will see, if you scroll down you have the option to attach more documents and you do not have to go out of the page and re do the proses for each attachment – attach all the documents before you select upload
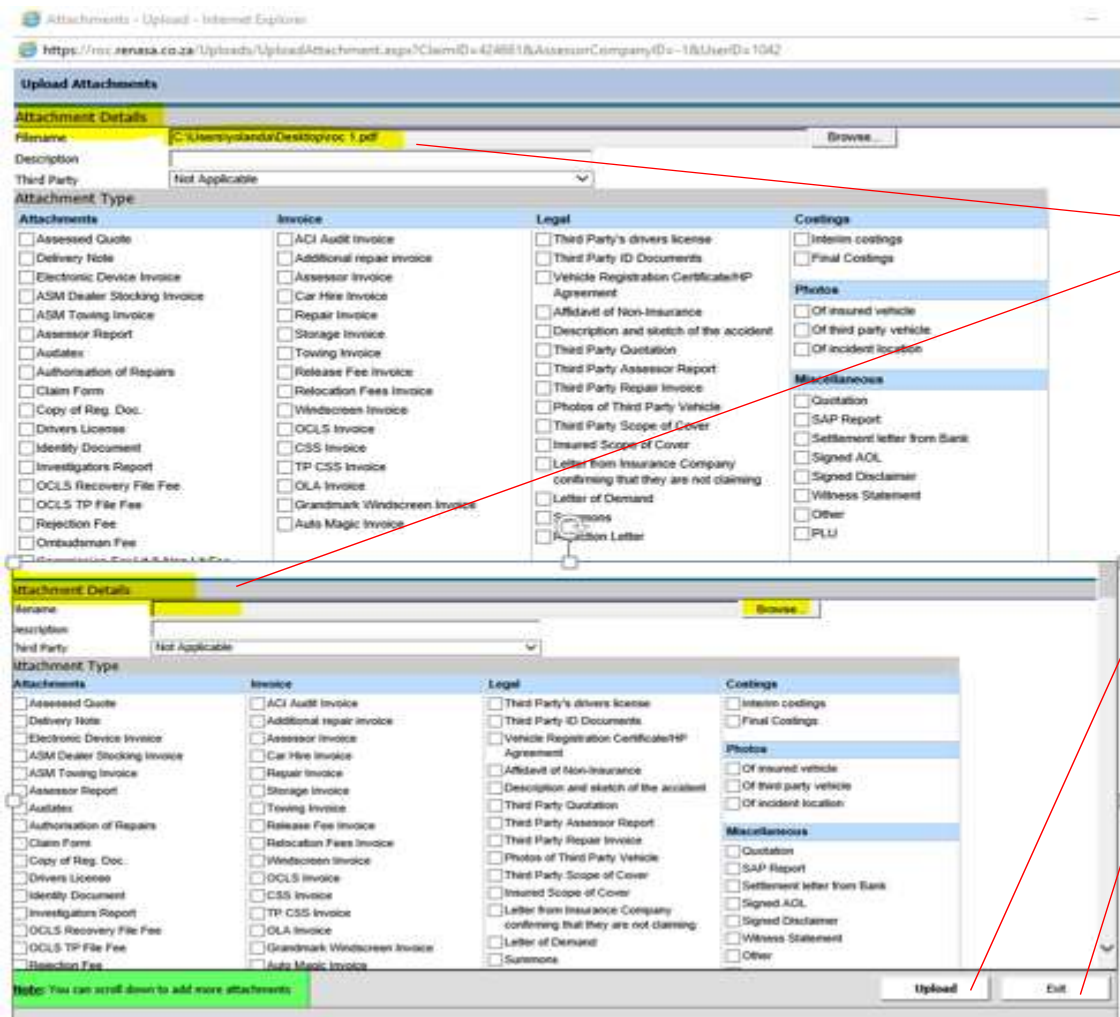
Option to attach more document but not on the same 'tab' just on the same page

1. Once you selected all the documents you can click on the upload button

2. Wait for the documents to load on ROC and click on the exit button – when the file is not visible where you selected it you will know it has been loaded

The documents you selected to upload will now be on ROC

Document visible on the screen that you selected

Load the documents in the following order to make sure you have loaded it all:

1. Claim documents
2. Premium confirmation
3. Policy schedule
4. Claim record
5. Invoice for payment – this will be the last attachment, you will receive the invoice from the supplier

4. Update the estimates of the claim

Select the estimates tab at the top of the page

1. Click on the word Add estimate so that you can load the claim amount.

Reason: claim value on quotation	Click on the word add estimate
Click save for the estimate to save	Type in – own damage
	Select own damage from the dropdown
	Insert the amount of the claim before you deduct the excess

2. Add the excess on the claim

5. Type out the excess. 5%min R350	1. Click on the add excess
6. Click on the save button to save the excess	2. Type the word excess in the first tab
	3. Select the word basic from the dropdown
	4. Add the amount that you worked out on the claim

After the estimates have been updated you are finish with the registration part
of the claim.
You now have to wait for your invoice and once you receive the invoice you
will attach the invoice on ROC – using the steps for attachments.
Once the invoice is attached you can request the payment on ROC

5. Requesting payments on ROC

At the top of the page click on the word authorise payments

Click on the word: + Add new manual payment

A new screen will open after you clicked on the add Manuel payment button

On the new screen you have the option – payment type – select from the dropdown – Glass

Once you selected Glass at the payment type the next step will be available

Select the supplier you want to pay. If the invoice is from Autoboys – select Autoboys

2. Total to be paid is the amount on the invoice before you deduct the excess

3. Excess amount is the excess on the invoice that the insured paid

1. Click on the Continue payment button f

4. Reason for no excess – select from the dropdown a reason if insured do not have excess - waiver

5. Invoice date – this date will be supplied on your invoice

6. Date invoice received – you do not always get the invoice on the date that the invoice was printed so if the invoice date is 08/08/2018 but you received it on 12/08/2018 – you use the 12/08/2018 in this section

7. Date to make payment – Roc will only allow you to choose a date 30days after the invoice date, so if the invoice date is 08/08/2018 your payment date will be 08/09/2018

8. Client ref/invoice number – the invoice number will be on the invoice you received, make sure you use the correct invoice number for the payment.

9. Click on submit for the payment to be loaded

You will see the green message payment has been added after you successfully loaded the payment

Exit this screen by clicking on the X

The payment will now show on the screen and give you the option to delete and approve

Click on the approve button for the payment to be approved

Payment will move to the authorisation tab with the option to delete – you can delete the payment if you made a mistake. If the payment is correct you can hand your payment sheet to the team leader for the claim payment to be processed

After payment was approved by the team leader – wait
4 working days and go back into the claim for the proof of payment to finalise the claim.

6. Printing proof of payment

Type in your claim number on the search bar and click on the search button

Once the claim has loaded on the screen – click on the word USE

Click on the authorise payments word at the top of the page

Go to the bottom of the page

Payments being processed will be at the bottom – you can now see if the payment was done

Payments being Processed or Paid on this Claim

Supplier Type	Supplier	Transaction Type	Invoice Date	Invoice Received Date	Est Amount	Total Paid	Excess	Discount	Reference	Fast Track Pmt Y/N	ApprovedBy	Date Paid	Date Created	Status	BatchNumber	
Insured	M VIJOEN VILJOEN	Payment	06-07-2017	06-07-2017	0.00	403628.85	0.00	0.00	SPM340045	N	Marina Bezuidenhout	06-13-2017	06-08-2017	Paid	109532/518/63/9/6/2017	Proof
Assessor	Oxford Loss Adjusters (Pty) Ltd	Payment	05-30-2017	05-31-2017	0.00	4645.50	0.00	0.00	OLA16855	N	Marina Bezuidenhout	07-03-2017	06-08-2017	Paid	110940/518/63/29/6/2017	Proof
Car Hire	WENVICKEL (PTY) LTD	Payment	06-25-2017	06-26-2017	0.00	2520.00	0.00	0.00	21085	N	Marina Bezuidenhout	07-03-2017	06-28-2017	Paid	110940/518/63/29/6/2017	Proof
				Total Pnlbtr	Repair Work	R 0										

If the status shows paid, it means the claim was paid and you can print the proof of payment. If it shows processing you have to wait another day or 2 for the proof of payment

Payments being Processed or Paid on this Claim

Supplier Type	Supplier	Transaction Type	Invoice Date	Invoice Received Date	Est Amount	Total Paid	Excess	Discount	Reference	Fast Track Pmt Y/N	ApprovedBy	Date Paid	Date Created	Status	BatchNumber	
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				Total Pnlbtr	Repair Work	R 0										

Click on the word proof

p Payment ID 508829

View Report

1 of 1 | Next | 100

XML file with report data
CSV (comma delimited)
PDF
MHTML (web archive)
Excel
TIFF file
Word

Renasa Insurance Company Limited

Notification for Proof of Payment

To Whom It May Concern

Renasa Insurance Company **via** Standard Bank hereby confirms that the following payment has been made:

Payer Details

1. A new screen will open for the proof of payment

2. Click on the bleu square save button for the dropdown to open

3. Select the PDF word – click on the word PDF

Do you want to open or save **Proof Of Payment.pdf** from roc.renasa.co.za?   Open | Save | ▼

Save
Save as
Save and open

Once you selected PDF a new tab will open at the bottom asking if you want to open / save
*Click on the little arrow next to the word Save for the dropdown to be available and select the save as option

Save As

This PC > Desktop

Organise ▼   New folder

2018
MICHELLE INLIG
windscreens
YOLANDA SERTI
OneDrive
This PC
Desktop

ANDER GOED | BRIEWE | MAILS | MANUALS | MICHELLE INLIGTING | New folder
re | windscreens | Contacts V2 | doc4482482 0181005131 344 | DocuWare App | roc 1

File name: Proof Of Payment
Save as type: Adobe Acrobat Document

Save | Cancel

A new screen will open for you to save the document

1. Make sure you select Desktop before you save

2. File name is proof of payment

3. click on the word Save for the proof of payment to save on desktop

7. Finalise claim on ROC

After the payment make sure your estimates have been updated

On the top of the page click on the word estimates

Make sure you have a 0.00 at the estimate outstanding

If the estimates is updated you can finalise the claim

1. Click on the word –claim- to go back to the first page of ROC

2. Select the dropdown at claim status and change it from pending to settled – file closed

Click on the submit button for the claim to be finalised

Remember to finalise the claim on flexi after you finalised the claim on ROC