

ROC Renasa Online Claims

1. Logging In, and Forgot Password

ROC Realtime Online Claims

Login

User Name: Yolanda du Toit

Password:

Remember Me:

Login

Forgot Password

Need help / support?

Tel: +27 (11) 380-3158 (08:30 - 16:30, Monday to Friday)

Email: support@roc.renasa.co.za

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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

https://roc.renasa.co.za/SearchNew.aspx

File Edit View Favourites Tools Help

W8M00 - Old Mutual Insu... DocuWare Google ROC Streamline imei.info Online IMEI Nu... Flexi Broker

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

ROC Realtime Online Claims

Search Everything For: SPM number Search Advanced

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

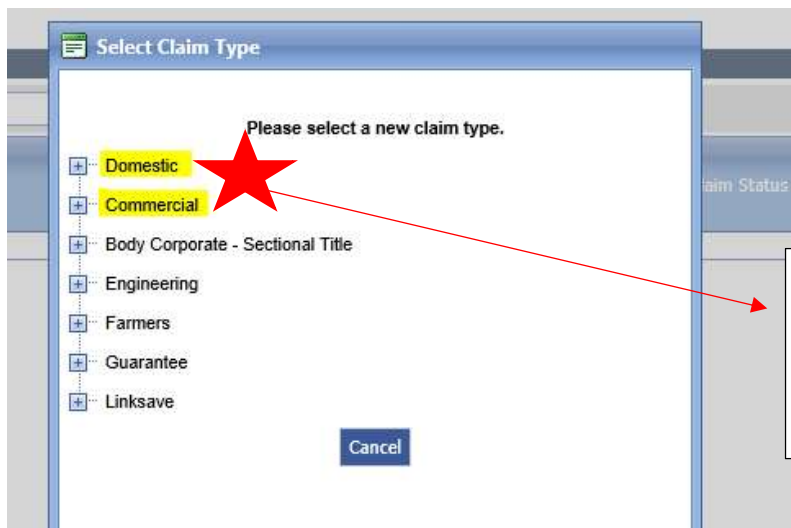


The screenshot shows the top navigation bar with the 'Claim' menu highlighted. Below it, the 'Add New' button is highlighted in yellow. A red star is placed over the 'Claim' menu item. A red arrow points from the star to a text box. Another red arrow points from the 'Add New' button to another text box. The main content area shows 'Online Claims' and a search bar.

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

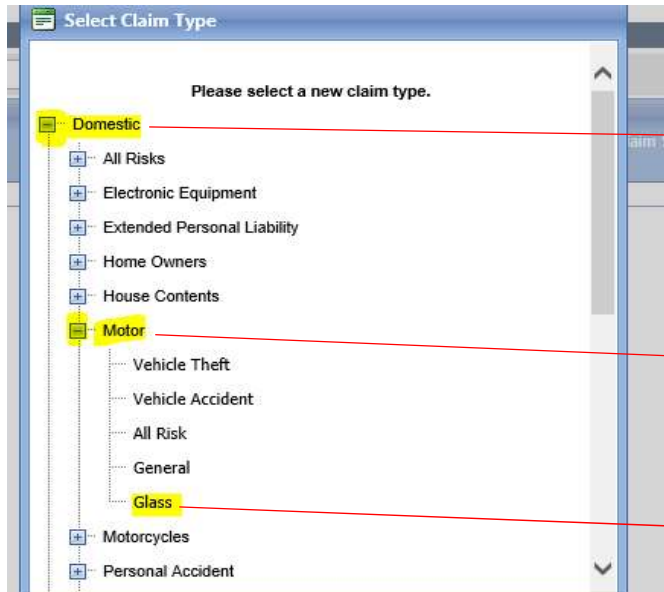


The screenshot shows a dialog box titled 'Select Claim Type' with the instruction 'Please select a new claim type.' A list of claim types is shown with expandable '+' icons. 'Domestic' and 'Commercial' are highlighted in yellow. A red star is placed over the '+' icon next to 'Domestic'. A red arrow points from the star to a text box. A 'Cancel' button is at the bottom.

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



The screenshot shows the 'Select Claim Type' dialog box with 'Domestic' expanded. The sub-sections under 'Domestic' are listed, including 'All Risks', 'Electronic Equipment', 'Extended Personal Liability', 'Home Owners', 'House Contents', 'Motor', 'Vehicle Theft', 'Vehicle Accident', 'All Risk', 'General', 'Glass', 'Motorcycles', and 'Personal Accident'. 'Domestic' and 'Motor' are highlighted in yellow. A red star is placed over the '+' icon next to 'Domestic'. A red arrow points from the star to a text box. Another red arrow points from the '+' icon next to 'Motor' to a text box. A third red arrow points from the 'Glass' sub-section to a text box.

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

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

Select glass for the windscreen claims

The home screen will open for you to complete the information:

The screenshot shows the 'Glass Claim - Insurer Details' form. The left sidebar contains a navigation menu with items 1 through 5. The main form area has the following fields and callouts:

- 1:** Insurer (Renasa Insurance Company Limited)
- 2:** Broker (Smit & Kie)
- 3:** Refer to Email (yolanda@smitik.co.za)
- 4:** Branch (Smit & Kie)
- 5:** Scheme (Domestic Policy)
- 6:** Policy No (New Claim)
- 7:** Insurer Claim No (Yolanda du Toit)

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

The screenshot shows the 'Client Details' form with the following fields and callouts:

- 1:** Insured
- 2:** Telephone No 1
- 3:** Risk Address Post Code
- 4:** Telephone No 2
- 5:** ID Number

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

The screenshot shows the 'Vehicle Details' form with the following fields and callouts:

- 1:** Make
- 2:** Model
- 3:** Year of Manufacture
- 4:** Vehicle Location
- 5:** Province (Please Select One)
- 6:** Type of Damage (Stone)
- 7:** Vehicle Registration No
- 8:** VIN No
- 9:** Engine No
- 10:** Loss between (dd mm yyyy) and (dd mm yyyy) Copy
- 11:** Description Of Loss
- 12:** Excess(es)

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	<input type="text"/>	Unit No, Complex Name	<input type="text"/>
Street No.	<input type="text"/>	Street No.	<input type="text"/>
Street Name	<input type="text"/>	Street Name	<input type="text"/>
Suburb	<input type="text"/>	Suburb	<input type="text"/>
Postal Code	<input type="text"/>	Postal Code	<input type="text"/>

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 will reload and you will have your SPM number.

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

Claim Administration Salvage Register Suppliers Reports Downloads Payments Bordereaux My Tasks Logout

ROC Realtime Online Claims

Date: 09 Oct 2018, 14:29
User: Yolanda Jacobs
SPM: 424661
Client:

Search Claim Number For: 424661 Search Advanced

Claim SPM	Int Claim No	Claim Type	Broker	Branch	Vehicle Reg	Insured	Claims Tech.	Serv. Prov. Co.	Serv. Prov.	Date Allocated	Date Of Loss	Claim Status	Claim Sub Status	SP Status			
424661/10/18	EQUWE001-0011 TEST	Glass	Smit & Kie	Smit & Kie	DKP578L	Louw Mr Ej	Yolanda du Toit	Unassigned	Unassigned		05 Aug 2018	Pending	Unknown	Unassigned	Use	Audit	Type

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**

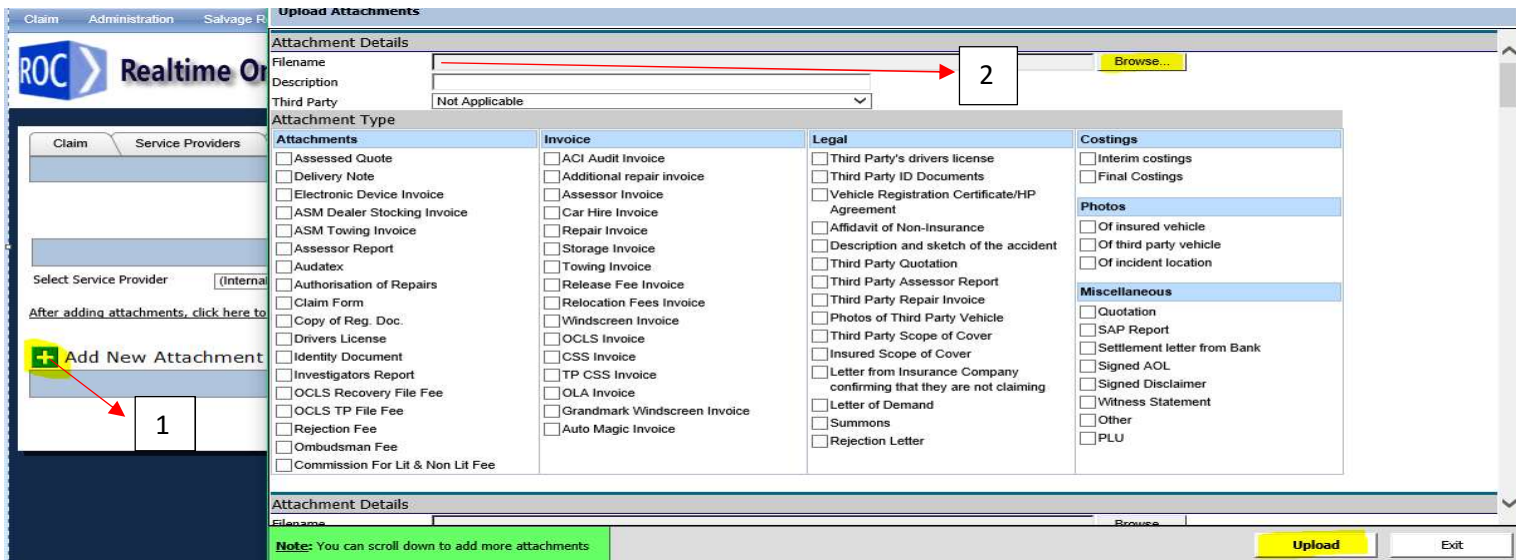
click on the word attachments for the page to open



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

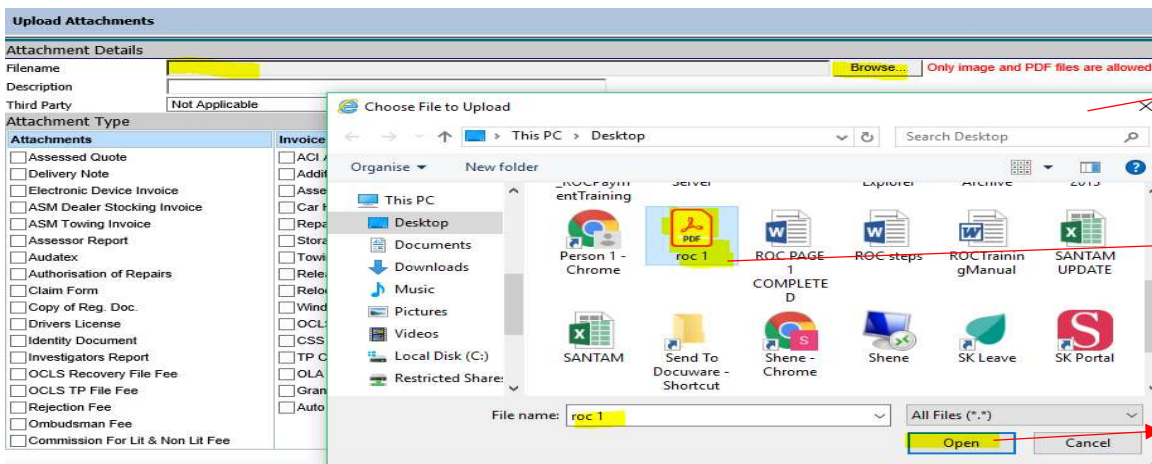


2. Select the word: + add new attachment and you will have a screen to attach documents



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

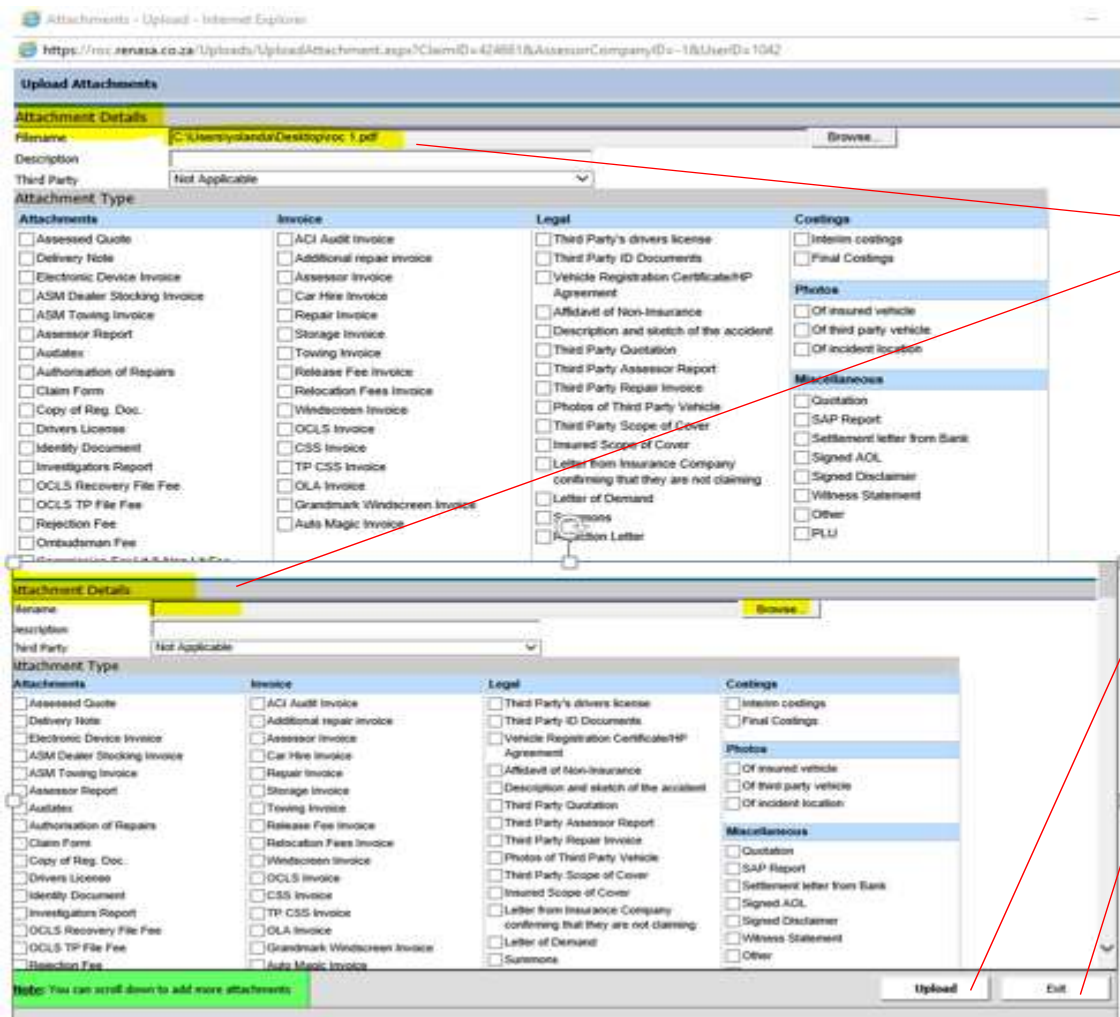


This screen will open, giving you the option to attach a document

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.

Claim Service Providers Report Letters Costing Glass Car Hire Salvage Third Party Attachments Notes **Estimates** Authorise Payments

Claim Summary

Claim No : SPM 424661/10/18 Int Claim No : LOUWE001-0011 TEST

Claim Status : Pending Claim Sub Status :

ADD ESTIMATE

Estimate Type: own damage
Estimate Class: Own Damage
Value: 1234.00
Reason: claim value on quotation

Buttons: Save, Cancel, Add Estimate, Add Excess

Financial Breakdown

Base Cost	
Initial Claim Estimate	0.00
Initial Broker Estimate	
Estimates	
Excesses	
Total Reserved	
Paid to Date	
Estimated Outstanding	0.00
Total Cost of Claim	
Recovered from TPA	
Salvage Received	
Total	

Annotations:

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

2. Add the excess on the claim

Claim Service Providers Report Letters Costing Glass Car Hire Salvage Third Party Attachments Notes **Estimates** Authorise Payment

Claim Summary

Claim No : SPM 424661/10/18 Int Claim No : LOUWE001-0011 TEST

Claim Status : Pending Claim Sub Status :

Name	Estimate Class	Value	Reason	Changed By	Modified
own damage	Own Damage	1234.00	claim value on quotation		
Total					

ADD EXCESS

Excess Type: EXCESS
Excess Class: Basic
Value: 350.00
Reason: excess 25% min R350

Buttons: Save, Cancel, Add Estimate, Add Excess

Annotations:

1. Click on the **add 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
5. Type out the excess. **5%min R350**
6. Click on the **save** button to save the excess

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

Claim Service Providers Report Letters Costing Glass Car Hire Salvage Third Party Attachments Notes Estimates **Authorise Payments**

Claim Summary

Claim No : SPM 424661/10/18 Int Claim No : LOUWE001-0011 TEST

Claim Status : Pending Claim Sub Status :

Authorise Claim Payments View All Suppliers

NB : Please Note only the accounts Department can approve suppliers on this Claim

+ Add New Manual Payment

Supplier Type Description

No records to display.

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

Click on the word: + Add new manual payment

Add New Manual Payment - Select Payment Supplier

Select Payment Supplier - SPM 424661

Payment Type : None *Required

Payment Supplier : Please Select *Required

OR

Search by Account Number : Search

Continue Payment

The Selected Supplier has been paid on these claims before

If you are not able to find the supplier you can click [here](#) to request a new payment supplier.

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

Add New Manual Payment - Select Payment Supplier

Select Payment Supplier - SPM 424661

Payment Type : None *Required

Payment Supplier : Please Select *Required

Search by Account Number : Search

Continue Payment

The Selected Supplier has been paid on these claims before

If you are not able to find the supplier you can click [here](#) to request a new payment supplier.

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

Add New Manual Payment - Select Payment Supplier

Select Payment Supplier - SPM 424661

Payment Type : Glass *Required

Payment Supplier : Please Select *Required

Search by Account Number : Search

Continue Payment

The Selected Supplier has been paid on these claims before

If you are not able to find the supplier you can click [here](#) to request a new payment supplier.

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

Add New Manual Payment - Select Payment Supplier

Select Payment Supplier - SPM 424661

Payment Type : Glass *Required

Estimates Total : R 1234.00 (Estimates loaded on this payment type)

Excess Total : R 350.00 (Excesses loaded on this payment type)

Paid Total : R 0.00 (Payments loaded on this payment type)

Payment Allowed : R 1234.00 (Estimates less Paid)

Glass Supplier Group : Please Select

Payment Supplier : Other *Required

Search by Account Number : Search

Continue Payment

If you are not able to find the supplier you can click [here](#) to request a new payment supplier.

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

+ Add New Manual Payment

Supplier Type Estimated Total Amount

Possible Payments to

No records to display.

Add New Manual Payment - Select Payment Supplier

Select Payment Supplier - SPM 424661

Payment Type: Glass

Estimates Total: R 1234.00 (Estimates loaded on this payment type)

Excess Total: R 350.00 (Excesses loaded on this payment type)

Paid Total: R 0.00 (Payments loaded on this payment type)

Payment Allowed: R 1234.00 (Estimates less Paid)

Glass Supplier Group: PG

Payment Supplier: PG GLASS T/A DIGICALL 000205

Continue Payment

1. Click on the Continue payment button

Add New Manual Payment - Add New Payment

Add New Payment - SPM 424661

Supplier ID: 96

Payment Type: Payment

Estimated to be Paid: 1234.00 (as per Assessment and Audit)

Total to be Paid: 0.00

Excess Amount: 350.00

Discount (Rand): 0.00

Discount (%): 0.00

Total Payment: 0.00

Invoice Date: 5

Date Invoice Received: 6

Date to Make Payment: 7

Client Ref/Inv Number: 8

Description of Payment: Manual Payment

Reason for No Excess: 4

Submit 9

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

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

Add New Manual Payment - Add New Payment

Add New Payment - SPM 424661

Supplier ID: 96

Payment Type: Payment

Estimated to be Paid: 1234.00 (as per Assessment and Audit)

Total to be Paid: 1234.00

Excess Amount: 350.00

Reason for No Excess: 4

Discount (Rand): 0.00

Discount (%): 0.00

Total Payment: 884.00

Invoice Date: 2018-09-03

Date Invoice Received: 2018-09-03

Date to Make Payment: 2018-10-02

Client Ref/Inv Number: 123456789

Description of Payment: Manual Payment

Notes:

ADDED

Payment has been added

Other payments of this Payment Type that have been made on this claim.

Payment Supplier	Status	Payment Amount	Reference	Description
No records to display.				

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

Add New Manual Payment - Add New Payment

Add New Payment - SPM 424661

Supplier ID: 96

Payment Type: Payment

Estimated to be Paid: 1234.00 (as per Assessment and Audit)

Total to be Paid: 1234.00

Excess Amount: 350.00

Reason for No Excess: 4

Discount (Rand): 0.00

Discount (%): 0.00

Total Payment: 884.00

Invoice Date: 2018-09-03

Date Invoice Received: 2018-09-03

Date to Make Payment: 2018-10-02

Client Ref/Inv Number: 123456789

Description of Payment: Manual Payment

Notes:

ADDED

Payment has been added

Other payments of this Payment Type that have been made on this claim.

Payment Supplier	Status	Payment Amount	Reference	Description
No records to display.				

Exit this screen by clicking on the X

Claim Summary

Claim No : SPM 424661/10/18 Int Claim No : LOUVE001-0011 TEST

Claim Status : Pending Claim Sub Status : Claim Type : Glass

Authorise Claim Payments View All Suppliers

NB : Please Note only the accounts Department can approve suppliers on the system. This also includes payments made to the Insured.

+ Add New Manual Payment

Supplier Type	Supplier	Transaction Type	Invoice Date	Invoice Received Date	Payment Date	Est Amount	Total Amount	Excess	Discount	Reference	Description	Fast Track Payment (Y/N)	Added by	Date Created
Glass	PG GLASS T/A DIGICALL	Payment	09-03-2018	09-03-2018	10-02-2018	1234.00	884.00	350.00	0.00	123456789	Manual Payment	N	Yolanda Jacobs	10-10-2018

Financial Breakdown	
Base Cost	0.00
Initial Claim Estimate	0.00
Initial Broker Estimate	1234.00
Estimate	1234.00
Excess	350.00
Total Reserved	884.00
Paid to Date	0.00
Estimated Outstanding	884.00
Total Cost of Claim	0.00
Recovered from TPA	0.00
Salvage Received	0.00
Total	0.00

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

Supplier Type	Supplier	Transaction Type	Invoice Date	Invoice Received Date	Payment Date	Est Amount	Total Amount	Excess	Discount	Reference	Description	Fast Track Payment (Y/N)	Added by	Date Created
Glass	PG GLASS T/A DIGICALL	Payment	09-03-2018	09-03-2018	10-02-2018	1234.00	884.00	350.00	0.00	123456789	Manual Payment	N	Yolanda Jacobs	10-10-2018

Supplier Type	Supplier	Transaction Type	Invoice Date	Invoice Received Date	Payment Date	Est Amount	Total Paid	Excess	Discount	Reference	Description	Fast Track Payment (Y/N)	Approved by	Date Paid	Date Created	Status	Batch Number
Glass	PG GLASS T/A DIGICALL	Payment	09-03-2018	09-03-2018	10-02-2018	1234.00	884.00	350.00	0.00	123456789	Manual Payment	N	Yolanda Jacobs	10-10-2018	10-10-2018	Authorized	

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

Search Everything For : 340045 Search Advanced

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

Claim SPM	Int Claim No	Claim Type	Broker	Branch	Vehicle Reg	Insured	Claims Tech.	Serv. Prov. Co.	Serv. Prov.	Date Allocated	Date Of Loss	Claim Status	Claim Sub Status	SP Status	Use	Print	View
340045/5/17	VILM002-0005	Vehicle Theft	Smit Garrun	SMIT GARRUN (PTY) LTD	DW79VL GP	Mey M Viljoen & Mr J Viljoen	Yolande du Toit	Oxford Loss Adjusters (formerly known as DK Insurance Assessors & Loss Adjusters)	DUNCAN HUDSON & ASS	23 May 2017 14:11	19 May 2017	Settled-File closed	Unknown	Complete	Use	Print	View

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

Vehicle Theft - Insurer Details

Underwriter: RENASA INSURANCE COMPANY LIMITED Claim No: SPM 340045/5/17

Broker: Smit Garrun Policy No: RGT41134

Branch: SMIT GARRUN (PTY) LTD Insurer ClaimNo: VILM002-0005

Claim Status: Settled-File closed Refer to Email: yolanda@smilk.co.za

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

Authorise Claim Payments View All Suppliers

NB : Please Note only the accounts Department can approve suppliers on the system. This also includes payments made to the Insured.

+ Add New Manual Payment

Supplier Type	Supplier	Transaction Type	Invoice Date	Invoice Received Date	Payment Date	Est Amount	Total Amount	Excess	Discount	Reference	Description	Fast Track Payment (Y/N)	Added by	Date Created
Insured	M VILJOEN-VILJOEN	Payment	06-07-2017	06-07-2017		0.00	493038.85	0.00	0.00	SPM400045	NA	Marina Beersma	06-13-2017	06-08-2017
Recoverer	Default Loss Adjusters (Pty) Ltd	Payment	05-06-2017	05-01-2017		0.00	4645.30	0.00	0.00	CLA18893	NA	Marina Beersma	07-03-2017	06-08-2017
Car Hire	WERNIKOEL (PTY) LTD	Payment	06-25-2017	06-26-2017		0.00	2305.00	0.00	0.00	21388	NA	Marina Beersma	07-03-2017	06-28-2017

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 VIJOEN	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
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
Car Hire	WENVICHEL (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
Total Pnlbr					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
Insured	M VIJOEN VIJOEN	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
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
Car Hire	WENVICHEL (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
Total Pnlbr					Repair Work	R 0									

Click on the word **proof**

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

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

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

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

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