

Ando Gradient Portal

Navigating the home screen

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1. Overview of the home screen

Click **'Make a claim'** to lodge a new claim.

'Broker Admin'
If your account has administration rights, you can access more functions/ settings for your branch.

Filter by 'Status' allows you to refine the list and view by status of a claim. E.g. Open claims, claims requiring actions, etc. The default filter is set to 'Open Claims'.

Filter by 'Assignee' allows you to refine the list and view by all claims or only claims assigned to you.

This shows the total number of active claims across your branch.

Tip: When searching for a claim in the search box, filter both 'Status' and 'Assignee' tabs to All.

Sort your claims
Click on any header to sort in ascending or descending order. E.g. *Sort by Account Name, Created Date etc.*

The screenshot shows the home screen of the Gradient by Ando system. At the top left, there is a navigation menu with options: Home, Get A Quote (Coming Soon), Make a claim, Broker Admin, and Reports. The main header says "Hello Dragonite," and includes a "Get in touch" button and user profile icons. A prominent orange banner displays "Active Claims: 75". Below this, there are two filter dropdowns: "Status" (set to "Open Claims") and "Assignee" (set to "All"). A search bar is located to the right of these filters. The main content is a table of claims with the following columns: Action, Claim Number, Account Name, Broker Owner, Risk Description, Broker reference, Acceptance Status, Status, and Created Date. The table lists 15 claims with various details. At the bottom, there is a pagination bar showing "Page 1 out of 3" and navigation arrows. The Gradient by Ando logo is in the bottom left corner.

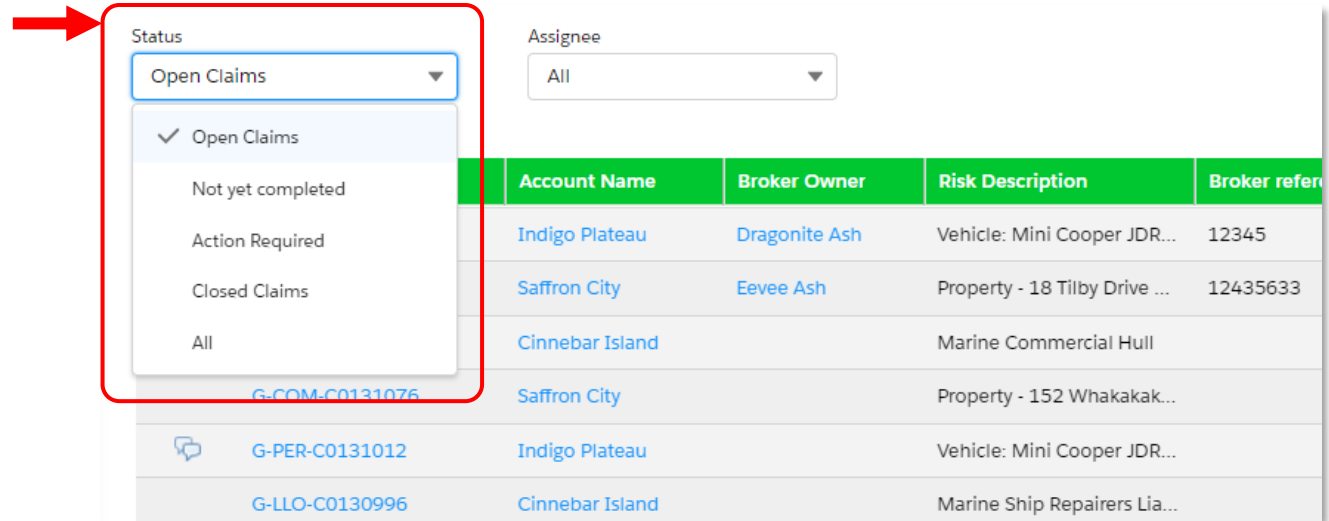
| Action | Claim Number | Account Name | Broker Owner | Risk Description | Broker reference | Acceptance Status | Status | Created Date |
|--------|----------------|-----------------|---------------|---|-------------------------|-------------------|---------------------------------|----------------------|
| | G-PER-C0131012 | Indigo Plateau | | Vehicle: Mini Cooper JDR182 | | In Review (WOP) | | 25/10/2022, 07:01 am |
| | G-LLO-C0131077 | Cinnebar Island | | Marine Commercial Hull | | In Review (WOP) | Claim Handler Assigned | 2/11/2022, 12:21 pm |
| | G-LLO-C0130996 | Cinnebar Island | | Marine Ship Repairers Liability | | In Review (WOP) | Submitted | 20/10/2022, 05:27 pm |
| | G-COM-C0131065 | Saffron City | | Property - 152 Whakakake Street Ta... | | Yes | Additional Information Required | 31/10/2022, 02:19 pm |
| | G-COM-C0131070 | Saffron City | Eevee Ash | Property - 18 Tilby Drive Matua Bay ... | 12435633 | In Review (WOP) | Submitted | 1/11/2022, 03:19 pm |
| | G-LLO-C0131021 | Cinnebar Island | | Marine Carriers Liability | test carriers liability | In Review (WOP) | Claim Handler Assigned | 25/10/2022, 07:52 pm |
| | G-COM-C0131076 | Saffron City | | Property - 152 Whakakake Street Ta... | | In Review (WOP) | Claim Handler Assigned | 1/11/2022, 04:43 pm |
| | G-PER-C0131074 | Indigo Plateau | | House: 16 Glendale Road | | In Review (WOP) | Submitted | 1/11/2022, 04:41 pm |
| | G-PER-C0131075 | Indigo Plateau | | Contents: 16 Glendale Road | | In Review (WOP) | Submitted | 1/11/2022, 04:41 pm |
| | G-COM-C0131073 | Saffron City | Bulbasaur Ash | Property - 60 Pavilion Drive Manger... | ASdfbgn | In Review (WOP) | Submitted | 1/11/2022, 03:57 pm |
| | G-COM-C0131072 | Saffron City | Bulbasaur Ash | Property - 152 Whakakake Street Ta... | | In Review (WOP) | Claim Handler Assigned | 1/11/2022, 03:48 pm |
| | G-PER-C0130950 | Indigo Plateau | | Contents: 16 Glendale Road | | Yes | Claim Handler Assigned | 18/10/2022, 02:27 pm |
| | G-COM-C0131069 | Saffron City | Eevee Ash | Property - 18 Tilby Drive Matua Bay ... | 12345 | In Review (WOP) | Submitted | 1/11/2022, 10:39 am |
| | G-COM-C0131017 | Cinnebar Island | | Marine Annual Declaration | | In Review (WOP) | Submitted | 25/10/2022, 04:31 pm |
| | G-COM-C0131063 | Saffron City | | Propertv - 152 Whakakake Street Ta... | | In Review (WOP) | Submitted | 31/10/2022, 12:58 pm |



2. How to filter your list of claims

Use the **'Status' dropdown** to filter claims based on the following statuses:

- > **'Open Claims'** – view claims that are currently active.
- > **'Not yet completed'** – view claims that are in 'draft' stage and have not been submitted to Ando.
- > **'Action Required'** – view claims that require an action on your end to proceed. *E.g. if the client has returned a digital claim form that you now need to submit to Ando.*
- > **'Closed Claims'** – view claims that are closed as they have been completed or withdrawn.



The screenshot shows a user interface for managing claims. A red arrow points to a 'Status' dropdown menu that is open, showing options: 'Open Claims' (selected with a checkmark), 'Not yet completed', 'Action Required', 'Closed Claims', and 'All'. To the right of the status dropdown is an 'Assignee' dropdown menu set to 'All'. Below these filters is a table with columns: 'Account Name', 'Broker Owner', 'Risk Description', and 'Broker refer'. The table contains several rows of claim data.

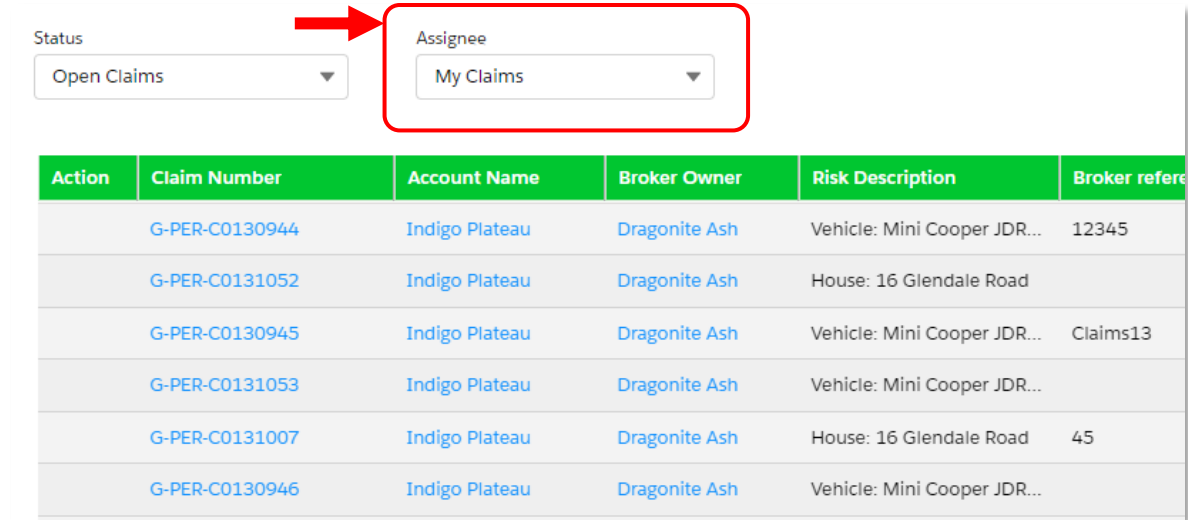
| | Account Name | Broker Owner | Risk Description | Broker refer |
|----------------|-----------------|---------------|-------------------------------|--------------|
| G-COM-C0131076 | Indigo Plateau | Dragonite Ash | Vehicle: Mini Cooper JDR... | 12345 |
| | Saffron City | Eevee Ash | Property - 18 Tilby Drive ... | 12435633 |
| | Cinnebar Island | | Marine Commercial Hull | |
| | Saffron City | | Property - 152 Whakakak... | |
| G-PER-C0131012 | Indigo Plateau | | Vehicle: Mini Cooper JDR... | |
| G-LLO-C0130996 | Cinnebar Island | | Marine Ship Repairers Lia... | |

Note: the default filter is set to 'Open Claims'.

2. How to filter your list of claims

Use the **'Assignee'** dropdown to filter claims based the following:

- > **'All'** – by default, you will see all claims for your branch, as well as claims for branches you have been granted access to.
- > **'My Claims'** – you can view only claims that you are assigned to (i.e. you are the 'Broker Owner').



The screenshot shows a web interface for managing claims. At the top, there are two dropdown menus: 'Status' and 'Assignee'. The 'Status' dropdown is set to 'Open Claims'. The 'Assignee' dropdown is set to 'My Claims' and is highlighted with a red box and a red arrow pointing to it from the left. Below the filters is a table with the following columns: Action, Claim Number, Account Name, Broker Owner, Risk Description, and Broker reference. The table contains six rows of claim data.

| Action | Claim Number | Account Name | Broker Owner | Risk Description | Broker reference |
|--------|--------------------------------|--------------------------------|-------------------------------|-----------------------------|------------------|
| | G-PER-C0130944 | Indigo Plateau | Dragonite Ash | Vehicle: Mini Cooper JDR... | 12345 |
| | G-PER-C0131052 | Indigo Plateau | Dragonite Ash | House: 16 Glendale Road | |
| | G-PER-C0130945 | Indigo Plateau | Dragonite Ash | Vehicle: Mini Cooper JDR... | Claims13 |
| | G-PER-C0131053 | Indigo Plateau | Dragonite Ash | Vehicle: Mini Cooper JDR... | |
| | G-PER-C0131007 | Indigo Plateau | Dragonite Ash | House: 16 Glendale Road | 45 |
| | G-PER-C0130946 | Indigo Plateau | Dragonite Ash | Vehicle: Mini Cooper JDR... | |

Note: To assign or change who is looking after the claim, navigate to the specific claim and click on 'Assign Broker Owner'.

A claim can also have no broker assigned, if you prefer to manage the claim at a branch level.

3. Understanding the claims table – Statuses

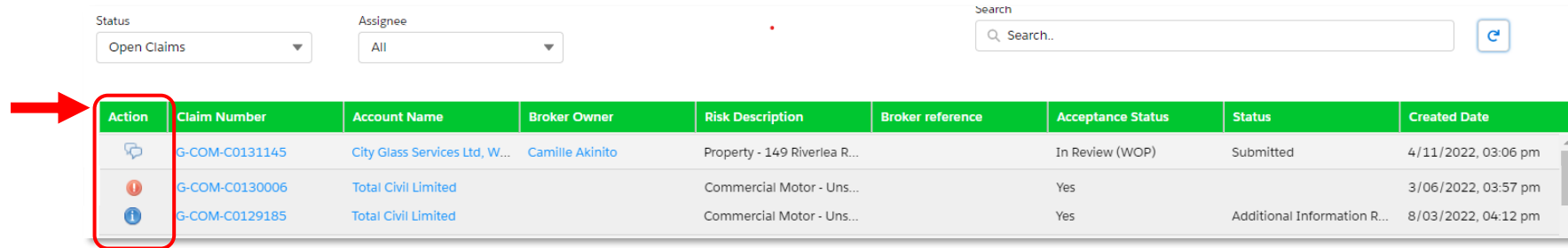
At a glance, you can see both the 'Acceptance Status' as well as the overall claim 'Status' of each claim on the home screen. To see further details, you can click on a specific claim.

Status: Open Claims | Assignee: All | Search: Search..




| Action | Claim Number | Account Name | Broker Owner | Risk Description | Broker reference | Acceptance Status | Status | Created Date |
|--------|----------------|-----------------|---------------|--------------------------------|------------------|-------------------|---------------------------------|----------------------|
| | G-LLO-C0131077 | Cinnebar Island | | Marine Commercial Hull | | In Review (WOP) | Claim Handler Assigned | 2/11/2022, 12:21 pm |
| | G-COM-C0131076 | Saffron City | | Property - 152 Whakakak... | | In Review (WOP) | Claim Handler Assigned | 1/11/2022, 04:43 pm |
| | G-PER-C0131075 | Indigo Plateau | | Contents: 16 Glendale Ro... | | In Review (WOP) | Submitted | 1/11/2022, 04:41 pm |
| | G-PER-C0131074 | Indigo Plateau | | House: 16 Glendale Road | | In Review (WOP) | Submitted | 1/11/2022, 04:41 pm |
| | G-COM-C0131073 | Saffron City | Bulbasaur Ash | Property - 60 Pavilion Driv... | ASdfbgn | In Review (WOP) | Submitted | 1/11/2022, 03:57 pm |
| | G-COM-C0131072 | Saffron City | Bulbasaur Ash | Property - 152 Whakakak... | | In Review (WOP) | Claim Handler Assigned | 1/11/2022, 03:48 pm |
| | G-COM-C0131070 | Saffron City | Eevee Ash | Property - 18 Tilby Drive ... | 12435633 | In Review (WOP) | Submitted | 1/11/2022, 03:19 pm |
| | G-COM-C0131069 | Saffron City | Eevee Ash | Property - 18 Tilby Drive ... | 12345 | In Review (WOP) | Submitted | 1/11/2022, 10:39 am |
| | G-COM-C0131065 | Saffron City | | Property - 152 Whakakak... | | Yes | Additional Information Required | 31/10/2022, 02:19 pm |
| | G-COM-C0131063 | Saffron City | | Property - 152 Whakakak... | | In Review (WOP) | Submitted | 31/10/2022, 12:58 pm |
| | G-COM-C0131061 | Saffron City | | Property - 152 Whakakak... | | In Review (WOP) | Claim Handler Assigned | 31/10/2022, 12:40 pm |

3. Understanding the claims table – Action icons

In the 'Action' column, you'll see icons indicating an update to the claim.



The screenshot shows a claims management interface. At the top, there are filters for 'Status' (set to 'Open Claims') and 'Assignee' (set to 'All'), along with a search bar. Below this is a table with the following columns: Action, Claim Number, Account Name, Broker Owner, Risk Description, Broker reference, Acceptance Status, Status, and Created Date. The 'Action' column contains three icons: a speech bubble, a red exclamation mark, and a blue information icon. A red box highlights the 'Action' column, and a red arrow points to it from the left.

| Action | Claim Number | Account Name | Broker Owner | Risk Description | Broker reference | Acceptance Status | Status | Created Date |
|---|----------------|-------------------------------|-----------------|------------------------------|------------------|-------------------|-----------------------------|---------------------|
|  | G-COM-C0131145 | City Glass Services Ltd, W... | Camille Akinito | Property - 149 Riverlea R... | | In Review (WOP) | Submitted | 4/11/2022, 03:06 pm |
|  | G-COM-C0130006 | Total Civil Limited | | Commercial Motor - Uns... | | Yes | | 3/06/2022, 03:57 pm |
|  | G-COM-C0129185 | Total Civil Limited | | Commercial Motor - Uns... | | Yes | Additional Information R... | 8/03/2022, 04:12 pm |



The speech bubble icon indicates that you've been sent a message from the Ando Claims Handler.

Click on the claim number and view the **'Messages'** tab to see the latest correspondence.



The red exclamation icon indicates that an action is required from your end on the claim.

Click on the claim number to see what you need to do next



The blue information icon indicates that there has been an update to the claim since you last viewed it.

Click on the claim number to view the most up-to-date information.

Tip: Once you have viewed an action or message on the claim, click back to your Home Page and refresh your browser to clear the action icon.

4. How to contact the Support team

We're here to help! You can get in touch with us at any time – whether you have a query about the portal, want to provide feedback on the portal, report any issues, or suggest enhancements. You can easily contact the Support team without leaving the portal.

On any screen, click on the blue **'Get in touch'** button to open a new message tab.

Note: This is for general portal enquiries or support only. For claim-specific queries, please use the **Messages tab** in the specific claim view.

| Action | Claim Number | Account Name | Broker Owner | Risk Description | Broker reference | Acceptance Status | Status | Created Date |
|--------|----------------|-----------------|--------------|---|-------------------------|-------------------|---------------------------------|----------------------|
| | G-PER-C0131012 | Indigo Plateau | | Vehicle: Mini Cooper JDR182 | | In Review (WOP) | | 25/10/2022, 07:01 am |
| | G-LLO-C0131077 | Cinnebar Island | | Marine Commercial Hull | | In Review (WOP) | Claim Handler Assigned | 2/11/2022, 12:21 pm |
| | G-LLO-C0130996 | Cinnebar Island | | Marine Ship Repairers Liability | | In Review (WOP) | Submitted | 20/10/2022, 05:27 pm |
| | G-COM-C0131065 | Saffron City | | Property - 152 Whakakake Street Ta... | | Yes | Additional Information Required | 31/10/2022, 02:19 pm |
| | G-COM-C0131070 | Saffron City | Eevee Ash | Property - 18 Tilby Drive Matua Bay ... | 12435633 | In Review (WOP) | Submitted | 1/11/2022, 03:19 pm |
| | G-LLO-C0131021 | Cinnebar Island | | Marine Carriers Liability | test carriers liability | In Review (WOP) | Claim Handler Assigned | 25/10/2022, 07:52 pm |
| | G-COM-C0131076 | Saffron City | | Property - 152 Whakakake Street Ta... | | In Review (WOP) | Claim Handler Assigned | 1/11/2022, 04:43 pm |
| | G-PER-C0131074 | Indigo Plateau | | House: 16 Glendale Road | | In Review (WOP) | Submitted | 1/11/2022, 04:41 pm |

4. How to contact the Support team

On this page, please enter the details and click **'Next'** to submit your query/feedback.

The screenshot shows a support form interface. On the left is a navigation menu with buttons: Home (blue), Get A Quote (Coming Soon) (grey), Make a claim (blue), Broker Admin (blue), and Reports (grey). The main content area is titled "Hello Dragonite," and contains the following text: "Get in touch - we'd love to chat!", "Please use the form below to get in touch with the Gradient Support team about any questions, feedback, or issues you may have.", and "We want to address your query as soon as possible, so please include all necessary details! If you've come across an issue, this might include a screenshot/video, a description of what you were doing right before you came across the issue, and an outline of what the issue is preventing you doing." Below this text are two text input fields: "Summary" and "Details". Underneath the "Details" field is an "Upload Files" button. At the bottom right is a "Next" button. Five callout boxes provide instructions: 1. Points to the "Summary" field: "Please insert a summary of your query/feedback in the summary box." 2. Points to the "Details" field: "Please provide further information about the query/feedback in the details box." 3. Points to the "Upload Files" button: "You can also upload any supporting attachments, e.g. screenshots, videos etc." 4. Points to the "Next" button: "When you're ready, click 'Next' to submit the form." 5. Points to the bottom-right corner of the "Details" field: "Tip: If you need more space, you can expand the text box by clicking and dragging this icon (in the bottom-right-corner)." A blue horizontal line is located above the tip callout.

Please insert a summary of your query/feedback in the summary box.

Please provide further information about the query/feedback in the details box.

Tip: If you need more space, you can expand the text box by clicking and dragging this icon (in the bottom-right-corner).

You can also upload any supporting attachments, e.g. screenshots, videos etc.

When you're ready, click **'Next'** to submit the form.

4. How to contact the Support team

The following screen confirms that we have received your query/feedback, so you can now close this window. Our Support team will respond to your query as soon as they are able to.

