Message to Re-Distribute

RedistributeThere may be times when messages need to be reassigned to otherWorkInside Handlers (Adjusters). Managers can redistribute work as follows:

Step	Action
1	Click the Search for Messages to Re-Distribute link under the Manage Work section of the CCC Portal Home Page. Maintain Messages Maintain User Documents Maintain Appraiser Profile Maintain Appraiser Search Preferences Maintain Routing Rules Search for Messages to Re-Distribute
2	The Messages to Re-Distribute Criteria page appears. Enter search criteria as needed ("*" indicates a required field). Messages to Re-Distribute Required Field Office CLAIM OFFICE Message Owner* ELLIOTT. SAM Clear Search
3	Click the Search button.
4	Messages to Re-Distribute Results New Priority Date From Claim Reference ID Message
5	Select the corresponding checkbox(s) for all entries to be reassianed.
6	Once all appropriate entries are selected, choose Re-Distribute from the Actions drop-down list.

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Message to Re-Distribute, Continued

Redistribute	Step	Action
work, continued	7	The option to select the Office and User for the selected entries to be reassigned appears.
		Re-Distribute Messages Messages for: ELLIOTT, SAM
		New Priority Date From Claim Reference ID Message
		NCM V 0726/2016 06:48:44 AM CDT APPRAISER ADJUSTER eqatest0726201606465142 Manual Assign
		Office: CLAIM OFFICE V User: Testuser, Otto V
		Re-Distribute Messages
	8	Select the appropriate Office and User then click the Re- Distribute Messages button.
	9	A message appears stating that the entries have been successfully reassigned.
		Message(s) have been successfully reassigned.
		Re-Distribute Messages Messages for:
		New Select Priority Date From Claim Reference ID Message
		Office: CLAIM OFFICE V User. Testuser, Otto V
		Re-Distribute Messages
		The newly assigned handlers will see the new entries listed
		in their Messages portlet