

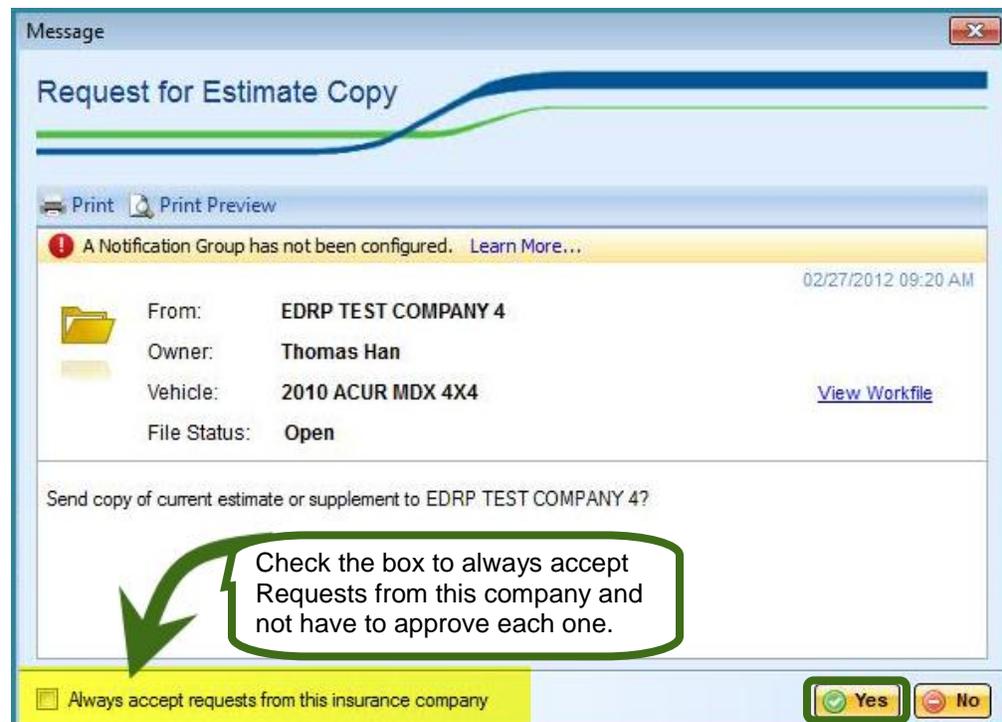
## Job Aid: Handling Requests for Estimate Copies

### Introduction

There are times when a customer will come to you directly for an estimate to take to their Insurance Company to file a claim. These “Owner Obtained Estimates” can now be requested by the Insurance Company from you directly instead of re-keying the copy provided by the customer.

### Request Message

The Insurance Company will send a message like the one below. You will see a notification in the bottom right corner of the screen. Go to the Message Center to view the Message.



Click **Yes** to send the workfile automatically or no to decline request.