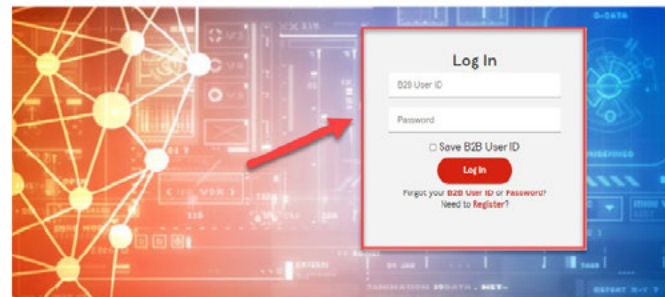


STATE FARM® AUTO CLAIM SUPPLEMENT

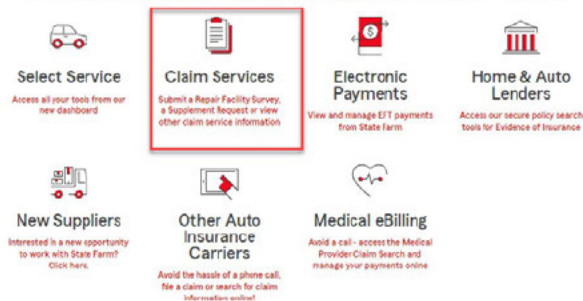
Registered Shops

Access State Farm B2B web page (b2b.statefarm.com) and login with your B2B ID and password.

If you forgot your B2B ID or password use the corresponding **Forgot your B2B ID or Password** links within the B2B Login section.



Search and View Claims, Payments and Policies



Non-Registered Shops

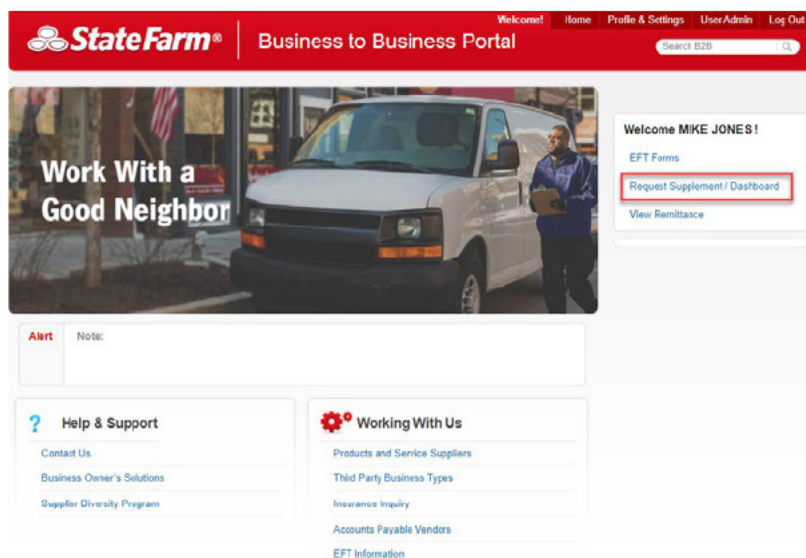
You can also access the Request Supplement Tool without logging in by selecting:

- **Claim Services** icon located on the homepage
- **Auto Repair Request Supplement** icon located on the Claim Services page
- **Request Supplement** icon on the Auto Repair Supplement page

* Skip to page 3 for Non-Registered view of Request Supplement pages.

Why Register? - Although logging into B2B is not required to submit a supplement, it will minimize the amount of inputs needed to validate your access and provide additional self-service capabilities like viewing previously submitted supplement requests, reviewing payments and EFT information (depending on your role).

If you have logged in, click on the **“Request Supplement / Dashboard”** link to Request a new supplement and view the Supplement Dashboard



Supplement Dashboard Homepage *(only viewable by users that have registered)*

The **Supplement Dashboard Homepage** is only available for registered users and includes a list of claims associated to virtual supplement requests your facility has submitted through the B2B site within the last 30 days. From this page you can:

- Navigate to the Request Supplement Application by selecting the “**Create New Supplement**” button at the top of the page
- Search for a specific claim by clicking the “**Search Claim**” button at the top of the page. *You may search for claims with supplement requests that were submitted through the B2B site on or after February 1st 2021.*
- View details regarding a supplement by clicking the “**View**” link on the right of that entry
- Navigate through the list by using the navigation buttons at the bottom of the page



Claims Found

[Create new supplement](#)[Search claim](#)

Claim Number	Vehicle Owner	Year	Make	Model	Actions
13-02Q1-64X	Shaheen Fatima	2015	Toyota	Corolla	View
13-02Q1-65G	Janina Krol, Mieczyslaw Krol, Mieczyslaw Krol	2016	Toyota	Rav4	View
13-2137-1D1	Robert Kosar, Bronski Oldenkamp	2000	Benz	S-class S500	View
13-2139-5C5	Roger John	2017	Toyota	Highlander	View
13-2139-5C7	Roger John	2017	Toyota	Highlander	View
42-2141-3J7	Harvey O'brien - O' Reginald Specter	2010	Toyota	Corolla	View
42-2141-3J7	Roger A John	2017	Toyota	Highlander	View

Showing 1-7 of 7

< 1 >

Request Supplement- Validate Claim

The Request Supplement Tool will launch and requires information from you in order to validate this information in our Claim System. Refer to the information on the initial State Farm® estimate or any updated information that the customer has provided.

We will ask for minimal amount of required information to validate the claim:

- **Claim Number**
- **Vehicle Year**
- **Vehicle Make**

Then click **Check Claim**.

The screenshot shows the State Farm Business to Business Portal interface. At the top is a red header with the State Farm logo and the text 'Business to Business Portal'. Below this is a white box titled 'Request Supplement - Validate Claim'. Inside this box, there is a section titled 'Customer Information' with a sub-header 'Verify your customer's claim with State Farm. All fields below are required.' Below this, a paragraph states: 'If a supplement is required on a vehicle make not listed, such as a trailer, commercial truck, travel trailer, recreational vehicle (RV), all-terrain vehicle (ATV), motorcycle, stake bed, or box bed type truck, please contact the claim handler displayed on the State Farm estimate to send an Estimate Assist assignment to you.' There are three input fields: 'Claim Number: (enter first 9 characters only)' with a text box containing 'XX-XXXX-XXX', 'Vehicle Year:' with a dropdown menu showing 'select year', and 'Vehicle Make:' with a dropdown menu showing 'select make'. A blue 'Check Claim' button is located at the bottom right of the form.

Potential Validate Claim Errors

Claim Number Not Found.

Claim number not found. Enter first 9 digits.
Please refer to the Control Information & Vehicle sections of the State Farm® estimate and re-enter the information. If you are unable to proceed, please call the claims team at the number listed in the Control section of the estimate.

Vehicle information (year and make) do not match a vehicle on that claim.

Vehicle Information entered does not match claim number.
Please refer to the Control Information & Vehicle sections of the State Farm® estimate and re-enter the information. If you are unable to proceed, please call the claims team at the number listed in the Control section of the estimate.

If you receive either of these errors, review the State Farm Estimate then re-enter the information and click Check Claim. If you don't have the State Farm Estimate, you can contact 800-SF CLAIM to obtain the correct claim contact. Do not call the B2B Help desk if you receive this error.

If you are unable to continue, contact the claim team at the number listed in the Owner and Control section of the State Farm Estimate.

Request Supplement- Validate Shop

If you **logged in**, you will validate the following:

- **Shop Contact Name**
- **Shop Email Address**

Repair Facility address on the B2B profile

The repair facility address will display according to the information on the B2B profile.

If this is not where the vehicle is being repaired, please indicate the correct address in the Comments field on the last page.

Click **Confirm**

The screenshot shows the State Farm Business to Business Portal header. The form title is "Request Supplement - Validate Shop". Under "Shop Information", a note states: "A State Farm® appraiser will contact you if anything additional is needed. All fields below are required." The form contains two input fields: "Shop Contact:" with the value "MIKE JONES" and "Shop Email:" with the value "VENKATA.MANTHENA.Q". Below these is the "Repair facility address on the B2B profile:" which displays "1901 E LINCOLN HWY", "LYNWOOD, IL 604117705". A blue callout box on the right says: "If this is not the address where the vehicle is being repaired, enter that address in the Comments field on the last screen." At the bottom right is a blue "Confirm" button.

If you **did not log in** we will ask for your shop contact information in order to match the supplement request to your shop.

Shop Information

- Shop Name
- Shop Phone Number
- Shop Street Address
- Shop City
- Shop State
- Shop Zip Code
- Shop Contact
- Shop Email

Then click **Confirm**

The screenshot shows the State Farm Business to Business Portal header. The form title is "Request Supplement - Validate Shop". Under "Shop Information", a note states: "A State Farm® appraiser will contact you if anything additional is needed. All fields below are required." The form contains several input fields: "Shop Name:" (empty), "Shop Phone Number:" (placeholder "(xxx) xxx-xxxx"), "Shop Street Address:" (empty), "Shop City:" (empty), "Shop State:" (dropdown menu showing "select state"), "Shop ZIP Code:" (empty), "Shop Contact:" (placeholder "First and Last Name"), and "Shop Email:" (empty). At the bottom right is a blue "Validate" button.

If the claim information you input does not match what State Farm® has on file you will receive error messages informing you of the error and to locate the information on the State Farm® estimate and re-enter.

Address is Incorrect.

If you receive any of these errors, please following the directions provided within the error you receive.

- City does not exist. Verify city is correct.
- Unable to assign last 4-digits of the 9-digit ZIP code. Correct zip code.
- Entered street name was not found. Verify street name spelled correctly.
- Entered business street number not correct. Verify business street number is correct.
- Directional and/or suffix incorrect within the street address line. Correct directional and/or suffix. (for example: North, South, Place)

Address Standardization

When the shop address matches what State Farm® has on file, an Address Standardization screen will appear asking you to select “Standardized” or “As Entered” address.

- Please leave the default “Standardized” option if it is accurate.

Then click **Confirm**

State Farm® | Business to Business Portal

Request Supplement - Validate Shop

Address Standardization

State Farm uses address standardization software that will assist with validating the body shop address to provide efficiencies. Please use the standardized address unless it is incorrect.

Business address:

☒ **Standardized**
2103 Ge Rd
Bloomington IL 617042489

☐ **As Entered**
2103 Ge Rd
Bloomington IL 61704

[Back](#) [Confirm](#)

Request Supplement – Provide Information

Continue by entering:

- **Total amount of the supplement:** Enter the estimated amount for the supplement items you are requesting at this time
 - Example: If original State Farm® estimate was \$1,500 and you find \$500 worth of additional damage submit \$500
- **Please indicate if the supplement request involves damages from:**
 - Hail
 - Flood
 - Other damages (i.e. collision or comprehensive)

Then click **Continue**

The screenshot shows the 'Request Supplement - Provide Information' page in the State Farm Business to Business Portal. At the top is a red header with the State Farm logo and 'Business to Business Portal'. Below the header, the page title 'Request Supplement - Provide Information' is displayed. A light blue message box states: 'OK! The claim (13-02Q1-65I) you submitted is verified in our system. To submit a supplement you must provide additional information for review.' The form contains two main sections. The first section, 'Total Amount of Supplement', has a label 'Enter the estimated amount for the supplement items you are requesting at this time.' and a text input field containing '\$500.00'. The second section, 'Please indicate if the supplement request involves damages from:', has three radio button options: 'Hail' (selected), 'Flood', and 'Other Damages'. Below these sections is a blue link: 'Click continue to upload a detailed supplement summary and supporting documentation'. At the bottom right is a blue 'Continue' button.

Request Supplement – Upload Files

Click **Choose File** to select documentation such as the itemized supplemental estimate, photos, invoices, etc. to support your supplement request.

You can select all the files you want to upload at the same time.

*****Please Note*****

- **File types** accepted are noted as (**PDF, JPG and JPEG**).
- Each **file cannot exceed 8MB** and **total size** of uploaded files cannot exceed **19MB**
- Maximum of 20 files can be attached.
- **Password protected** files will cause errors.

Once files are uploaded you can remove any of the files if you uploaded in error.

Please indicate in the Comments field if you have additional documentation to provide that you were unable to upload.

The screenshot shows the 'Request Supplement - Upload Files' page in the State Farm Business to Business Portal. The header is identical to the previous page. The page title is 'Request Supplement - Upload Files'. Below the title, a message states: 'To expedite the review process, upload your supplemental estimate, photos and/or copies of other supporting documentation for the items you are requesting'. The main content area features a file upload section on the left with a folder icon and a list of instructions: 'First choose the file(s) then click open', 'File types can be PDF, JPG or JPEG', 'Each file cannot exceed 8 MB and total files cannot exceed 19 MB', 'A maximum of 20 files can be attached', 'Please ensure that the file is not password protected, these files will cause errors', and 'These files will become a permanent part of the claim'. To the right of these instructions is a blue 'Choose File' button. Below the instructions is a table with three columns: 'Filename', 'Size(MB)', and 'Remove'. Under the table is a 'Comment:' section with a text area for 'Enter message to communicate to the State Farm appraiser why you are requesting a supplement (i.e. replacing part instead of repairing, additional hours requested, etc.)'. Below the text area is a checkbox labeled 'Please indicate if you have additional documentation that you are unable to attach to this request.' At the bottom right is a blue 'Submit' button. A small '200' character count is visible at the bottom right of the comment text area.

Comments:

Enter any message you wish to communicate to the State Farm appraiser regarding the supplement request.

NOTE: Please refrain from entering Sensitive Personal information (SPI) in the comments field or formatting numbers that may resemble these Types of numbers. This includes:

- Social Security Number
- Tax Identification Number
- Driver's License Number
- Financial Account Number(s)
- Credit/Debit Card Number(s)
- Protected Health Information
- Any Medical Information.

This will result in not getting a response email from State Farm.

Then click **Continue**

Request Supplement – Submitted

Once all documents are listed, Click **Submit** to complete the request.

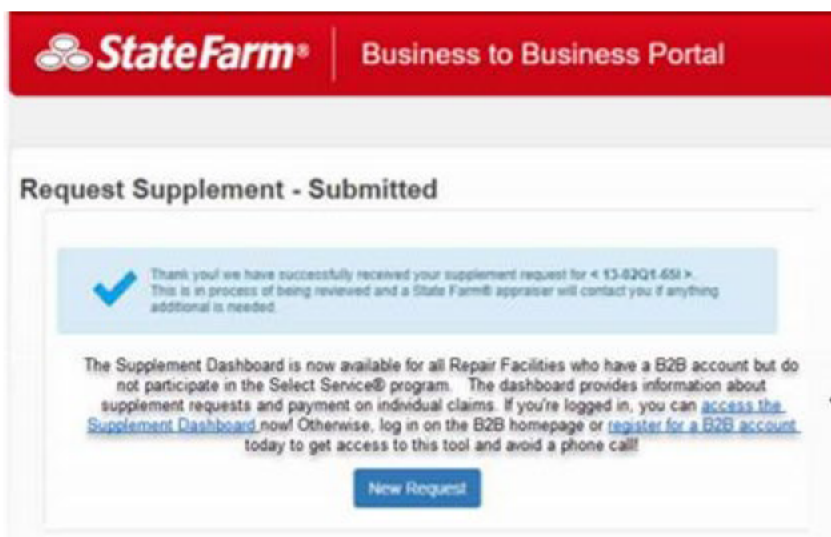
You will see a banner indicating the submission was successful.

You can complete another request by clicking **New Request**.

The screenshot shows the 'Request Supplement - Upload Files' page in the State Farm Business to Business Portal. The page has a red header with the State Farm logo and 'Business to Business Portal'. Below the header, the title 'Request Supplement - Upload Files' is displayed, followed by a sub-header: 'To expedite the review process, upload your supplemental estimate, photos and/or copies of other supporting documentation for the items you are requesting'. A 'Choose File' button is in the top right. A file upload area shows a folder icon and a list of instructions: 'First choose the file(s) then click open', 'File types can be PDF, JPG or JPEG', 'Each file cannot exceed 8 MB and total files cannot exceed 19 MB', 'A maximum of 20 files can be attached', 'Please ensure that the file is not password protected, these files will cause errors', and 'These files will become a permanent part of the claim'. Below this is a table with columns 'Filename', 'Size(MB)', and 'Remove'. One file, 'b2b pdf.pdf', is listed with a size of '0.04' MB and a remove icon. A 'Comment:' section follows, with a text area for the user to enter a message to the appraiser. An example comment is provided: 'Example comments: Additional hours requested, Unable to upload 2 additional photos.' A 'Submit' button is at the bottom right.

The screenshot shows the 'Request Supplement - Submitted' page in the State Farm Business to Business Portal. The page has a red header with the State Farm logo and 'Business to Business Portal'. Below the header, the title 'Request Supplement - Submitted' is displayed. A blue banner with a checkmark icon contains the message: 'Thank you! we have successfully received your supplement request for < 13-02Q1-651 >. This is in process of being reviewed and a State Farm® appraiser will contact you if anything additional is needed.' Below the banner, there are two bullet points: 'Login to view more information available for third-parties like remittance information and EFT. Additional functionality for non-program shops will be added in the future. Don't have a B2B account? Please complete the Contact Us form.' and 'Be sure to bookmark the Supplement Request Intake form to allow easy access in the future!'. A 'New Request' button is at the bottom right.

If you **didn't log in** we will provide you with confirmation and information on how to become registered on the Business to Business portal for simplified use of the application



If there is a problem in the upload process you may encounter one or more of the following errors:

Unable to upload file. Valid file type is required. Must be JPG, JPEG or PDF.

Check the **file type** and verify they are compatible (**PDF, PNG and JPEG**)

Last file unable to be uploaded. The file(s) exceed the maximum file size of 19MB

You may need to **remove the last file** so the total file size limit of 19 MB is not exceeded

Unable to upload file. A file should not exceed the file size of 8 MB

Please check the **file size**. Each uploaded file **cannot exceed 8MB**

Unable to add additional files. Have reached the maximum amount of files (20) to be uploaded.

Please check the number of files attached. Only **20 files can be uploaded**.

Error! Unable to upload file. Something went wrong with attachment, we apologize for the inconvenience, password protected or invalid files are not acceptable, please try again.

Please ensure that the file is **not password protected**, these files will cause errors Try file upload again after removing the password.

Error! Something went wrong, we apologize for the inconvenience, please try again later

This message indicates an error has occurred that cannot be determined immediately. Please try again later.