



TO: All Allstate GCE Participating Service Providers

FROM: Carla Holmes, GCE Administrator

Allstate Insurance has consistently supported technology and process innovations that create efficiencies, reduce costs and cycle time, and enhance value and satisfaction for our policyholders. In the Glass Claims Express program, many of you are using innovations such as Customized Offers™ and ClaimLaunch™ to improve your business opportunities within the Allstate auto glass claim process.

In order to further improve cycle time, efficiency and customer service, we now recommend that you, as a valued GCE participant, utilize electronic dispatching\*\* to receive work from our claim administrator, LYNX Services. Receiving glass claim dispatches electronically, directly into your business management software, will eliminate the traditional fax, data-input and up to 60% of the errors that cause invoice rejections. GCE participants that sign up for electronic dispatching and receive Allstate assignments electronically will therefore eliminate the time it takes to relay customer information voice to voice.

GCE participants that utilize electronic dispatching will also improve their opportunity for being included in the list of participants provided to policyholders who do not initially have a preference of glass service provider.

We also encourage your use of the ClaimLaunch™ opportunity, which is available to all GCE participants that have Customized Offers™ in effect. ClaimLaunch helps you offer an increased level of service and convenience to policyholders by reducing the number of steps in the reporting process. The combination of Customized Offers and ClaimLaunch provide an effective tool that enables you to be more efficient when competing for Allstate automotive glasswork. Utilizing this tool enables your company to provide fast, convenient, full service to policyholders who have contacted you to initiate their glass claim – it's an express line.

If you have any questions, please contact LYNX Services Participant Management at [participantmanagement@lynxservices.com](mailto:participantmanagement@lynxservices.com) or your Point-Of-Sale software provider on how to implement GLAXIS.

*\* ClaimLaunch can be accessed through the Internet or through your Point-Of-Sale software providers (currently includes GTS Services, Mainstreet Computers and IBS Software). ClaimLaunch provides operating efficiencies by allowing you to immediately verify insurance coverage and deductibles while reporting the claim as your workflow permits. ClaimLaunch gives you the ability to self dispatch walk-in jobs electronically while addressing your customer's needs.*

*\*\* Electronic dispatching using GLAXIS enabled software allows job requirements to be transmitted by electronic work assignment directly into your business software to auto-create a work order or integrate to an existing work order. Establishing this connectivity eliminates the fax and double data entry, as well as increases productivity. Also, when you receive the dispatch electronically, you can effectively reduce EDI invoicing errors due to discrepancies between dispatches and invoices. This feature is available from many industry point of sale software providers, including GTS Services, Mainstreet Computers, IBS Software, Digital Business Controls, Quest Software, eDirectGlass and GlassMate.*

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