

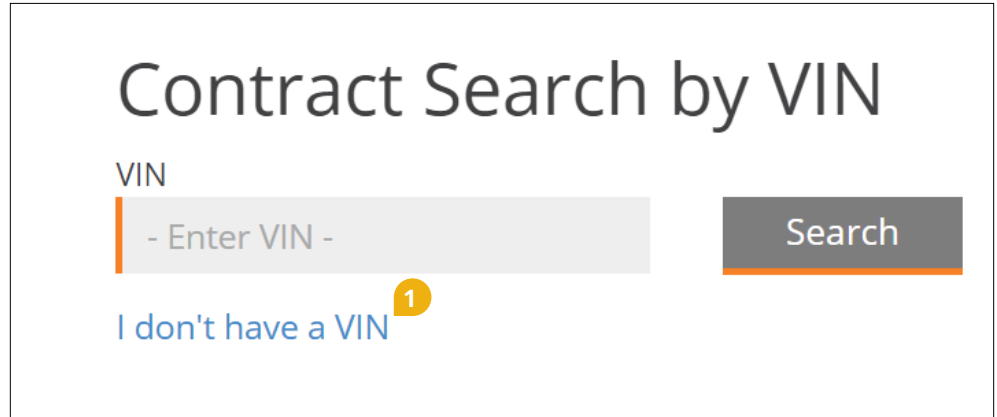
Prerequisite: Users need a login and a password to access HUB.

Step 1 of 8:

First step

To get started, please locate the **authorized claim** needing payment:

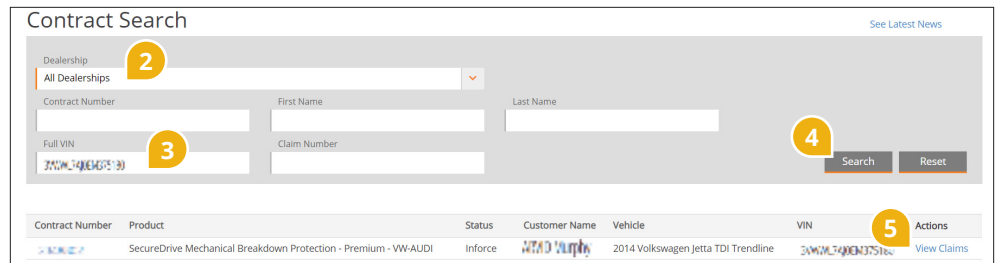
Login to HUB, on the **Contract Search by VIN** page click **I don't have a VIN** (1).



Step 2 of 8:

Finding a claim

1. Chose **All Dealerships** (2).
2. Enter the Vehicle's **VIN** number (3).
3. Click on **Search** (4).
4. Click on **View Claims** (5) to enter the claims management screen.



Step 3 of 8:

E-Invoice

Once in the claims management screen:

1. Under **Claims History** (6), click the **Claim Number** (7).
1. Scroll down to the **E-INVOICES** (8) tab.
2. Click on the **Upload** button (9).
3. Click on **+ Upload File(s)** (10).

Claims History										
Claim Number	Status	Current Mileage (in km)	RO Number	Correction	Failure Date	Authorized Amount	Cost	Paid Amount	RF Name	Reported Channel
647202	Authorized	85,000	1234	1	23 Feb 2021	\$81.82	\$81.82	\$0.00	WAD Murphy	Online
Total:						\$81.82	\$81.82	\$0.00		

E-INVOICES							
e-Invoice Number	Payee Type	Payee Name	RO Number	Total Component Cost (Authorized/Pending)	Total Component Cost (Denied/Not Claimed)	Total Component Cost (Post Refund)	Status
1	Dealership/Repair Facility	WAD Murphy	1234	\$81.82	\$0.00	\$81.82	Authorized

e-Invoice Number	Payee Type	Payee Name	RO Number	Total Component Cost (Authorized/Pending)	Total Component Cost (Denied/Not Claimed)	Total Component Cost (Post Refund)	Status
1	Dealership/Repair Facility	WAD Murphy	1234	\$81.82	\$0.00	\$81.82	Authorized
+ Upload File(s)							
Name	Category	Document Type	Date Uploaded	Uploaded By	Size	Description	Public File References
RO 1234.pdf	Claim Documents	Claim Supporting Documents	09 Feb 2021 4:01 pm	user	0.24 Mb	RO 1234	0

Need Help?

If you have any questions please use the following links:

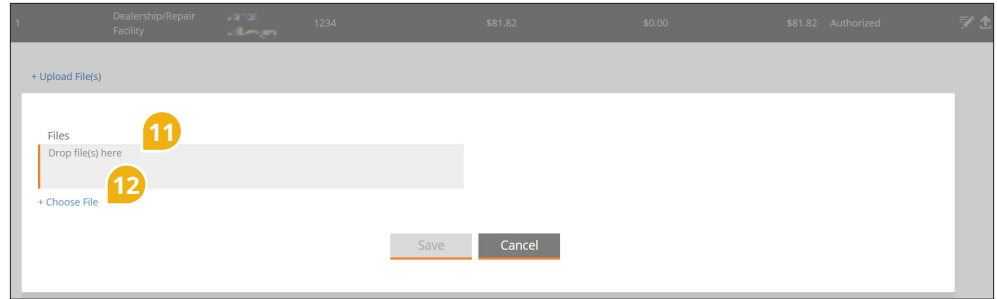
Contact our **Settlement Team** at settlement@lgm.ca | or consult our **FAQ**

Step 4 of 8:

Uploading documents

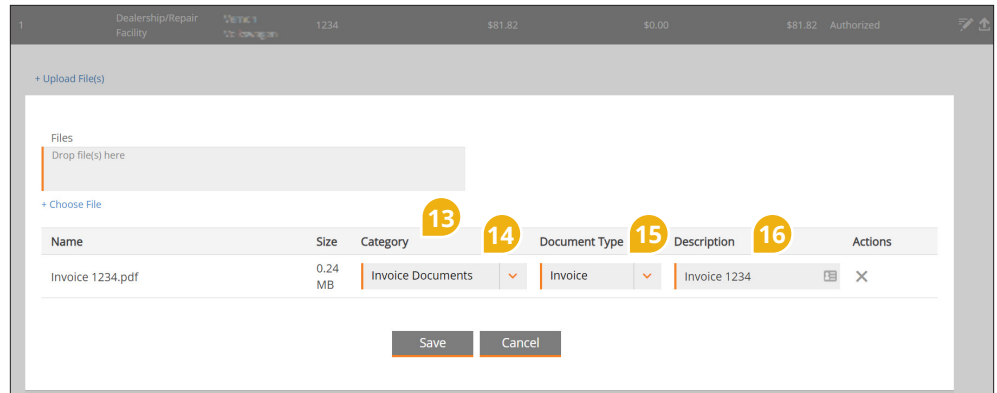
In the upload section:

1. Drag and drop your files in the **Drop file(s) here (11)** area.
2. Or click on **+Choose File (12)** link to access the open file dialogue, chose the invoice and click open.



Once the files are uploaded to HUB:

1. Chose the **Category (13)** as **Invoice Documents (14)**.
2. Indicate the invoice type in **Document Type (15)**.
3. Give the file a name in **Description (16)**.

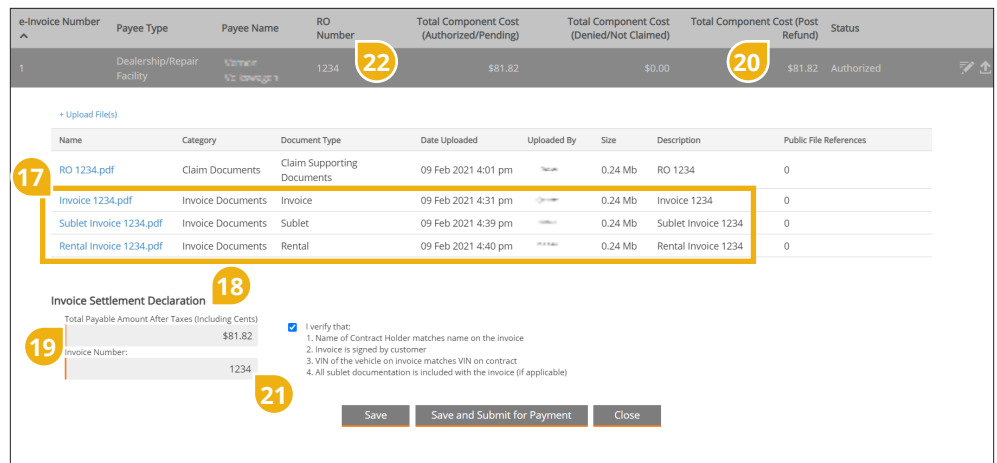


Step 5 of 8:

Invoice declaration

When all required files are uploaded, with correct **categories, types, and descriptions (17)**, fill the **Invoice Settlement Declaration (18)** section by:

1. Typing in the **Total Payable Amount After Taxes (Including Cents) (19)**. Ensure the amount matches the **Total Component Cost (Post Refund) (20)**.
2. Typing in the **Invoice Number (21)**, ensure that it matches the **RO Number (22)**.



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Step 6 of 8:

Final Verification

Before submitting for payment:

1. Please validate the four points, and click on **I verify that** (23) to activate the **Save and Submit for Payment** (24) button.

2. Click on the **Save and Submit for Payment** (24) button to submit for payment.

*****Take note that the payment process cannot proceed without checking off the box.*****


I verify that:
23 1. Name of Contract Holder matches name on the invoice
2. Invoice is signed by customer
3. VIN of the vehicle on invoice matches VIN on contract
4. All sublet documentation is included with the invoice (if applicable)

24

Step 7 of 8:

Agreeing

Confirm and validate the statement by clicking **I Agree** (25).




I have provided complete and accurate information for automatic payment of this claim. I understand that my claims records may be audited by LGM Financial Services Inc. and that invalid or fraudulent claims will be subject to a chargeback.

25

Step 8 of 8:

Thank you

Click **OK** (26) to finalize the payment process.



Thank you for submitting the invoice for payment. You will receive payment or response within two business days.

26

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