

# EXTRANET CL

## GUIDE

CL has invested in the improvements of its information & communication systems for more than a year now. Our IT support works, from then on, on the improved implement of our intranet – doubled of the starting up of an extranet.

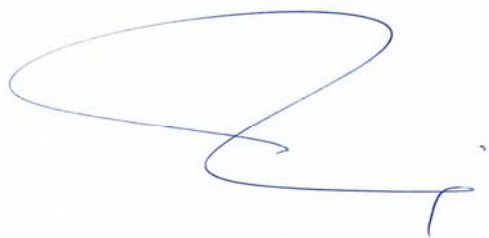
The aim is triple :

- a better access to the information and evolution to the « no paper » for those of our clients who wish it
- a better tracking of our files and a better reading of the following
- the implements of means of searching and a first statistical approach – more particularly on qualitative data – of the files that you entrust to us (sinister typology, ratios of claims, ...)

At the end, modular evolution are to be planned such as the integration of the description of the qualitative incidents, the following of the invoicing of the files, etc... There it is only the first stage which we wish that it includes in a continued evolution of the service that we bring to you

Our will is that it marries with your needs. We are totally interested in yours comments which could be ours.

Best regards.



F. LEVESQUE

# Summary

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# Introduction

Hello and welcome in the documentation of CL extranet client. This guide will allow you to get familiar with the different suggested functions thanks to this tool. You will learn notably how to connect and take knowledge of the following of the files

The opening of the extranet took place 1st November 2008. All the files opened from this date are available in the Extranet.

The screenshot displays the CL Extranet client interface. At the top left is the logo for 'EXTRANET'. The top right area contains a greeting 'Bonjour et bienvenue sur l'extranet.' and a 'Société :' field with a dropdown arrow and a close button '(x)'. The main content area is divided into three sections:

- > Accueil**: Includes links for 'Synthèse', 'Suivi de dossiers' (with sub-links 'Dossiers ouverts' and 'Historique des dossiers'), 'Navigation' (with sub-link 'Recherche'), 'Assistance' (with sub-link 'Contact'), and 'Recherche rapide'. Below these is a search box with the text 'Vous recherchez...', a dropdown menu for 'Dans...', and a 'rechercher' button.
- > Synthèse**: A summary table showing the status of files and damages.
- Typologie de causes**: A bar chart showing the distribution of causes for incidents.

Total	0
Ouverts	0
Ouverts à + 90 jours	0
Prescrits	0

Dossiers < 5000€	0
Dossiers > 5000€ & < 10000€	0
Dossiers > 10000€	0

Dossiers < 5000€	0
Dossiers > 5000€ & < 10000€	0
Dossiers > 10000€	0

Cause	Nombre
Accident	0
Pollution	0
Vol	0
Désarrimage	0
Incident température	0
Contrôle	0
Autre	0
Mouille	0
Defaut conditionnement	0
Retard	0

# Connection et disconnection of the extranet

## Identity

Your connection identity was send by email. They are composed of a login and a password generated automatically by the extranet. You can not modify them. In the case you lose you connection identity, one function « Recall of identity » is available on the home page of the extranet. You will just have to indicate your name and as well your email address in order that your password must be resent by email. If you do not have identity code, your identity may not have been created. You may ask Sabine PIQUET, where you can get in touch at the following address:

[spiquet@cabinet-levesque.fr](mailto:spiquet@cabinet-levesque.fr)

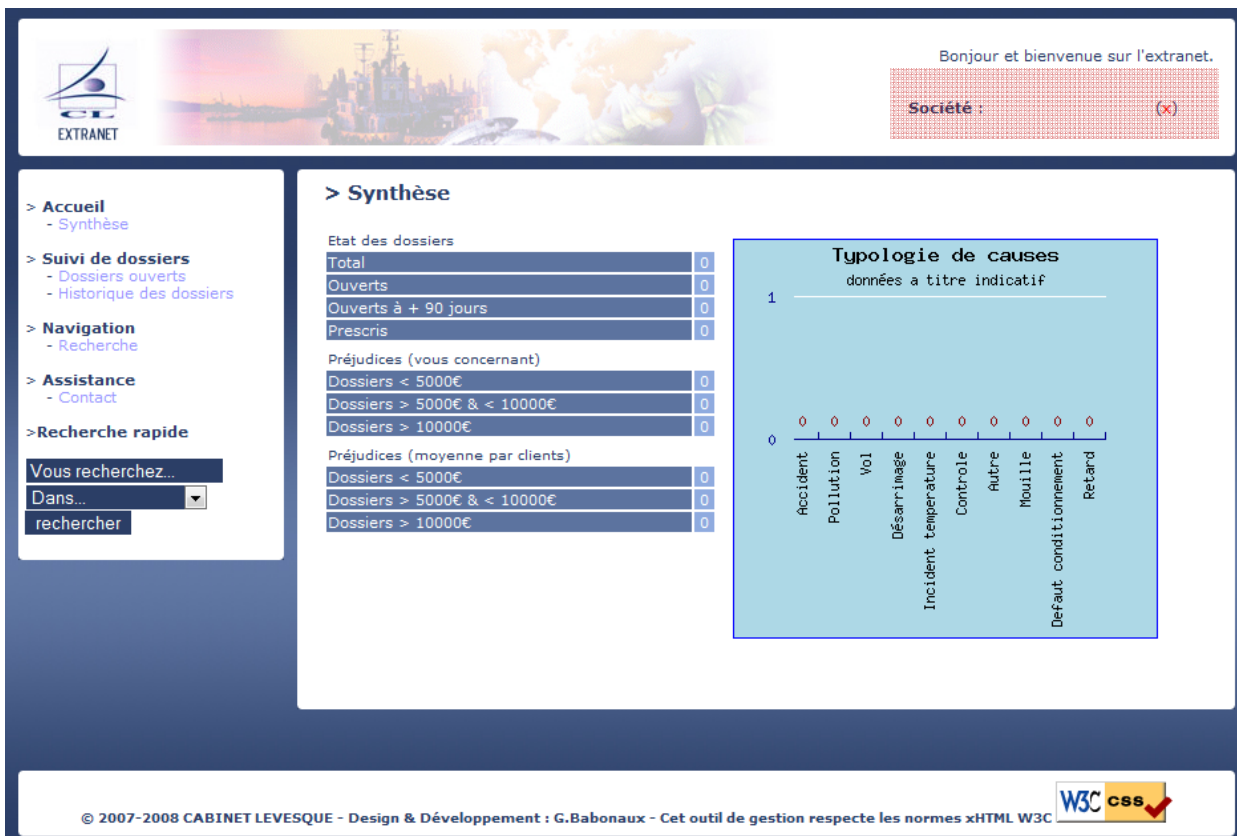
## Connection

The direct access to extranet has to be done at the following address :

<http://www.cl-surveys.com/clients>



Enter your login in the field Login then your password in the field Pass. Click the on OK to get into the extranet. Your home page opens if your identity code is correct. Otherwise, your identity code will be asked a second time.



Bonjour et bienvenue sur l'extranet.

Société : (x)

> Accueil  
- Synthèse

> Suivi de dossiers  
- Dossiers ouverts  
- Historique des dossiers

> Navigation  
- Recherche

> Assistance  
- Contact

> Recherche rapide

Vous recherchez...  
Dans...  
rechercher

> Synthèse

Etat des dossiers

Total	0
Ouverts	0
Ouverts à + 90 jours	0
Prescrits	0

Préjudices (vous concernant)

Dossiers < 5000€	0
Dossiers > 5000€ & < 10000€	0
Dossiers > 10000€	0

Préjudices (moyenne par clients)

Dossiers < 5000€	0
Dossiers > 5000€ & < 10000€	0
Dossiers > 10000€	0

Typologie de causes  
données a titre indicatif

Accident	0
Pollution	0
Vo1	0
Désarrimage	0
Incident température	0
Contrôle	0
Autre	0
Mouille	0
Default conditionnement	0
Retard	0

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## Disconnection

You can disconnect at any time of the extranet by clicking on the red cross situated at the right top of the screen (near the name of our firm).

The disconnection automatically get to the home page, by asking to enter your identify password if you wish to access again on the extranet.

## Navigation

The menu situated on the left of the interface allows to navigates among the different functionalities of the extranet.

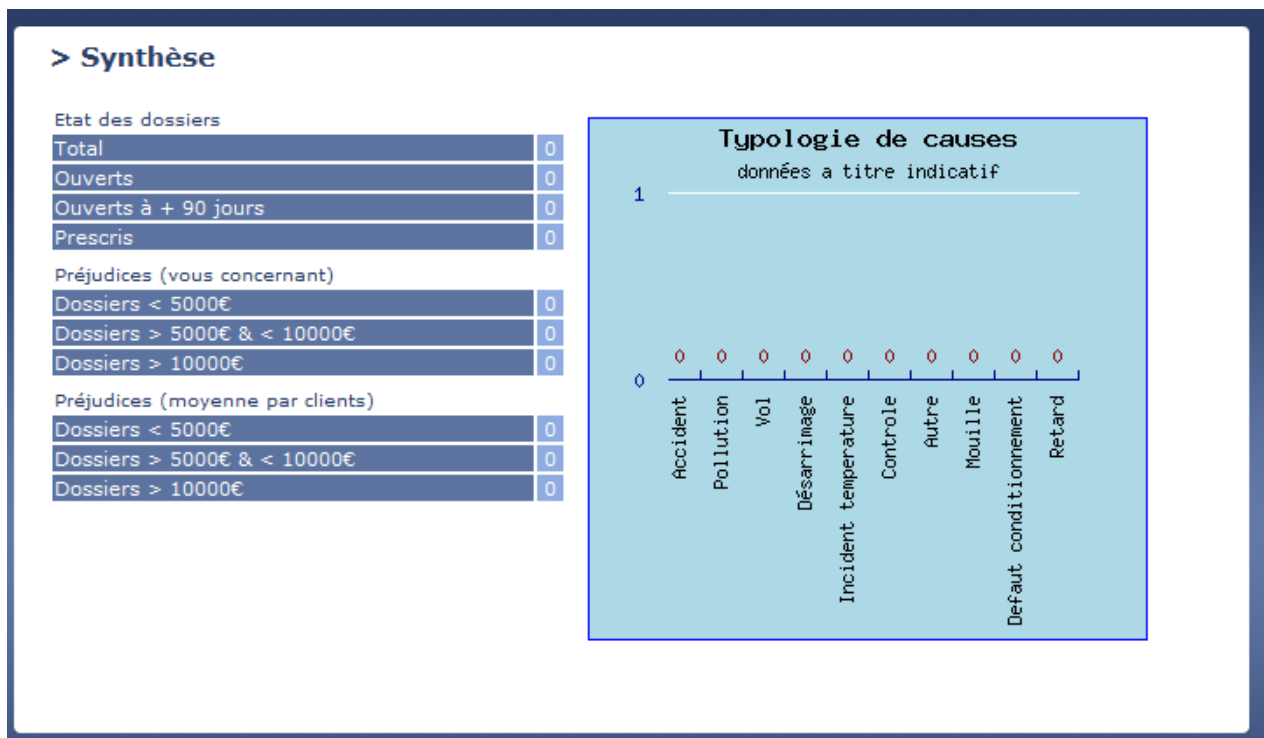


It is possible to make a quick research directly from this menu. The functioning of the quick research is the following :

- Enter a key word (here, « banana »)
- Select the criteria on which you wish to make the research
- Click on research

The search engine will suggest results thanks to the available information.

# Synthesis



The first page allows you to take knowledge of a few statistics, more particularly :

- The number of open files from the creation of the extranet
- The number of files opened for more than 90 days
- The number of file on delay
- The amount of claim

The graph « typology of causes » allows knowing the sharing out of the files according to the nature of the sinister.

All those data are updated in real time according to the information which we have. They are only given as a rough guide.

# Opened files

Clicking on Opened files in the menu of navigation, the list of the files currently treating appear in a table giving the main information :


- CL reference of the file
- your reference
- name and surname of the person in charge
- date of request
- insured
- the surveyor in charge of the file

**> DOSSIERS OUVERTS**

Cliquez sur la référence CL d'un dossier pour consulter les détails du dossier.

Référence CL	Votre référence	Gestionnaire	Date requête	Assuré	Expert
2008.05.22709					HARDE
2008.06.23808					HARDE
2008.06.23026					COULANDRE
2008.06.23123					HARDE
2008.07.23428					GAUDICHEAU
2008.09.24029					CLOAREC

You can click to consult those files, by clicking on the reference of the file. You get into the details of the file.



Bonjour et bienvenue sur l'extranet.

Société : \_\_\_\_\_ (x)

**> Accueil**  
- Synthèse

**> Suivi de dossiers**  
- Dossiers ouverts  
- Historique des dossiers

**> Navigation**  
- Recherche

**> Assistance**  
- Contact

**> Recherche rapide**

Vous recherchez...

Dans...

rechercher

**> Synthèse**

Etat des dossiers	
Total	10
Ouverts	8
Ouverts à + 90 jours	5
Prescrits	0

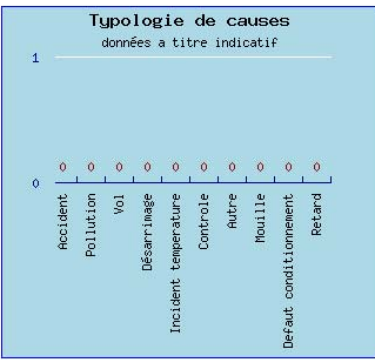
Préjudices (vous concernant)

Dossiers < 5000€	10
Dossiers > 5000€ & < 10000€	0
Dossiers > 10000€	0

Préjudices (moyenne par clients)

Dossiers < 5000€	0
Dossiers > 5000€ & < 10000€	0
Dossiers > 10000€	0

**Typologie de causes**  
données a titre indicatif



**> SYNTHÈSE DU DOSSIER D'EXPERTISE**

**Vie du dossier**

[pré rapport](#)

**Informations**

Date de la requête	
Date du sinistre	26/05/2008
Expert	JHARDE

**Documents**

[pré rapport..pdf](#)

> CLIQUEZ ICI POUR CONSULTER L'INTÉGRALITÉ DU DOSSIER

A synthesis allows you to know the last additions of the following of the file and as well the list of the downloadable documents.

To know more about the file, you will just have to click on the ID address « click here to consult the whole file ».

You will then have access to the whole « feuille de mission »:

[> CLIQUEZ ICI POUR CONSULTER L'INTÉGRALITÉ DU DOSSIER](#)

**Dossier d'expertise**

Etat du dossier : **Ouvert**

<b>MISSION</b>	<b>MISSION D'EXPERTISE</b>	
	Date de la requête	
	Date de création sur le gestionnaire:	
	Créé par :	
	Dernier expert affecté :	HARDE Julien
Historique des experts :		
<b>REQUERANTS</b>	<b>REQUERANTS</b>	
	<b>ACTRI ASSURANCES</b>	
	Société	
	Référence requérant :	
Date d'ajout du requérant :		
<b>SINISTRE</b>	<b>SINISTRE</b>	
	Marchandise	PRODUITS LAITIERS
	Quantité :	
	Valeur :	
	Nature du sinistre :	
	Date du sinistre :	
	Moyen de transport :	
	Navire :	
	Date du chargement :	
Type de mission :		
<b>ASSURE</b>	<b>ASSURE / PARTIE REPRESENTE</b>	

## History

The history allows consulting all the files, open and closed from the date of creation on the extranet. It looks the same way as the list of the opened files.

The access to the details of files is strictly identical: you will just have to click on the reference of the file.

> HISTORIQUE

Cliquez sur la référence CL d'un dossier pour consulter les détails du dossier.

Référence CL	Votre référence	Gestionnaire	Date requête	Assuré	Expert
2008.05.22709			26/05/2008		HARDE
2008.06.22808			03/06/2008		HARDE
2008.06.23026			20/06/2008		COULANDRE
2008.06.23028			20/06/2008		Martin
2008.06.23028			20/06/2008		MESNIL
2008.06.23123			27/06/2008		HARDE
2008.07.23428			17/07/2008		GAUDICHEAU
2008.09.24029			16/09/2008		CLOAREC

# Searching

The searching function allows making a research based on several criteria, making easily the searching of a file by adding some information.

> Recherche multicritères

Entrez un ou plusieurs critères de recherche puis cliquez sur rechercher.  
Note : les recherches en fonction des dates peuvent être effectuées via les listes, disponibles dans la rubrique Liste.

Référence  
2008

Expert

Bureau  
rungis

Type de traitement

Requerant

Référence client

Marchandise

Nature du sinistre  
Incident temperature

Navire

Type de mission

Numéro de facture

Etat du dossier

Valider  
rechercher

If, for instance, you are looking for a file « **2008** » treated in the premises of « **Rungis** » for which the nature of the sinister was « **temperature incident** », you will just have to fill the corresponding fields and then to click on **research**.

If the search engine find results correspondings to your criteria, it will show the result as a list shaped.

You can as well use the search engine in order to generate personalised lists. For instance all the files opened in march 2008 for which the goods were type of « biens de consommation » by filling in the following formula :

> Recherche multicritères

Entrez un ou plusieurs critères de recherche puis cliquez sur rechercher.  
Note : les recherches en fonction des dates peuvent être effectuées via les listes, disponibles dans la rubrique Liste.

Référence  
2008.03

Expert

Bureau

Type de traitement

Requerant

Référence client

Marchandise  
banane

Nature du sinistre

Navire

Type de mission

Numéro de facture

Etat du dossier

Valider  
rechercher

The search engine is consequently more than a simple tool allowing finding again a file.

## Contact

The CONTACT formula allows getting in touch with the CL IT support. For every question, to report a bug or for any suggestions, do not hesitate to fill in this formula. We will treat your request as soon as possible

*Note : all the fields of this formula are required.*

### > CONTACT

Pour contacter le service informatique du Cabinet Levesque, complétez le formulaire ci-dessous puis cliquez sur envoyer.

Votre nom *	<input type="text"/>
Votre prénom	<input type="text"/>
E-mail *	<input type="text"/>
Objet *	<input type="text"/>
Message *	<input type="text"/>
	<input type="button" value="envoyer"/>

G. BABONAUX