
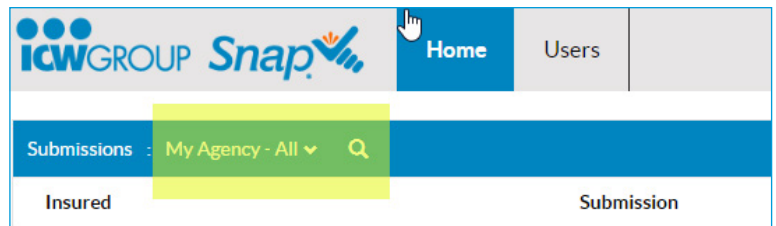


Policy and submission documents, like loss runs, claims reports, billing information, etc. can be found as attachments in Snap's Collaboration tool. You can also refer to Snap's online help for instructions by clicking the Help icon  at the top right of the Snap home page.

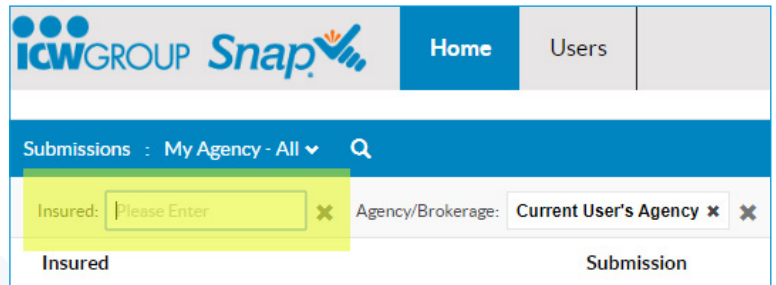
## Retrieving Policy and Submission Documents

1. On the Snap home page, make sure the Submissions filter is set to **My Agency-All** and then click the **Search** icon.



2. Enter the **insured name** or **submission number** in the **Insured** field.

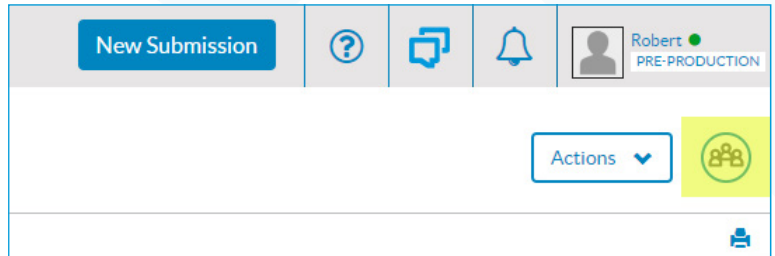
**Note:** The letter prefix and the two-digit suffix are not needed.



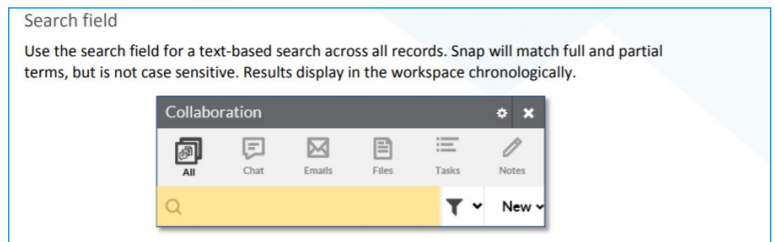
3. Single-click anywhere in the row containing the desired policy or submission

Insured	Submission	Effective	Status	Provider	Rate/Class	Assign/To
ICW Group (Wash State) Inc. Agency	007001	01/01/2019	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	007013	04/01/2019	Covered	90		Carl D'Amico
ICW Group (Wash State) Corp	007012	05/20/2017	Covered	90		Carl D'Amico
ICW Group (Wash State) Corp	007011	11/01/2019	Covered	0101-001		Carl D'Amico
ICW Group	002244	04/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003010	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	006010	01/01/2019	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003011	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003012	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003013	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003014	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003015	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003016	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003017	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003018	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003019	01/01/2017	Covered	0101-001		Carl D'Amico
ICW Group (Wash State) Corp	003020	01/01/2017	Covered	0101-001		Carl D'Amico

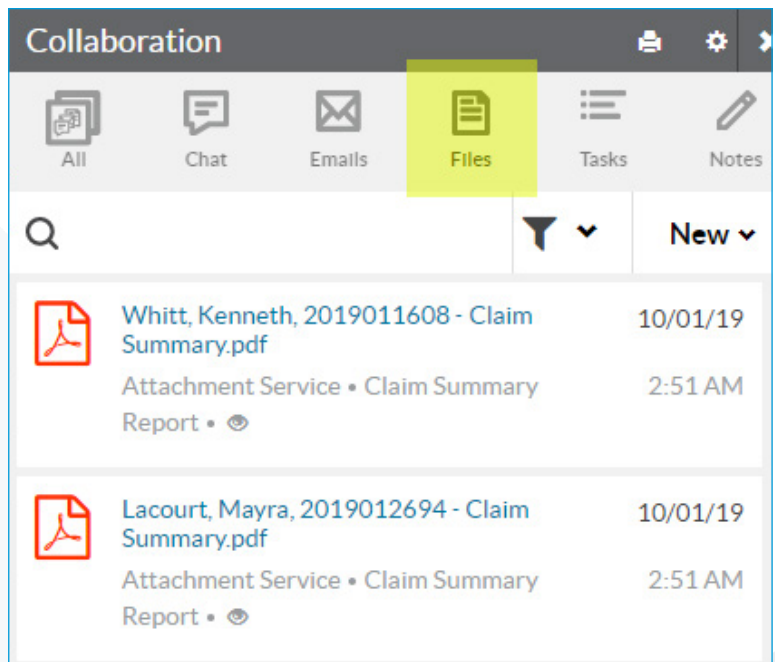
4. Click the **Collaboration** icon.



Use yellow highlight here:

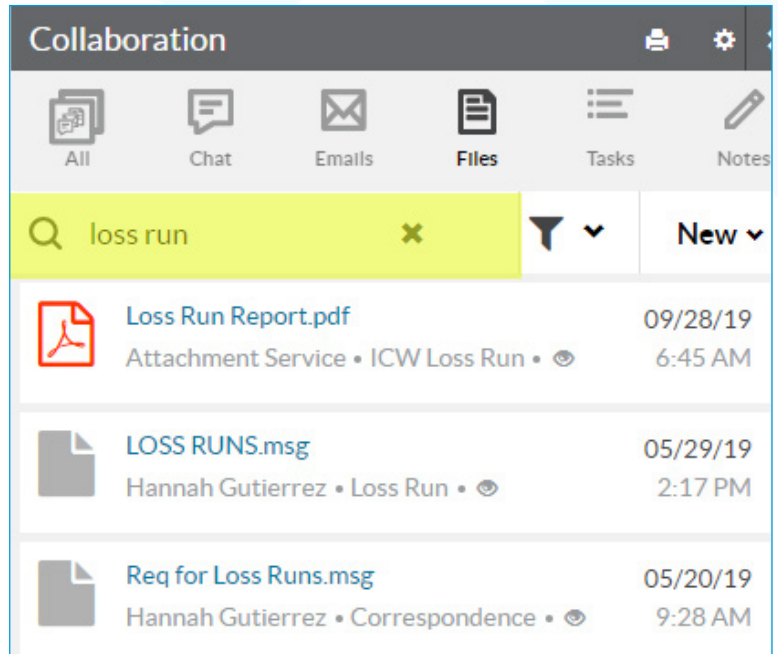


5. Click on the **Files** type icon in the **Collaboration** header.

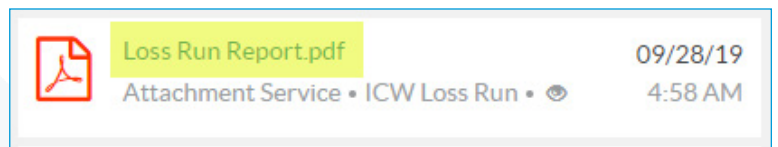


- You can use the search bar to enter a term, like **loss run**, or scroll through the cards to view the Collaborations. Keep in mind that the search term must contain the exact name, **Loss Run** is not the same search as **Loss Runs**.

**Note:** For Collaboration searching techniques, refer to the [Snap Producer Guide](#) available at ICW Group's [Agent Resource Center](#).



- When you find the Collaboration card you're looking for, click the **blue hyperlink** on the card to open the file. Once the file opens, you can save it to another location if you wish.



- Detailed loss runs are specific to each year. For example, if you are looking for a detailed loss run for a policy effective 2021, you will need to select that year. If you also need to retrieve loss runs for a prior year for that same insured, click on Account History in the left navigation area.

The screenshot shows the Snap user interface. At the top left is the ICWGROUP Snap logo, and at the top right is a 'Home' button. Below the header, the account name 'Company Name Inc' is displayed, followed by the status 'Status: Issued (Renewal Pending) [R]'. A navigation menu on the left includes 'Account Overview', 'Account History' (highlighted in blue), 'Submission Overview', and 'Application' with a right-pointing arrow.

- Click on the row containing the desired policy you are looking for and repeat steps 4-7 above.

Submissions						
<input checked="" type="checkbox"/>	Insured	Submission	Status	Effective <span>▲</span>	Expiration	Received Date
<input checked="" type="checkbox"/>	Complete Commercial [R]	WSC █████ 03	Renewed	05/24/2019	05/24/2020	01/19/2019
<input checked="" type="checkbox"/>	Complete Commercial [R]	WSC █████ 04	Renewed	05/24/2020	05/24/2021	01/16/2020
<input checked="" type="checkbox"/>	Complete Commercial [R]	WSC █████ 05	Issued	05/24/2021	05/24/2022	01/15/2021