

project risk mgmt • bcr • health & safety • rmis • claims admin • esg • tprm • compliance • policy mgmt • internal audit • erm •



CONNECTIONS



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RISK UNDER
ONE **ROOF**

Knock it Out of the Park: Quick Hits that can Reap Big Rewards

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Agenda

- PetSmart Overview
- Review and Solve Four Business Problems
- Questions



Melo

Walter

Rutabaga

Parsnip

Freya

Beans



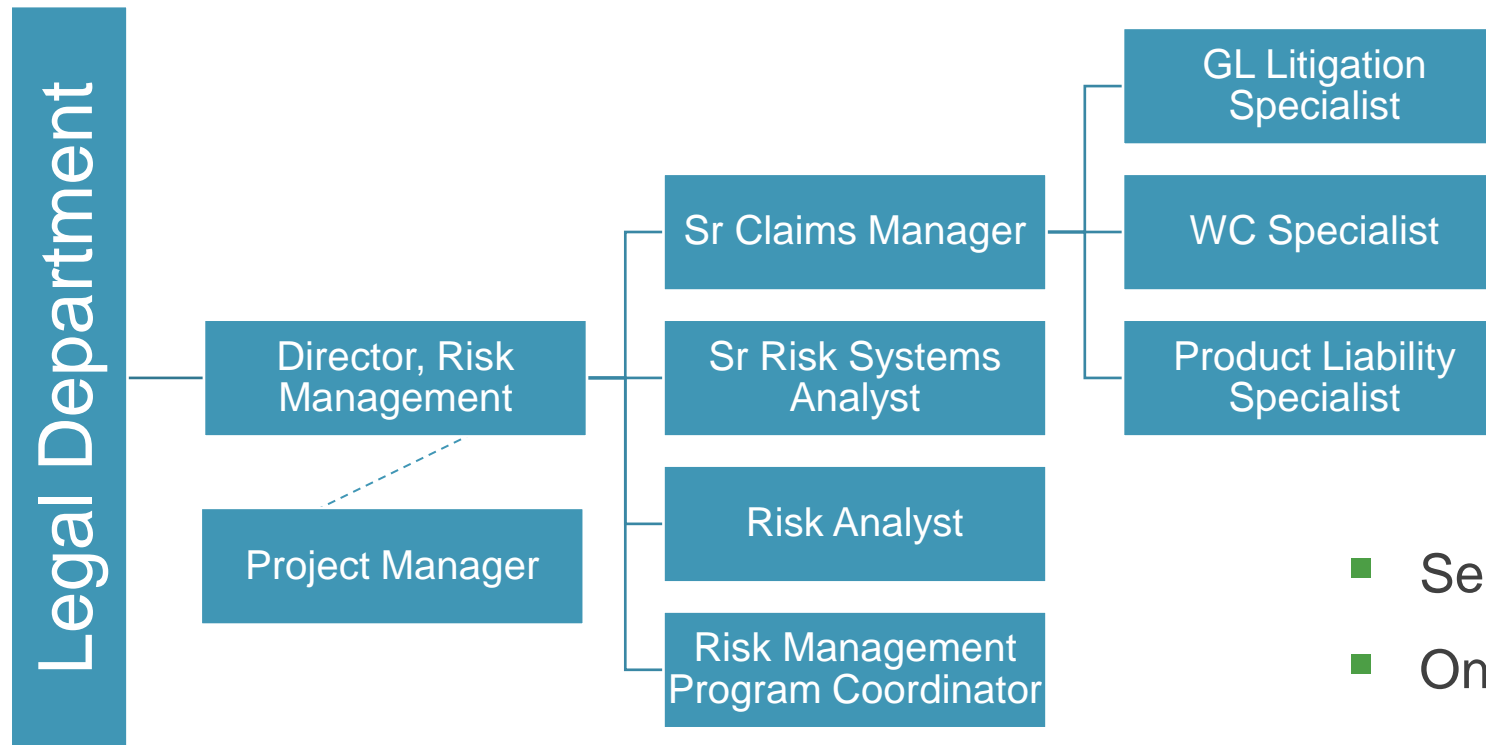
PetSmart Business Overview

- Headquartered in Phoenix, AZ with approximately 1,665 retail stores and 7 distribution centers across the U.S., Canada and Puerto Rico
- Wide variety of pet specialty merchandise
- Services
 - Pet Salon in all stores
 - Dog training
 - PetsHotel boarding for dogs and cats
 - Third-party operated veterinary services





PetSmart Risk Management Team



- Sedgwick is TPA for WC and GL
- Onsite Client Services Director
- Dedicated unit for liability claims



PetSmart RMIS Overview

- Implemented online incident intake in 2021
 - Associate Injury
 - Customer Injury
 - Injury to a Pet
 - Property Damage
 - Theft
 - Operational Disruptions
- RMIS Components
 - Incident Intake
 - Incident Management
 - Process Automation
 - Data Aggregation
 - Analytics and Reporting
 - Insurance Policy Management
- RMIS Users
 - Risk Management & Legal
 - Stores and Field Leaders
 - Loss Prevention & Safety
 - Human Resources
 - Store/DC Operations
 - And many more!



BUSINESS PROBLEM 1

- Multiple systems and locations are being used to capture substantially similar data.
- How can we consolidate this process without needing to retrain the associates in the field?



Resolution with Riskonnect

- Partnered with business partners involved in the process to identify commonalities and differences in their current forms.
- Setup a very basic **Communities page** to host a **Screen Flow** that captures and routes the information to the correct business partner.
- Replaced all existing links/forms with the new **Communities page** URL.



BUSINESS PROBLEM 2

- Specific cities and states require certain notification to be sent when specific types of incidents happen.
- How can the business ensure the claim manager is compliant without expecting them to memorize every scenario?



Resolution with Riskonnect

- Partner with claims team and legal to identify what locations and situations need to be reported.
- Replace manual process of working the claim with a **screen flow** launched from a **button** on the **record page**.

Pet Safety Priority

Case Information

Description:

Test claim for using at Riskconnect. This is just a test description. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Pet Parent Response:

Incident Created
5/11/2021 4:54 PM

Management Notified
May 11, 2021

Date of Loss
May 11, 2021

Pet Name: Rutabaga

Pet Breed: American Staffordshire Terrier

Vet Visit: Unknown

Reporting Delay: 0 days 5 hours 25 minutes

Created By: Ben Lawrence

Store Area
Salon

Specific Store Area
Grooming Area

Pet Safety Dept
Grooming Salon

Pet Incident Type
Customer Owned, Non-Specialty Pet or Ad

Header Code
Skin Injury

Reason Code
Body skin injury: Unknown

Priority Assignment

* Pet Safety Priority
--None--

* Reason Legacy
--None--

Cause Legacy
--None--

* Do you want to close this claim?

- Yes
- No

Next



Resolution with Riskonnect

- Partner with claims team and legal to identify what locations and situations need to be reported.
- Replace manual process of working the claim with a **screen flow** launched from a **button** on the **record page**.
- Using **formula fields** and **flow decisions**, automatically launch compliance steps from the **screen flow**.



BUSINESS PROBLEM 3

- We like having Check Requests related to the claim record, but the process is confusing when trying create a new Check Request.
- Can we simplify the process of creating a related record and automatically submit the Check Request into an approval process?



Resolution with Riskonnect

- Consulted with business partners to understand current gaps in the Check Request process. (Are you seeing a theme yet?)
- Built a new **screen flow** to create and submit a Check Request.
 - Designed the screens to look similar to the current process to minimize training.
 - Enabled auto-populating information like the payee name and address from the claim
- Placed that **screen flow** on the **Claim Lightning Record** page.

Claim
202105025060001

+ Follow Void Claim Delete Printable View Edit Change C

Pet Name Rutabaga	Store Number 0831	Date of Loss 5/11/2021	Status Open	Pet Breed American Staffordshire Terrier	Total Attachments 0
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Actions (0)
New

New Check Request

Claim: 202105025060001

* Check Description

* Check Amount

Payee Name

First Name

Last Name

Payee Email

Payee Address

Street

City

Zip/Postal Code

State/Province

Country

I have reviewed the information above and attest that it is accurate and complete.

Next

Check Requests (1)

Check Request	Location	Status	Amount
202106-938	0831 - PetSmart Test Store	Rejected	\$333.33

[View All](#)

Details
Financials
Notes
Files
Related

Accident Description ⓘ Test claim for using at Riskconnect. This is just a test description, Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Services Escalation Factors None of the Above Escalation Factors Occurred

Confidential



BUSINESS PROBLEM 4

- All of our associates need to be able to create claims, but we don't want them to edit the claim after it is submitted.
- How can we give them permissions to create a record but prevent them from editing a record?



Resolution with Riskonnect

- Consulted with internal risk partners and Riskonnect developers to understand what **permissions** are needed when creating a claim record.
- **Edit permission** is automatic when a user has **Create permission**.
- Created a **page layout** where all displayed fields were read only and assigned that **page layout** to the store **user profile**.

Questions?



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DISCOVER

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