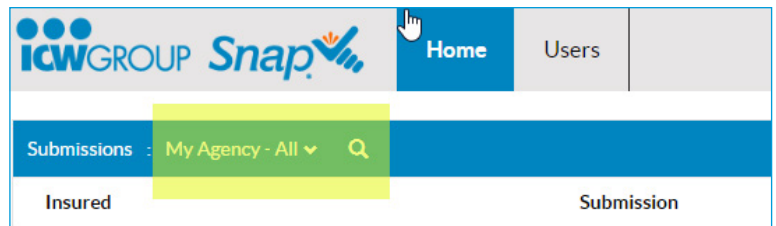# Retrieving Policy and Submission Documents

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.
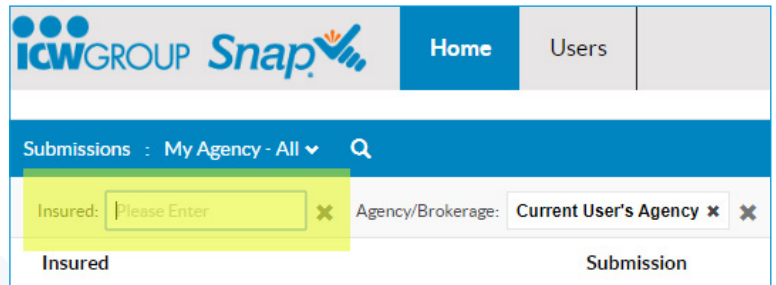
Retrieving Policy and Submission Documents

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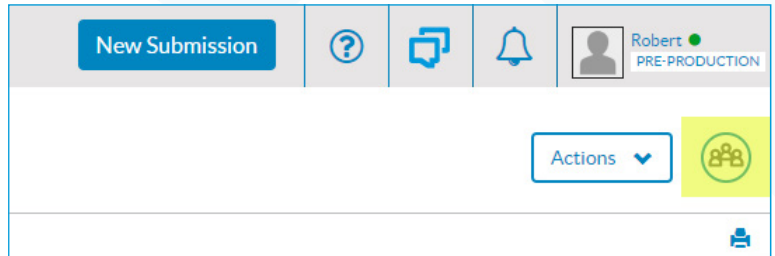
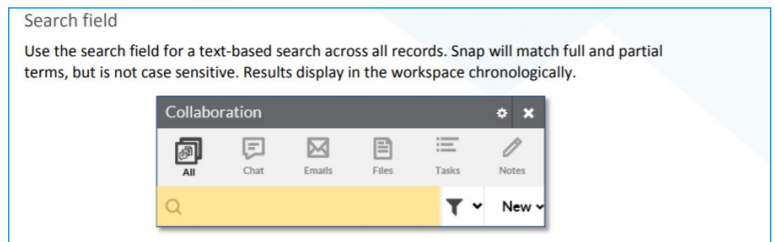   **Note:** The letter prefix and the two-digit suffix are not needed.

3. Single-click anywhere in the row containing the desired policy or submission
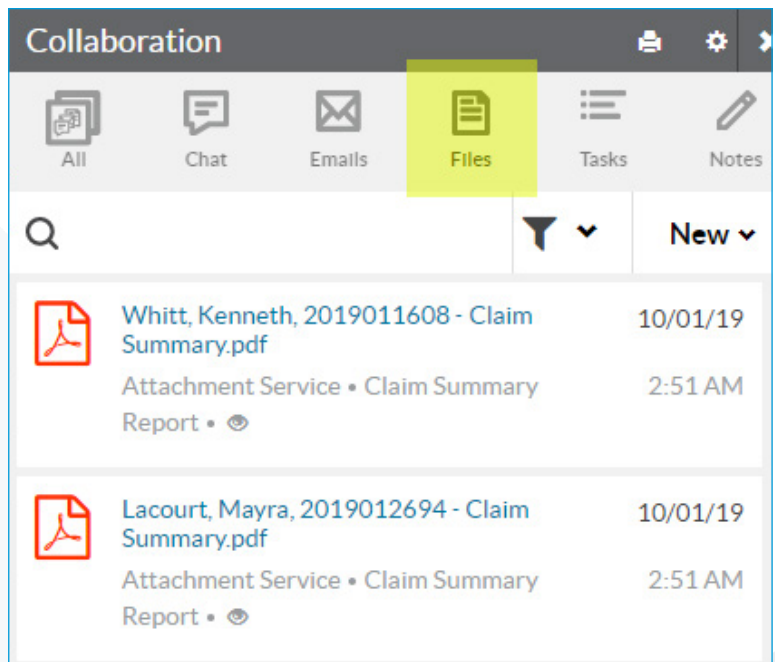
4. Click the **Collaboration** icon.
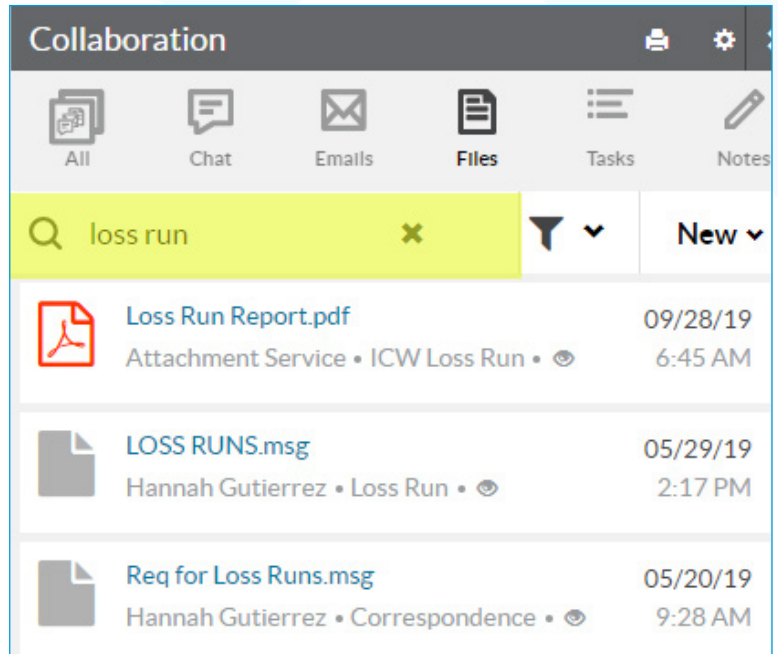

Use yellow highlight here:

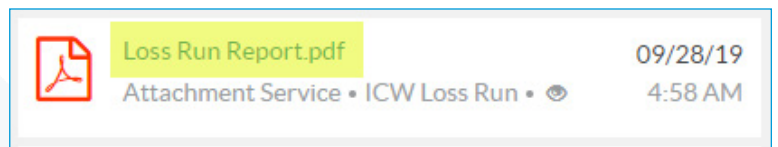**5.** Click on the **Files** type icon in the **Collaboration** header.

6. 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.

7. 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.

1. 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.

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