

Troubleshooting Errors & Warnings on VS&TD - Quick Start Guide

Navigate is the new home for data from Motor Insurance Anti-Fraud and Theft Register (MIAFTR) from 24 November 2025. This guide helps former MIAFTR users get started in Navigate VS&TD.

When adding or updating a claim, VS&TD will highlight issues using **red errors** and **amber warnings**. Use this guide to understand and resolve them.

1. Understanding Field Indicators

- **Red Errors** - Mandatory fields are missing or contain invalid data
You must fix these before saving the claim
- **Amber Warnings** - Preferred fields are missing
You can still save the claim, but it's recommended to complete these

2. Common Red Errors

Error	What It Means	What to Do
A completed field highlighted in red	Incorrect or invalid data	Check format and update the field
Loss Notification Date is earlier than Loss Date	Loss Notification Date can't be before the Loss Date	Correct the dates to fit validation
Mandatory field is not completed	Required field is blank	Fill in all fields marked with a red asterisk (*)

For information on field validation rules, see **section 13.4** Claim fields in the full **Navigate VS&TD User Guide** found [here](#).



3. Common Amber Warnings

Warning	What to Do
VIN isn't completed	Complete if data is available. This is useful for matching but not required
Loss Date is older than 12 months	Confirm the date is correct.
Vehicle Colour not provided	Add if known, the field helps with matching.
Forename or Date of Birth not entered	Add if available. This helps identify the claimant.

4. How to Resolve

- Hover over the **highlighted field** for more information
- Correct all **red errors**, click **Save Claim**
- You can choose to **save with amber warnings** or click **Amend Claim** to update preferred fields

5. Saving with Warnings

- If only amber warnings remain:
 - A popup will appear to confirm saving with incomplete preferred fields
 - Click **Amend Claim** to go back and complete them
 - Or click **Proceed** to save