

How To:

View TDI Claim Payment Report

Applies To Users with Reports View and Update Permission	Section Claims	Last Updated 2026
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Black boxes in screenshots are used to redact internal Group/Account identifiers and Personally Identifiable Information (PII).

Overview

This guide walks you through navigating to the TDI Claim Payments Report section of Pono ‘Oe portal, viewing TDI claim payments issued to members of your group, and providing payment transactions processed during a specific period.

Before You Begin

Before you start, confirm that the following requirements are in place:

- **Active account:** You must have an active Pono ‘Oe account. If you do not have an account, contact your Policy Administrator.
- **Reports access:** Your Policy Administrator must grant you Reports View and Update permission for the Group and Account you need to view.
- **Logged-in session:** Sign in to Pono ‘Oe before following the steps below. If you need help logging in, refer to the *How to Login to Pono ‘Oe for the First Time* guide.

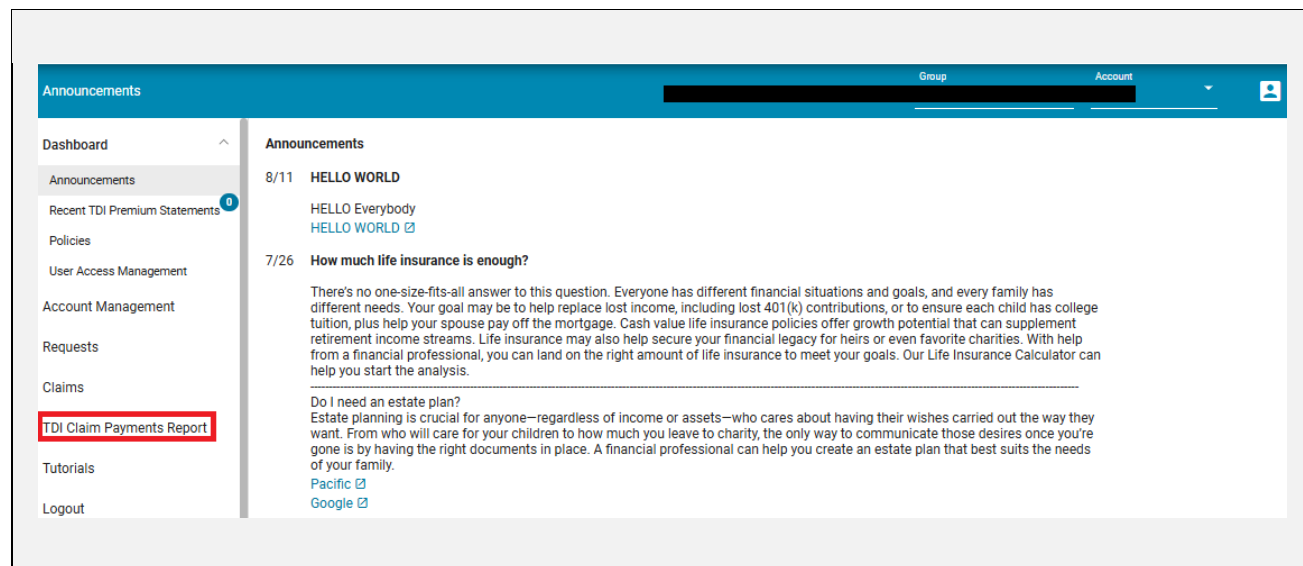
Steps

1

Navigate to the TDI Claim Payments Report Section

After logging into Pono 'Oe, click TDI Claim Payments Report in the left navigation bar. You will be taken to the TDI Claim Payments Report Dashboard.

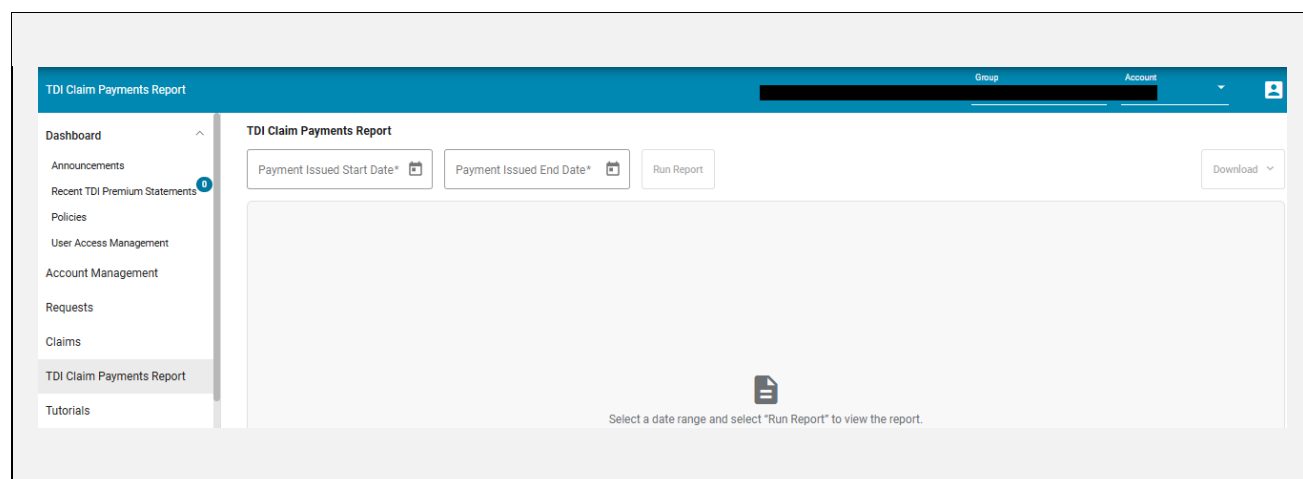
If you have Access to multiple Groups or Accounts, use the Group/Account filter in the top right corner of the page to view specific claim payment reports.



2

Review the TDI Claim Payments Report Dashboard

The TDI Claim Payment Report will display a search screen with Payment Issued Start Date field and Payment Issued End Date field



3

Generate TDI Claim Payments Report

In the search criteria, enter the Payment Issued Start Date and Payment Issued End Date, then click Run Report.

**Report data is available for the last 3 years. For data prior to this period, please submit a request through our requests screen.*

4

The TDI Claim Payments Report will display for the specific group/account within the date search criteria. You will have the option to download the report in the following format: CSV, XLSX, or PDF.

NOTE

Search for another Group and Account (If needed)

If you have access to more than one Groups or Accounts, use the Group/Account filter in the top right corner of the page to switch and generate TDI Claim Payments Report for a different group.

Related Guides

- Need more help? View our full library of how-to guides [here](#).

Need Further Assistance?

If you have any questions, please contact us:

TDI Portal Team

Email: TDIportal@pacificguardian.com

TDI Claims Team

Email: TDIclaims@pacificguardian.com