

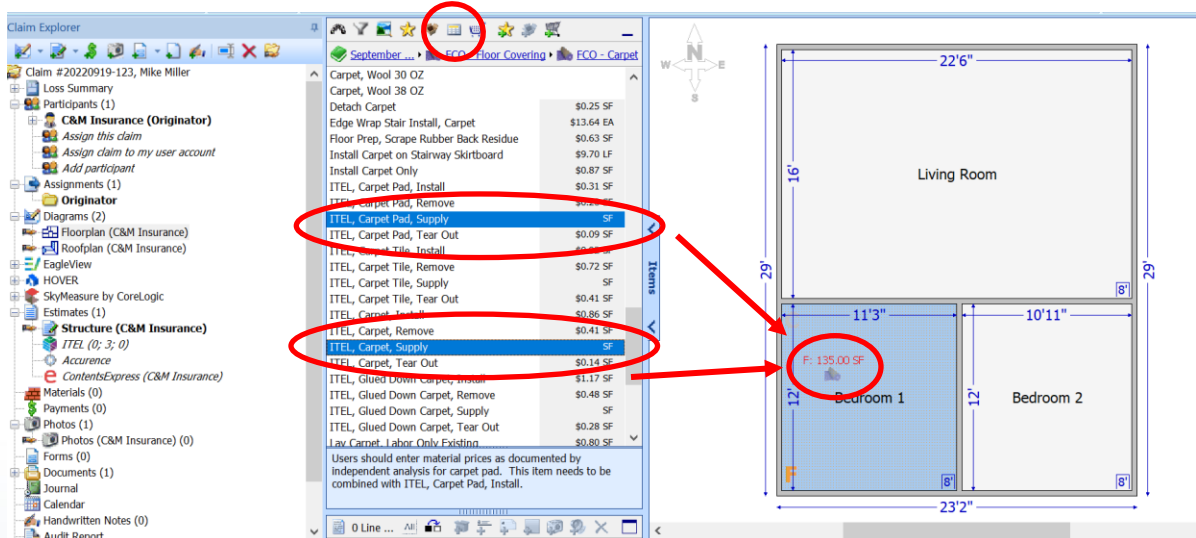
ITEL Integration

Physical Sample Test Starts within Mobile Claims

Disclaimer: This job aid was created using a demo insurance company with generic settings. Please refer to your specific carrier guidelines for proper claim and estimate settings.

Step 1

When needing to submit a physical sample of the material to be tested, choose the desired Floorplan from the Claim Explorer and click to open. Click the 'Items' blade to open the database, and find the appropriate ITEL line item(s). Drag the ITEL item(s) to the desired room(s). Or within the 'Items' blade, click on the 'Assembly' node and select the appropriate assembly for the claim. Drag & drop the Assembly to the location on the Floorplan where you wish to have it applied.



The screenshot displays the 'Claim Explorer' interface. On the left, the 'Claim Explorer' pane shows a tree view of claim details, including 'Claim #20220919-123, Mike Miller', 'Loss Summary', 'Participants (1)', 'C&M Insurance (Originator)', 'Originator', 'Diagrams (2)', 'Floorplan (C&M Insurance)', 'Roofplan (C&M Insurance)', 'EagleView', 'HOVER', 'SkyMeasure by CoreLogic', 'Estimates (1)', 'Structure (C&M Insurance)', 'ITEL (0; 3; 0)', 'Accurance', 'ContentsExpress (C&M Insurance)', 'Materials (0)', 'Payments (0)', 'Photos (1)', 'Photos (C&M Insurance) (0)', 'Forms (0)', 'Documents (1)', 'Journal', 'Calendar', 'Handwritten Notes (0)', and 'Audit Report'. The 'Floorplan (C&M Insurance)' is selected. The 'Items' pane in the center lists various ITEL line items, including 'Carpet, Wool 30 OZ', 'Carpet, Wool 38 OZ', 'Detach Carpet', 'Edge Wrap Stair Install, Carpet', 'Floor Prep, Scrape Rubber Back Residue', 'Install Carpet on Stairway Skirtboard', 'Install Carpet Only', 'ITEL, Carpet Pad, Install', 'ITEL, Carpet Pad, Remove', 'ITEL, Carpet Pad, Supply', 'ITEL, Carpet Pad, Tear Out', 'ITEL, Carpet Tile, Install', 'ITEL, Carpet Tile, Remove', 'ITEL, Carpet Tile, Supply', 'ITEL, Carpet Tile, Tear Out', 'ITEL, Carpet, Tear Out', 'ITEL, Carpet, Remove', 'ITEL, Carpet, Supply', 'ITEL, Carpet, Tear Out', 'ITEL, Glued Down Carpet, Remove', 'ITEL, Glued Down Carpet, Supply', 'ITEL, Glued Down Carpet, Tear Out', and 'Law Carpet, Labor Only Existing'. The 'ITEL, Carpet Pad, Supply' and 'ITEL, Carpet, Supply' items are highlighted with red circles. The 'Floorplan' pane on the right shows a layout with rooms: Living Room (22'6" x 16'), Bedroom 1 (11'3" x 12'), and Bedroom 2 (10'11" x 12'). A red circle highlights the 'ITEL, Carpet Pad, Supply' item being dragged to the 'Bedroom 1' room. A red arrow points from the 'ITEL, Carpet Pad, Supply' item in the 'Items' pane to the 'Bedroom 1' room on the floorplan.

If using an Assembly, proceed to the questionnaire, make sure to click 'Yes' on the 'Using ITEL?' question and answering all other pertinent questions of the assembly. Click 'Next', then 'Generate' when prompted to finish the Assembly and generate the estimate items. Select the line items to add to the estimate and click 'Apply' on the Item Details screen.

Assembly
FLOORING

ASSEMBLIES | Flooring

Select Coverage: None

Select Flooring Type: Carpet

Select Damage Severity (Carpet): Replacement

Select Flooring Age: [Slider]

Using ITEL? ☒ Yes ☐ No

Flooring Already Removed? [No]

Is There Subfloor Damage? ☐ Yes ☒ No

Flooring Details - Carpet - ITEL

Select Carpet Type ITEL: Wall to Wall Carpet

ITEM for Pad? ☒ Yes ☐ No

Carpet Extras

Item Details

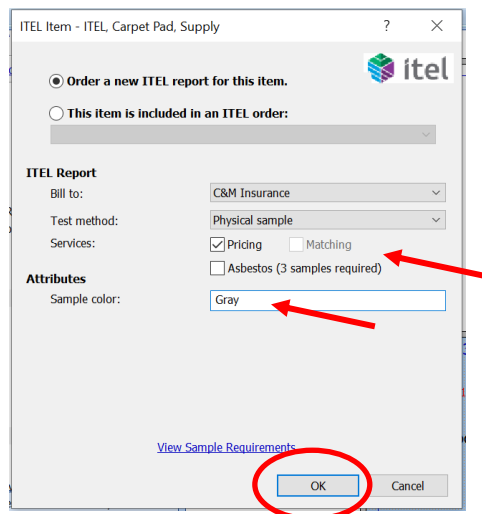
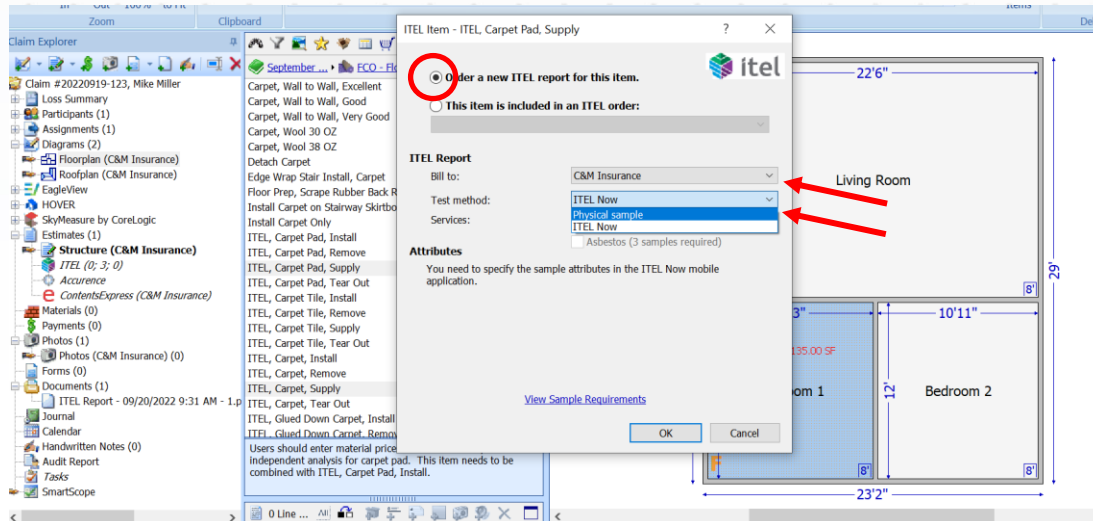
Description	Action	Quantity	Per	Coverage	RC	Depredation	ACV
CARPET AND PAD ITEMS							
ITEL, Carpet Pad, Tear Out		131.00	SF	Structure	\$11.79	\$0.00	\$11.79
ITEL, Carpet Pad, Supply		137.55	SF	Structure	\$0.00	\$0.00	\$0.00
Includes 5% waste on quantity.							
ITEL, Carpet Pad, Install		137.55	SF	Structure	\$42.64	\$0.00	\$42.64
Includes 5% waste on quantity.							
ITEL, Carpet, Tear Out		131.00	SF	Structure	\$18.34	\$0.00	\$18.34
ITEL, Carpet, Supply		131.00	SF	Structure	\$0.00	\$0.00	\$0.00
ITEL, Carpet, Install		131.00	SF	Structure	\$112.66	\$0.00	\$112.66
CARPET EXTRA ITEMS							

Add to Batch...

Previous Apply Cancel

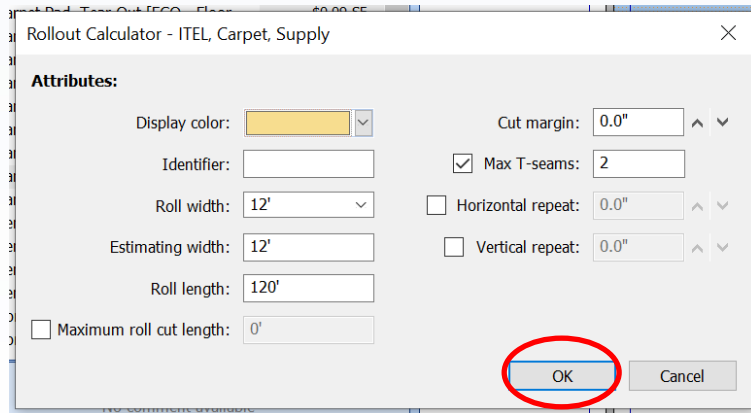
Step 2

The ITEL Item Order dialog will appear. 'Order a new ITEL report for this item' button will be selected by default. Originating company billing preferences will be selected by default in the 'Bill to' dropdown. Click the 'Test Method' dropdown and select 'Physical sample'. Choose the desired services, fill in/select the attributes section, and select 'OK'.



Step 3

If the Rollout Calculator is enabled for your company and you are estimating for a material that utilizes the rollout method, the RC dialog box will appear next. Verify the flooring attributes and click 'OK'.



Rollout Calculator - ITEL, Carpet, Supply

Attributes:

Display color: Cut margin: 0.0" ^ v

Identifier: ☒ Max T-seams: 2

Roll width: 12' ^ v ☐ Horizontal repeat: 0.0" ^ v

Estimating width: 12' ☐ Vertical repeat: 0.0" ^ v

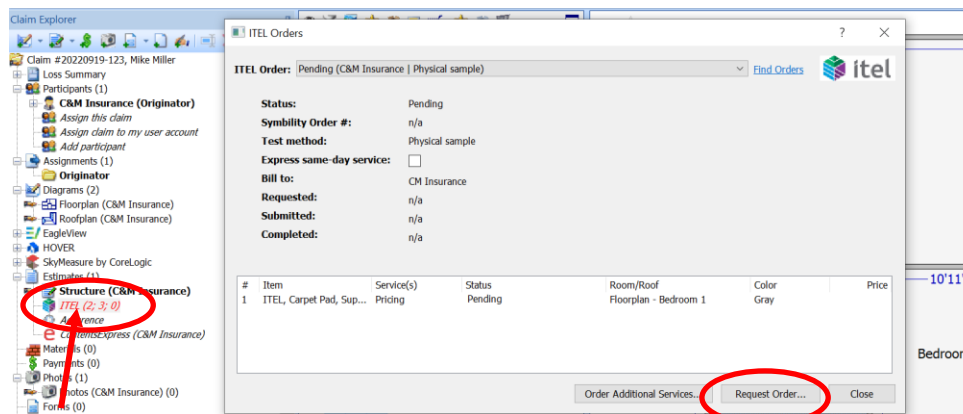
Roll length: 120'

☐ Maximum roll cut length: 0'

OK Cancel

Step 4

Click on ITEL in the Claim Explorer tree to open the ITEL Orders box. Next, click on 'Request Order' to initiate the Physical Sample order. Then, click 'Yes' in the next dialog box to create an ITEL order form.



Claim Explorer

- Claim #20220919-123, Mike Miller
 - Loss Summary
 - Participants (1)
 - C&M Insurance (Originator)
 - Assign this claim
 - Assign claim to my user account
 - Add participant
 - Assignments (1)
 - Originator
 - Diagrams (2)
 - Floorplan (C&M Insurance)
 - Roofplan (C&M Insurance)
 - EagleView
 - HOVER
 - SkyMeasure by CoreLogic
 - Estimates (1)
 - ITEL (2; 3; 0)**
 - Agencies
 - Materials (0)
 - Payments (0)
 - Photos (1)
 - Photos (C&M Insurance) (0)
 - Forms (0)

ITEL Orders

ITEL Order: Pending (C&M Insurance | Physical sample) Find Orders

Status: Pending

Symbolity Order #: n/a

Test method: Physical sample

Express same-day service: ☐

Bill to: CM Insurance

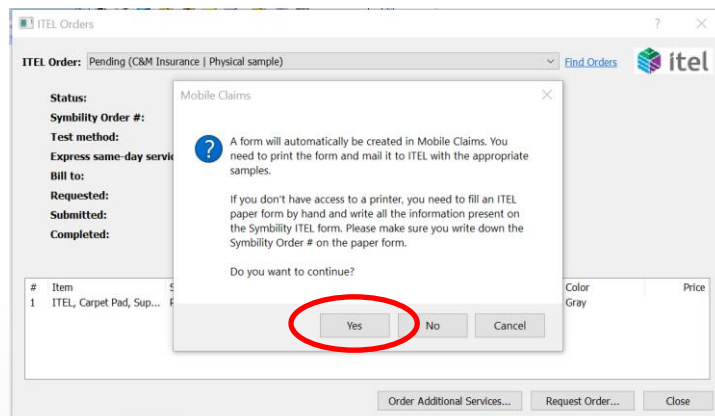
Requested: n/a

Submitted: n/a

Completed: n/a

#	Item	Service(s)	Status	Room/Roof	Floorplan	Color	Price
1	ITEL, Carpet Pad, Sup...	Pricing	Pending	Bedroom 1		Gray	

Order Additional Services... Request Order... Close



ITEL Orders

ITEL Order: Pending (C&M Insurance | Physical sample) Find Orders

Status: Pending

Symbolity Order #: n/a

Test method: Physical sample

Express same-day service: ☐

Bill to: CM Insurance

Requested: n/a

Submitted: n/a

Completed: n/a

Mobile Claims

A form will automatically be created in Mobile Claims. You need to print the form and mail it to ITEL with the appropriate samples.

If you don't have access to a printer, you need to fill an ITEL paper form by hand and write all the information present on the Symbolity ITEL form. Please make sure you write down the Symbolity Order # on the paper form.

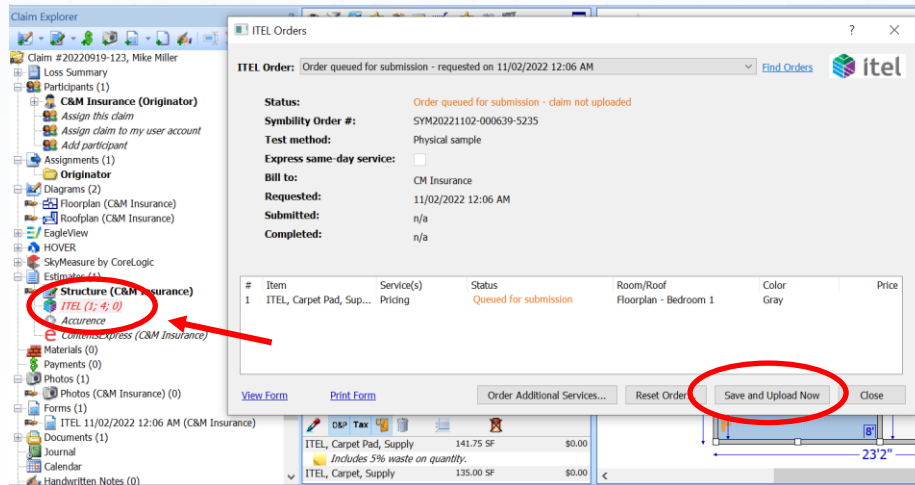
Do you want to continue?

Yes No Cancel

Order Additional Services... Request Order... Close

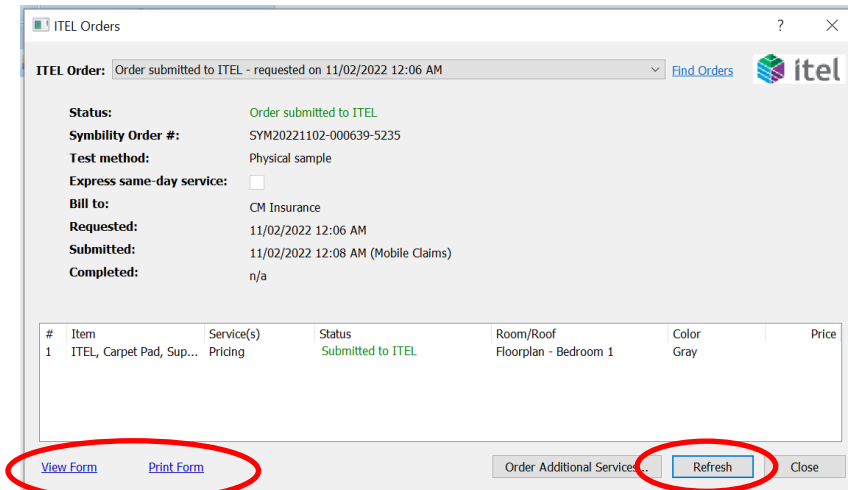
Step 5

The Order will now be Queued for Submission and appear 'in process' on the ITEL node within the Claim Explorer. Click 'Save and Upload Now'.






Step 6

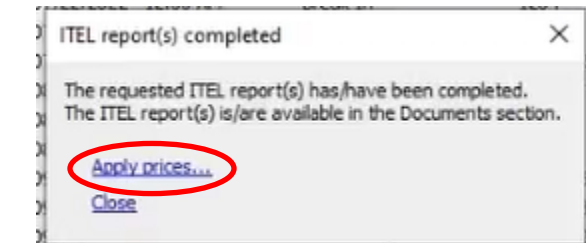
Refreshing the 'ITEL Orders' dialog will show the order(s) as 'Submitted to ITEL' after queuing. Select 'View Form' to view the ITEL physical sample request form or select 'Print Form' to print the ITEL physical request form.



- Ensure that the order form is completed, then print off the form and send to ITEL with the collected physical sample.

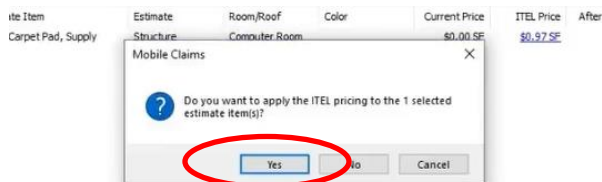
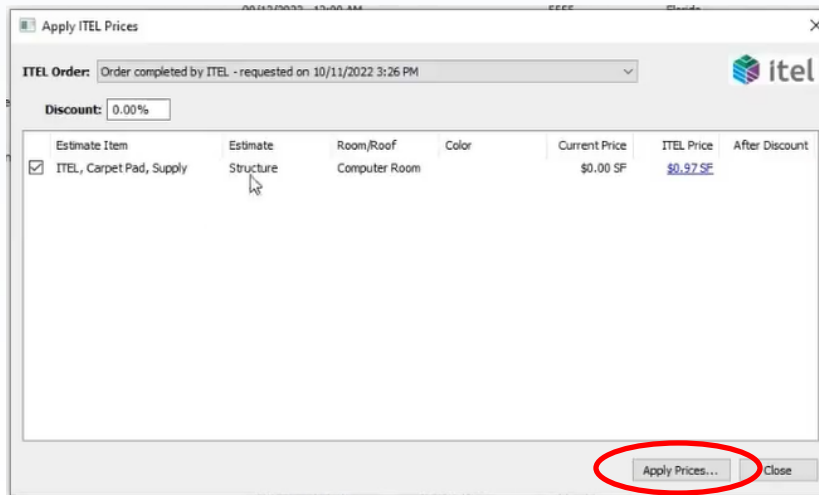
 itel 6676 Corporate Center Pkwy Ste. #107 Jacksonville, FL 32216 800-890-ITEL (4835) customerservice@itelinc.com www.itelinc.com	eITEL REQUEST FORM <input type="checkbox"/> EXPRESS (same-day service) Cat Code:	 CoreLogic
	 SYM20221024-112049-20807	
INSURANCE CARRIER		
Insurer: Liberty Mutual Claim Office: Claim Office Staff Adjuster: Phone: Email: Fax:	Today's date: 10/24/2022 Loss date: 06/06/2020 Bill to: Insurance <input checked="" type="checkbox"/> Third Party <input type="checkbox"/> Independent Adjuster <input type="checkbox"/> Form completed by: Insurance <input checked="" type="checkbox"/> Third Party <input type="checkbox"/> Independent Adjuster <input type="checkbox"/>	

Once notification is received that the order(s) is ready, Synchronize Mobile Claims and open the claim assignment. The 'ITEL reports completed' dialog will promptly open and click 'Apply Prices...'.

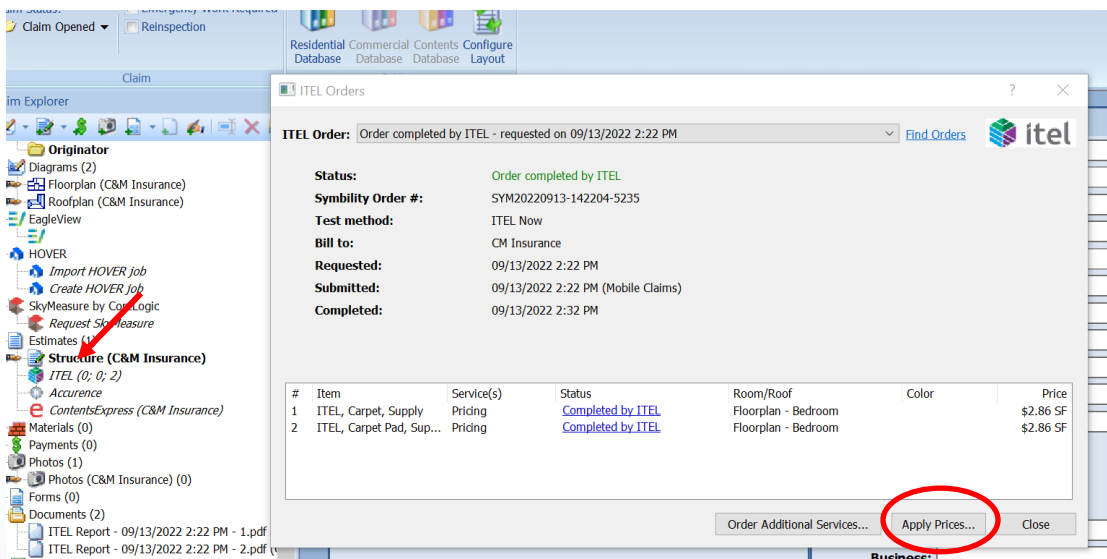


Step 9

The 'Apply ITEL Prices' box will then open, select the line item(s) you wish to apply pricing to and click 'Apply Prices' again. Finally, click 'Yes' to confirm that you wish to apply the ITEL pricing to the selected estimate item(s).



Or you may apply the prices from within the claim by clicking on the 'ITEL' node in the Claim Explorer tree of the claim assignment. The 'ITEL Orders' box will open, select the completed order from the 'ITEL Order' dropdown menu, and click 'Apply Prices'. Follow the same prompts as above to then apply the pricing to the line item(s) in the estimate.

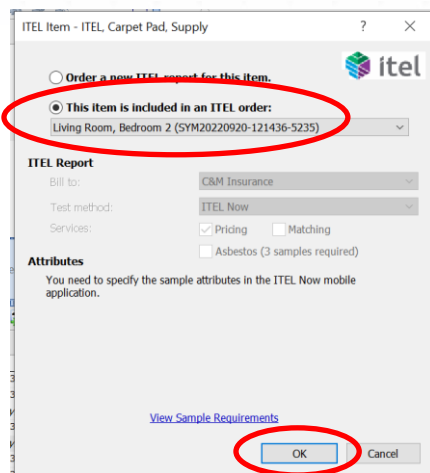


Step 10

If your ITEL order contains multiple items that are being priced (ex: carpet & pad, or flooring & underlayment), please refer to the **ITEL Tips & Tricks** reference document for the steps on applying the additional item(s) pricing to the estimate.

Step 11

If you have multiple Floorplans in the claim with the same flooring and would like to apply the pricing from the ITEL report previously ordered, first, you simply need to navigate to the other Floorplan and follow Step 1 from above. The 'ITEL Item' box for the flooring that was selected will populate at this point. Select 'This item is included in an ITEL order' and select the order from the dropdown menu. The originating company preferences will be selected by default in the Bill to dropdown. Double check the selections are proper and then click 'OK' for the pricing from within that ITEL report to apply to your line item(s).

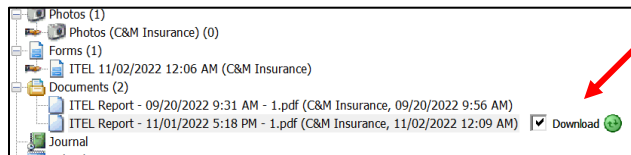
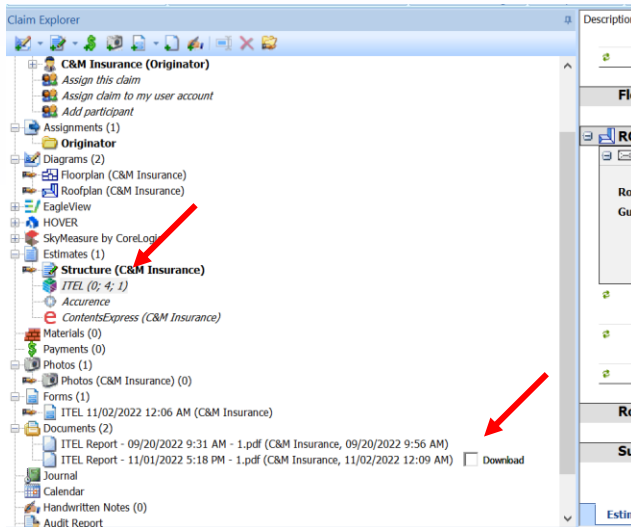


The screenshot shows a dialog box titled "ITEL Item - ITEL, Carpet Pad, Supply". It features the ITEL logo in the top right corner. There are two radio button options: "Order a new ITEL report for this item." and "This item is included in an ITEL order:". The second option is selected and circled in red. Below it is a dropdown menu showing "Living Room, Bedroom 2 (SYM20220920-121436-5235)". Under the "ITEL Report" section, there are dropdowns for "Bill to:" (set to "C&M Insurance") and "Test method:" (set to "ITEL Now"). There are checkboxes for "Pricing" (checked) and "Matching" (unchecked), and a checkbox for "Asbestos (3 samples required)". An "Attributes" section contains a note: "You need to specify the sample attributes in the ITEL Now mobile application." and a link "View Sample Requirements". At the bottom, there are "OK" and "Cancel" buttons, with the "OK" button circled in red.

Step 12

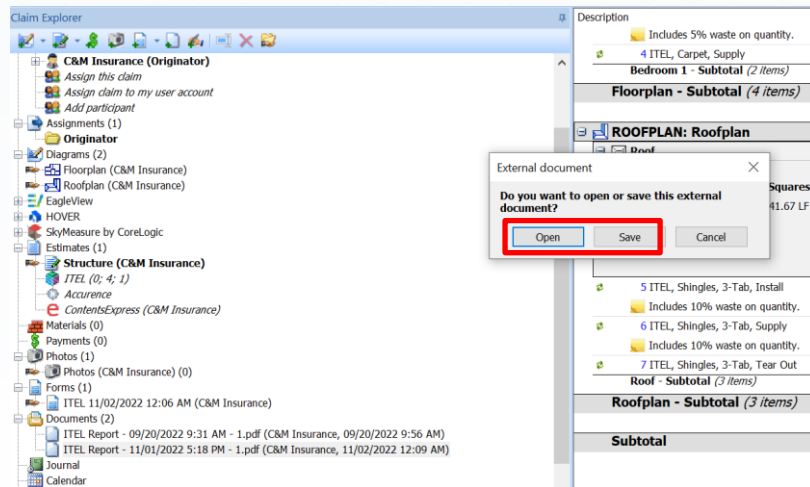
The ITEL price will be applied to the item(s) and the ITEL node in the Claim Explorer will show the items moved to the 'Order Completed' position. The ITEL report will also be available in the 'Documents' section of the Claim Explorer tree, where you can check the box next to 'Download', then click the green icon to download the report to the assignment.

FLOORPLAN: Floorplan					
Dining Room					
Length: 23'2"	Width: 17'5"	Height: 8' Flat			
Walls: 649.32 SF	Walls-sub: 649.32 SF	Walls-sub-cas-bsbd:	625.66 SF		
Doors: 0.00 SF	Windows: 0.00 SF	Openings: 0.00 SF	Missing Walls: 0.00 SF		
Floor: 403.49 SF	Ceiling: 403.49 SF	Perim (F): 81.18 LF	Perim (C): 81.18 LF		
1 ITEL, Carpet, Supply		Building	846.04	\$13.59	SF
Includes 4.84% waste on quantity calculated by Rollout Calculator.					
Dining Room - Subtotal					



Step 13

To view the downloaded ITEL report, double click on the report link and click 'Open' to view in a PDF reader or click 'Save' to save to your desktop files.



Step 14

The ITEL pdf report will also be available in Claims Connect in the Documentation page under Documents and the ITEL order form will be available under Forms.

