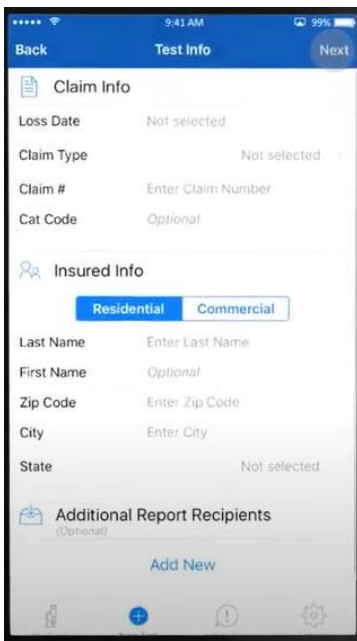
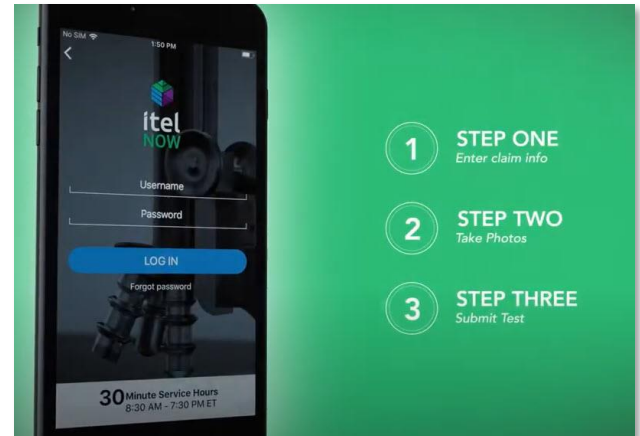




ITEL Now Integration I

Creating a job

Jobs are created in the ITEL Now App. You'll need to log in on your smartphone to create the job.

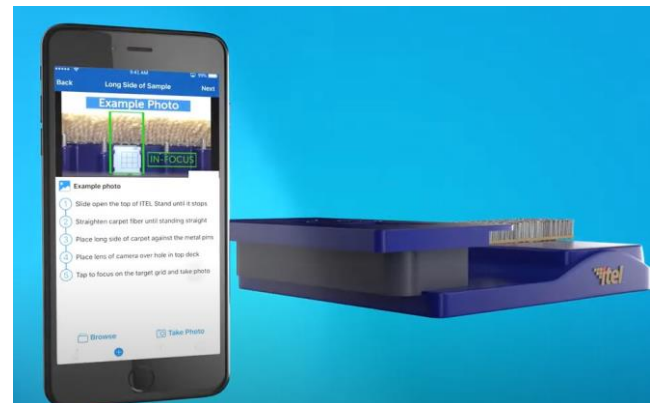
Once inside the app, you will need to complete the claim information. This should always include the claim number and the insured's name for accuracy. It will need the zip code at a minimum as well to obtain accurate pricing for the area.

After completing the set up, ITEL will guide you through taking photos with your phone to complete the evaluation of the flooring or other supported materials.

You will need some equipment from ITEL to complete some of these photos.

After submission, ITEL will evaluate the photos and send back a report, or a request for more information if needed.

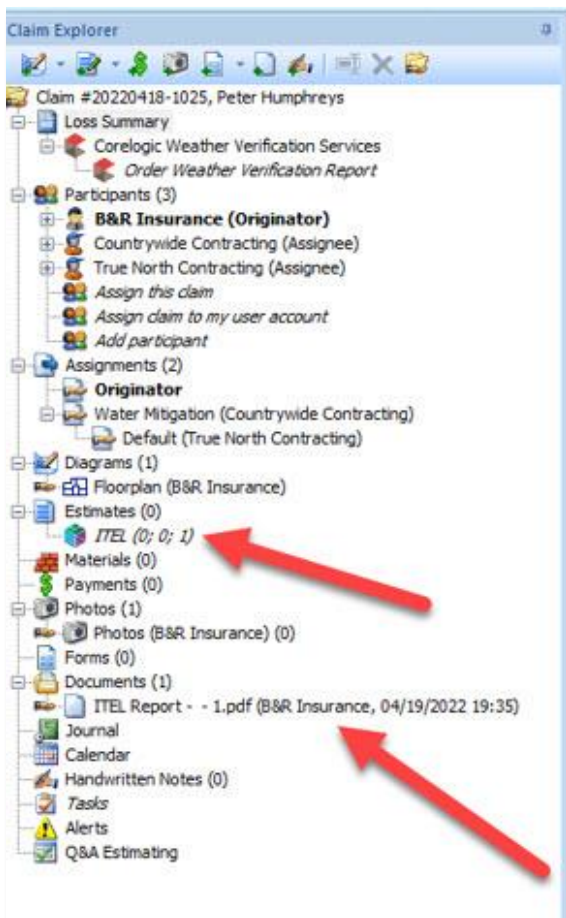
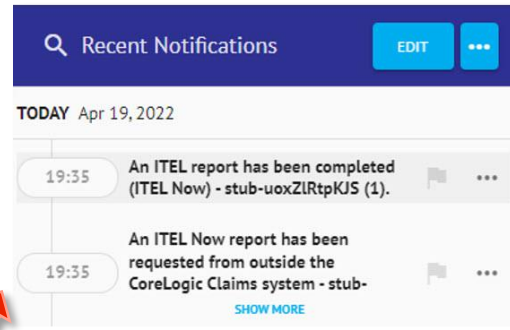
Typical turnaround time is 30 minutes or less.





Receiving job in CoreLogic

Once the job is completed, you can receive a notification in Mobile Claims and/or Claims Connect (if you have selected this as an option in your Notification settings).



Within the claim file in Mobile Claims, you will then see two things: an ITEL report under Documents and an indicator next to the ITEL option in the Claim Explorer.

You must Synchronize in Mobile Claims to receive these items.



Applying ITEL Items in Mobile Claims

Within the CoreLogic Database you will see options for ITEL line items in the Flooring, Siding and Roofing Categories

ITEL, Carpet, Install
ITEL, Carpet, Remove
ITEL, Carpet, Shingles, 3-Tab, Install
ITEL, Carpet, Shingles, 3-Tab, Remove
ITEL, Shingles, 3-Tab, Supply
ITEL, Siding, Vinyl, Install
ITEL, Siding, Vinyl, Remove
ITEL, Siding, Vinyl, Supply
ITEL, Siding, Vinyl, Tear Out

ITEL, Laminate Floor, Install
ITEL, Laminate Floor, Remove
ITEL, Laminate Floor, Supply
ITEL, Laminate Floor, Tear Out

Each of these line items will have 4 different actions. You will need to use at least two (Install and Supply). If you need to account for removal or tear out, use this line item as well.

The install line item includes the labor for the replacement item and any ancillary items.

Read the item description for more info.

ITEL, Carpet, Install \$0.81 SF
Labor and ancillary materials for installing carpet per SF. Ancillary materials may include seam tape and tack strips. This item needs to be combined with the ITEL, Carpet, Supply line item.

ASSEMBLIES | Flooring

Select Coverage

Select Flooring Type

Select Damage Severity (Carpet)

Select Flooring Age

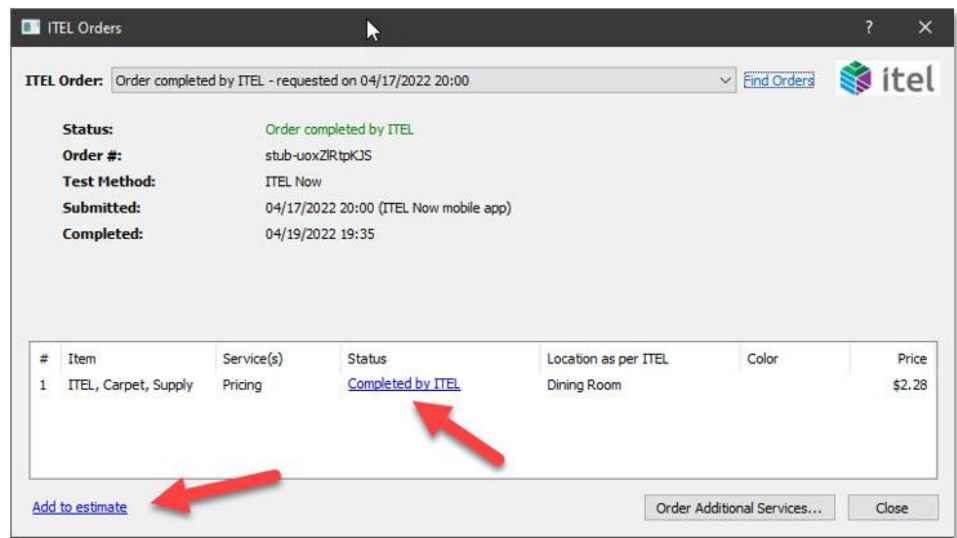
Using ITEL? ☒ Yes ☐ No

When using an Assembly, you will have the option to select ITEL items using a radial button in the Questionnaire.




Applying ITEL Items in Mobile Claims

Within the ITEL order menu, you will see your order. From here you can select Add to Estimate to get to the application field



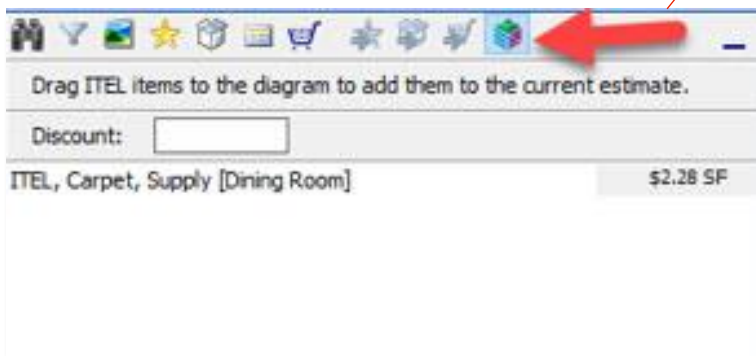
ITEL Orders

ITEL Order: Order completed by ITEL - requested on 04/17/2022 20:00 [Find Orders](#) 

Status: Order completed by ITEL
Order #: stub-uoxZIRtpKJS
Test Method: ITEL Now
Submitted: 04/17/2022 20:00 (ITEL Now mobile app)
Completed: 04/19/2022 19:35

#	Item	Service(s)	Status	Location as per ITEL	Color	Price
1	ITEL, Carpet, Supply	Pricing	Completed by ITEL	Dining Room		\$2.28

[Add to estimate](#) [Order Additional Services...](#) [Close](#)



Drag ITEL items to the diagram to add them to the current estimate.

Discount:

ITEL, Carpet, Supply [Dining Room] \$2.28 SF

Now you can apply the Supply line item including the price to the appropriate room or rooms in your Estimate.

If you haven't already, don't forget to include the Install item and Remove/Tear Out line item if needed

ITEL, Carpet, Install
 ITEL, Carpet, Remove
 ITEL, Carpet, Supply
 ITEL, Carpet, Tear Out

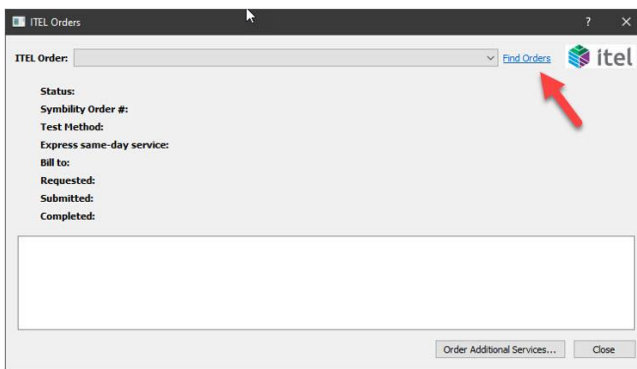


Applying ITEL Items in Mobile Claims

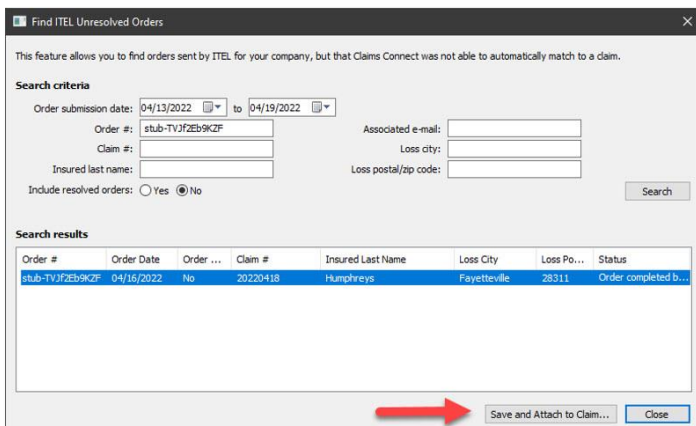
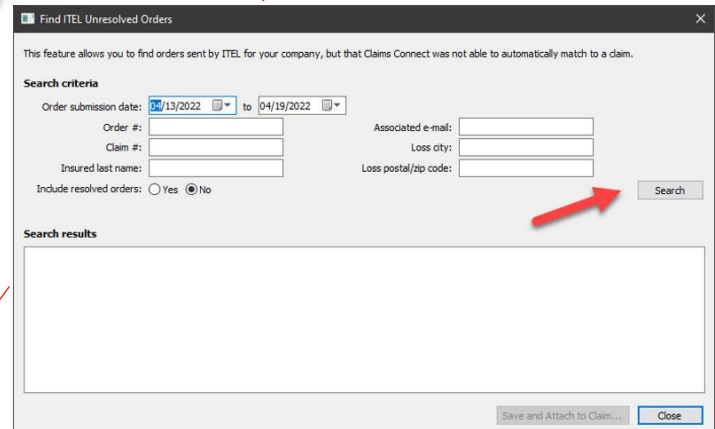
If the ITEL report does not have the required information, you can manually search for the item to add the report and pricing to your claim file.

First, go to the ITEL option in your Claim Explorer.

Now you can search for reports using the Find Orders Button



Enter in the order information and search



Select the order you want and then you can save and attach it to your file.

From there apply the item or items as shown on the previous page.



FAQ

➤ Where can I sign up for the ITEL Now App?

- You can sign up on ITEL's website, or after you have downloaded the App from the Apple App Store or Google Play Store

➤ Where can I order the equipment for use with ITEL Now?

- You can order equipment when you sign up for ITEL or through your account on ITEL'S Website

➤ How do I make sure that the ITEL feature is available in my claim files?

- The functionality will come through with the claim from the originator, if turned on in the account. If you do not see the icons the claims list, please contact Support.
- Once the feature is enabled, please Synchronize to see the update.