

Test Starts Outside Mobile Claims

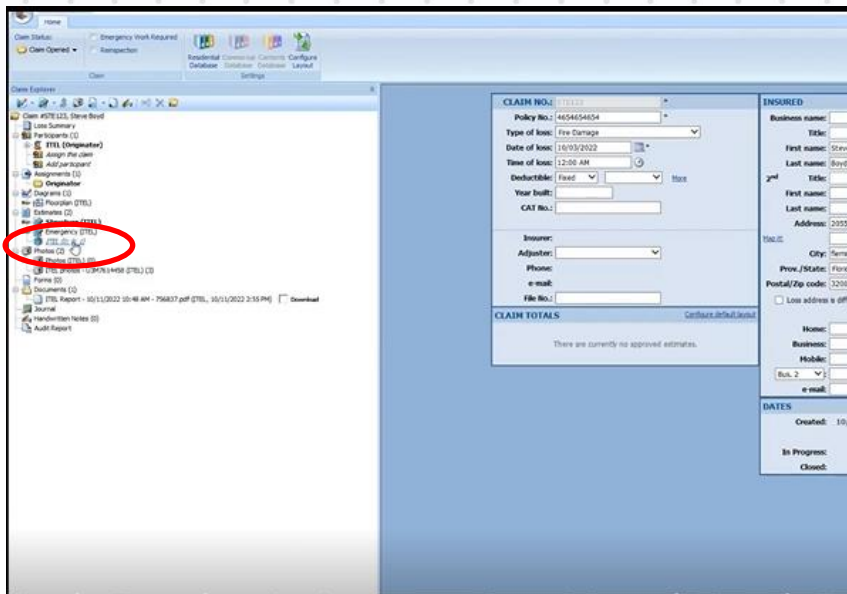
Step 1

The screenshot shows the 'Tools' ribbon with the following buttons: Create Claim, Create Temporary Claims, Recent Claims, Claim Properties, Merge Temporary Claim, Import Estimates, Delete Claim, Acquire Ownership, Release Ownership, Upload Claim, Download Claim, Stop Participating, and Synchronize. The 'Synchronize' button is circled in red.

[illegible]

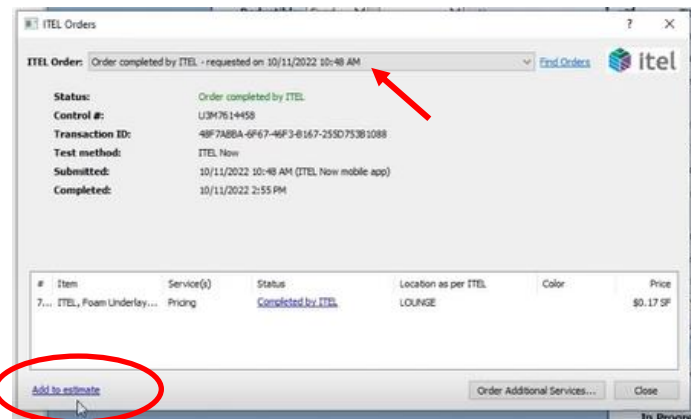
Step 2

Click on ITEL within the Claim Explorer tree to open the ITEL Orders box to view completed orders.



Step 3

Find the completed order from the dropdown at the top of the dialog box, then click 'Add to estimate' to initiate adding an ITEL price to a room or room(s) in a Floorplan.



If you are having trouble locating the completed order for your claim, you can click on ‘Find Orders’ to search for orders sent by ITEL for your company, but that Claims Connect/Mobile Claims was not able to automatically match to a claim. Enter search criteria and click ‘Search’.

Find ITEL Unresolved Orders

This feature allows you to find orders sent by ITEL for your company, but that Claims Connect was not able to automatically match to a claim.

Search criteria

Order submission date: 10/27/2022 to 11/02/2022

Control #: 2022

Claim #: 2022

Insured last name: miller

Associated e-mail:

Loss city: wauwatosa

Loss postal/zip code:

Include resolved orders: ☐ Yes ☒ No

Search results

Control #	Order Date	Order M...	Claim #	Insured Last Name	Loss City	Loss Post...	Status
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Save and Attach to Claim... Close

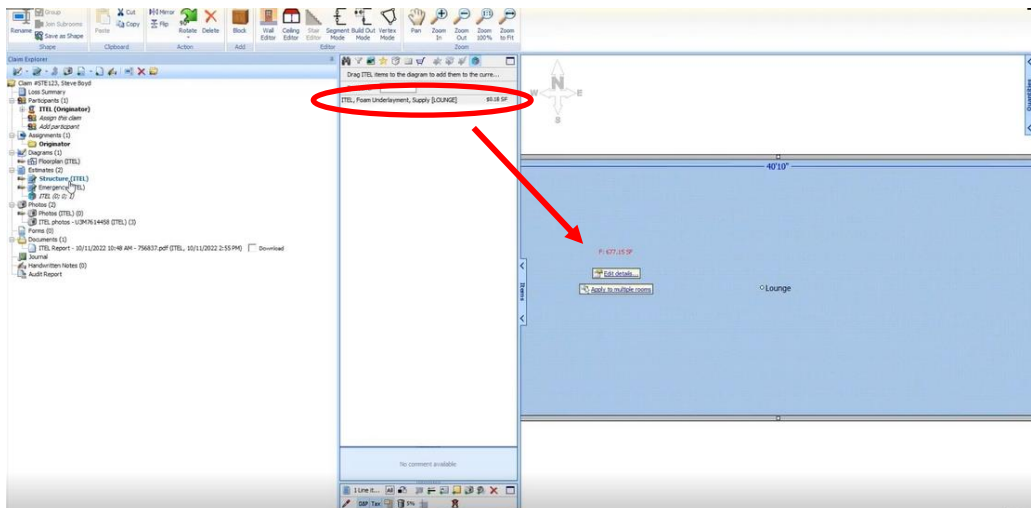
If your search returned the ITEL report that belongs to your claim, you may select it from the Search Results and click the ‘Save and Attach to Claim” button that will enable once a report is selected from the list. The report will then attach to the claim.

Step 4 – Line Item or Assembly Steps

Line Item Steps

Line Item Step

Within the Items blade on a Floorplan, select the ITEL, Supply line item from the database and drag & drop it onto the room(s) of the Floorplan where you wish to apply that line item to the estimate.



Assembly Steps

Assembly Step A

With an Assembly, you will select the Assembly from the list within the 'Items' blade, then drag & drop it to the portion of the diagram you want to apply it to or drop it on the whitespace to apply it to the whole diagram. Fill out the Assembly questionnaire, making sure to click 'Yes' on the 'Using ITEL?' question and answering all other pertinent questions. Click 'Next' once finished, then 'Generate' to generate the estimate items.

The image shows two screenshots of a software interface. The top screenshot is the 'ASSEMBLIES' questionnaire for 'Flooring'. It includes dropdown menus for 'Select Coverage' (None), 'Select Flooring Type' (Carpet), and 'Select Damage Severity (Carpet)' (Replacement). There is a 'Select Flooring Age' field with left and right arrows. The 'Using ITEL?' question has 'Yes' and 'No' radio buttons, with 'No' selected and circled in red. A red arrow points to the 'Next' button. The bottom screenshot is the 'VALIDATION' screen, which states 'All questions have been properly answered. Click Generate to generate the estimate items.' and features a 'Generate' button circled in red.

Assembly Step B

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'.

The image shows a 'Rollout Calculator - ITEL, Carpet, Supply' dialog box. It contains several input fields and checkboxes under the 'Attributes' section. The 'Display color' is set to a yellow swatch. 'Cut margin' is 0.0". 'Max T-seams' is checked and set to 2. 'Roll width' is 12', 'Estimating width' is 12', and 'Roll length' is 120'. There are checkboxes for 'Horizontal repeat' and 'Vertical repeat', both set to 0.0". A 'Maximum roll cut length' field is set to 0'. The 'OK' button is circled in red.

Assembly Step C

Select the line items that you wish to add to your estimate by checking the boxes and clicking 'Apply'.

Description	Action	Quantity	Per	Coverage	RC	Depreciation	ACV
CARPET AND PAD ITEMS							
<input checked="" type="checkbox"/> ITEL, Carpet, Tear Out		360.00	SF	Structure	\$50.40	\$0.00	\$50.40
<input checked="" type="checkbox"/> ITEL, Carpet, Supply		360.00	SF	Structure	\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/> ITEL, Carpet, Install		360.00	SF	Structure	\$309.60	\$154.80	\$154.80
CARPET EXTRA ITEMS							

[Add to batch...](#) Previous **Apply** Cancel

Assembly Step D

The ITEL Item box will open next. Select 'This item is included in an ITEL Order' and find the order in the dropdown. The appropriate selections will default into the 'Bill to' and 'Test method' dropdowns based on the type of report that was previously performed or already in the claim. Click 'OK' to apply the pricing from that ITEL order to the line items in the Assembly.

ITEL Item - ITEL Carpet Pad, Supply

☐ Order a new ITEL report for this item.

☒ **This item is included in an ITEL order:**
Living Room, Bedroom 2 (SYM20220920-121436-5235)

ITEL Report

Bill to: C&M Insurance

Test method: ITEL Now

Services: ☒ Pricing ☐ Matching

☐ Asbestos (3 samples required)

Attributes
You need to specify the sample attributes in the ITEL Now mobile application.

[View Sample Requirements](#)

OK Cancel

Step 5

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 6

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 the 'Line Item' or 'Assembly' step(s) 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'.

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☐ Order a new ITEL report for this item

☒ This item is included in an ITEL order:
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ITEL Report

Bill to: C&M Insurance

Test method: ITEL Now

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Attributes

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[View Sample Requirements](#)

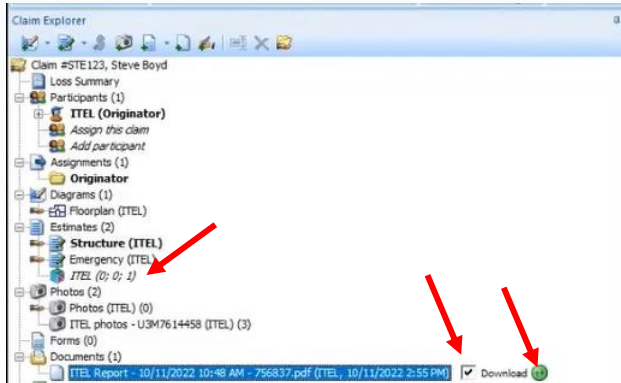
Step 7

In the Estimate, you will now see the ITEL, Supply line items with the applied pricing from the report.

Description	Quantity	Unit Price	Per	Total Cost
ESTIMATE: Structure (ITEL)				
In progress Claim #STE123, Steve Boyd				
FLOORPLAN: Floorplan				
Lounge				
Length: 40'10" Width: 16'7" Height: 8' Flat				
Walls: 918.68 SF Walls-sub: 918.68 SF Walls-sub-cas-bsbd: 885.18 SF				
Doors: 0.00 SF Windows: 0.00 SF Openings: 0.00 SF Missing Walls: 0.00 SF				
Floor: 677.15 SF Ceiling: 677.15 SF Perim (F): 114.82 LF Perim (C): 114.82 LF				
1 ITEL, Foam Underlayment, Supply	677.15	\$0.18	SF	\$121.89
Includes 5% waste on material price.				
Lounge - Subtotal (1 item)				\$121.89
Floorplan - Subtotal (1 item)				\$121.89

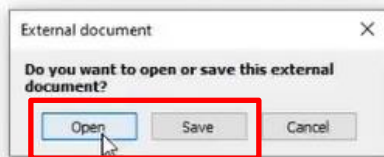
Step 8

The ITEL node in the Claim Explorer will show the items moved to the 'Order Completed' position. The ITEL report will 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.



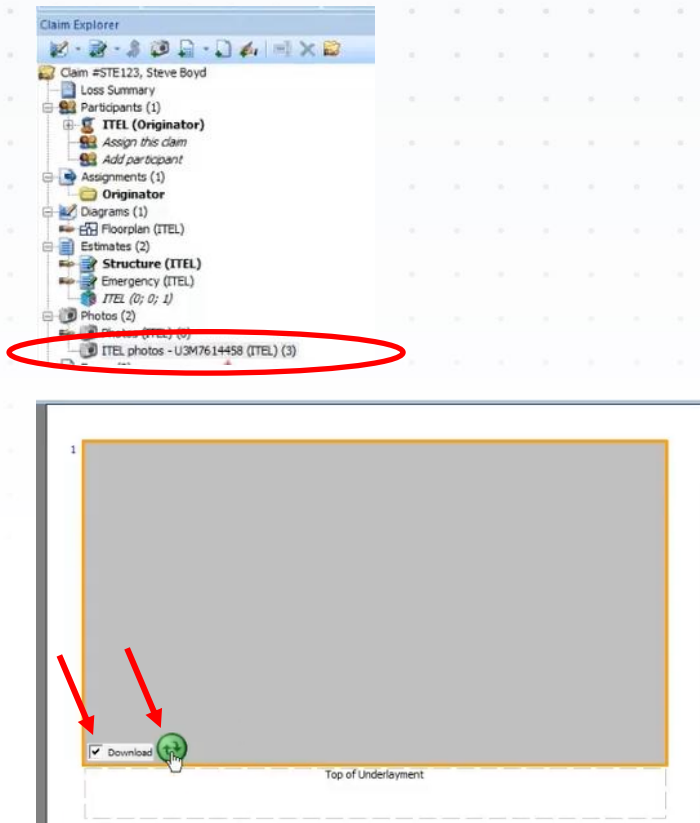
Step 9

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 10

Photos taken using the ITELNow app will also be sent and can be downloaded by selecting the ITEL photos link, checking the box next 'Download' on each photo, then clicking the green download icon.



Step 11

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.

