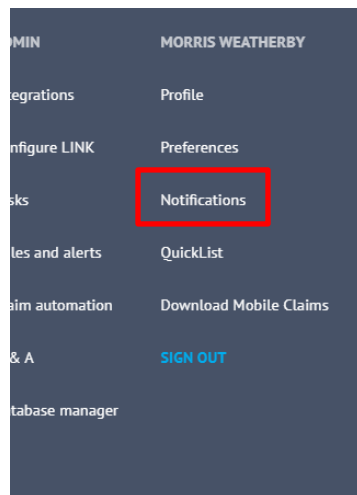


# ITEL Integration

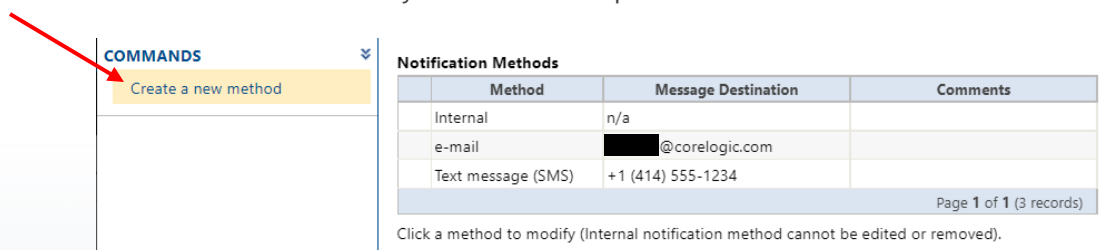
## Setting Up Notifications in Claims Connect & Mobile Claims for ITEL

Internal and external notifications can be set up to alert the user when various milestones have been reached during the ITEL report ordering process.

1. Go to Notifications in your user account.



2. Verify that your Notification Methods are set up. If not, click on 'Create a new method' and enter the information for the method you wish to set up.




A screenshot of the 'Notification Methods' page. On the left, under the 'COMMANDS' tab, there is a yellow button labeled 'Create a new method' with a red arrow pointing to it. On the right, there is a table titled 'Notification Methods' with three columns: 'Method', 'Message Destination', and 'Comments'. The table contains three rows: 'Internal' with 'n/a', 'e-mail' with a redacted email address '@corelogic.com', and 'Text message (SMS)' with '+1 (414) 555-1234'. At the bottom right of the table, it says 'Page 1 of 1 (3 records)'. Below the table, there is a note: 'Click a method to modify (Internal notification method cannot be edited or removed).'

Method	Message Destination	Comments
Internal	n/a	
e-mail	[REDACTED]@corelogic.com	
Text message (SMS)	+1 (414) 555-1234	

Page 1 of 1 (3 records)

Click a method to modify (Internal notification method cannot be edited or removed).

3. In the Notification Subscriptions, scroll to ITEL, and check the boxes for the types of Notifications that you wish to receive when: 'An ITEL report has been requested', 'An ITEL report has been completed', and 'The submission or processing of the ITEL report failed.'

	ITEL	Internal	@corelogic.com (e-mail)	+1 (414) 555-1234 (Text message (SMS))
 An ITEL report has been requested.		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 An ITEL report has been completed.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 The submission or processing of the ITEL report failed. *		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

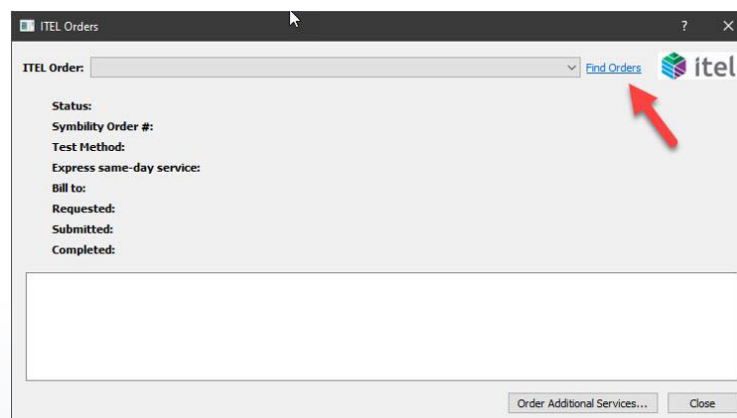
## Manually Searching for and Attaching an ITEL order to a Claim

If the ITEL report does not contain the required information or contains incorrect information, you can manually search for the report to add to your claim file in order to access the pricing.

1. Click on ITEL from the Claim Explorer.



2. Click on 'Find Orders'.



3. Enter in as much Search Criteria that is available 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: 04/13/2022 to 04/19/2022

Order #:

Claim #:

Insured last name:

Associated e-mail:

Loss city:

Loss postal/zip code:

Include resolved orders: ☐ Yes ☒ No

**Search**

**Search results**

4. If the search returns Unresolved Orders and you find a match to your claim, select it from the list and click 'Save and Attach to Claim...'.

**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: 04/13/2022 to 04/19/2022

Order #: stub-TVJf2Eb9KZF

Claim #:

Insured last name:

Associated e-mail:

Loss city:

Loss postal/zip code:

Include resolved orders: ☐ Yes ☒ No

**Search**

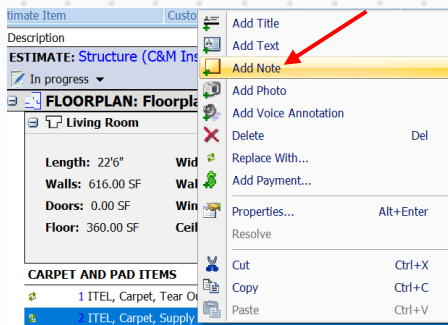
**Search results**

Order #	Order Date	Order ...	Claim #	Insured Last Name	Loss City	Loss Po...	Status
stub-TVJf2Eb9KZF	04/16/2022	No	20220418	Humphreys	Fayetteville	28311	Order completed b...

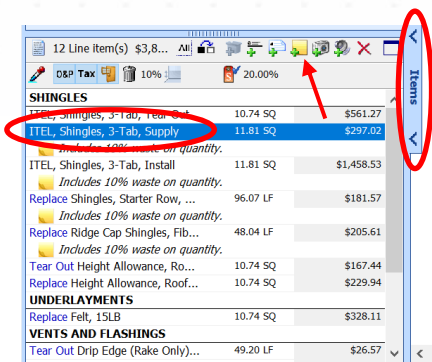
5. Now that the report is attached to the claim, you can use it to apply pricing to line items within the estimate.

## Manually Adding a Note to a Flooring or Roofing Line Item

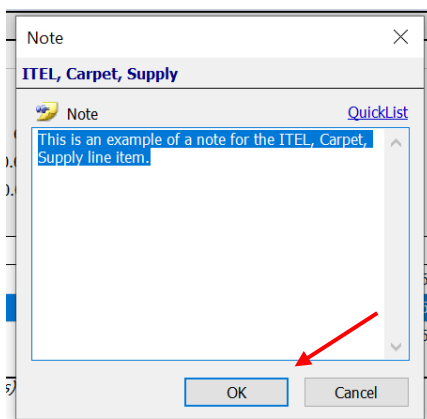
1. To add a note from Estimate screen, right click on ITEL, Supply line item and click 'Add Note'.



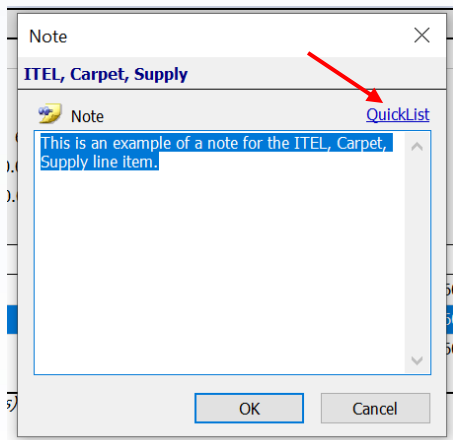
To add a note from Diagram screen, open the Items blade, then highlight the ITEL, Supply line item by clicking on it and click the 'Add Note' button in the upper icon ribbon.



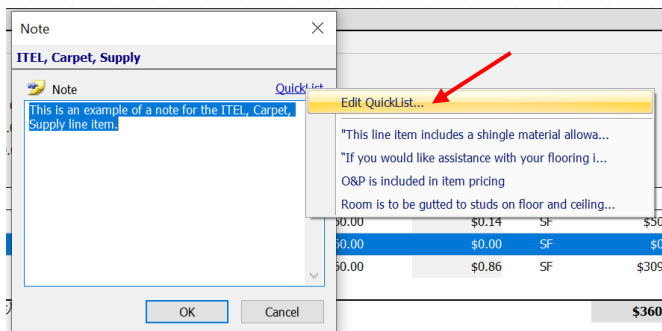
2. Enter the line item note text into the text field, then Click 'OK'.



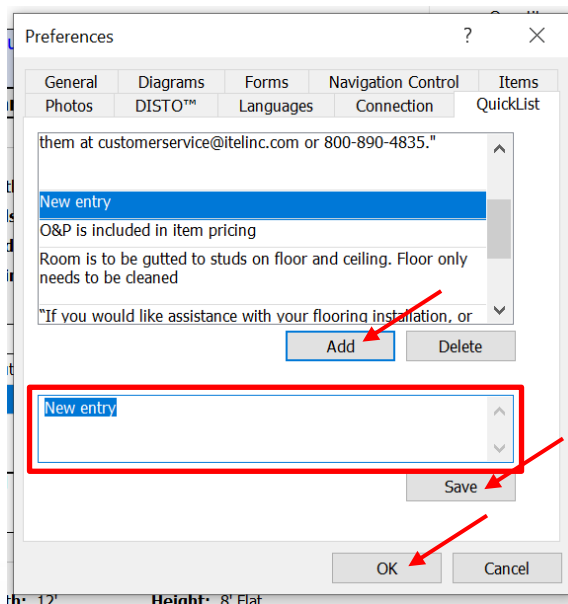
3. You may save these Notes to your Quicklist for easy access on all claims. Click 'Quicklist' from within a Note.



4. Click 'Edit Quicklist' from the menu.



5. Click 'Add', then enter text into the 'New Entry' text field. Click 'Save', then 'OK'.



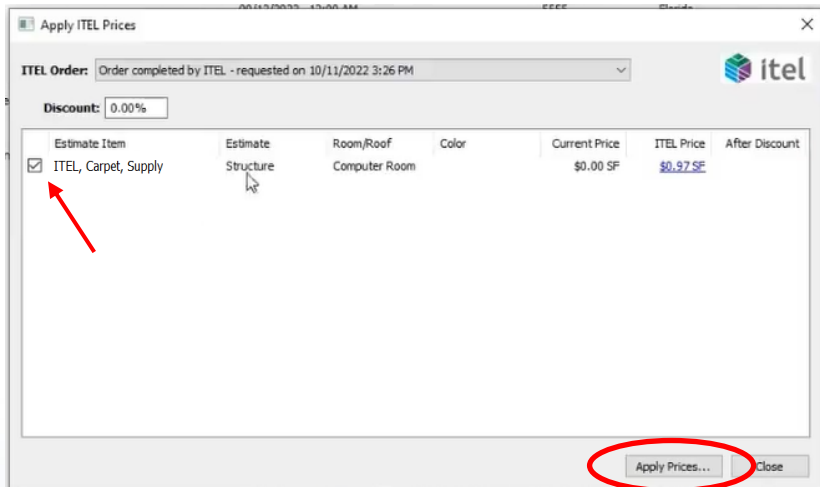
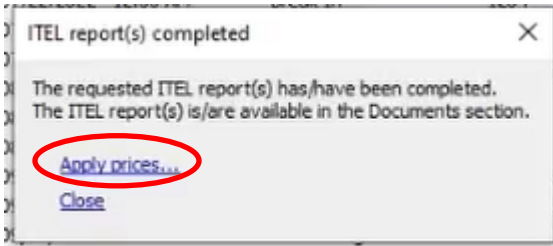
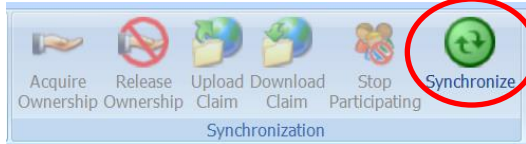
## Adding proper action line items to the estimate when using ITEL, Supply line items

When adding an 'ITEL, \_\_\_\_\_, Supply' line item to the estimate, make sure to remember to add the appropriate removal and install line items along with the Supply line item, which only covers the materials.

ITEL, Carpet Pad, Install	\$0.31 SF
ITEL, Carpet Pad, Remove	\$0.20 SF
ITEL, Carpet Pad, Supply	SF
ITEL, Carpet Pad, Tear Out	\$0.09 SF
ITEL, Carpet Tile, Install	\$0.92 SF
ITEL, Carpet Tile, Remove	\$0.72 SF
ITEL, Carpet Tile, Supply	SF
ITEL, Carpet Tile, Tear Out	\$0.41 SF
ITEL, Carpet, Install	\$0.86 SF
ITEL, Carpet, Remove	\$0.41 SF
ITEL, Carpet, Supply	SF
ITEL, Carpet, Tear Out	\$0.14 SF
ITEL, Glued Down Carpet, Install	\$1.17 SF
ITEL, Glued Down Carpet, Remove	\$0.48 SF
ITEL, Glued Down Carpet, Supply	SF
ITEL, Glued Down Carpet, Tear Out	\$0.28 SF

## Applying Prices from Orders that have two items submitted together (Ex: Flooring and Underlayment, Carpet and Pad)

- Orders submitted together through the Mobile App or Physical Test Request form will automatically return one price to the estimate after syncing with Mobile Claims.



Estimate Item	Estimate Structure	Room/Roof	Color	Current Price	ITEL Price	After Discount
<input checked="" type="checkbox"/> ITEL, Carpet, Supply	Structure	Computer Room		\$0.00 SF	\$0.97 SF	

2. The second price will need to be applied manually to the respective line item by opening the ITEL Orders window, selecting the proper Order and clicking 'Apply Prices'.

