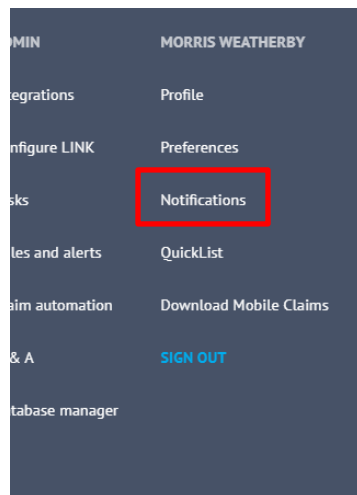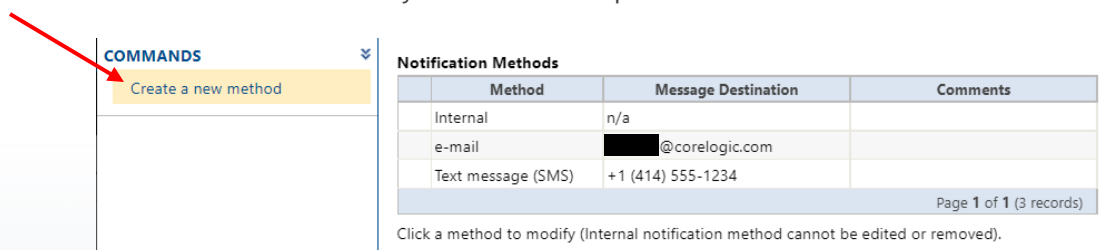# ITEL Integration

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.

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.	☑	☐	☐
An ITEL report has been completed.	☑	☑	☑
The submission or processing of the ITEL report failed. *	☑	☑	☐

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'.
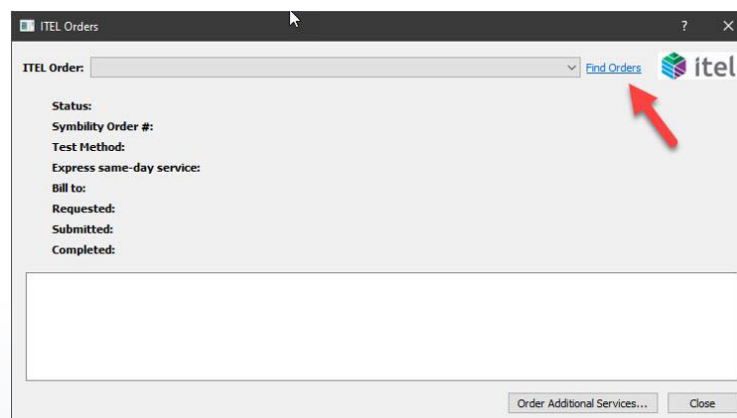
3. Enter in as much Search Criteria that is available and click 'Search'.

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…'.

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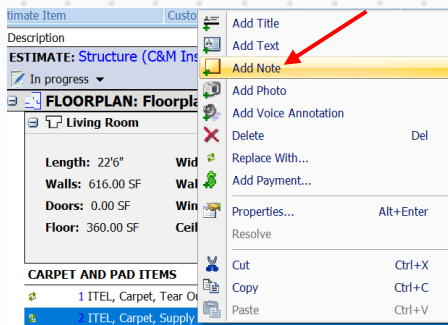
To add a note from Diagram screen, open the Items blade, then highlight the ITEL, Supply line item by clicking on it and click the 'Add Note' button in the upper icon ribbon.
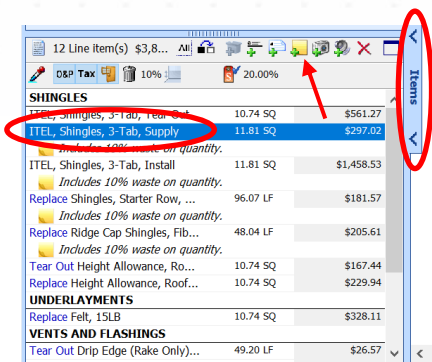
2. Enter the line item note text into the text field, then Click 'OK'.

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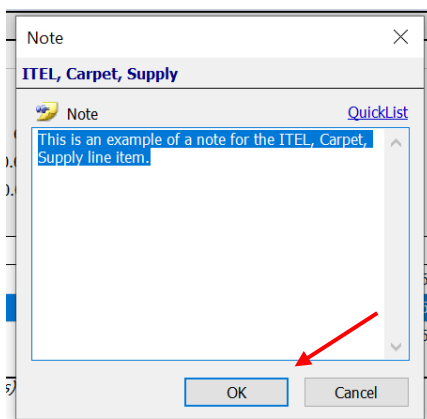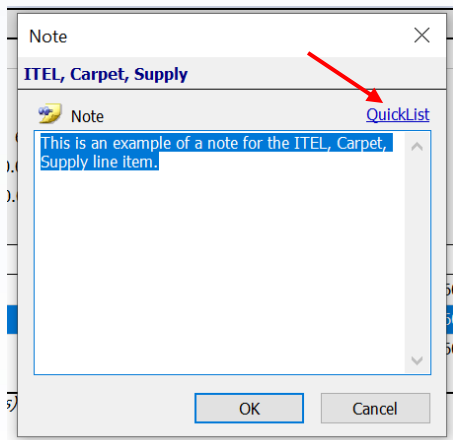

4. Click 'Edit Quicklist' from the menu.

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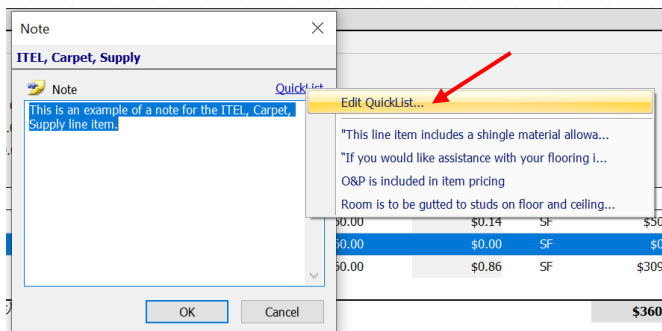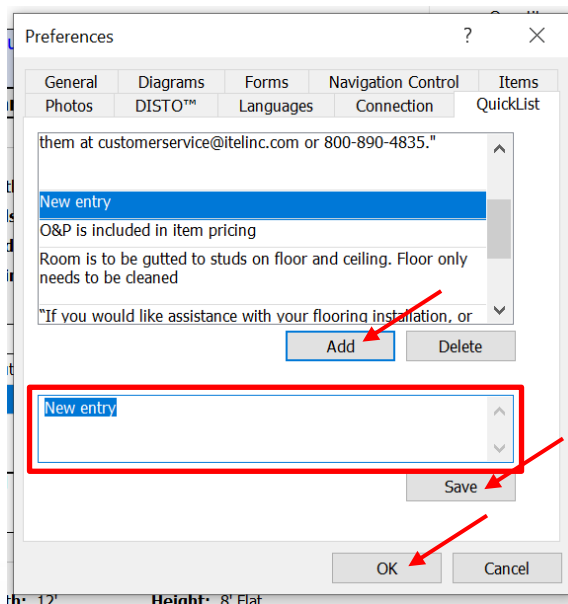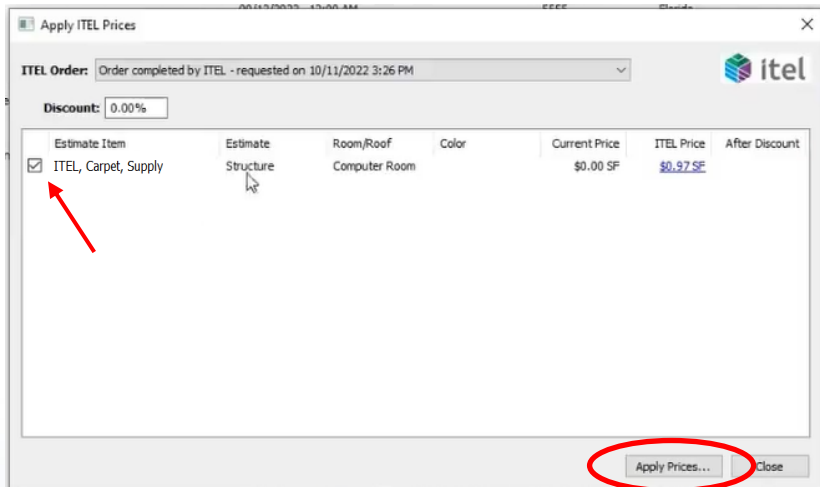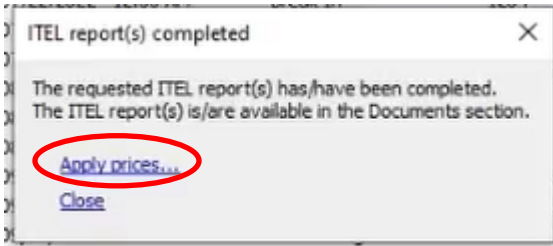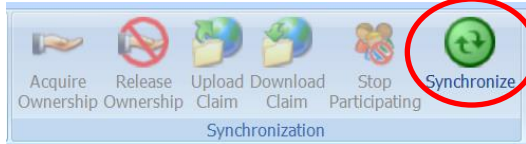
When adding an 'ITEL, _____, Supply' line item to the estimate, make sure to remember to add the appropriate removal and install line items along with the Supply line item, which only covers the materials.

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)

1. 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.

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'.