QCS Client Portal - Photos Express Feature Description

Photos Express allows a claim estimate to be written solely from the photos of the damaged vehicle itself. Vehicle owners can upload these photos directly from a smartphone using the photo upload link provided by Quality Claims Solutions. This document shows the tools for creating, tracking, and managing Photos Express Assignments though the QCS Client Portal.

Creating a new Photos Express Assignment

To create a new Photos Express assignment, click on "New Photos Express" under the Photos Express menu in the Client Portal main menu:

QCS Client Port	al	Create New Photos Express Assignment				
Photos Express	~	Loss Information			Owner Information	
Dashboard						
:≡ New Photos Express		Claim Number	Policy Number		First Name or Company	Last Name
Q Search		*required Insurance Carrier	Assigned Adjuster	*required	*required	*required
PreInspection Pro	<	*required	1000		*email or cellphone required	*email or cellphone required
QCS Desk Review	<	Loss Type Collision	Date of Loss Mar 13, 2019		Address	
Total Loss	<	*required			City	
Property First Notice	<	Deductable Amount	Remarks		State	
Smart Insurance Card	<				Select State	Zip
Dispatch	<	Vehicle Information			Phone (Other)	Owner Status Insured
Account	<	VIN	Year Q Select Year	-		
		Make	Model and Trim	Tracuized		∇
		required		-required		Create New Assignment

Email or SMS: For a Photos Express assignment, either the vehicle owner's email or mobile number is required. The photo upload link will be sent to either / both address(es) so that the vehicle owner can upload pictures of the vehicle damage.

Create New Assignment: After filling in the required details, click "Create New Assignment". The page will automatically redirect to the Photos Express Details Page.

Photos Express Details Page

The Photos Express Details Page shows current status of a Photos Express assignment as well as the claim details and any uploaded photos and estimate results.

QCS Client Porta	al	Photos Express	#TESTC	LAIM	Status	Bar	inandi Tital Bacilli Tita Robust 📃 矣
Photos Express	~)()			
Dashboard		CREATED 3.13.2019	SE	NT OWNER OPENED	PHOTOS UPLOADED	IN REVIEW	REVIEW COMPLETED
New Photos Express Q Search		🖨 Claim De	tails	➡ Vehicle	Photos	🗳 R	Review Results
PreInspection Pro	<	CLAIMNUMBER	TESTCLAIM	VEHICLE 2018 Chevrolet Impala		ESTIMA	TE AMOUNT pending
QCS Desk Review		POLICY NUMBER	ABA123	VIN UNK	Select Photo	Photo DATE C	OMPLETED pending
Total Loss	<	INSURANCE CARRIER	holt Stational	L Owner	Left Front	Right Front	Other Documents
Property First Notice	<	LOSS TYPE	Collision	OWNER NAME John Doe	Select Photo	Select (none Photo	2)
Smart Insurance Card	<	DEDUCTABLE	500	ADDRESS	Left Rear	Right Rear	
Dispatch	,	DATE OF LOSS	3.13.2019	PHONE (OTHER)			
		DATE ENTERED	3.13.2019	OWNER STATUS Insured	Select Photo	Select Photo	
nccount	×	REMARKS This is a sample claim. Notes		Send Link	Damage Detail Select	Odormeter	notos and
				Celiphone (SMS link)	Photo VIN	Photos	sults Card
		Add Note		Send Now			
		*notes are visible to al vehicle owner	Il parties, including	Photo Upload Link Location			
		Submit Note		https://stag.abasmartcard.com/PhotosExp	Action Buttons		
				Copy Link	Request Tota	al Loss Cancel Assig	nment Add Supplement

Status Bar: The status bar shows the current status of the Photos Express Assignment. NOTE: Additional statuses may appear if a client is using the integrated Photos Express Payment system or the claim has supplement to review.

Action Buttons: The action buttons allow the user to request a Total Loss Evaluation, cancel the assignment, or add a supplement to the claim.

Photos and Results Card: The "Photos" section shows any photos that have been uploaded by the vehicle owner and also allows to the user to upload photos from within the portal. The photo estimate result, any supplements, and any total loss valuations will also appear on this card as the claim progresses along with links to the review documents and any other attachments.

Other Actions: The **"Send Link"** section allows the user to re-send the photo upload link to any SMS capable phone or email address. The **"Copy Link"** button allows the user to copy the photo upload link to the clip-board for manual distribution or inspection and the **"Submit Note"** button allows the user to attach a note to the claim. IMPORTANT - all notes are visible to the vehicle owner in the photo upload link.

Photos Express Dashboard

The Photos Express Dashboard shows an overview of the claims currently assigned to a logged-in user.

QCS Client Porta	F	Photos E	Express Dashboard	I						inte Teach Star	e tradi Roman P	٠
Photos Express	~		All Claims	45 Now	Peview Co	mpleted E Now						
EI Dashboard] -	<			Review Col	inpleted - 3 New			Search	within o	nen clair	ms
📰 New Photos Express		All	Photos Express assignm	ients.								
Q Search		Show 1	10 👻 entries								Searc	ch:
PreInspection Pro	<	¢	Claim Number	First Name	Last Name	Vehicle	Last Updated	Status	¢	Contact	Options	¢
QCS Desk Review	<	1	TESTCLAIM	John	Doe	Impala	3/13/2019 3:32 PM	New	⑦ Total Loss	Contact	Actions	
Tatal Lasa		Ê	TEST3132019	test	test	TEST	3/13/2019 10:18 AM	In Review	In Review	Contact	Actions	
TOTAL LOSS	*	Ê	test222222	jesse	james	Altima	3/11/2019 6:14 PM	Supplement In Review		Contact	Actions	
Property First Notice	<	Ê	TEST2-5-19501	LINDA	WHELAN	Altima	3/11/2019 6:10 PM	In Review	⑦ Total Loss	Contact	Actions	
Smart Insurance Card	<	Ê	test777777777	chris	DAHL	Altima	3/8/2019 4:14 PM	Supplement In Review	Total Loss	Contact	Actions	
Dispatch	<	Ê	NSDEMO2132019	John	Doe	Something	3/8/2019 2:39 PM	Supplement In Review	⑦ Total Loss	Contact	Actions	
Account	<	٢	Turo10-15-18	Alex	Trebec	Acadia Denali	3/1/2019 1:59 PM	Supplement Offer Accepted	A Total Loss	Contact	Actions	
		•	TEST2-2-19-11	OWNER FIRST	OWNER LAST	F-250	2/14/2019 3:50 PM	Owner Opened	S Total Loss	Contact	Actions	
			EXAMPLE21319-1	ABC INSURANCE	JOHNSON	Altima	2/14/2019 3:07 PM	Total Loss Confirmed - new	A Total Loss	Contact	Actions	
		Ê	TEST242019	Frank	Fuhrmann	Explorer	2/13/2019 11:39 PM	In Review	⑦ Total Loss	Contact	Actions	
		Showin	g 1 to 10 of 37 entries							< 1 2	3 4	>

All Claims Tab: The "All Claims" tab on the Photos Express Dashboard shows all the open Photos Express assignments for the currently logged-in user.

Review Completed Tab: Photos Express assignments with a status of "Estimate Completed", "Supplement Review Completed" or "Total Loss Confirmed" are displayed in the "Review Completed" tab.

Details Link: The details page for any Photos Express Assignment is available by clicking on the assignment's claim number or by clicking on "Details" in the **"Actions"** dropdown menu under the "Options" column.

Search Box: A search box is available to search within all open claims, or search within completed claims, depending on the selected tab.

Photos Express Search Page

The Photos Express Search Page allows a user to search for any Photos Express assignment, past or present, active or cancelled, that is associated with the insurance carrier set to their account.

QCS Client Portal	Photos Express Search		Jacobili Hindi 🗗 🗘
Photos Express ↓ Dashboard := New Photos Express	Search Parameters	Search Results Claim Number: "test" Carrier:	Search within results
Q Search	First Name Last Name	Show 10 - entries	Search:
QCS Desk Review <	Insurance Carrier	Claim Number First Name Last Name Vehicle TESTCLAIM John Doe Impala	Date Entered Status 3/13/2019 New - ⑦ Total Loss
Total Loss 🗸	Status	TEST3132019 test test TEST	3/13/2019 In Review
Property First Notice		Showing 1 to 2 of 2 entries	Entered Status
Smart Insurance Card 🗸	Date Entered Starting		
Dispatch <	Date Entered Ending		
Account <	Q Search		

Search Within A Carrier: The Photos Express Search page allows a user to search for any Photos Express Assignment under the same insurance carrier that the user is registered with. For example, if a user is registered with "XY" insurance, then the search page allows the user to search for any claim associated with "XY".

Search Parameters: Multiple search parameters are available, and an additional "Search" box is available above the search results table to allow the user to further refine their query.