

QCS Client Portal - Total Loss Feature Description

The QCS portal now allows users to

- 1) request a Total Loss Valuation with any Desk Reviewed claim
- or -
- 2) request a stand-alone Total Loss Valuation for any vehicle.

Requesting a Total Loss Valuation for a Desk Review Claim

After a Desk Review claim has been submitted for review, the user may navigate to the **Desk Review details page** and click the button labeled "Request Total Loss".

The screenshot shows the QCS Client Portal interface. The left sidebar contains navigation options: Photos Express, Preinspection Pro, QCS Desk Review (expanded), Dashboard, New Desk Review, Search, Total Loss, Property First Notice, Smart Insurance Card, and Account. The main content area is titled "Desk Review testexample2-6-19v3 In Review". It is divided into three columns: Claim Details, Shop, and Review Results. The Claim Details column lists fields such as STATUS (In Review), CLAIM NUMBER (testexample2-6-19v3), POLICY NUMBER (BOP987654321), INSURANCE CARRIER (North Star Mutual), SUBROGATION (No), DEDUCTIBLE (\$500.00), DATE OF LOSS (2.01.2019), LOSS TYPE (Liability), DATE ENTERED (2.06.2019), DATE RECEIVED (2.06.2019), LAST UPDATED (2.06.2019), and REMARKS (example test). The Shop column lists SHOP NAME (MARVS BODY SHOP), PHONE (575-484-8888), and CONTACT SHOP (Yes). The Vehicle column lists VEHICLE (2012 Nissan Altima), VIN (1N4AL2AP4CC202822), POINT OF IMPACT (Non Collision), and HEAVY EQUIPMENT (No). The Owner column lists OWNER NAME (HARRY RABBIT), ZIP (57105), PHONE (605-777-7777), EMAIL (OWNEREMAIL@EMAIL.COM), and ADDRESS (777 MAIN STREET). The Review Results column lists INITIAL AMOUNT (pending...), REVIEWED AMOUNT (pending...), DATE RECEIVED (2.06.2019), and DATE COMPLETED (pending...). An Attachments section on the right shows several image files. At the bottom of the page, there are two buttons: "Request Total Loss" and "Add Supplement". The "Request Total Loss" button is circled in red, and a red arrow points to it from above.

After clicking the button, the following modal will appear.

Desk Review testexample2-6-19v3 In Review

Request Total Loss Valuation?

Click 'Submit Request' to request a total loss valuation for this claim.

VIN
1N4AL2AP4CC202822

required

Remarks

Cancel Submit Request

Attachments: PIC 3 .jpg, freeway1, PIC 2 .jpg, PIC 1 .jpg, ABC Sam Sheet.pdf

LOSS TYPE: Liability, HEAVY EQUIPMENT: No, DATE ENTERED: 2.06.2019

Check that the VIN is complete and correct, add any relevant remarks, and click "Submit Request".

****Note: once a Total Loss Valuation request is sent, it cannot be cancelled****

After submitting the request, a Total Loss info box will appear on the details page next to the "Review Results" and "Attachments".

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Total Loss [details](#)

STATUS: In Review

DATE ENTERED: 2.28.2019

ESTIMATE AMOUNT

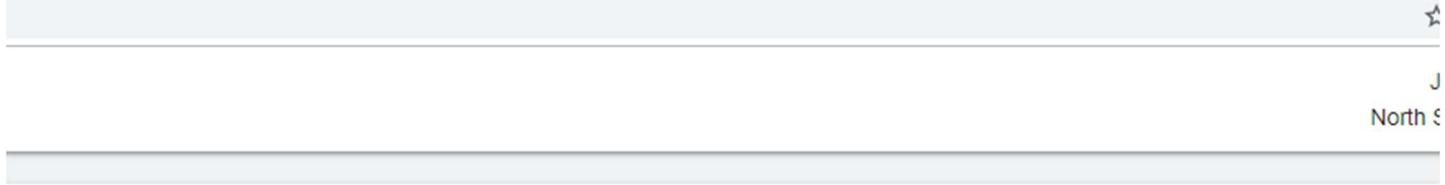
Review Results

INITIAL AMOUNT	pending...
REVIEWED AMOUNT	pending...
DATE RECEIVED	2.06.2019
DATE COMPLETED	pending...

Attachments

PIC 3 .jpg	Attachment	2/06/2019
freeway1 .jpg	Attachment	2/06/2019

On the **Desk Review dashboard**, all items with a Total Loss Valuation request will show a link to the Total Loss Valuation along with an icon and tooltip to indicate the Total Loss status in the Desk Review status column



17 Completed - 2 New

Total Loss Valuation Link with status icon



Vehicle	Last Updated	Status	Contact
Altima	2/28/2019 10:18 AM	 Total Loss	Contact
Accord LX	2/26/2019 3:50 PM	In Review	Contact
	2/25/2019 4:56 PM		Contact
TEST	2/25/2019 4:54 PM	Supplement In Review - new	Total Loss Contact
	2/25/2019 12:29 PM	Draft	Contact
Altima	2/22/2019 10:53 AM	Supplement In Review	Total Loss Contact

Total Loss status tooltip



Requesting a Stand-alone Total Loss Valuation

To request a stand-alone Total Loss Valuation, navigate to the "Total Loss" menu in the side bar and click "New Total Loss Valuation"

← → ↻ <https://angle.abasmartcard.com/TotalLoss/TLDash>

QCS Client Portal

Photos Express <

Preinspection Pro <

QCS Desk Review <

Total Loss ▾

Dashboard

New Total Loss Valuation

Search

Property First Notice <

Smart Insurance Card <

Total Loss Dashboard

All Claims - 1 New Review

All total loss evaluations.

Show 10 entries

Claim Number	Source	First Name
 testexample2-6-19v3	DeskReview	HARRY
 test2222019	standalone	
 test2-6-19-VA	DeskReview	ROGER
 testie11	DeskReview	Onwern
 testie11	DeskReview	Onwern

Fill out the Total Loss request form and click "Print/Submit"

Client Portal New Total Loss Valuation Request

enter claim number to create draft

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Claim Details

Claim Number
required

Policy Number

Insurance Carrier
North Star Mutual

Assigned Adjuster
Josiah Hind

Date of Loss
Feb 28, 2019

Remarks

Vehicle

VIN
required - please enter complete VIN

Make
required

Model
required

Year
Select Year

Point Of Impact
Unknown

Heavy Equipment

Attachments

(none)

Enter Claim number to attach files

Owner

Owner First Name or Company
required

Owner Last Name

Owner Zip
required Add Contact Details for Owner

Owner Email

Owner Phone

Owner Address

Owner City
Select State

Delete Draft **Print/Submit**

After submission, the Total Loss details page will appear

Client Portal Total Loss validationtest In Review

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Claim Details

STATUS	In Review
CLAIM NUMBER	validationtest
POLICY NUMBER	
INSURANCE CARRIER	North Star Mutual
SOURCE	Standalone Valuation
DATE OF LOSS	2.08.2019
DATE ENTERED	2.08.2019
DATE RECEIVED	2.08.2019
LAST UPDATED	2.08.2019
REMARKS	

Vehicle

VEHICLE	1999 Honda Accord LX
VIN	JHMC65646XC
POINT OF IMPACT	
HEAVY EQUIPMENT	No

Owner

OWNER NAME	John Doe
ZIP	57104

Results

ESTIMATE AMOUNT	pending...
ACTUAL CASH VALUE (ACV)	pending...

Attachments

Clipboard - April 27, 2018 3:20 PM.png
Attachment 2/08/2019

All Total Loss Requests, whether stand-alone requests or requests from Desk Review or another source, are listed on the Total Loss dashboard. The request source is noted along side the Total Loss status.

Client Portal | Total Loss Dashboard | Josiah Hind | North Star Mutual

All Claims - 1 New | Review Completed - 1 New

All total loss evaluations.

Show 10 entries

Claim Number	Source	First Name	Last Name	Vehicle	Last Updated	Status	Contact	Options
testexample2-6-19y3	DeskReview	HARRY	RABBIT	Altima	2/28/2019 10:18 AM	In Review	Contact	Actions
test2222019	standalone				2/22/2019 2:17 PM	Draft	Contact	Actions
test2-6-19-VA	DeskReview				3/19 10:53 AM	In Review	Contact	Actions
testInternetEx11	DeskReview				3/19 2:29 PM	In Review	Contact	Actions
test77777777	PhotosExpress				3/19 12:33 PM	In Review	Contact	Actions
TEST2-5-19501	PhotosExpress	LINDA	WHELAN	Altima	2/20/2019 4:43 PM	In Review	Contact	Actions
TOTALLOSSTEST22019	DeskReview	TEST	TEST	TEST	2/20/2019 12:52 PM	In Review	Contact	Actions
TLTEST	standalone				2/14/2019 1:00 PM	Draft	Contact	Actions
TEST242019	PhotosExpress	Frank	Fuhrmann	Explorer	2/13/2019 11:39 PM	In Review	Contact	Actions
NSDEMO2132019	PhotosExpress	John	Doe	Something	2/13/2019 11:22 PM	In Review	Contact	Actions

Showing 1 to 10 of 16 entries

1 2

Link to source of Total Loss Request (with red arrow pointing to the DeskReview source of the 4th row)