

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 through 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:

The screenshot shows the 'Create New Photos Express Assignment' page in the QCS Client Portal. The left sidebar contains a menu with 'New Photos Express' highlighted. The main form area is titled 'Create New Photos Express Assignment' and is divided into three sections:

- Loss Information:** Includes fields for Claim Number (highlighted with a red arrow), Policy Number, Insurance Carrier (required), Assigned Adjuster (required), Loss Type (Collision), Date of Loss (Mar 13, 2019), Deductible Amount, and Remarks.
- Vehicle Information:** Includes fields for VIN, Year (Select Year), Make (required), and Model and Trim (required).
- Owner Information:** Includes fields for First Name or Company (required), Last Name (required), Email (Email link) (required), Cellphone (SMS link) (required), Address, City, State (Select State), Zip, Phone (Other), and Owner Status (Insured).

A red arrow points to the 'Create New Assignment' button at the bottom right of the form.

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.

Status Bar

Photos and Results Card

Action Buttons

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.

The screenshot displays the Photos Express Dashboard interface. On the left is a dark blue sidebar with the QCS Client Portal logo and a menu. The 'Photos Express' section is expanded, showing 'Dashboard' (highlighted with a red box and arrow), 'New Photos Express', and 'Search'. The main content area is titled 'Photos Express Dashboard' and features two tabs: 'All Claims - 15 New' (selected) and 'Review Completed - 5 New'. A search box labeled 'Search within open claims' is located in the top right of the main area. Below the tabs, there is a table of claims with columns for Claim Number, First Name, Last Name, Vehicle, Last Updated, Status, Contact, and Options. The table contains 10 rows of data, including claim numbers like TESTCLAIM, TEST3132019, and TEST2-2-19-11. At the bottom, it shows 'Showing 1 to 10 of 37 entries' and a pagination control.

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.

Search Parameters

Claim Number
test

First Name Last Name

Insurance Carrier
North Star Mutual

Status
Any Status

Date Entered Starting

Date Entered Ending

Search

Search Results

Claim Number: "test" Carrier: North Star Mutual

Show 10 entries

Search within results

Claim Number	First Name	Last Name	Vehicle	Date Entered	Status
TESTCLAIM	John	Doe	Impala	3/13/2019	New - Total Loss
TEST3132019	test	test	TEST	3/13/2019	In Review

Showing 1 to 2 of 2 entries

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.