

Welcome to PowerClaim Net Services!

PowerClaim Net Services provides a convenient means to manage your claims over the internet and provides detailed reporting services. You can access *PowerClaim Net Services* by opening your web browser and connecting to <http://www.powerclaim.net>.



You can log into *PowerClaim Net Services* by using your login details, provided by Hawkins Research, Inc, or your Manager, in the *UserName* and *Password* textbox to the right and clicking the *Login* button.

Home Screen

Blue Pen Adjusters



New Claims - Current Month: 0
Currently Open Claims: 44
Total ACV - Current Month: \$0.00
Total ACV - Last Month: \$0.00

Recently Active Claims

File No.	Claim No.	Days Open	Insured
0240	0515067	123	Handman, Gloria
0279	S0500388	124	Douglas, Nina
60088	S0500864	5	Broffman, Jerelyn
0207	0515684	125	Henderson, Gloria
0162	0515849	129	Hernandez, Joe

Friday
June 01, 2007

Claim Search

File Number

If you are logged in as a manager, the Manager *Home Screen* appears. This screen shows New Claims, Currently Open Claims, Total ACV – Current Month, Total ACV – Last Month, and the Recently Active claims. It also has a Claim Search feature on the right for convenience.

Blue Pen Adjusters



Claim Aging

Age	# of Claims
0-5 days	0
6-15 days	0
16-30 days	0
31+ days	0

Recently Assigned Claims

Friday
June 01, 2007

Claim Search

File Number

If you are logged in as a user, the User *Home Screen* will appear. This screen shows Claim Aging, and Recently Assigned Claims. It also has a Claim Search feature on the right for convenience.

Recently Active Claims

This gives you a view of the most recently active claims. From this screen you can click on a claim and it will take you to the *Manage Claims* screen.

Claim Search

Using the *Search* box, you can search claims by several different parameters: File Number, Claim Number, Insured, Adjuster or Status. The claims that most closely match the information in the *Search* box will be displayed from the *Manage Claims* screen. You can now edit, delete, archive or assign the claim.

If you are not a manager, the *Manage Claims* screen appears as the first page of *PowerClaim Net Services*.

The screenshot shows the 'Manage Claims' interface. On the left is a vertical navigation menu with links: Home, Manage Claims, Manage Users, Manage Associates, Company Information, Reports, and Logout. The main content area is titled 'Manage Claims' and contains five buttons: 'New Claim', 'Edit Claim', 'Delete Claim', 'Archive Claim', and 'Assign Claim'. Below these buttons is a search section with a 'Claims List:' dropdown menu set to 'Open Claims', a 'Search:' text input field, a 'File Number' dropdown menu, and a 'Search' button.

If you are logged in as a manager: To the left you will find seven options. *Home*, *Manage Claims*, *Manage Users*, *Manage Associates*, *Company Information*, *Reports*, and *Logout*.

If you are logged in as a user: To the left you will find five options. *Home*, *Manage Claims*, *User Information*, *Company Information* and, *Logout*.

Home – Used to show current activity with your company or as a user the current claim activity.

Manage Claims – Used to create new claims, edit or delete existing claims or archive old claims.

Manage Users – Used to add users, assign them roles, and assign a specific user to a branch or multiple branches.

Manage Associates – Used to share claim data with people who are not registered on PowerClaim Net Services. For example: Insured, Subcontractors, Insurance Companies, and Independent Adjusters.

Company Information – Used to set up company information.

Reports - Used to run detailed reports on claims and users.

Logout – Logout of *PowerClaim Net Services*.

Manage Claims

The *Manage Claims* screen allows you to create, view, edit, archive and assign a claim. All of the claims currently available will be listed below the *Manage Claims* toolbar.

Claims may be displayed with one of four important colors.

- A deep blue color means the claim is the currently selected claim. Any option you select will affect that particular claim.
- Yellow means the claim is assigned to you and is “locked”.
- Gray means the claim is assigned to someone else and is “locked”. Holding your mouse cursor over a claim will also show its current status.
- A light blue color means the claim is a new claim that was started in *PowerClaim Net Services*, but has not been downloaded or assigned by any users.

A locked claim cannot be edited in *PowerClaim Net Services* until it is checked back in. The user who checked out the claim must check in the claim by uploading it to the server before it can be edited.

Manage Claims

The screenshot shows a toolbar with five buttons: "New Claim", "Edit Claim", "Delete Claim", "Archive Claim", and "Assign Claim". Below the buttons is a search area with a text input field, a dropdown menu labeled "File Number", and a "Search" button. Below the search area is a table header with columns: "File Number", "Claim Number" (with a dropdown arrow), "Insured", "Adjuster", "Days Open", and "Status".

There are five options you can choose within the *Manage Claims* Screen. To use these options first highlight the desired claim by clicking on the claim and then choose your option.

New Claim – The *New Claim* option is used to create a new claim in *PowerClaim Net Services*.

Edit Claim - The *Edit Claim* option is used to view the claim and contact information.

Delete Claim - This option is used to delete a claim from the *PowerClaim Net Services* server.

Archive Claim - This option is used to archive claims. The roles of Manager, Reporting Manager and User Manager have the permission to Archive. It will remove them from the claim list and will no longer allow the user to

download the selected claim. The claim will still be available for reporting purposes. To get the claim to show in the claim list once it has been archived, please contact Hawkins Research, Inc.

Assign Claim – This option allows company administrators and those with permissions to assign claims to individual users.

Search - The Search bar is used to help find and organize your claims.

Search Claims

Using the *Search* box, you can search claims by several different parameters: File Number, Claim Number, Insured, Adjuster and Status. The claims that most closely match the information in the *Search* box will be displayed. To view the claim, highlight the claim and click the *Edit Claim* button. To show all claims after searching, empty the *Search* box and click the *Search* button.

Sort Claims

You can sort your claims by clicking any of the headers at the top of the *Manage Claim* screen.

New Claim

To start a claim file on the *Manage Claims* screen click the *New Claim* button. The *New Claim* screen is where much of the general information pertaining to a claim will be entered. There are three main sections: *Loss Information*, *Policy*, and *Contact Information*. Enter the *Loss Information*, *Policy* and *Contacts* and click the *Save* button. The File Number and Claim Number are required to save the claim. The *Contact Information* section is used to record information about all of the participants in the claim. You must have the File Number and Claim Number to enter contact information.

New Claim

Loss Information			
Company:	<input type="text" value="Hawkins Mutual"/>	Branch:	<input type="text" value="Murray"/>
File Number:	<input type="text"/>	Next Report:	<input type="text"/>
Claim Number:	<input type="text"/>	Assigned:	<input type="text" value="02/08/2006"/>
Loss Comments:	<input type="text"/>	Inspected:	<input type="text"/>
		Loss Date:	<input type="text"/>
		Loss Cause:	<input type="text"/>
		Status:	<input type="text" value="First"/>
		Contacted:	<input type="text"/>
		Closed:	<input type="text"/>
		Loss Time:	<input type="text"/>
		CAT #:	<input type="text"/>

Policy			
Coinsurance:	<input type="text" value="80"/>	Supp. Deadline:	<input type="text" value="180"/>
Insured's Interest:	<input type="text"/>	Number:	<input type="text"/>
Changes to Policy:	<input type="text"/>	Type:	<input type="text"/>
		Effective:	<input type="text"/>
		Expires:	<input type="text"/>

Contact Type	Company Name	First Name	Last Name	
Insured				Address Book
Loss Address				Address Book

Add Contacts

- Double click on the *Contact Type* you want to enter.
- The *Update Contact* screen will appear.
- Enter your contact information, and click *Save Contact*. You can also save to the Address Book to use in future claims by clicking *Save to Address Book*.

Update Contact

Address Book:

Claim: BR-020706 Contact Type: Contact

Contact Information			
Company:	<input type="text"/>	Office:	<input type="text"/>
Name:	<input type="text" value="Mr."/> <input type="text"/>	Last:	<input type="text"/>
Email:	<input type="text"/>	Home:	<input type="text"/>
		FAX:	<input type="text"/>

Address			
Line 1:	<input type="text"/>	Line3:	<input type="text"/>
Line 2:	<input type="text"/>	Line4:	<input type="text"/>
City:	<input type="text"/>	County:	<input type="text"/>
State/Prov:	<input type="text"/>	Country:	<input type="text"/>
Postal Code:	<input type="text"/>		

Additional Details			
Title:	<input type="text"/>	Suffix:	<input type="text"/>
Mid Name:	<input type="text"/>	Nick Name:	<input type="text"/>
Tax ID:	<input type="text"/>		

Address Book

Use the *Address Book* feature when you wish to save and retrieve contact information.

Contact Type	Company Name	First Name	Last Name	
Insured				Address Book
Loss Address				Address Book
Contact				Address Book

New Contact

- Click the *Address Book* link by the contact type you would like to enter.
- Click *New* and enter the contact information.
- Click *Update Contact*.
- Click *Load to Claim* to add this contact to the claim you are currently completing.

Load existing contact

Update Contact

Claim: Contact Type: Adjuster

Address Book:

- Load Contact -
- Admin
- Mike Rogers

Contact Information

- Click on the contact type.
- Click on the dropdown box *Address Book* and *Load Contact*.
- Click on the contact you want to add.
- After the contact information populates, Click *Save Contact*.

Assign Claims

The Manager, User Manager and Reporting Manager roles can assign claims. Once a claim is assigned to a user and the assignment is saved, email notification is sent out to the user. Ensure that a valid email address is located in the *Manage User* screen for the user and the person assigning the claims.

When the user logs into the system, the assignment details are downloaded from the server. Based on these, the user can download and start working on the claims.

To assign a claim:

- From the *Manage Claims* screen, click on the claim you want to assign.
- Click the *Assign Claim* button.
- The Assign Claim screen below appears.

Assign Claim

File Number: H20060702
Claim Number: H20060702
Status: First

Available Users	Assigned Users
Gale Hawkins	Mike Rogers
Candice Jackson	
Mike Rogers	
Joanna Carraway	
test test	

- Click on the user that is to be assigned the claim.
- Click the arrow to move the person to the *Assigned Users* column.
- Click *Save Assignments*.

To un-assign a claim:

- Click on the user in *Assigned Users*.
- Click on the arrow pointed left.
- Click *Save Assignments*.

Claim Setup

Claim Setup | Estimate Settings | Diary | Activity Log | Documents

Claim Setup

Estimate Settings

File Number: A-0001
Claim Number: Sample

<p>Tax Options</p> <p><input type="checkbox"/> Include tax in estimates</p> <p>Material Rate: <input type="text" value="0"/> %</p> <p>Labor Rate: <input type="text" value="0"/> %</p> <p>Equip Rate: <input type="text" value="0"/> %</p>	<p>Overhead & Profit Options</p> <p><input checked="" type="checkbox"/> Add O & P to estimate</p> <p>Overhead: <input type="text" value="10"/> %</p> <p>Profit: <input type="text" value="10"/> %</p> <p><input checked="" type="checkbox"/> Non-cumulative O & P</p> <p><input checked="" type="checkbox"/> Depreciate O & P</p> <p><input checked="" type="radio"/> Add O & P to each line item cost</p> <p><input type="radio"/> Show O & P in coverage totals</p>
<p>Regional Cost Adjustment</p> <p>Base (No adjustment)</p> <p>Material: 100%</p> <p>Labor: 100%</p> <p>Equip: 100%</p> <p><input type="button" value="Select"/> <input type="button" value="Clear"/></p>	<p>Depreciation Options</p> <p><input checked="" type="checkbox"/> Depreciate Tax</p> <p><input checked="" type="checkbox"/> Depreciate Labor</p> <p>Default Item Depreciation: <input type="text" value="10"/> %</p>

Estimate Settings

Determine the default settings for new estimates. If you want the settings for the claim you are working click the *Save Settings* button. If you want the setting for all claims created under your login click the *Set As Defaults* button.

Default Tax Options

- Place a check in the "Include tax in estimates" check box to have tax automatically calculated.
- Set Material, Labor, and Equipment tax rates in the fields provided.

Default Regional Cost Adjustment

- The "Regional Cost Adjustment" affects how database items are adjusted to meet the local cost index. Choose the region that is closest to the area of work by clicking the **Select** button.
- Clicking **Clear** will return the settings back to the national average.

Default Overhead & Profit Options

- Place a check in the "Add O & P to estimate" check box to automatically add overhead and profit to the estimate items.
- Set "Overhead" and "Profit" rates in the field provided.
- To calculate overhead and profit separately, place a check in the "Non-cumulative O & P" check box. To calculate overhead and then calculate the profit based on the sum of the cost plus the overhead, clear this check box.
- Check the "Depreciate O & P" box to include O & P when calculating depreciation.
- To have the overhead and profit included directly in each line item instead of appearing in a block amount at the end of the estimate, choose the "Add O/P to each line item cost" button. This is not a commonly used option. You will most likely want to choose "Show O & P in coverage totals."

Miscellaneous

- Tax and Labor can be optionally depreciated. Choose the appropriate settings for the defaults.
- The "Item Depreciation" field will set a default depreciation for all new line items.

Diary

File Number: 232316
Claim Number: 0515585

Date	Due	Completed	Type	Description
11/23/2005			Called Insured	Preliminary

Comments:

No major damage. call ahead-husband is retired available most any time.

[Return to Claim](#)

Diary Entries

This shows the Diary entries entered into PowerClaim XML for the claim. The Diary can be used to track and manage your activities regarding a claim.

- Click on the Diary entry listed and the comments will be displayed in the comments box.
- Click the *Return to Claim* button to return the *Claims Setup Screen*.

Activity Log

File Number: A-0001
Claim Number: SAMPLE

Date	Type	Description	Total	Billable
8/4/2006	Mileage	Travel to site	\$30.00	Yes
8/4/2006	Service Hours	Travel time	\$0.00	Yes
8/4/2006	Telephone	Calls to office	\$1.50	Yes
8/5/2006	Service Hours	Meeting with insured	\$0.00	Yes
8/5/2006	Service Hours	On-site visit	\$0.00	Yes
8/5/2006	Administrative	Claim	\$0.00	Yes
8/5/2006	Photocopies		\$0.50	Yes
8/5/2006	Service Hours	Meeting with insured	\$0.00	Yes
8/5/2006	Express Mail	FedEx	\$21.00	Yes
8/5/2006	Telephone	Call to office	\$4.95	Yes
8/5/2006	Photos		\$7.50	Yes
8/6/2006	Mileage	Drive to site	\$42.50	Yes
8/6/2006	Food	Dinner meeting	\$250.00	Yes
	Meals	Breakfast	\$20.00	Yes
	Meals	Lunch	\$30.00	Yes
	Meals	Dinner	\$20.00	Yes
	Office Expenses	Overnight Letter	\$22.00	Yes
	Service Fee	Standard	\$100.00	Yes

Date: 8/6/2006 Time:

Qty: 50 Unit: miles Rate: \$0.85

Comments:

[Return to Claim](#)

Activity Logs

This shows the Activity Log entries entered into PowerClaim XML for the claim. The Activity Logs can be used for invoicing clients regarding a claim.

- Click on the Activity Log entry listed and the Date, Time, Quantity, Unit, Rate and Comments.
- Click the *Return to Claim* button to return the *Claims Setup Screen*.


Manage Documents

File Number: A-0001
Claim Number: SAMPLE

ID	Description	Date
SAMPLE -01	Notice of Loss	5/31/2007

Doc ID:

Description:

Date: 

Comments:

Select File:

Manage Documents

This gives the ability to attach documents to the claim file.

- Click the *Add* button
- Enter Doc ID, Description, Date, and Comments
- Click the *Browse* button to locate the file you would like to attach to the file
- Click the *Add Document* button. The document will now appear in the list.
- To view PDF documents, click the *Export* button. Some graphic and picture formats like .gif, .jpg, jpeg, and .png will display at the bottom of the screen.
- To Delete the document, click the *Delete* button.

Manage Users

Managers and User Managers have the ability to add new users to their company or branch. The *Manage Users* screen shows a list of all the available users. Those with permissions can view or edit the user's profiles. The red asterisks denote required fields to complete when adding new users.

Manage Users

User ID	Name
Admin	Global Administrator
JennB	Jennifer B
Mike	Mike Rogers
gbrot	greg greg

User ID: *
 First Name:
 Last Name:
 Password: *
 Verify Password: *
 Role:
 Almo
 Fulton Branch
 Loan Oak Branch
 Murray Region
 Address 1:
 Address 2:
 City:
 State/Prov:
 Zip Code:
 Email: *
 Phone 1:
 Phone 2:
 Country:
 FAX:

* Required

Add User

- To add a user click the *Add User* button.
- Enter all the information.
 - User Id: Must be at least 5 characters. The user id is not case sensitive.
 - Password: Minimum of 6 characters. Including numbers and mixed case password will generally create a more secure password.
 - Role: The table below shows the permission for each type of user.

	Manager	Reporting Manager	User Manager	User
Edit Company Info	X		X	
Create Users	X		X	
Edit Users	X	X	X	Only edit

				one's own Profile
Create New Claims	X	X	X	X
Edit Claims	X	X	X	X
Delete Claims	X	X	X	
Archive Claims	X	X	X	
Assign Claims	X	X	X	
Manage Associates	X		X	
View Reports	X	X		

- Branches: Assign the user to the Branch they work.
- Email address. The email address used on this screen is the address used to send the notification that a claim has been assigned to that person.
- When finished entering the information click the *Update User* button at the bottom of the screen.

Delete User

- Highlight the user you want to delete.
- Click the *Delete User* button.

Manage Associates

This feature gives the ability to share claim data with people who are not registered on PowerClaim Net Services. Anyone who has Internet access can be provided an Associate Account to provide them limited, read-only access to one or more specified claim files.

On the Manage Associates screen, enter the email address of the person you would like to associate with your company

Manage Associates

Add any user of Net Services from any company to your list of associates. An associate can be given limited access to view the claims of your choice.

User ID	Name	Company
sgibson	Scott Gibson	Blue Pen Adjusters

Remove Associate

Add a current Net Services user

User ID: ?

Associate User

-- or --

Invite to become a Net Services user

Email: ?

Send Invitation

Enter a valid email address. You will receive an email with the subject: PowerClaim Net Services Invitation. In the email it show you a link.

Example email:

Global Administrator has invited you to view their claim(s) on PowerClaim Net Services.

Click the following link to login or create a new account:

[https://www.PowerClaim.net/DSS/Signup.aspx?i=admin.](https://www.PowerClaim.net/DSS/Signup.aspx?i=admin)

Thank you for using PowerClaim Net Services.

Login / Create New Account

Login

If you are a current user of PowerClaim Net Services login with the form below:

Username:

Password:

-- or --

Create a new account

You may have been invited to Net Services but are not a registered user. If so, you can create a new account for free, simply complete the form below:

Username: (minimum 5 characters)

Password: (minimum 6 characters)

Retype Password:

First Name:

Last Name:

Company Name:

When you follow the link in the email the *Login/Create New Accounts* screen appears.

On the *Login/Create New Accounts* screen, enter a username that the user must use to login to the system as. You must also enter a password, first name, last name and company. Click the *Submit Form* button to complete the new account.

Once you have created an Associate account, you can assign claims to them.

Assign Claims to Associates

- From the *Manage Claims* screen, click on the claim you want to assign.

- Click the *Assign Claim* button.

The Assign Claim screen below appears.

Assign Claim

File Number: A-0001
Claim Number: SAMPLE

[Show Associates](#)



- Click on the *Show Associates* link

Assign Claim

File Number: A-0001
Claim Number: SAMPLE

[Show User Accounts](#)



- Click on the Available Associate that is to be assigned the claim.
- Click the arrow to move the person to the *Assigned Users* column.
- Click *Save Assignments*.

To un-assign a claim:

- Click on the user in *Assigned Users*.
- Click on the arrow pointed left.
- Click *Save Assignments*.

Company Information

Each company can be set up with its own account and company logo. Each company must consist of a subset called branches. A user will be assigned a specific company and branch during creation. All users may view Company Information, but only those with roles of Managers and User Managers may edit or view Company Information or add/edit/delete Branch Information. To open the *Manage Company* screen, click on the *Company Information* link in the Navigational Column.

Company Information

[Add Company Logo](#)

Company:	<input type="text" value="ABC Mutual"/>
Address:	<input type="text" value="406 N 4th St"/>
City:	<input type="text" value="Murray"/>
State/Prov:	<input type="text" value="KY"/> ▼
Zip Code:	<input type="text" value="42071"/>
Email:	<input type="text"/>
Phone:	<input type="text"/>
Country:	<input type="text"/>
FAX:	<input type="text"/>
Website:	<input type="text"/>

Branches
Almo
Fulton Branch
Loan Oak Branch
Murray Region

Editing Company Information

Enter the information that you want to change and click *Update Company* button.

Create New Branch

To add a branch, select the Add button, enter the information and click on *Create Branch* button.

New Branch

Branch:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State/Prov:	<input type="text" value="v"/>
Zip Code:	<input type="text"/>
Email:	<input type="text"/>
Phone:	<input type="text"/>
Country:	<input type="text"/>
FAX:	<input type="text"/>
Website:	<input type="text"/>

Edit Branch

- To edit a branch, highlight the branch you want to edit and click the *Edit* button.
- Click the *Update Branch* button to update the branch information.

Delete Branch

- To delete a branch, highlight the branch you want to delete and click the *Delete* button. Any users assigned to the branch that you delete will have no branch assigned to them. Those users will not be deleted.

Add Company Logo

To add a Company Logo click on the link *Add Company Logo on the Company Information Screen*.

Select Company Logo



Add or update your company logo to personalize your Net Services account.

To add the logo click on the *Browse* button, and locate your company logo on your computer or your company's network. After you have located your logo, click on the file. It will now appear in the box beside the *Browse* button. Click *Add Logo* button. Your company logo will now be shown on the screen.

Select Company Logo



Add or update your company logo to personalize your Net Services account.

Reports

PowerClaim Net Services provides many reports you can use to analyze your claims and users. If there report you need please contact Hawkins Research at support@powerclaim.com.

Reporting Services

Choose Report: Adjuster Review [Filter Results](#) Export to: PDF Excel Word

5/4/2007
ABC Mutu

Adjuster Review

Report Range:
5/4/2006 - 5/4/2007

Adjuster Name	Closed Claims	Avg Days Open	Days Open Rank	Avg RC	Avg ACV	ACV Rank	% Claims with O&P	Avg Inv
Devona O'Brien	6	13	1	\$3,243.15	\$3,156.96	1	100	\$131.25
Josh Wood	1	355	2	\$4,909.75	\$4,635.94	2	100	

View and Export Reports

To View a report, click the *Choose Report* drop down box and select the desired report. You can also use the *PDF*, *Excel* or *Word* button to export the report to an external file.

Filter Report Results

You can select the date range of the information shown on a report by clicking on the *Filter Results* link. Simply select a start and end date and click the *Apply Filter* button.