



SPE is now IAA Title Procurement

Since 2007 Settlement Package Express has helped IAA's customers improve vehicle owner experience and accelerate the process of obtaining vehicle titles. This year IAA has introduced new technology and several new features, so many in fact, that SPE is now a new service called Title Procurement.

Quick Start

For experienced users who just want a quick overview of the new tools in Title Procurement please read this Quick Start. A more in-depth explanation of these tools and features is provided below.

- 1. Search for an existing work order**
To find an existing work order you should now use the (TP) options in the CSAToday search tool in the top right corner of any CSAToday screen.
- 2. New Work Order**
To enter a new work order click on the Title Procurement Work Order link on the CSAToday main menu. You can also click on the New W/O button on the top right corner of the Title Procurement Dashboard.
- 3. Send us a message**
You can now send a message to your file handler by clicking on the little red speech bubble next to the file handlers name in the Claim tab of Work Order Details or by clicking on the +Add Comment button on the Comments tab.
- 4. To Do List**
When something is needed from the adjuster your file handler can now create a task for you. This task will send you a message and let you know what is needed. This can be monitored by your coworkers when you are out of the office. This list is available on the Title Procurement Dashboard.
- 5. Pay Owner and Pay Lienholder**
Title Procurement now offers a To Do List in addition (or instead of) the Ok to Pay Owner/Lienholder email messages. The To Do List will allow you to see all of the work orders with completed documents so you can review the file and pay the owner. This feature is available in the Title Procurement Dashboard and in the Summary tab of each individual Work Order Details. Your Title Procurement Supervisor can configure his option for each customer.
- 6. Upload a document**
You can now upload a document such as a police report or an appraisal directly to the work order in the Documents Tab of Work Order Detail.
- 7. Updating Cost of Repair, Odometer, and Adjuster**
If you need to provide a cost of repair, odometer reading or change the adjuster just click on the little red pencil next to those fields in Work Order Detail.
- 8. MyVehicleClaim**
Title Procurement now provides vehicle owners with an online interface to monitor their claim, communicate with their file handler, and download documents. If your company has enabled MyVehicleClaim all you need to do is provide an email address and the vehicle owner will automatically receive an invitation.

Mobile Tools

All of IAA's Title Procurement tools use responsive design so that they work as well on your tablet or smart phone as they do on your desktop.

Drill Down

All of IAA's Title Procurement tools allow the user to drill down to the individual work order. This gives the user the visibility to quickly identify issues and prioritize.

Title Procurement Dashboard

The dashboard in your car gives you the information you need to monitor all of the systems in a very complex machine. Like your car, your inventory of total loss claims can be complex and IAA's Title Procurement Dashboard provides you with real time information so you can manage them effectively.

1. Adjuster selection

With the adjuster selection tool you can monitor the performance of your company's entire total loss claim inventory or look at the claims assigned to a single adjuster.

2. Work Orders Opened

This tells you how many work orders have been assigned to IAA Title Procurement in the last 7 days.

3. Work orders Closed

This tool tells you how many work orders IAA Title Procurement has obtained documents for and sent to the auction in the last 7 days.

4. Waiting for Provider Docs

While IAA Title Procurement handles most of the tasks associated with obtaining a title there are some documents like appraisals and settlement checks that can only come from the insurance company. This tool shows you which work orders are awaiting documents from the adjuster.

5. Work Orders Aged

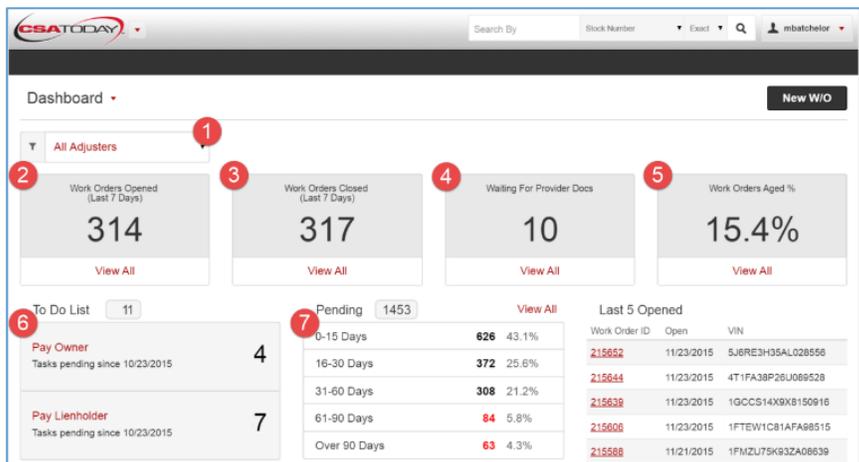
Any inventory of Title Procurement work orders contains several different types of files many typically close in 1-2 weeks however others can take more than two months to resolve. Since each customer has a different mix of lien and non-lien files it can be very difficult to determine the overall health of an inventory. This tool uses a complex algorithm that considers each type of file and displays the overall health of the inventory as a percentage of the files that are aged. Generally – a reading below 20% is considered healthy while a reading above 25% is problematic.

6. To Do List

The most important step in obtaining a title is getting the owner and their lienholder paid. This tool will show you which files IAA has obtained and reviewed all documents so you can generate their settlement check. The To Do List will also show you miscellaneous tasks such as providing an appraisal, cost of repair, or police report.

7. Pending

This feature displays all of your Title Procurement inventory broken out by days aged.



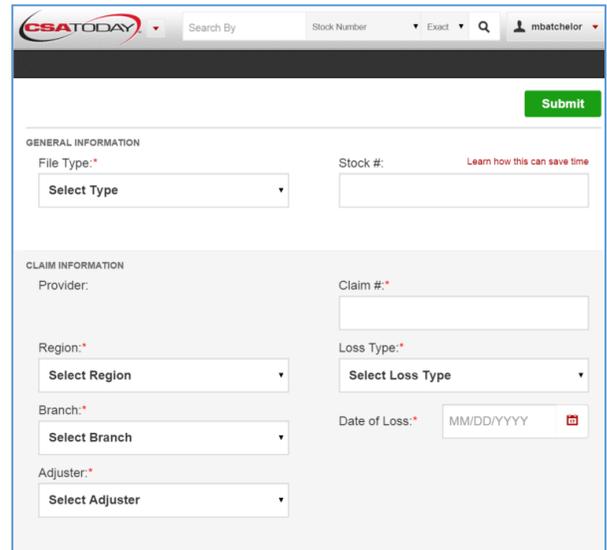
New Work Order

The new Title Procurement Work Order was designed to be familiar but much easier to use.

The new form eliminates several fields that were rarely used to make it simpler to navigate. As before, if you have already entered a vehicle assignment to IAA, this form will get data from that assignment so you don't have to re-enter it.

Once you submit your work order assignment the form will tell you if you need to provide an appraisal or a cost of repair.

Like all of the Title Procurement tools, the IAA Title Procurement Assignment form is responsive so field adjusters can easily enter assignments on their smart phone or tablet.



Work Order Detail

Adjusters need detailed information about individual work orders so they can answer owner questions and properly manage their inventory. The new Work Order Detail tool was designed to provide easy access to information about each work order and tools to manage them.

1. Header

The information at the top of the Work Order Detail screen stays visible no matter what tab you have selected for easy reference.

2. Tabs

The tabs allow you to select different components of the work order so you can see all relevant information without having to scroll.

3. Progress Bar

The progress bar shows you at-a-glance the work order life cycle.

4. Send a request or add a comment

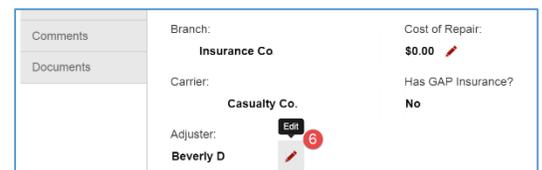
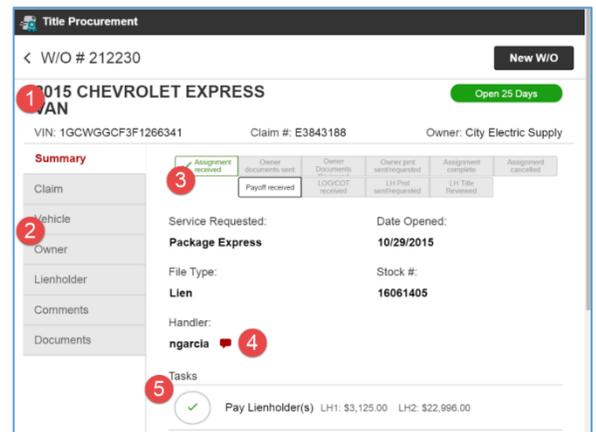
Do you need to send a note to your claim handler? No need to email, just click on the icon next to your claim handlers name or the Add Comment button on the Comments tab and type in your message. The message will be logged to the work order so you can see it. Your claim handler will automatically receive an email as well. You can even select a quick comment for common requests to save you even more time.

5. To Do Items

If there are tasks that need to be done such as paying the owner these will be displayed on the Summary tab for easy reference. You can easily mark these tasks as done right from this screen.

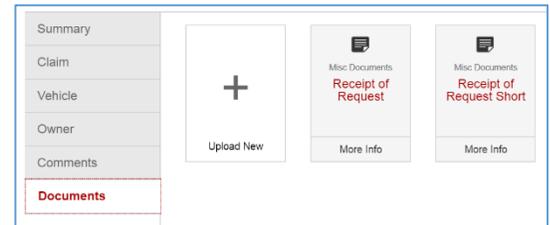
6. Updateable Fields

If you need to provide a cost of repair or odometer reading you can now do that directly from the Work Order Details screen. Just go to the claim or vehicle tab and click on the little pencil next to the field. You can also change the adjuster who is responsible for the file so that notifications go to the right person.



7. Document upload

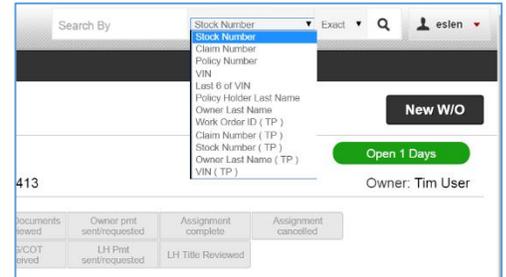
If you need to provide an appraisal, a police report, or even a copy of a cashed check, you can now upload these documents directly to the file. Click on the Documents tab and click on the Plus sign (+).



Search for a Work Order

The old View an Existing Work Order option for SPE has been replaced with a work order search function that is fully integrated with CSAToday.

To find an existing work order simply type the work order number you are looking for in the Search By box in the top right corner of any CSAToday screen and select Work Order ID (TP) from the drop down. You can also search for work orders by claim number, stock number, owner last name, and VIN.



You can also search with partial information by using the Exact/Partial search function. This is helpful if, for example, you wanted to enter the last six characters of the VIN or you only knew how to spell the first part of the owner's last name.

MyVehicleClaim

MyVehicleClaim is a new service offered by IAA Title Procurement that provides vehicle owners with real time information about their claim including status updates, shipment tracking information, documents, and messages. MyVehicleClaim will also allow the owner to send messages directly to IAA's Title Procurement team.

MyVehicleClaim is available on desktops, tablets and mobile devices from Apple, Android, Windows or Blackberry with no requirement to install special software or apps.

1. Multiple Vehicles

MyVehicleClaim allows a vehicle owner with multiple claims to access all of their current claims with one account.

2. Progress at a Glance

The number one question claims professionals receive from customers is "What is the status of my claim?" MyVehicleClaim will show customers at a glance where their claim is in the review process and what will happen next.

3. Progress Detail

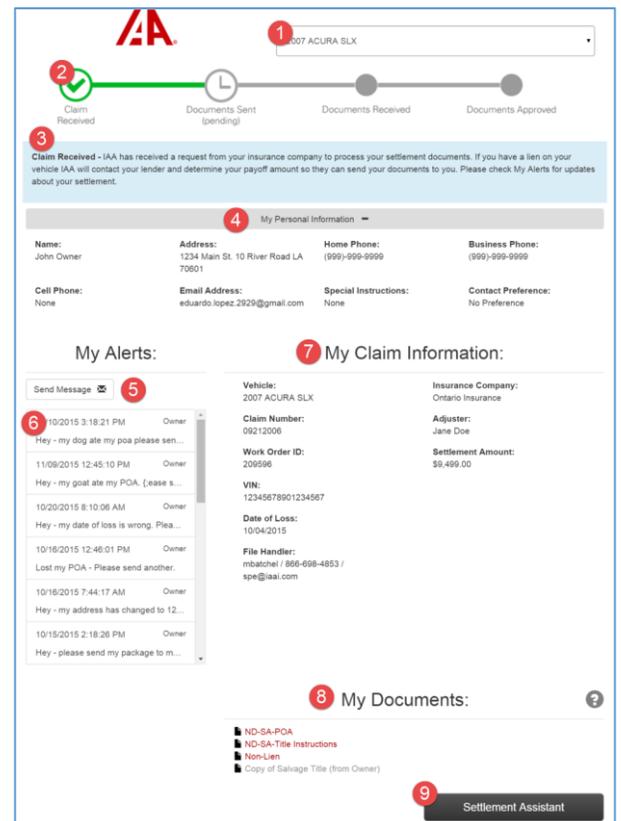
Since most vehicle owners have never been in an accident before many will need additional information to truly understand the status of their claim. MyVehicleClaim will provide vehicle owners with a detailed description of each step in the claim process.

4. My Personal Information

Vehicle owners have the opportunity to review their personal information so that they can alert Title Procurement if something has changed or is incorrect.

5. Owner Messaging

This feature allows owners to send messages to the Title Procurement agent handling their claim. This message is logged in their alerts so they can reference it. Starting in Dec 2015 If the vehicle owner has selected Text Messaging they will also be able to send and receive text messages.



6. **Alerts**

The Alerts tool displays several messages to the owner including when their package ships, when their documents are reviewed and approved, and any ad hoc messages that their agent has sent to them. When IAA ships them a package via FedEx this tool also allows them to track the package directly with FedEx.

7. **My Claim Information**

This section displays relevant information about their claim. Please note – the work order in the picture is an incomplete test work order so it does not show all relevant fields. In this section the owner will see the settlement amount, the amount they will receive, the amount due to their lender, their IAA File Handler, etc.

8. **Documents**

Vehicle Owners can view and download any document that has been assigned to their file and can be printed. Please note – Controlled documents will be listed but customers will not be able to view or download them.

9. **Settlement Assistant**

This feature provides the vehicle owner with help in filling out their documents. It provides them with examples, frequently asked questions and other helpful information.