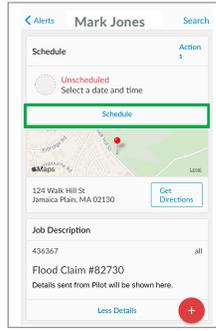
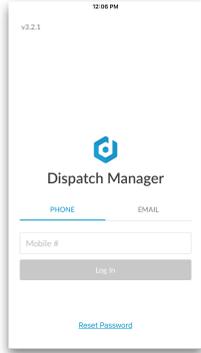


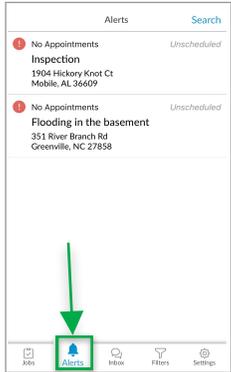
Dispatch Manager App: Updating AOD Claims

Receiving Pilot Claims

Once a claim is received, Pilot will send you the details in Dispatch. You will be notified of this via SMS and email.

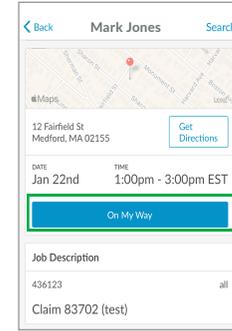


You have a new job from Pilot. View claim in Dispatch.



1 Viewing New Claims

Once the claim is assigned to you, you can view claim details in the Alerts section. When you tap on the claim details to open, you'll see the insured's contact information, the claim details, the initial contact form to complete, and an engineer request form.



Hi Mark, Your adjuster from Pilot is on the way! You can use the link below to track their arrival. <http://sandbox.dispa.me/JAhWts4xOmBr>

4 Scheduling

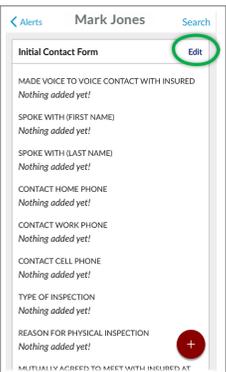
Once you've identified an appointment time with the insured, you'll need to schedule it in Dispatch.

When you do this, the insured receives an automatic notification and they will receive an automatic appointment reminder.

5 On My Way Button

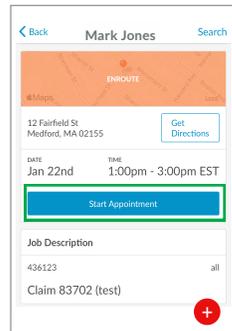
When you're ready to head out to the appointment, open up the claim details from your schedule in Dispatch and press the blue **On My Way** button.

This sends an automatic alert to the insured letting them know your ETA, view your name and photo, and they will also have the option to call or text you if they have any special instructions or need to cancel.



2 Initial Contact Form

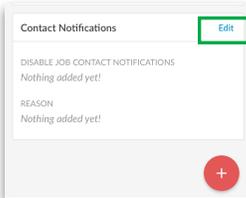
After you've spoken to the insured, you'll complete the Initial Contact Form in Dispatch. Having a hard time getting the insured to pick up the phone? Send them a text message through our inbox messaging feature to let them know who you are and why you're calling!



6 Start Appointment

Once on-site, tap **Start Appointment**. As you work, you can add Notes by simply clicking on the red Plus (+) button you see on the left image.

Notes will automatically be shared with Pilot through the integration.



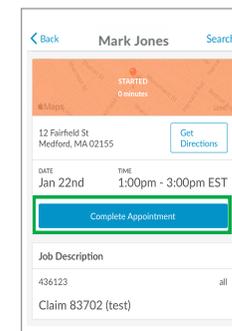
3 Contact Notifications Form

If there is indication that there is PA/Attorney involvement in the claim, you will need to disable notifications to the Insured.

If there is no PA/Attorney involved, you can skip this step.

Click 'Edit' on the Contact Notifications form and you will see the prompt: "Disable Job Contact Notifications?"

Tap 'Yes' to disable notifications if there is PA/Attorney involvement, type in the reason for disabling, and then tap 'Save'.



Thank you for choosing Pilot. Let us know how we did by rating your experience <http://sandbox.dispa.me/tiBoR0vLxlg4>

7 Complete Appointment

When the appointment is over, you'll hit **Complete Appointment** in the mobile app. Then choose the 'complete reason' that best describes the appointment



If you did not complete the initial contact form, you will be prompted to do so. You will not be able to status the appointment as completed until the initial contact form has been updated and saved.

Note: When you select the 'Inspection Complete' as your resolution, then the insured will be sent an automatic notification to the customer asking for a review of their experience.

