

The logo for XACTWARE, featuring the word "XACTWARE" in a bold, sans-serif font. The "X" is black, and "ACTWARE" is blue. A registered trademark symbol (®) is located at the end of the word.

**XACTWARE®**

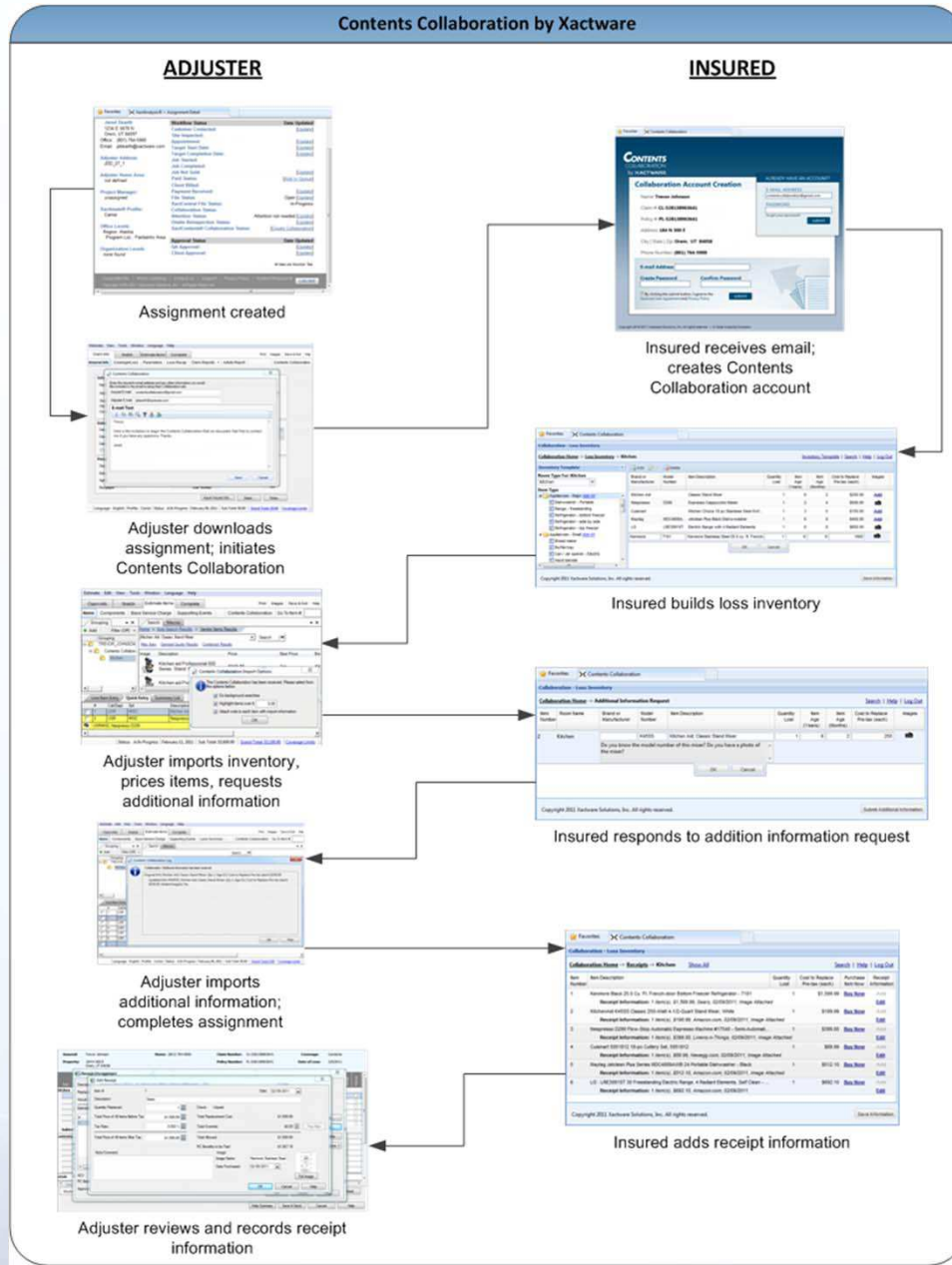
## **Contents Collaboration**

*"The best way to be made whole again"*

- Challenges of Inventory Capture Using Excel Import Template
  - Adjuster has to transfer document to insured
    - Does the insured know how to download/upload attachments?
  - Is the latest import template being used?
  - Does insured have Excel?
  - How to capture additional detail on specific items?
  - How to submit “forgotten” items?
  - Cannot show state-specific fraud language easily
  - Document submission history
  - Template customization
  - Column customizations
  - Company header/logos

## ■ Benefits of Inventory Capture Using Contents Collaboration

- Reduces cycle time while increasing customer convenience
- Secure, online portal purpose-built for inventory capture
- Fully customizable
- Room templates
- Saves all insured submissions and stores in XactAnalysis
- Easy to use - Walks insured through entire claim process
- Allows for multiple inventory submissions
- Facilitates additional information requests
- Allows insured to upload images, receipts and documents
- Can define state specific fraud language
- Notifications are sent to both the adjuster and insured when new content is available
- Insured has access to prior claim history
- Adjusters can “publish” reports to site
- “Buy Now” link allows insured to purchase items priced by adjuster
- Insured can enter actual replacement cost values – links directly with Payment Tracker

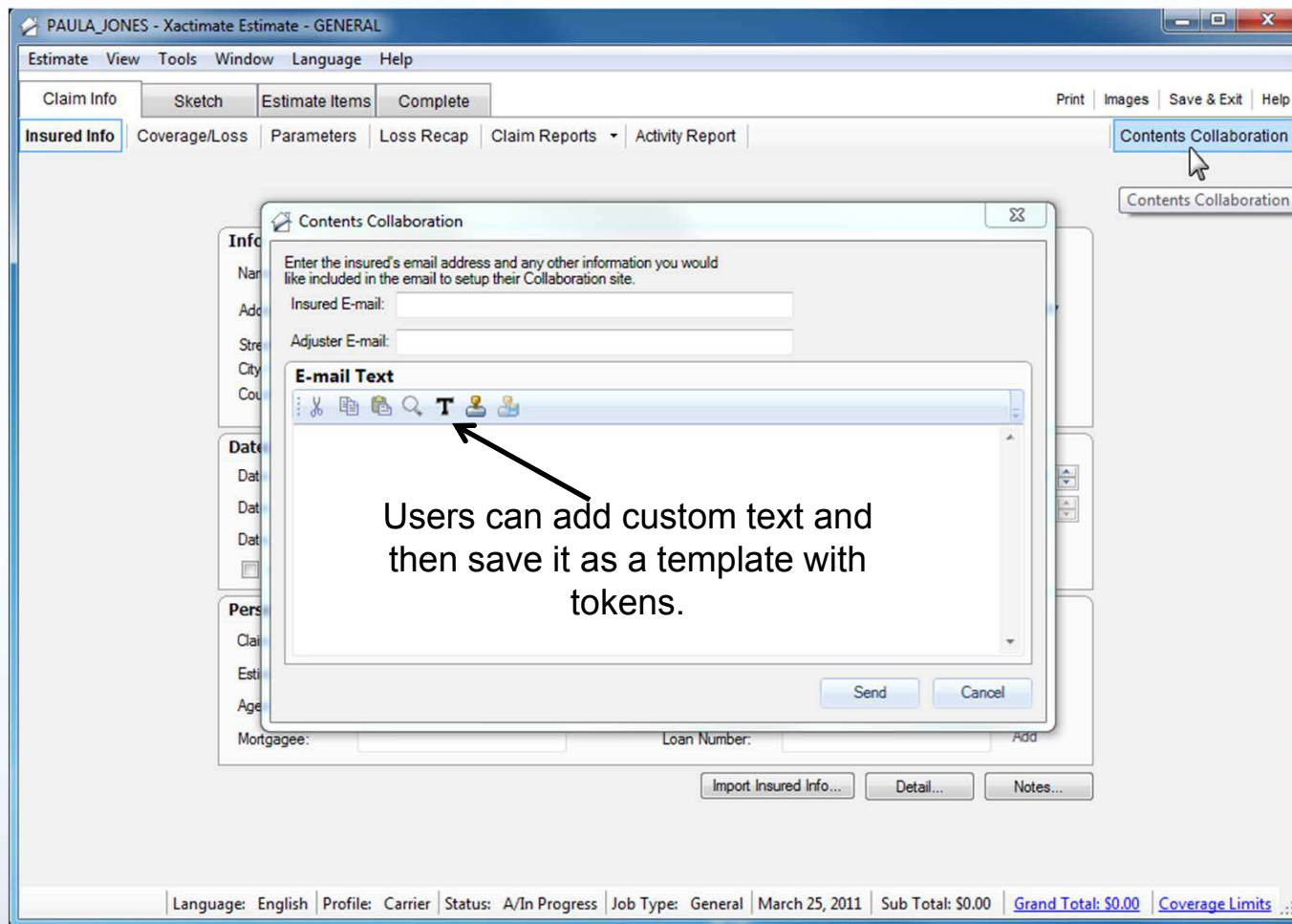


- Initiate the collaboration from XactAnalysis at any point in time.
  - Allows the insured to start inventorying immediately
  - Track whether or not the collaboration has been started
  - In some cases, the inventory can be ready before an adjuster is assigned
  - EDI Initiation coming in 2011 Q2 release

Details	Client/Policy	Map	Action Items (0)	Notes (1)	Documents (0)	Photos (0)
<b>Assignee Information</b>		<b>XactAnalysis Status</b>		<b>Date Updated</b>		
SafeHaven Insurance Company		Assignment Received:		28-Mar-2011 08:57:30 AM		
Aaron C. Brunko		Adjuster Notified:				
1426 East 750 N Orem, UT 84097		<b>XACTANALYSIS</b>				
Office: (801) 764- Fax: (111) 111- Email: acbrunko@		<b>CREATE XACTCONTENTS COLLABORATION</b>			<a href="#">ancel</a>	
<b>Adjuster Address</b> ACB.27.3		<b>Claim #:</b> CL-43993383				
<b>Adjuster Home A</b> not defined		<b>Property Owner:</b> Paula Jones		<b>dated</b>		
<b>Project Manager</b> unassigned		<b>Client:</b> Safe Haven - Staff		<a href="#">pdate</a>		
<b>Xactimate® Prof</b> Carrier		<b>Assignee:</b> Aaron C. Brunko, SafeHaven Insurance Company		<a href="#">pdate</a>		
<b>Office Levels:</b> Region: Alaska Program Loc.: I		<b>Created by:</b> Aaron C. Brunko		<a href="#">pdate</a>		
<b>Organization Levels:</b> none found		<b>Email From:</b> <input type="text"/> (REQUIRED)		<a href="#">pdate</a>		
		<b>Email To:</b> <input type="text"/> (REQUIRED)		<a href="#">pdate</a>		
		<b>Opening Statement:</b> <input type="text"/>		<a href="#">pdate</a> <a href="#">ueue</a>		
		<input type="button" value="UPDATE STATUS"/> <a href="#">Cancel</a>		<a href="#">pdate</a> <a href="#">pdate</a>		
		<b>XactCentral File Status:</b>		In-Progress		
		<b>Collaboration Status:</b>				
		<b>Attention Status:</b>		Attention not needed <a href="#">[Update]</a>		
		<b>Onsite Reinspection Status:</b>				
		<b>XactContents® Collaboration Status:</b>		<a href="#">[Create Collaboration]</a>		

## ■ Initiate from XactContents

- Gives the adjuster the control of deciding if and when to start the Contents Collaboration
- Users must be connected to the Internet to initiate a Contents Collaboration





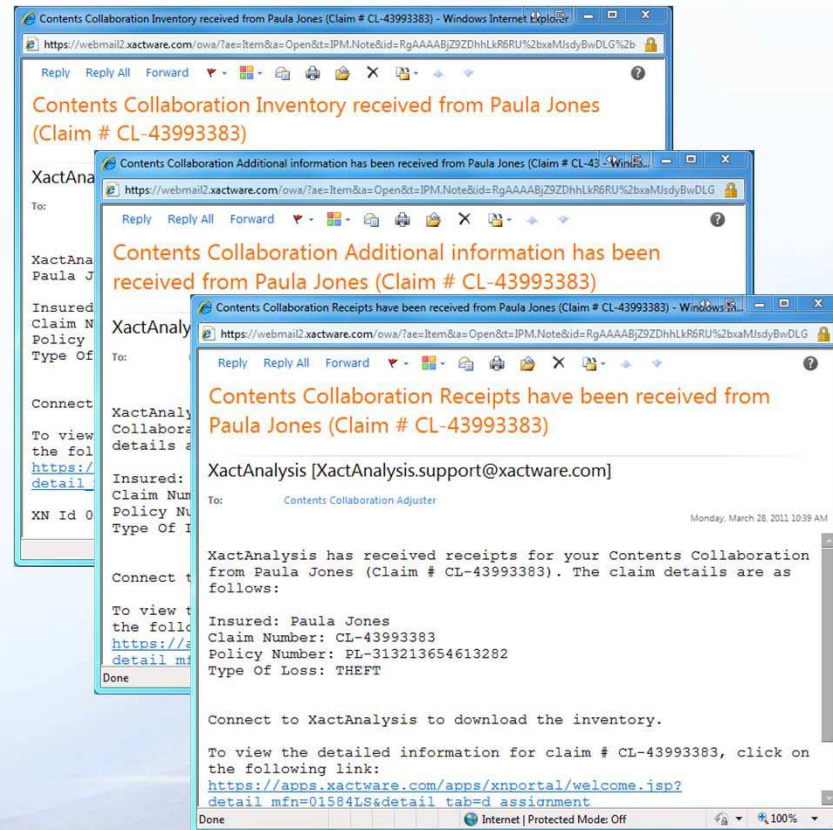
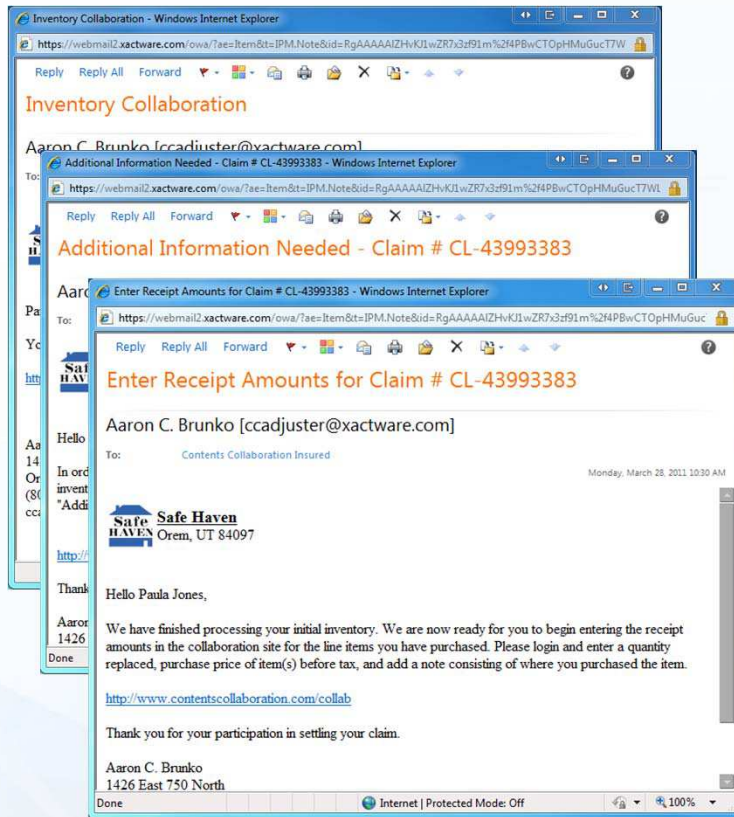
## ■ Continuous e-mail notifications

### Insured Notifications:

- Collaboration Generation
- Additional Information Needed
- Replacement Cost Benefits

### Adjuster Notifications

- Inventory Submitted
- Additional Information Submitted
- Receipt Information Submitted



### ■ Collaboration Account Creation

- Insured information displayed – adding credibility to site
- Insured able to create an account to log into for each stage of the claim
- Also designed to work in an iFrame to appear seamless to the insured
- Accessible by multiple internet browsers

The screenshot shows a web browser window titled "Contents Collaboration - Windows Internet Explorer". The address bar shows the URL: <https://www.contentscollaboration.com/collab/CreateAccount.aspx?i=ccinsured%40xact>. The page content includes the Xactware logo and the text "CONTENTS COLLABORATION by XACTWARE".

**Collaboration Account Creation**

Name: **Paula Jones**  
 Claim #: **CL-43993383**  
 Policy #: **PL-313213654613282**  
 Address: **318 North 900 East**  
 City | State | Zip: **Orem, UT 84097**  
 Phone Number: **(801) 764-5900**

**ALREADY HAVE AN ACCOUNT?**

E-MAIL ADDRESS:   
 PASSWORD:   
 forgot your password?

E-mail Address:   
 Create Password:   
 Confirm Password:   
 By clicking the submit button, I agree to the Xactware User Agreement and Privacy Policy

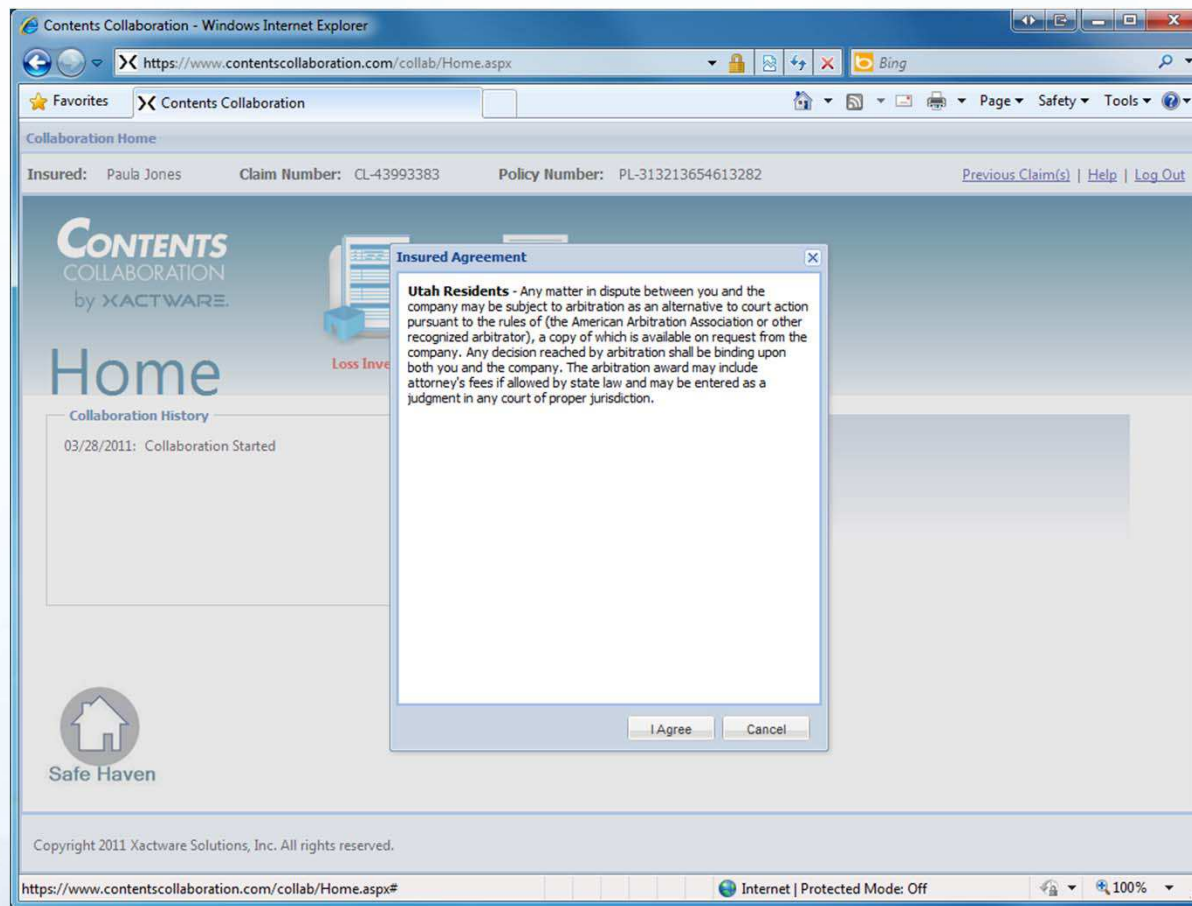
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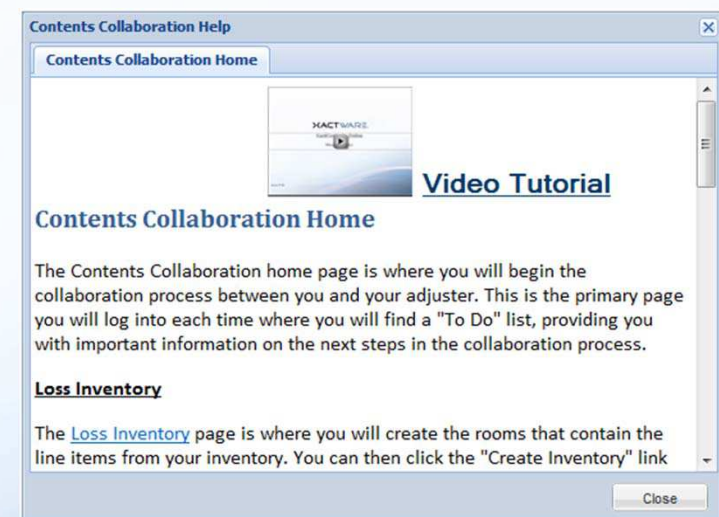
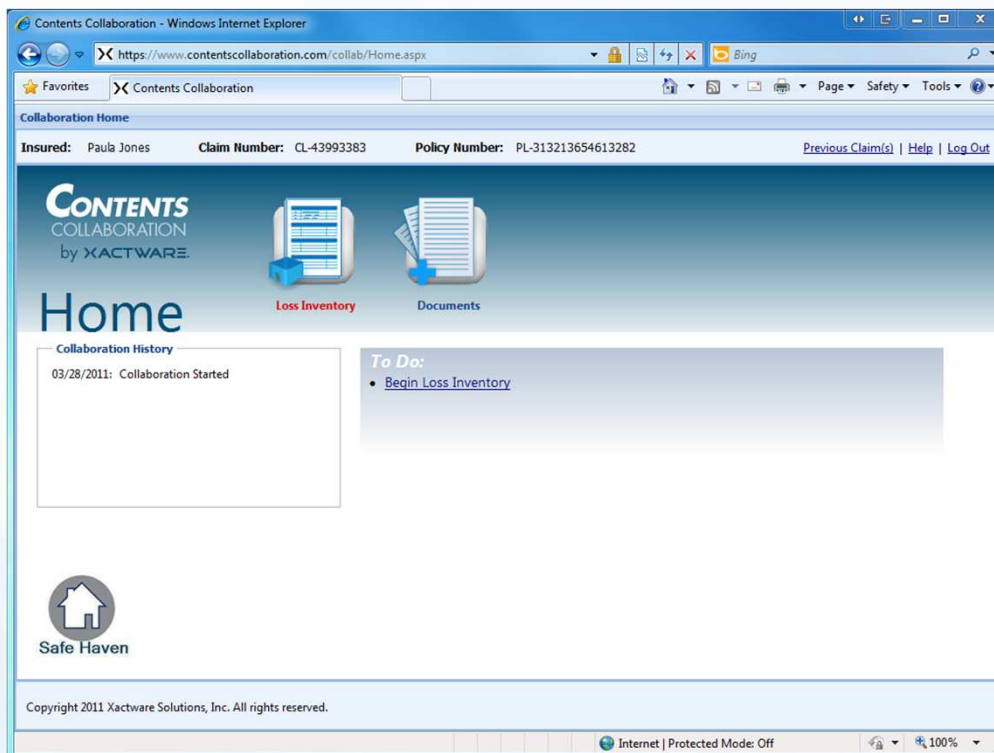
### ■ Insured Agreement – Opening Statement (or Fraud Language)

- Can be displayed on first login, inventory submission (at any point in time), additional information submission, and receipt submission
- Agreement stored for later access by carrier



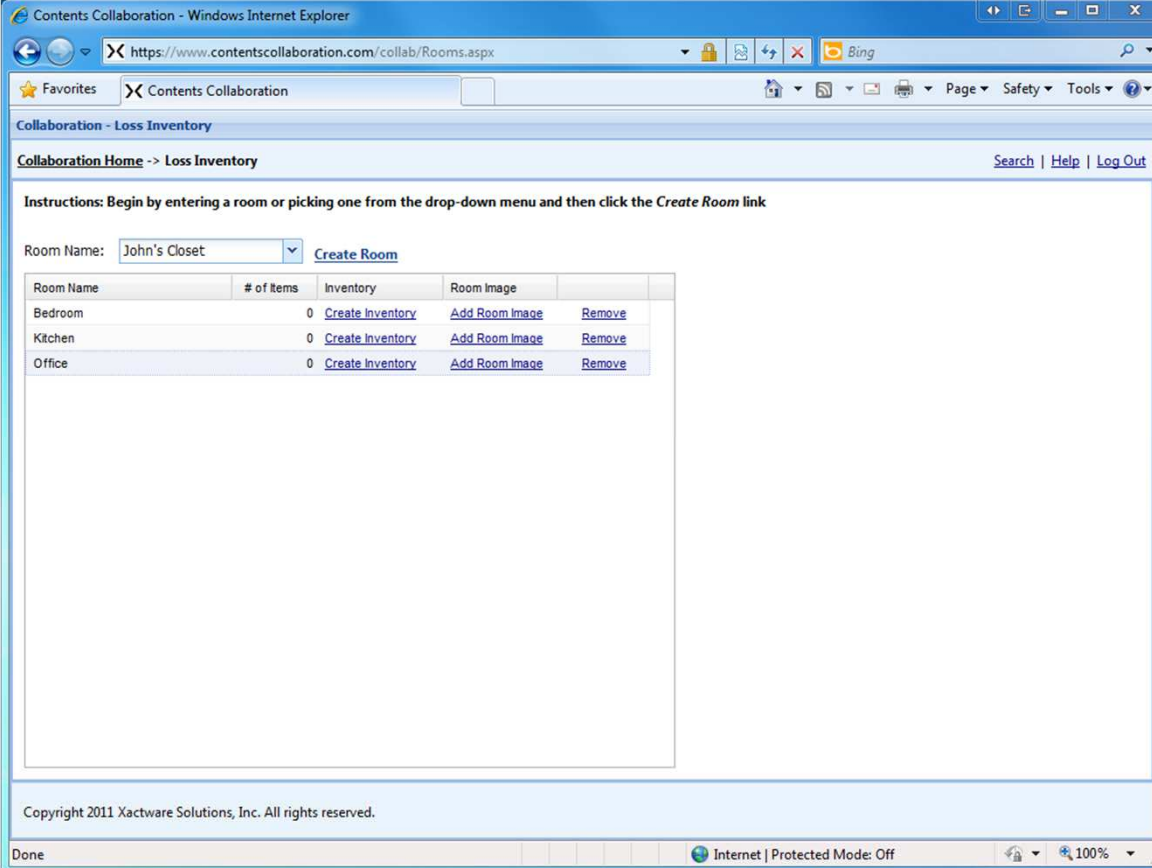
### ■ Easy to Navigate

- Icons show up in Red when the insured needs to perform an action
- To Do: Section helps insured know where they need to go
- Real Time Training accessible by clicking Help
  - RTT based on where the user is presently at in the application
- Video helps available to the insured



## ■ Room/Grouping Creation

- Easily create grouping elements (rooms) by typing or picking from a list
- Attach images for each room if available
- Show how many items exist in each room
- Create Inventory specific to room



Contents Collaboration - Windows Internet Explorer  
https://www.contentcollaboration.com/collab/Rooms.aspx

Collaboration - Loss Inventory  
Collaboration Home -> Loss Inventory Search | Help | Log Out

Instructions: Begin by entering a room or picking one from the drop-down menu and then click the *Create Room* link

Room Name:  [Create Room](#)

Room Name	# of Items	Inventory	Room Image
Bedroom	0	<a href="#">Create Inventory</a>	<a href="#">Add Room Image</a> <a href="#">Remove</a>
Kitchen	0	<a href="#">Create Inventory</a>	<a href="#">Add Room Image</a> <a href="#">Remove</a>
Office	0	<a href="#">Create Inventory</a>	<a href="#">Add Room Image</a> <a href="#">Remove</a>

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## ■ Inventory

- Continuously add items by entering information and pressing enter or clicking OK
- Pick items from a template – automatic item categorization

- Columns can be:

- Ordered
- Renamed
- Hidden

- Changes take place immediately

- Items automatically saved

- Insured able to add images to items

- Navigate back to rooms by clicking Save Information or by clicking Loss Inventory in the navigation bar

The screenshot displays the 'Contents Collaboration - Windows Internet Explorer' browser window. The address bar shows the URL: <https://www.contentscollaboration.com/collab/Inventory.aspx?roomId=4>. The page title is 'Collaboration - Loss Inventory'. The navigation bar includes 'Collaboration Home -> Loss Inventory -> Office' and links for 'Inventory Template', 'Search', 'Help', and 'Log Out'. The main content area features an 'Inventory Template' section with a 'Room Type For: Office' dropdown. Below this is a table with columns: Brand or Manufacturer, Model Number, Item Description, Quantity Lost, Item Age (Years), Item Age (Months), Cost to Replace Pre-tax (each), and Images. The table contains three rows: a Lenovo W510 laptop computer, a black leather high back office chair, and a Dell 2407WFP 24-inch LCD monitor. A modal dialog box with 'OK' and 'Cancel' buttons is overlaid on the table. On the left, a tree view under 'Item Type' lists various categories like 'Hard drive - External - Computer', 'Headset', 'Ink cartridge', etc. The footer of the application shows 'Copyright 2011 Xactware Solutions, Inc. All rights reserved.' and a 'Save Information' button.

Brand or Manufacturer	Model Number	Item Description	Quantity Lost	Item Age (Years)	Item Age (Months)	Cost to Replace Pre-tax (each)	Images
Lenovo	W510	Laptop computer	1	1	6	\$1,800.00	
		Black leather high back office chair	1	3	8	\$250.00	
Dell	2407WFP	Dell 24 inch LCD monitor	1			0	<a href="#">Add</a>

## ■ Inventory Submission

- Performs a check to make sure the insured filled out all required information
- Opening statement agreements displayed
- Inventory is hidden from insured and sent down to the adjuster
- Insured can add supplemental items if needed

Contents Collaboration - Windows Internet Explorer  
https://www.contentscollaboration.com/collab/Rooms.aspx

Collaboration - Loss Inventory

Collaboration Home -> Loss Inventory [Search](#) | [Help](#) | [Log Out](#)

Instructions: Begin by entering a room or picking one from the drop-down menu and then click the *Create Room* link

Room Name:  [Create Room](#)

Room Name	# of Items	Inventory	Room Image	
Bedroom	11	<a href="#">Create Inventory</a>	<a href="#">Add Room Image</a>	<a href="#">Remove</a>
Kitchen	0	<a href="#">Create Inventory</a>	<a href="#">Add Room Image</a>	<a href="#">Remove</a>
Office	0	<a href="#">Create Inventory</a>	<a href="#">Add Room Image</a>	<a href="#">Remove</a>

[Submit Inventory](#)

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- **Original Inventory - XactAnalysis**
  - Original information stored in XactAnalysis
    - Searchable PDF
    - Printable PDF
  - Stores original information which cannot be modified

The screenshot displays the Xactware software interface. At the top, there are navigation tabs: Details, Client/Policy, Map, Action Items (0), Notes (1), Documents (0), Photos (0), Sketches (0), Activity Log, and SkyeTec. Below these are buttons for 'Show Unapproved' and 'Show All', along with links for 'Select Unapproved Documents', 'Select All', and 'Clear All'. There are also 'Approve Item(s)' and 'Reject Item(s)' buttons.

A section titled 'Most Recent Uploaded Documents' includes an 'Add Documents' button and a table with the following data:

Date	File Name	Type	Description	Status
28-Mar-2011 09:34 AM	INVENTORY_SUBMISSION.PDF	Adobe Acrobat Document	Inventory Submission	Not yet approved

Overlaid on this is a Windows Internet Explorer window displaying a PDF document. The address bar shows the URL: https://apps.xactware.com/apps/shared/XNStreamFile?ddid=01584LS&file=463416121.PDF. The PDF content shows a table titled '1. Office' with the following data:

Item Number	Brand or Manufacturer	Model Number	Item Description	Quantity Lost	Item Age (Years)	Item Age (Months)	Cost to Replace Pre-tax (each)
1	Lenovo	W510	Laptop computer	1	1	6	\$1,800.
2			Black leather high back office chair	1	3	8	\$250.
3	Dell	2407WFP	Dell 24 inch LCD monitor	1	1	3	\$800.
4	Logitech		Wired mouse	1	1	4	\$80.
5			Keyboard	1	2	3	\$80.
6	Apple		Ipod Touch	1	1	0	\$300.

### ■ Inventory download to XactContents

- Adjuster is notified that the inventory is ready
- Connects to XactAnalysis to download the inventory
- Inventory Import options when opening the estimate
- Similar to the Import from Excel Option today
- Images and Documents automatically imported into the Assignment

The screenshot displays the Xactware interface for a claim estimate. The main window is titled 'PAULA\_JONES - Xactimate Estimate' and shows various tabs like 'Claim Info', 'Sketch', 'Estimate Items', and 'Complete'. A dialog box titled 'Contents Collaboration Import Options' is open, providing options for handling imported content. Below the dialog, a table lists line items for the estimate.

#	CatDept	Sel	Act	Description	Coverage	Reported Cost	Unit Cost	Qty	Total RCV	Age	Use
1	USR	MISC	+	Lenovo #W510, Laptop...	Contents	\$1,800.00	\$1,800.00	1	\$1,800.00	1.5	Normal
USRMISC Lenovo #W510, Laptop computer, Quantity Lost: 1, Age: 1.5, Cost to Replace Pre-Tax (each): \$1,800.00											
5	CMP	KEYBD	+	Keyboard	Contents	\$80.00	\$80.00	1	\$80.00	2.25	Normal
CMPKEYBD Keyboard, Quantity Lost: 1, Age: 2.25, Cost to Replace Pre-Tax (each): \$80.00											
CMPKEYBD 34 - Microsoft ergon											
6	ELC	MP3T	+	Apple, Ipod Touch	Contents	\$300.00	\$300.00	1	\$300.00	1	Normal
ELCMP3T Apple, Ipod Touch, Quantity Lost: 1, Age: 1, Cost to Replace Pre-Tax (each): \$300.00											

The 'Contents Collaboration Import Options' dialog box contains the following information:

- Info:** Paula Jones, 318 North 900 East, UT 84007
- Dates:** Date of Loss, Date Received, Date Inspected
- Personnel:** Claim Rep, Estimator, Agency, Mortgagee, Reference, Contractor, Claimant, Loan Number
- Options:**
  - Do background searches
  - Highlight items over \$ 0.00
  - Attach note to each item with import information

### ■ Questions, More Info Needed?

- Check the items you need more information on
- Click XactContents Collaboration to request additional information
- Add a note consisting of the information you need
- Notifications take place for both the insured and the adjuster

The screenshot displays the Xactware software interface. On the left, a 'Line Item Entry' table lists various items. The main window shows a 'Contents Collaboration' window with a table of items. A dialog box titled 'Contents Collaboration Log' is open, displaying a notification that additional information has been received. The dialog box contains the following text:

**Collaboration: Additional information has been received.**

Original Info: Keyboard; Qty 1; Age 2.3; Cost to Replace Pre-tax (each) \$80.00  
 Updated Info: Microsoft, Ergonomic Keyboard; Qty 1; Age 2.3; Cost to Replace Pre-tax (each) \$80.00; Added Image(s) No

Original Info: Apple, iPod Touch; Qty 1; Age 1; Cost to Replace Pre-tax (each) \$300.00  
 Updated Info: 32 GB Apple, iPod Touch; Qty 1; Age 1; Cost to Replace Pre-tax (each) \$300.00; Added Image(s) No

The dialog box has 'OK' and 'Print' buttons at the bottom.

Item Number	Room Name	Brand or Manufacturer	Model Number	Item Description	Quantity Lost	Item Age (Years)	Item Age (Months)	Cost to Replace Pre-tax (each)	Images
5	Contents Collabo...	Microsoft		Ergonomic K...					
6	Contents Collabo...			Apple, iPod T...					

### ■ Uploaded Reports

- Specify which reports are uploaded to the insured
- The insured can access them whenever they want
- Potentially remove the need to email or physically mail to the insured

**CONTENTS**  
COLLABORATION  
by XACTWARE.

## Home

**Collaboration History**

- 03/28/2011: Collaboration Started
- 03/28/2011: Inventory Submitted
- 03/28/2011: Additional Information Requested
- 03/28/2011: Additional Information Submitted
- 03/28/2011: Reports Received
- 03/28/2011: Reports Received
- 03/28/2011: Receipts Requested



Loss Inventory



Documents



Receipts



Reports

**To Do:**

- [Continue Loss Inventory](#)
- [Review Uploaded Reports](#)
- [Enter Receipts](#)

**Collaboration - Reports**

[Collaboration Home](#) -> [Reports](#)

**Reports - 28-Mar-2011 10:29 AM**

File Name	Description
 <a href="#">FINAL_DRAFT_DEPREC_CAR</a>	Insured Report
 <a href="#">PMT_TRACKER_WORKSHEET</a>	Payment Tracker - Worksheet
 <a href="#">PMT_TRACKER_PMT_SUMMARY</a>	Payment Tracker - Payment Summary
 <a href="#">Payment Tracker Detail</a>	Payment Tracker Detail

**Reports - 28-Mar-2011 10:29 AM**

File Name	Description
 <a href="#">FINAL_DRAFT_DEPREC_CAR</a>	Insured Report



## ■ Receipt Management

- Insured able to click “Buy Now” to purchase items
- Insured will enter the quantity replaced, ARC amount before tax, and a description of where they purchased the item
- Insured can also attach an image of the receipt from the retailer

Contents Collaboration - Windows Internet Explorer  
 https://www.contentscollaboration.com/collab/Receipts.aspx?roomId=1

Collaboration - Loss Inventory

Item Number	Item Description	Quantity Lost	Cost to Replace Pre-tax (each)	Purchase Item Now	Receipt Information
1	Lenovo ThinkPad W510 15.6" Notebook Computer, 43192PU	1	\$1,481.00		
4	Logitech G500 Wired Laser Gaming Mouse				
5	Microsoft Ergonomic Keyboard, B2M000				
6	Apple iPod Touch 32 GB, MC544LLA				
7	Floortex Polycarbonate Chair Mat, Clear, FLR118923ER				
8	Offices To Go Overhead Hutch, 71" W, American Dark Cherry, SL71HDADC				
9	Salem Executive Desk				

Receipt Information (overlaid):  
 WELCOME TO BEST BUY #773  
 ORDER: 011 84058  
 (801) 225-4922  
 Keep your receipt!!  
 Val #: 1612-5219-0412-7052  
 0773 017 3108 12/11/07 14:01 0843373

Apple iPod Touch 32 GB - Windows Internet Explorer  
 http://www.officemax.com/technology/mp3-players

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HOME > TECHNOLOGY > MP3 PLAYERS & ACCESSORIES > MP3 PLAYERS

**APPLE IPOD TOUCH 32 GB**  
 Avg. Customer Rating: ☆☆☆☆ Write the First Review  
**Your Price: \$299.99**  
 Ships in: 1 to 3 days  
 Item #: 22431263  
 Manufacturer #: MC544LLA  
 iPod Touch 32 GB

Features  
 • Facetime  
 • Music  
 • Mail  
 • Video  
 • Photos  
 • Internet  
 • Apps  
 • Game Center

Quantity:  **ADD TO CART**



## ■ Receipt Amounts

- Actual Replacement Costs are automatically imported into the Payment Tracker
- A log will help the adjuster keep track of which items to focus on each time
- Items with multiple quantities will automatically be flagged as partial payments
- Adjuster able to view a full image of the receipt for clarity

The screenshot displays the Xactware Payment Tracker interface. On the left, the 'Payment Tracker Receipt Log' window shows a table of items with their descriptions and amounts. A message above the table states: 'Collaboration: Additional information has been received.' The table lists three items:

#	Item Description	Amount
1	Lenovo ThinkPad W510 15.6" Notebook Computer, 43192PU	\$1,582.45
2	Black Leather High Back Executive Office Chair	\$202.99
3	Dell UltraSharp U2410 (464-7346) Black 24" 6ms Widescreen LCD Monitor, 464734	\$609.44

On the right, the 'Payment Tracker - Estimate: PAULA\_JONES' window is open, showing claim details and a summary table. The 'Receipt Management' dialog box is also open, displaying details for a receipt with Item # 1, dated 03/28/2011, purchased from Best Buy. The dialog includes fields for description, quantity, price before and after tax, tax rate, total replacement cost, total allowed, and RC benefits to be paid. There is also a 'Full Image' button to view the receipt image.

Claim Details:

- Insured: Paula Jones
- Home: (801) 764-5900
- Claim Number: CL-43993383
- Coverage: Contents
- Property: 318 North 900 East, Orm, UT 84097
- Policy Number: PL-313213654613282
- Date of Loss: 3/28/2011

Summary Table:

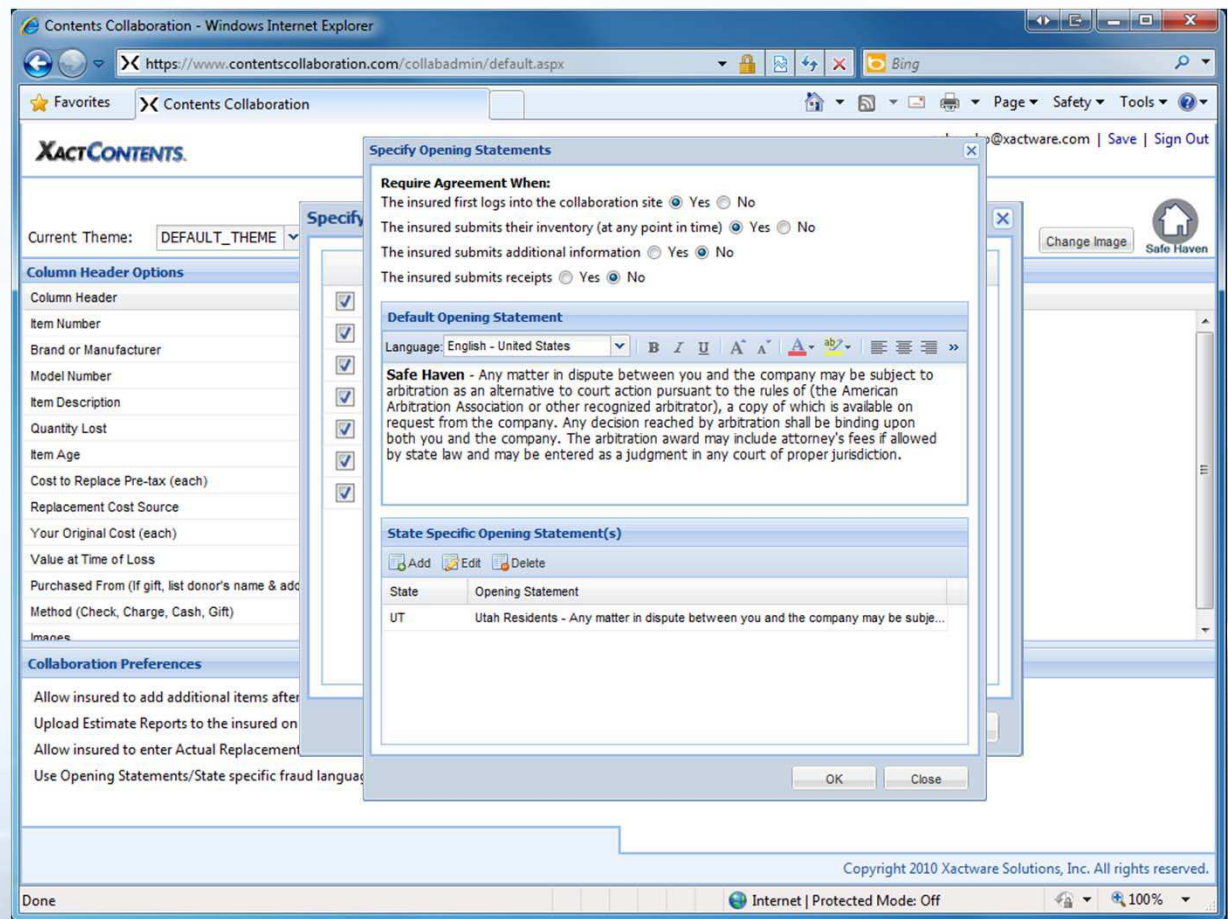
Category	Amount	Category	Amount
Less ACV Payments Made	(\$1,875.48)	Outstanding ACV Settlement	\$0.00
Outstanding ACV Settlement	\$0.00	Less Overpayment	\$0.00
		Deferred Payment Pending	\$615.24
		Total Payments Pending	\$615.24

### ■ Control how the site will look and behave

- Company Logo
- Colors
- Column header organization, labels, shown or not, and required for completion

### ■ Preferences

- Control Supplements
- Reports
- Receipt Amounts
- Opening Statements
- Fraud Language



The logo for XACTWARE, featuring a stylized 'X' followed by the word 'ACTWARE' in a blue, sans-serif font. A registered trademark symbol (®) is located at the end of the word.

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